CENTRAL SIERRA CHILD SUPPORT AGENCY Board of Directors Meeting DATE & TIME: Monday, October 25, 2021, 2:00 pm PLACE: 639 New York Ranch Rd, Jackson Ca 95642 – See below for online location

BOARD OF DIRECTORS

Frank Axe, Chair Jaron Brandon Jeff Brown Merita Callaway Anaiah Kirk Gary Tofanelli Terry Woodrow, Vice Chair

PLEASE NOTE

All proceedings are conducted in English. The Board is committed to making its proceedings accessible to all citizens. Individuals with special needs may call 209-223-6449. All inquiries must be made at least 48 hours prior to the meeting. Public hearing items will commence no sooner than the times listed on the agenda.

NOTE: The Governor has declared a State of Emergency to exist in California as a result of the threat of COVID19 (aka the "Coronavirus"). The Governor issued Executive Order N-25-20, which directs Californians to follow public health directives including canceling large gatherings. The Executive Order also allows local legislative bodies to hold meetings via conference calls while still satisfying state transparency requirements. The Governor has also issued Executive Order N-33-20, prohibiting people from leaving their homes or places of residence except to access necessary supplies and services or to engage in specified critical infrastructure employment. The Public's health and well-being are the top priority for the Board of Central Sierra Child Support Agency (CSCSA) and you are urged to take all appropriate health safety precautions. To facilitate this process, the meeting of the Board will be available by:

Join By Phone: (US) +1 669 900 6833, Meeting ID 860 0710 9245

Participant ID: Enter

Members of the public who wish to address the Board during the Board Meeting can email their name, phone number, and a description of their topic/questions to <u>peck.liane@centralsierra.cse.ca.gov</u>. CSCSA staff will make all attempts to share and record any submissions received prior to or during the Board Meeting. However, depending on timing, late submissions will be provided to the Board after the conclusion of the Board Meeting. *Any member of the public who wishes to attend in person will be required to wear a face mask and maintain social distancing*.

REGULAR MEETING AGENDA

PUBLIC MATTERS NOT ON THE AGENDA: Discussion items only; no action to be taken. Any person may address the Board at this time upon any subject within the jurisdiction of the Central Sierra Child Support Agency Board of Directors; however, any matter that requires action may be referred to staff for a report and recommendation for possible action at a subsequent Board meeting. Please note - there is a five (5) minute limit per topic.

<u>CONSENT AGENDA</u>: Items listed on the consent agenda are considered routine and may be enacted by one (1) motion. Any item(s) may be removed for discussion and made a part of the regular agenda at the request of a Board member(s)

1. Minutes: Review and approval of the minutes for the July 26, 2021, Board meeting.

ADMINISTRATIVE MATTERS

- 2. Executive Report: Review of budget & statistical report for period ending 9/30/2021; program and administrative report.
- **3.** Creation of new job classification: Review of draft job description and pay scale for Personnel Technician; *Discussion and possible action*.

<u>CLOSED SESSION</u> may be called for labor negotiations (pursuant to Government Code §54957.6), personnel matters (pursuant to Government Code §54957), real estate negotiations/acquisitions (pursuant to Government Code §54956.8), and/or pending or potential litigation (pursuant to Government Code §54956.9).

- 4. Conference with labor negotiators (Government Code § 54957.6) -- General Unit. <u>Agency representatives</u>: General Counsel Timothy M. Cary, Executive Director Julie Prado. <u>Represented Employees</u>: General Unit (SEIU Local 1021 & Operating Engineers Local 3).
- Conference with labor negotiators (Government Code § 54957.6) -- MCP Unit. <u>Agency representatives</u>: General Counsel Timothy M. Cary, Executive Director Julie Prado. <u>Represented Employees</u>: General Unit (SEIU Local 1021 & Operating Engineers Local 3).

ADMINISTRATIVE MATTERS (CONTINUED)

- **Ratification of collective bargaining agreement with General Unit**. *Discussion and possible action*. **Ratification of collective bargaining agreement with MCP**. *Discussion and possible action*.
- 6. 7.

