



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 #6)
Date: November 9, 2023

National (NCSEA) Program Awareness Award

The Colusa Sutter Yolo Regional Child Support Agency (RCSA) is excited to have been awarded the prestigious 2023 Program Awareness Award by the National Child Support Engagement Association (NCSEA). The award was presented during the 2023 Child Support Leadership Symposium, in recognition of the Child Support Agency's innovative and effective strategies to increase public awareness of the child support program and its profound support of children and families.

The NCSEA highlighted the Child Support Agency's exceptional efforts in creating a Regional Agency that embodies the unique culture, communities, and values of Colusa, Sutter, and Yolo Counties. One aspect of this deliberate approach included developing an Agency logo that incorporated colors from each county's seal, representing the unity and diversity of the region.

Underpinning this award is the Child Support Agency's comprehensive multi-pronged approach to raising awareness regionally about its services. This strategy included the launch of a new website, and engaging promotional videos aired on broadcast television and shared widely on social media platforms. As a result of this initiative, the Child Support Agency has achieved a remarkable 21% increase in stipulation rates, showcasing enhanced parental engagement in the child support process.

NCSEA produced a podcast as hosts interviewed me showcasing our comprehensive outreach and branding effort and associated results. The podcast can be heard here: [NCSEA On Location • A podcast on Spotify for Podcasters](#), and on Spotify.

August Child Support Awareness Month

Staff formulated a workgroup and devised a plan for Child Support Awareness Month that included a Did You Know Campaign on social media, an emphasis on excellent customer service, drawing activities for children who came to our offices, participation at the Colusa Concert at the Park, a driver license amnesty program and more.



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

Organizational Development

Vision Statement: In 2021, after the inception of the RCSA, we created a mission statement. The mission statement is: The Colusa, Sutter and Yolo Regional Child Support Agency works with families to promote self-sufficiency and the well-being of children by establishing parentage and financial support. In 2023, after going through the Four Essential Roles Leadership Training by Franklin Covey, the leadership team developed and rolled out a new Vision Statement: Engaging parents in supporting their children.

Restructuring: Also, as an outcome of the Four Essential Roles Training, the Leadership team examined the structure of the agency and whether our structure was aligned with the goals of the agency. After a little more than two years as a regional agency, we determined some changes were necessary, which were implemented in October 2023. The goals of the changes were to:

- Flatten and balance the organizational structure
- Reduce the staff to supervisor ratio
- Allow new Child Support Specialists more time to have the support of staff development while they are acclimating to a caseload.
- Provide culturally and language appropriate services to our Spanish speaking customers
- Mitigate the impacts of vacant caseloads in performance teams
- Have a caseload distribution structure that allows the agency to work on local, state and federal performance goals simultaneously.

Staffing Update

Colin Anderson, Supervising Attorney and Assistant Director retired November 3rd. We have promoted Anne Glanzer to the Supervising Attorney position. Amanda Battles will be the sole Assistant Director.

Our Business Services Manager, Sandi Reyes, also retired this summer. We have decided to not fill this manager position, but instead to add a Business Services Supervisor. We were fortunate to hire someone with relevant Yolo County experience.

Yolo County has an MOU with Glenn County for a shared Child Support Attorney commencing January 24, 2022, through June 30, 2024. The attorney works 50% for the regional agency and 50% for Glenn County Department of Child Support Services. This arrangement has worked well for both agencies, and we plan to continue by entering into another two-year contract. We are working to convert our existing Limited Term position into a permanent position.



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

Statewide and Regional Presentations

Upon request by the California Department of Child Support Services, Natalie Dillon gave a presentation in August at the DCSS Northern Regional Meeting regarding Colusa Sutter Yolo Regional Child Support best practices and success on Current Support, stipulations and our Domestic Violence collaborative with Empower Yolo.

She also made three separate presentations in September at the Western Intergovernmental Child Support Engagement Council (WICSEC represents all states west of the Mississippi) Conference on the Colusa Sutter Yolo Regional Child Support experience with business process reengineering, practices relative to navigating the current labor market, and California policy changes related to enforcement of Child Support for families in Foster Care.

Website Redesign

The Colusa Sutter Yolo Regional Child Support website is hosted on a Granicus platform through a contract piggy-backed off the Yolo County contract. We created a new website to coincide with the new agency. It has been two years already, and we felt the regional agency website needed refreshing and additional child support content added. Through our contract with our Grays Peak Strategies, their consultant and our staff embarked on a website redesign project. We added significantly more child support content. We are very proud of the results. Our website can be viewed here <https://www.colusasutteryolochildsupport.org/>.

Innovation and Technology

Information Security Audit

As noted during the April Leadership Advisory Committee General Update, the RCSA was selected by the CA DCSS for an Information Security Audit. The entrance interview was conducted on March 28th and the onsite audit was April 17. The Yolo portion of the audit included Yolo County IT, who was involved during the entrance interview and the onsite audit in Woodland. All three sites were visited. We are still pending the results of the audit.

Teams Calling

RCSA staff use a combination of equipment that is managed by California DCSS and Yolo County. As shared previously, we attempted to use MiCollab, the Yolo County VOIP telephony solution, however we experienced numerous technical issues – particularly for those staff on state/Option 1 computers. We have successfully implemented Microsoft Teams calling working with AT&T and DCSS to get a new block of phone numbers for all RCSA staff, including



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

reception. The migration has gone smoothly, all staff have new phone numbers, including reception. Staff can access their phone lines from home or in the office.

Tech Refresh

The Regional Agency is working with DCSS on agency wide tech refresh for laptops and devices that are greater than 5 years old. Among other benefits, this update will allow us to standardize the docking stations in the three offices, mitigating some of the technological issues with hoteling. We expect to complete the roll out by the end of the month.