



Colusa, Sutter and Yolo Regional Child Support Agency Leadership Advisory Committee

To: RCSA Leadership Advisory Committee
From: Natalie Dillon, Regional Director
Subject: General Update (Agenda Item #5)
Date: June 5, 2025

Final Employee Transition

As defined in the Regional Child Support Agency (RCSA) MOU, all remaining Colusa and Sutter County Child Support employees must transition to Yolo employment by December 31, 2025. There are three remaining Sutter employees, and no Colusa employees currently assigned to the RCSA. Last month, a meeting was held with the HR Directors of both Sutter and Yolo counties to plan the final transition. We anticipate that all three employees will transition to Yolo. As planned, their last day of Sutter employment will be December 27, 2025, and will start in Yolo on December 28th. Yolo HR committed to scheduling meetings with each of the three employees later this year to answer any questions and facilitate the process.

RCSA Conflict of Interest

On December 5, 2024, the Colusa Sutter Yolo Regional Child Support Agency received communication from the Fair Political Practices Commission (FPPC) that pursuant to Government Code § 87303 the conflict of interest code for the RCSA was approved on 11/19/24 effective 12/19/24.

The RCSA updated its internal procedures and identified a Business Services Supervisor to track and retain all required documentation. The RCSA updated its website with the pertinent code and procedure. As required, I filed a Form 700 to leave office from each of the three counties and filed a Form 700 to assume office with the RCSA.

Unfortunately, the final version of the code that was approved by the FPPC did not include one of the classifications it should have – Program Manager. The FPPC and the RCSA went through the process to modify the conflict of interest code to add the Program Manager position, which became effective May 11, 2025. The updated version of the code is included as an attachment.

Child Support Directors Association (CSDA) Board of Directors

During the November 2024 CSDA Annual Directors Meeting, I was elected to serve a three-year term on the CSDA Board of Directors. In January, at the first meeting, I was elected to continue to serve as the Secretary of the Board and will therefore serve on the CSDA Executive Committee. This position has allowed me to gain additional insights on matters of importance to the child support program.



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CSDA Legislative Day

On March 12, 2024, I participated in the CSDA Legislative Day at the Sacramento Capitol. This opportunity allowed me to meet with a number of legislative members from around the state, including Majority Leader Aguiar-Curry. Additionally on this day, the Assembly Budget Sub Committee 2 on Health and Human Services held a hearing on various programs including Child Support. I was also able to provide public comment about the impact of last year's budget cut on the performance of the Colusa Sutter Yolo Regional Child Support Agency. Last year the California child support allocation was reduced by \$18 million – which was expected to be a two-year cut.

I acknowledged the poverty that exists in our three counties, and the importance of the child support program as a poverty reduction and prevention program. Our regional agency experienced approximately a \$250,000 reduction which equates to an approximate value of 2 full time child support professionals. Our staff collect on average about \$346,566, each, annually. Disappointingly, our collections declined from FFY 2023 to 2024 by \$1,045,145. Clearly demonstrating that the reduction to the child support allocation has real impacts to real families. Research shows that when families receive child support, child support is about 40% of family income for families living at or below the federal poverty level. Individual local child support agency public comment and the testimony of the CSDA Executive Director was compelling, such that Chair Corey Jackson indicated his support of restoring program funding in the budget year. May Revise does not restore last years cut but does not further cut the local allocation.

Federal Administration

The federal Office of Child Support Services (OCSS) is under the umbrella of the federal Health and Human Services Agency and the Administration for Children and Families. The federal workforce in these agencies have been subject to a Reduction in Force, in addition to voluntary resignations, and the elimination of probationary employees – amounting to approximately 25,000 individuals. It is unclear how many staff at OCSS have been impacted, however Secretary Robert F. Kennedy Jr. did issue a press release announcing the reduction in force and a reorganization. As part of the reorganization, he reduced the number of regional offices from 10 to 5. Region IX, for which California belongs, has been eliminated. We have since been assigned to Region VIII out of Denver.

As specified in PRWORA passed in 1996 during the Clinton Administration, the federal government created the National Directory of New Hires (NDNH) as part of the Federal Parent Locator Service (FPLS). NDNH contains information on all new hires in the US, including information on quarterly wages, and unemployment insurance benefits. NDNH was created to help state child support agencies locate parents and enforce child support orders. The New Hire file contains information on all newly hired employees reported by employers to each State Directory of New Hires (SDNH). Federal agencies report directly to the NDNH. NDNH includes information from the New Hire, Quarterly Wage, and



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Unemployment File. Further information regarding NDNH can be found in a [training guide](#) released by OCSS.

In early March, DOGE requested access to NDNH which was granted by Secretary Kennedy effective March 6, 2024. To reiterate, the information in NDNH is not limited to adults in the child support program, but all US employees and those that receive unemployment insurance. [House](#) and [Senate](#) Democrats have written letters expressing concern and requesting additional information.

At this juncture, there has not been any communication about changes to federal funding of the child support program.

This information was provided to the Yolo County CAOs office which included it in their survey response to CSAC regarding federal administration impacts.

Telework Policy and Telework Metrics

Yolo County updated the expectations for employees being in the office at least three days per week, effective no later than July 1, 2025. Since Covid, the RCSA has effectively operated with a required three days in office per week/two days telework option. Therefore, there was no change for RCSA employees.