NEXT BOARD MEETING: January 24, 2022 – Central Sierra Child Support Agency - ZOOM

ADJOURNMENT

AGENDA ITEM

#1

BOARD OF DIRECTORS

Central Sierra Child Support Agency 639 New York Ranch Road Jackson, CA 95642

MINUTES July 26, 2021 2:00 p.m.

The Board of Directors of the Central Sierra Child Support Agency met via Zoom on the above date pursuant to adjournment, and the following proceedings were had, to wit:

Directors present: Roll call

Frank Axe, Chair Jaron Brandon Jeff Brown Merita Callaway Anaiah Kirk Gary Tofanelli

Absent: Terry Woodrow

Staff present:

Julie Prado, Executive Director Liane Peck, Deputy Director Timothy M. Cary, General Counsel Leslie Homuth, Staff Services Specialist

PUBLIC MATTERS NOT ON THE AGENDA: None

CONSENT AGENDA:

1. Minutes from meeting April 26, 2021

Review of minutes from April 26, 2021. Motion by Director Callaway and second by Director Tofanelli to approve the minutes as presented. Motion carries 6-0-0 with Director Woodrow absent.

2. Audit for fiscal year 2019-2020

Report on audit of financial statements for the year ended June 30, 2020, as completed by Grant Bennett Associates, which resulted in no irregularities, misstatements, or negative findings. Motion by Director Brown and second by Director Brandon to approve audit report for fiscal year 2019-2020. Motion carries 5-0-0 with Director Kirk and Director Woodrow absent.

RESOLUTION 21-005

Resolution approving Audit for fiscal year 2019-2020, ending June 30, 2020, as completed by Grant Bennett Associates.

ADMINISTRATIVE MATTERS:

3. Final Budget 2021-2022; Public Hearing

Public Hearing opened. Hearing has been properly noticed. Executive Director Prado presented the proposed 2021-2022 Final Budget with no changes made from the preliminary budget previously presented. Motion by Director Brandon and second by Director Brown to approve the 2021-2022 FY Final Budget. Motion carries 6-0-0 with Director Woodrow absent.

RESOLUTION 21-006

Resolution approving the 2021-2022 FY Final Budget.

4. General Counsel Contract

Revision of General Counsel contract per previous Board direction was presented for Board review. It was previously determined that General Counsel does not require formal appointment each year and therefore the contract was revised to remove the end date of the contract with no other material changes made. Motion by Director Tofanelli and second by Director Brown to approve the General Counsel contract as presented. Motion carries 6-0-0 with Director Woodrow absent.

5. Executive Director's Report:

<u>Budget:</u> Executive Director Prado reported that the Agency is at 100% of the year and allocation spent is 86.05% through June 30, 2021. <u>Reporting on checks between \$5,000 and \$10,000 other</u> <u>than lease payments</u>: One check was written to Bank of America in the amount of \$5,877.16 for the credit card bill, which included the purchase of new chairs, training, and regular monthly supplies. <u>Agency Updates</u>: Offices in Jackson and Sonora continue to be open to customers on Tuesdays and Thursdays and by appointment only on Wednesdays. Beginning September 1, 2021, both offices will be open Tuesday, Wednesday, and Thursday. The Agency will soon implement Virtual Interview Booths in Jackson and Sonora. This will allow customers to have face to face virtual interviews with caseworkers in any location through a video application. August is Child Support Awareness Month. Central Sierra Child Support Agency will be conducting the 2nd Annual Partnership Awareness Forum on August 24, 2021, at 9:30 a.m. <u>Program Report</u>: Staffing level remains at 27.6. Review of collections and Federal Performance Measures (FPM).

