



BOARD OF SUPERVISORS
AGENDA LETTER

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Agenda Number:

Department Name: Child Support Services
Department No.: 045
For Agenda Of: January 26, 2010
Placement: Administrative
Estimated Time: 5 Minutes
Continued Item: Select_Continued
If Yes, date from:
Vote Required: Select_Vote

TO: Board of Supervisors

FROM: Department Child Support Services 568-2326
Director(s) Carrie Topliffe, C.P.A. 568-2326
Contact Info: Name & Phone Carrie Topliffe, C.P.A., Director 568-2326

**SUBJECT: Child Support Services Regional Plan of Cooperation Between Ventura County
Department of Child Support Services and Santa Barbara County Department of
Child Support Services**

County Counsel Concurrence *

As to form: Select_Concurrence *

Auditor-Controller Concurrence *

As to form: Select_Concurrence *

Other Concurrence: * Select_Other *

As to form: Select_Concurrence *

Recommended Actions: The Board of Supervisors authorizes Santa Barbara County Child Support Services Director to enter into a Plan of Cooperation (POC) with Ventura County Child Support Services regarding the handling of its non-emergency customer calls received at the statewide toll-free telephone number.

Summary Text: Under the terms of the standard State POC to be reviewed by County Counsel, Santa Barbara Child Support Officers will no longer answer calls that originate in the statewide toll-free system. If a Santa Barbara customer doesn't use the self-serve options and requests an operator, Ventura County staff will be the first responders, transferring calls only as necessary to specific Santa Barbara Child Support Officers. Both counties receive State funding for their operations, and there will be no financial impacts on either county's budget as a result of this POC.

Background: Under federal mandate, California completed in November, 2008 an electronic system that links all 58 counties. A single toll-free telephone number was implemented for all incoming customer calls, with each county creating a Call Center to handle its portion of the calls. Experience has shown that larger Call Centers are more efficient, and the State is encouraging the development of regional Call Centers so as to conserve Child Support Officer time for the sophisticated casework necessary for successful performance. Ventura County, with over twice the budget and staffing of Santa

Barbara, has offered to assume Santa Barbara's Call Center responsibilities effective February 1, 2010. It currently leads the state in Call Center performance statistics, with one of the shortest wait times (averaging 33 seconds) and the smallest abandoned call rate in the state. Santa Barbara is eager to offer this enhanced customer service to its residents, while returning five seasoned Child Support Officers to casework as a result of this arrangement. Child Support Officers with Santa Barbara County will be afforded additional time to directly oversee cases, enhancing timeliness and quality of services provided.

Performance Measure: Ventura and Santa Barbara will work together closely to monitor wait times, customer satisfaction, and abandoned call rates. Though the statewide model anticipates 90% of the calls being handled by the Call Center staff and only 10% being forwarded to the case managing county, Santa Barbara staff will answer transfers to their direct telephone lines of any customers requiring additional service, and will handle their requests promptly. Transferred calls will be considered priority calls, further enhancing customer service.

Fiscal and Facilities Impacts:

Budgeted: Select_Budgeted

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
General Fund			
State			
Federal			
Fees			
Other:			
Total	\$ -	\$ -	\$ -

Narrative: There will be no fiscal impact. The Santa Barbara Child Support program receives no General Fund support. The State provides funding allocations to both Santa Barbara and Ventura Counties and has indicated that their respective allocations will not change as a result of this POC.

Staffing Impacts:

<u>Legal Positions:</u>	<u>FTEs:</u>
0	0

Special Instructions:

Attachments:

Authored by: Carrie Topliffe, C.P.A., Director, Child Support Services