



A Tradition of Stewardship  
A Commitment to Service

Agenda Date: 12/2/2014

Agenda Placement: 6B

## NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

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**TO:** Board of Supervisors  
**FROM:** Karina Castaneda for Janet Nottley - Director  
Child Support Services  
**REPORT BY:** Karina Castaneda, STAFF SERVICES MANAGER - 259-8289  
**SUBJECT:** Approval and authorization to sign Plan of Cooperation

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### **RECOMMENDATION**

Director of Child Support Services requests authorization to sign a of the Plan of Cooperation with the Ventura County Department of Child Support Services (Ventura) for Customer Call Center Services at no cost for the term of November 1, 2014 through October 31, 2017.

### **EXECUTIVE SUMMARY**

The Napa County Department of Child Support Services (CSS) is seeking to enter into a Plan of Cooperation (POC) with Ventura County Department of Child Support services (Ventura) for Ventura to provide Customer Call Center services to CSS. A POC is required by the State Department of Child Support (DCSS) for services shared between Local Child Support Agencies (LCSAs).

### **FISCAL IMPACT**

Is there a Fiscal Impact?                      No

### **ENVIRONMENTAL IMPACT**

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

**BACKGROUND AND DISCUSSION**

Ventura County Department of Child Support Services (Ventura) is one of 8 Child Support Call Centers in California. Currently, Ventura handles the calls for 11 California local child support agencies. Since the 2014 South Napa Earthquake in August, Ventura has handled Napa's incoming phone calls as part of CSS's disaster recovery plan with the State Department of Child Support (DCSS). Ventura, with the support of DCSS, has offered to continue to act as the Customer Call Center for Napa CSS.

By using the Call Center approach, as opposed to a receptionist/case manager approach, CSS found that its customers were able to receive faster service for basic questions and communications. This has allowed case managers to focus on more in-depth case management tasks. Customers are still provided with access to Napa County CSS if their inquiries or needs are outside of the typical call center duties.

The POC sets out requirements for both county agencies, including complying with state and federal laws and regulations. Ventura's policy and procedures requires calls be answered within 2 minutes, and their average wait time is just 45 seconds. Additionally, this POC will help minimize the budget impact of the COLA increases for Fiscal Year 2014-2015 by allowing the Department to keep one Legal Clerk position vacant. Without this assistance from Ventura, CSS would likely need to fill that position and may be required to make other budget reductions.

The POC will be signed by DCSS as required by law.

There is no charge by the Ventura Department of Child Support for the Call Center Services.

**SUPPORTING DOCUMENTS**

None

CEO Recommendation: Approve

Reviewed By: Liz Habkirk