6. Public employment contract (Government Code Section 54957) Title: Executive Director

Pursuant to the terms of the existing Executive Director contract, in the event of a positive evaluation, the contract may be extended by one year. A positive evaluation was completed for the year 2020. Motion by Director Callaway and second by Director Brown to extend the Executive Director contract by one year. Motion carries 6-0-0 with Director Woodrow absent.

<u>CLOSED SESSION</u>: The Board recessed into closed session at 2:40 p.m. and ended closed session at 3:18 p.m.

7. Conference with labor negotiators (Government Code Section 54957.6) – General Unit. <u>Agency Representatives:</u> General Counsel Timothy M. Cary and Executive Director Julie Prado. <u>Represented Employees:</u> General Unit (SEIU Local 1021 & Operating Engineers Local 3) *Direction given*.

8. Conference with labor negotiators (Government Code Section 54957.6) – MCP Unit. <u>Agency Representatives:</u> General Counsel Timothy M. Cary and Executive Director Julie Prado. <u>Represented Employees:</u> General Unit (SEIU Local 1021 & Operating Engineers Local 3) *Update given.*

NEXT BOARD MEETING: The next meeting is scheduled for <u>August 23, 2021</u>, via Zoom.

ADJOURNMENT: The meeting was adjourned at 3:19 p.m.

Chair, Board of Directors

JULIE R. PRADO Executive Director By: Leslie Homuth, Staff Services Specialist

AGENDAITEM

#2

CENTRAL SIERRA CHILD SUPPORT AGENCY 639 New York Ranch Road Jackson, California 95642

MEMORANDUM

DATE: October 19, 2021

TO: Board of Directors

FROM: Julie Prado, Executive Director

SUBJECT: Executive Report

I. BUDGET

Expenditure line description	Approved Budget	Year-to-Date Expenditures	Percent of budget expended
Salaries	\$ 2,152,261.00	\$526,629.32	24.47%
Benefits	\$ 1,380,876.0	\$554,756.18	40.17%
Services & Supplies	\$ 705,933.00	\$205,447.49	29.10%
Fixed Assets	\$ 10,000.00	\$0	0%
Automation	\$ 6,830.00	\$1,272.27	18.63%
OverallTotals	\$ 4,255,900.00	\$1,288,105.26	30.27%

Financial Summary through September 30, 2021 25% of the year

A. The benefits and services portions of our budget show a higher percentage of expenditures because of the retirement of a long-term employee and their associated payouts as well as the fact that lump sum insurances for the year were paid in July. There is currently no budget concern.

B. Report on checks written between \$5,000 and \$10,000 in September, other than lease payments: None

II. PROGRAM REPORT

A. General Remarks

The Agency would like to recognize the following employees upon their retiremet and/or separation from the Agency:

Lauren Slavik, a long term Child Support Specialist, resigned from CSCSA in August. Lauren was with the Agency for more than two decades and served customers in the Alpine County area as well as customers throughout the CSCSA region. Lauren was an integral part of the organization and helped develop many processes and streamline our collection work. She will be deeply missed.

Mona Mohr, while only being with the Agency less than 5 years, was a Child Support Assistant who quickly became an essential team member while serving the needs of our Tuolumne County customers. Mona was the friendly professional face of the Agency, working the front desk in the Sonora office. She was a leader among her peers and served as a catalyst for significant change in the area of mail processing and cultural development. She left a mark on the Agency.

Leslie Homuth retired from the Agency on October 1, 2021 after more than twenty years of service with the Agency. Leslie served in many capacities of supervision and facility management, most recently serving as a Staff Services Specialist in the HR Unit. Leslie had a wealth of knowledge about the history of the Agency as well as the intricacies of personnel. She wore many hats and was counted on for a wide variety of duties. Her skill and sense of humor will be greatly missed.

Linda McCrory was a Child Support Specialist with the Agency for more than twenty years. Linda brought a level of customer service and child support collections that were unmatched. She worked tirelessly for the benefit of children and families within the CSCSA region and had an unwavering dedication to her work. The CSCSA family will be forever grateful for Linda's camaraderie, dedication, heart and friendship. She will never be forgotten.