The RCSA has had a number of performance and productivity monitoring tools in place and recently rolled out specific telework metrics. In March, we shared with all staff those metrics which are aligned with Yolo County S.P.I.R.I.T values, RCSA values, and federal, state and local performance and compliance expectations.

Court Outreach

The RCSA collaborated with each of the three Superior Courts to create a court child support referral program. The purpose of the referral program is to educate parents on the services available to them, open new child support cases, and to increase the courts compliance with the requirement to complete the FL 191 Child Support Case Registry Form. We created a unique flyer for use in each of the Superior Courts and Family Law Facilitators that give parents the option to either apply for child support services or complete the FL 191, using a QR code.

The RCSA also worked closely with DCSS to develop a [Quick App](#) which is more streamlined than the regular online application, since we expect most of these parents will already have a child support order established by the court. We will have staff on site at the courts during the Family Law calendars to assist parents with this process and answer any questions.

We will be tracking the efficacy and rate of referral of the new program, as are at least two other local child support agencies – Napa and Solano local child support agencies.



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Mentorship Program

The RCSA recently developed a leadership mentoring program. The first cohort has executive staff mentoring the supervisors. The subsequent cohort will have Supervisors mentoring Senior Child Support Specialists. The program includes an assigned mentor/mentee relationship with individually set goals, mock interviews, training and support groups. So far feedback is very positive, and we look forward to rolling this out more broadly.

Poverty Simulation

We are excited to share that we have secured an experienced facilitator to conduct a Poverty Simulation for all of our child support staff to be hosted in Colusa County at the VFW. On June 25th, our offices will be closed to the public when we engage in this powerful experience. The simulation immerses participants in scenarios that provide a simulated experience of those living in poverty. Participants take on the role of a person living in a low-income community. Each participant receives a packet that identifies their particular role to play. Some participants play the role of the consumer, while others play the role of a business or agency in the community (i.e. the bank, the employer, the pawnshop, etc.).

There is an extensive debriefing at the end of the simulation exercises. Participants typically have a strong need to talk about the challenging experience, issues came up for them, and their insights resulting from the simulation experience. We will take time to talk about the impact of what we've learned, the work participants do, and we review the goals and results of this simulation program.

The purpose is to provide perspective to our staff on the challenges of living in poverty and accessing services, with the goal of improving service delivery and empathy for the families we serve. We have opened this opportunity up to the Colusa CAOs office, Department Heads, Board of Supervisors and HHS employees.

Customer Service Survey

The RCSA updated its customer service survey after noticing few parents completing the survey. The survey is built in the Survey Monkey Tool and is used to provide staff positive and constructive feedback as well as insight to the larger organization on service. A link to the survey is texted to all participants who visit any of our three offices. The new survey went live last month.

Training

Local governments in the Greater Sacramento area coordinate to offer a seven-month leadership training for emerging leaders called Sacramento Valley Leadership Academy. The curriculum consists of in class presentations by City/County Managers, critiques of case studies, one to one coaching, group activities and action planning. Class topics include Leadership essentials, emotional intelligence, cultural



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competency, political astuteness, team dynamics, and much more. We are excited that one of our Child Support supervisors enrolled in this Academy and graduated in April. It was a great experience for her.

The Child Support Directors Association (CSDA) is carrying forward the Elevate leadership program. The RCSA is fortunate to have been able to send four leaders to the training and have two more attending this year's cohort. This six-month training program for Child Support Professionals is located in Sacramento and includes in person leadership development and professional coaching.

CSDA hosts its Annual Child Support Training Conference and Expo each year in May. This year a number of staff registered to speak at this year's event.

- Amanda Battles, Assistant Director, will be presenting on Telling the Story: Leveraging Analytics for Improving Outcomes
- Ramona Tague, Child Support Supervisor, will be presenting on Building Resilience through Organizational Change
- Anne Glanzer, Supervising Child Support Attorney, will be presenting on Advanced Guideline Calculation: Unraveling the Dark Matter of Complex Guideline Calculations
- Magali Butkovic, Senior Child Support Specialist, will be presenting on Got Stips? Best Practices
- Natalie Dillon, Director, will be presenting on Unique Strategies for Non-English Outreach and Budgeting & Funding Uncovered, Understanding Key Concepts

The department has found that new hire training is slowing, allowing us to re-direct limited training resources to existing processes and expanding our collective knowledge base. As a result, we are working on updating outdated procedures based on program and process changes as well as creating more training opportunities for existing staff.

FEM Final Rule – Earning Capacity

California will be implementing Phase 2 of FEM (Flexibility, Efficiency and Modernization) Federal Final Rule January 2026, which will require that local child support agencies (LCSA) consider the following 14 factors when using earning capacity to establish a child support order: assets, residence, employment/earnings history, job skills, educational attainment, literacy, age, health, criminal record and employment barriers, record of seeking work, local job market, availability of employers, prevailing earning levels and other factor as determined. The goal of FEM is to improve child support by setting accurate obligations, increase on-time payments to families, improve collection rates, reduce arrearages. Although we have historically considered income as part of establishing child support, most of these other factors will significantly change how we engage with customers, interview, fact gather as well as alter the amount of information presented to the court. These changes will require system changes, training for staff, and to some degree – a customer service philosophy change. We have started some of the training and changes to how we conduct case interviews and document information. This will be ongoing and significant change to the program. We have begun conversations



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with each of our courts during the AB 1058 Court Roundtable meetings, as there will be impacts to the court and the potential increased need for court calendar time.