



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: November 21, 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. All three employees have received communication from both Sutter and Yolo counties and are prepared to transition. Their last day on the Sutter payroll will be December 26, 2025, and their first day on Yolo payroll will be December 28th. There will be no break in service and leave balances will transfer.

Hiring

In July, Program Manager, Daniel Padilla left our agency to accept a promotion to Deputy Director for another local child support agency. We were sad to see him go, but happy for his promotion and that he is still in the program. We are also excited to share that we have hired Marin Vogan, who comes to us from the California Department of Child Support Services (DCSS). She started earlier this month, and we are thrilled to have her as part of our team.

Federal Administration

The California Child Support program is funded with state (1/3) and federal (2/3) funds. The federal shutdown had the potential to impact our local program. For the months of October and November, DCSS was able to draw down federal funds remaining from the prior federal fiscal year. There is no transparency on the remaining balance from the prior year federal fiscal year. California intended to continue to draw down these funds until exhausted. California was prepared to spend their 1/3 state share absent any federal funds, which would have kept the program going for approximately 2-3 months. On Wednesday, November 12, 2025, President Trump signed a bill passed by Congress ending the longest government shutdown in U.S. history.



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My Sticker Calendar

The Colusa Sutter Yolo Regional Child Support Agency has released its inaugural My Sticker Calendar, a new resource designed to support positive outcomes for children and strengthen co-parenting relationships for parents and guardians in Colusa Sutter and Yolo Counties.

The My Sticker Calendar provides children with a fun, hands-on way to manage shared parenting time while allowing parents to learn about child support at the same time. By helping children visualize when they will be spending time with each parent, the calendar promotes consistency, communication and collaboration within families. Featuring artwork created by local children with colorful stickers, the calendar offers an interactive and positive tool for families to plan and look forward to time spent across households.

Parents and guardians are encouraged to pick up a free calendar at any of the agency offices, at the Family Law Facilitator offices at the Superior Court in each of the three counties, as well as myriad community-based organizations throughout the community. Press releases were issued by each of the three counties to help promote this new resource. While they are moving fast, we do still have a few that can be shared with additional community partners upon request.

Fatherhood Collaboration

The RCSA is collaborating with other local service providers in Yolo County with a focus on fatherhood. Partners include Yolo First Five, Empower Yolo, Communicare+OLE, RISE, Yolo Crisis Nursery and others. After conducting a survey of participating agencies, we agreed our first focus will be on engaging fathers through a survey and potentially a series of focus groups to hear directly from them as to their needs and service delivery questions. Though there is not specific funding for this larger collaborative, we are optimistic about the coordination and programming that could be developed.

Miscellaneous

Colusa e-filing with the Court

Testing e-filing functionality with the Colusa Superior Court has gone well. We expect to be live in December 2025. We are fortunate that all three of our courts use the Tyler Odyssey Court Case Management System so the training on our end is minimal. This will create new efficiencies and less paper going between the court and our office. While we are already e-filing



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with the Sutter and Yolo courts, we have plans to increase the number of documents that we are e-filing.

Ended contract with Yolo IT for support

The RCSA predominantly functions on the DCSS Microsoft Office 365 tenant. However, the hardware deployed in the Colusa and Yuba City offices are supported by DCSS and the hardware in the Woodland office is supported by Yolo County. In Fiscal Year 2024-25 the RCSA has had a contract with Yolo County Information Technology Services (ITS) for a dedicated employee to work in our office for a half day (our office is literally downstairs from ITS, so very convenient). However, due to increasing costs and limited allocation, the RCSA has terminated this contract. Our own staff supported by our Administrative Analyst and the Yolo ITS Helpdesk will provide ongoing support.

Shifted Process Server Model

The RCSA has utilized dedicated extra help process servers to serve legal documents. Although this model generally worked well, we are shifting to a contract process with Rubio's Attorney Services. The goal is to improve timeliness, and overall efficiency of the service of process function.

New Tableau Tools

Through a partnership with the Santa Clara County local child support agency, an additional Tableau dashboard containing child support program data was created for our office. This tool is helpful for staff and leadership to ensure we are focusing on the cases that need our attention.

Additionally, our Administrative Analyst, Carol Lawrence, has created an additional dashboard primarily focused on Child Support order establishment and parentage measures. This will be a helpful tool as we really target improving metrics in this area.

State staff no longer work out of our Colusa office

A few years ago, after Governor Newsom required state employees to work limited hours in the office. DCSS asked if they could have select staff work out of our offices as they had downsized their headquarters and had hired people during the pandemic that lived outside of the 50 miles telework boundary. The RCSA agreed, negotiated a no-cost MOU, and made available one office in the Colusa location for state staff to rotate through. Recently, we received contact from DCSS that this arrangement was no longer needed and so the MOU was cancelled.



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Training & Mentorship Program

RCSA Mentor program

As noted in the general comments of the June LAC report, the RCSA commenced a second cohort of our mentoring program which includes members of the Leadership team mentoring Senior Child Support Specialists. The program includes an assigned mentor/mentee relationship with individually set goals, mock interviews, training and support groups. Feedback continues to be very positive, and we look forward to rolling this out more broadly.

NCSEA, WICSEC and AB 1058 Conference

The last few months have provided me with the opportunity to speak at several state, regional and national conferences – sharing some of the work of the Colusa Sutter Yolo Regional Child Support Agency. I co presented at the 2025 National Child Support Engagement Association (NCSEA) Leadership Symposium in a course about employee engagement entitled Culture in Action: Practical Approaches to Empowering Your Workforce.

I also presented at the 2025 Western Intergovernmental Engagement Council (WICSEC) Training Conference in two sessions: Women in Leadership and Parental Voice – Catalyzing Change in Child Support Practices and Policies. Both courses were well received.

I was asked to co-present with the DCSS Chief Counsel at the 29th Annual Judicial Council of CA AB 1058 Conference regarding local implementation of the FEM Final Rule (Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs Phase II Implementation. Conference attendees were Child Support Commissioners, Family Law Facilitators, Child Support Attorneys and more. It was an exciting opportunity for the program to inform the judiciary on local implementation preparation and practices for important new laws.

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) to 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 factors 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. Historically, income has been one of the



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key factors when determining child support. The key change here is related to earning capacity. Earning capacity is when we aim to estimate someone's ability to earn income when we do not have adequate information about their actual income in order to determine 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 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.