The Agency implemented our virtual interview booths in Jackson and Sonora. Customers have the option of meeting with caseworkers in the office, face to face, or using the virutal platform. This also allows customers to discus their case with their assigned caseworker, even if that worker is not in the offie or is not located in the office that the customer visited. The process seems to be working very well. The Agency will continue to analyze our internal processes to ensure customer needs are being met. If the process continues to go well, we will look to expand the virtual option to Calaveras.

Our CSCSA staff person who has been assigned to the Apline office is no longer with the Agency. We analyzed the Alpine caseload, the customer traffic in the Alpine office, and performed an assessment of other duties that have been assigned to that position and, as a result, have decided not to fill the position in Alpine. The Alpine caseload is less than 30 cases and the customer traffic in the office has been, pre-COVID, less than 6 interviews per year. CSCSA will begin a pilot process in Alpine where we staff the office one day per month as well as offering appointments for customers who cannot be seen on the day we already staff the office. CSCSA will continue to work with Alpine HHS staff to create the process and marketing for customers.

The Agency continues to be open to the public Tuesdays, Wednesdays, and Thursdays. We will continue to assess the needs of the Agency as well as COVID impacts in determining when to further expand office hours.

STAFFING LEVELS [Filled] - 2021-2022 FISCAL YEAR												
Months	7/20	8/20	9/20	10/20	11/20	12/20	1/21	2/21	3/21	4/21	5/21	6/21
GENERAL UNIT												
Accounting	2	2	2									
Caseworkers	12	11	10									
Child Support	2	1	1									
Assistant												
Legal Clerks	1	1	1									
Subtotal	17	15	14									
M/C/P Unit												
Business Office	2.6	2.6	2.6									
CS Attorneys	2	2	2									
	4	4	4									
Supervisors/Leaders												
Subtotal	8.6	8.6	8.6									
EXECUTIVE												
Executive Director	1	1	1									
Deputy Director	1	1	1									
Subtotal	2	2	2									
TOTAL	27.6	25.6	24.6									

B. Staffing

C. Program performance: Collections and federal performance measures (FPMs) COLLECTIONS

	MONTHLY SUPPORT DISTRIBUTED – 2020/2021 FEDERAL FISCAL YEAR ; In parens: YTD 2021 Federal Fiscal Year: Agency collection GOAL \$13,300,000												
10/20	\$965,177 (\$965,177)	4/21	\$1,266,476 (\$7,087,128)										
11/20	\$906,742 (\$1,871,919)	5/21	\$1,005,404 (\$8,072,531)										
12/20	\$1,153,964 (\$3,025,883)	6/21	\$1,164,595 (\$ 9,237,126)										
1/21	\$861,913 (\$3,887,796)	7/21	\$1,010,837 (\$10,247,963)										
2/21	\$866,509 (\$4,752,305)	8/21	\$1,003,461 (\$11,251,424)										
3/21	\$1,068,347 (\$5,820,652)	9/21	\$1,014,767 (\$12,266,191)										

FEDERAL PERFORMANCE MEASURES (FPM)

	MONTHLY STATISTICS - 2020-2021 FEDERAL FISCAL YEAR LEGEND: FPM = Federal Performance Measure; * = measures where number naturally increases each month [in brackets] = Goal for Federal fiscal year (October through September)													
Activity	10/20	11/20	12/20	1/21	2/21	3/21	4/21	5/21	6/21	7/21	8/21	9/21		
Cases Opened/MO	43	33	27	47	51	37	40	20	19	24	24	29		
Cases Closed/MO	78	77	44	67	69	61	62	83	63	69	97	64		
TOTAL cases open	4789	4749	4739	4726	4727	4699	4682	4644	4617	4578	4539	4526		
FPM 1: IVD Paternity % [105%]*	93.56%	97.11%	94.93%	96.27%	97.50%	98.48%	99.31%	99.78%	100.47%	101.27%	102.32%	102.97%		
FPM 2: Orders % [97%]	96.58%	96.72%	96.69%	96.64%	96.66%	96.62%	96.65%	96.92%	97.05%	97.36%	97.18%	97.15%		
FPM 3: Current % [80.5%]	74.32%	72.87%	74.25%	73.02%	72.76%	73.26%	73.92%	73.69%	73.90%	73.63%	73.68%	73.65%		
FPM 4: Arrears % [80%]*	48.95%	55.82%	61.71%	64.23%	66.33%	70.04%	73.02%	74.11%	76.02%	76.84%	78.20%	78.91%		

CENTRAL SIERRA CHILD SUPPORT AGENCY FFY 2020/2021

Federal Performance Measure Goals

September 2021												
FFY GOAL ACTUAL RESULT												
FPM 1 IV-D Paternity Establishment	105.00%	102.97%										
Measures the total number of children in the IV-D caseload in the fiscal year who have been born out-of-wedlock and for whom paternity has been established, compared to the total number of children in the IV-D caseload as of the end of the prior fiscal year who were born out-of- wedlock.												
FPM 2 Cases with a Support Order Established	97.00%	97.15%										
		Measures cases with support orders established compared to total number of cases open at the end of a month.										
	otal number of cases open at the	end of a month.										
	otal number of cases open at the 80.50%	end of a month. 73.65%										
Measures cases with support orders established compared to t	80.50%	73.65%										
Measures cases with support orders established compared to t FPM 3 Collections on Current Child Support	80.50%	73.65%										
Measures cases with support orders established compared to t FPM 3 Collections on Current Child Support Measures the amount of current support, collected and distributed, o	compared to the total amount of c 80.00%	73.65% current support owed. 78.91%										
Measures cases with support orders established compared to the setablished compared to	compared to the total amount of c 80.00%	73.65% current support owed. 78.91%										

CENTRAL SIERRA CHILD SUPPORT AGENCY FFY 2020/2021

Federal

Performance Measure Report

Data Source: FPM Report

1st Quarter 2nd Quarter 3rd Quarter 4th Quarter FPM 1 IVD Paternity Establishment Point in Time Data Source Oct Nov Dec Jan Feb Mar Apr May Jun Jul Sep Aug baseline 97.82% 98.53% 99.24% 99.95% 100.66% 101.37% 102.08% 102.79% 103.50% 104.21% 105.00% 105.00% Monthly Goal Children with Pate miv Established 2586 2605 2624 2661 2695 2722 2745 2758 2777 2799 2828 284 2846 1257 line 6 Children born out of wedlock per year 2764 2764 2764 2764 2764 2764 2764 2764 2764 2764 2764 2764 2764 1257 line 5 PY FFY 2021 Actual 93.56% 94.25% 94.93% 96.27% 97.50% 98.48% 99.31% 99.78% 100.47% 101.27% 102.32% 102.97% 102.97% Over/Under (%points 95.41% 98.05% 99.34% 99.16% 98,29% 102.54% 103.20% 104.00% 104.63% 1.0463 94.08% 96.48% 101.74% FFY 2020 Actual 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter FPM 2 Cases with Support Orders Point in Time Data Source Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Established 97.00% 96.68% 96.71% 96.74% 96.94% 96 65% 96.77% 96 80% 96.83% 96 86% 96 89% 96.91% 97.00% Monthly Goa 97.00% Cases with a Support Order 4625 459 4582 4567 4569 4540 4501 4481 4457 4411 439 4,397 1257 Line 2 452 4749 4739 4726 4727 4699 4682 4644 4617 4578 4539 4526 4526 1257 Line 1 4789 Total Cases 96.58% 96.72% 96.69% 96.64% 96.66% 96.62% 96.65% 96.92% 97.05% 97.36% 97.18% 97.15% 97.15% FFY 2021 Actua 0.15% 0.06% 0.16% 0.15% Over/Under (%points) -0.07% 0.04% -0.02-0.10% -0.11% -0.18 0.45% 0.24% FFY 2020 Actual 96.51% 96.53% 96.38% 95.94% 96.30% 96.21% 96.13% 96.31% 96.34% 96.50% 96.65% 96.62% 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter Data Source FPM 3 Collections on Current Support Point in Time Oct Mar Sep Nov Dec Jan Feb Apr Mav Jun Jul Aug 80.5% 78.50% 75.14% 75.62% 77.06% 78.02% 78 98% 79.46% 79 94% 80.50% Monthly Goa 76.10% 76.58% 77.54% 80.50% \$670,574.27 \$1,318,081.08 \$2,646,532.46 \$3,292,298.71 \$3,978,784.83 \$5,332,919.76 \$6,025,849.93 \$7,294,402.93 \$7,935,144.78 1257 Line 25 Current Support Collected \$2,014,549.25 \$4,681,604.15 \$6,653,215.22 \$7,935,144.78 Current Support Due \$902,235.22 \$1,808,766.54 \$2,713,354.35 \$3,624,378.13 \$4,525,004.37 \$9,036,178.02 \$9,900,776.42 \$10,774,821.42 1257 Line 24 \$5.431.066.47 \$6.333.589.43 \$7.237.038.13 \$8.154.535.77 \$10,774,821,42 FEY 2021 Actual 74.32% 72.87% 74.25% 73.02% 72.76% 73.26% 73.92% 73.90% 73.63% 73.68% 73.65% 73.65% Over/Under (%points) -0.82 -4.30-4.2 -4.10 -4.81 -6.26 -6.8 -6.8 FFY 2020 Actual 77.12% 74.02% 75.19% 75.33% 75.20% 75.28% 74.69% 75.01% 75.23% 84.25% 74.82% 75.14% 1st Quarter 3rd Quarte 4th Quarter 2nd Quarter Point in Time Data Source FPM 4 Collections on Arrears Oct Nov Dec Feb Mar Apr Mav Jun Jul Sen Jan Aug 80.0% Monthly Goal baseline 51.77% 54.59% 57.41% 60.23% 63.05% 65.87% 68.69% 71.51% 74.33% 77.15% 80.00% 80.00% 2,240 2,844 Case Paying Arrears 1,522 1.784 2,021 2,142 2,408 2.542 2.610 2,710 2,771 2.893 2,893 1257 Line 29 3,109 3,196 3,275 3,335 3,377 3438 3,481 3,522 3,565 3,606 3,637 3,666 3,666 1257 Line 28 Cases w/Arrears Due 48.95% 55.82% 61.71% 64.23% 66.33% 70.04% 74.11% 76.02% 76.84% 78.20% 78.91% 78.91% FFY 2021 Actual Over/Under (%points) 4.05% 7.12% 6.82% 6.10% 6.99% 7.15% 5.42% 4.51% 2.51% 1.05% -1.09-1 09% 44.36% 49.94% 55.68% 60.78% 62.75% 64.39% 71.77% 76.10% 78.82% 82.83% 82.51% FFY 2020 Actual 58.28% 2nd Quarte 4th Quarte Total Distributed Collections Point in Time Data Source \$13.300,000 Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep \$1.108.333 \$2,216,666 \$3,324,999 \$4,433,832 \$5,542,165 \$6,650,998 \$7,759,331 \$8,867,664 \$9,976,497 \$11,084,830 \$12,193,663 \$13,300,000 \$13,300,000 Monthly Goal \$1,871,919 \$3,025,883 \$3,887,796 \$4,752,305 \$5,820,653 \$7,087,128 \$8 072 531 \$9 237 126 \$10 247 963 \$11,251,424 \$12,266,191 \$12,266,191 \$965 177 FY 2021 Actual CS 34 line \$143. \$299 116 4b,4c, 8 & 11 Over/Unde FEY 2020 Actual \$1.000.789 \$1.845.449 \$2.844.621 \$3.786.150 \$4,719,664 \$5.754.335 \$6.756.745 \$8.225.259 \$9,741.046 \$10.951.585 \$11.974.998 \$13.095.080



CSCSA IN-sider

Invest, Innovate, Inspire

August 2021

Volume 2, Issue 8

THE IN-SIDE SCOOP - LIANE

Guess who is back?! I get to make another guest appearance for the Inside Scoop this month and couldn't be more excited to share some updates with you on just a few topics.

Virtual Interview Booths: The State has begun the implementation of virtual interview booths for Option 1 counties. Both Jackson and Sonora offices have been updated with one virtual interview booth in each interview room. Dalaine is working on the set up and some instructions and we will be rolling this out to you all shortly! Talk about some INnovation!!

Review and Adjustment Compliance Audit: The State completed their compliance audit for the R&A process. CSCSA received kudos and congratulations on the hard work and dedication that goes into the R&A process to remain compliant with the 180-day timeframe. Great job!!

Re-open update: Currently we are open Tuesday and Thursday for walk-in's and Wednesday by appointment only. Effective 09/01/2021, we will be open Tuesday, Wednesday, and Thursday for walk-in's as opposed to 'by appointment only' on Wednesdays. The supervisors are currently working on a schedule and will share it with you all soon.

CSAM update: The invites for our 2nd Annual Partnership Awareness Forum on Tuesday August 24th from 930 to 11 will be going out soon. This year's theme is "Partners Supporting Partners" and consists of guest speakers from our local partners; Nexus Youth & Family Services, the Family Law Facilitator for Tuolumne and Calaveras counties, Center for a Non Violent Community and Child Welfare Services. Great job Gina with continuing to foster these relationships and keep CSCSA known in our communities!

CSDA Award winners: In case you were not able to attend the Annual CSDA Awards Ceremony last month, here is a recap of the categories and their respective winners:

- Program Awareness Award: Merced/Mariposa Regional DCSS
- Positive Collaboration Award: The Southern Inland Child Support Collaboration, consisting of Imperial County DCSS, Kern County DCSS, Riverside County DCSS, and San Bernardino County DCSS

	 Innovation in the Child Support Program Award: Jennifer Olson with Contra Costa
INSIDE THIS ISSUE	County DCSS
The IN-side Scoop1	Outstanding Individual Achievement Award: Dave Gravender with San Luis Obispo
Puzzle2	County DCSS
IN Performance2	 Outstanding Group Achievement Award: San Bernardino County DCSS and Riverside County DCSS
Life IN Colors	County DCSS
The Support Report3	Outstanding Program Award: Kern County DCSS
Behavioral IN-terventions4	 Truly B. Knox Award: Sharon Wardale-Trejo from Merced/Mariposa Regional DCSS
IN-quiring Minds4	In case you missed the actual presentation, CSDA will
Calendar of Events4	be posting the link to the ceremony on their website as
Travel IN5	well.
Blue Vision7	I think that about covers it for this month. Julie should
Tech Tips9	be back next month with her updates!



IN Performance - Liane

It's that time of year again where we begin to put together the Performance Management Plan (PMP) for the upcoming 2021/2022 Federal Fiscal year. Each year State DCSS issues a letter to the LCSA's providing us with an outline of the overall goals for the entire year. From this letter, we brainstorm ideas and tactics that align with the State's plan and create our PMP. The PMP is then submitted to the State in early fall. Additionally, each quarter we provide written updates to the State on the progress of our tactics and provide data that supports the progress we are making within each goal. Even though we don't yet have the letter with the specific goals, that doesn't prevent us from starting to brainstorm ideas that we think could help not



only the program and our performance, but also our customers. If you have any ideas that you would like to share to possibly include in the PMP, please submit them to your supervisor by 09/01/2021 so that we can get to work. Remember, a goal without a plan is just a wish!

Calendar of Events

August 24 - 2nd Annual Partnership Awareness Forum





As we continue to look at how different color personalities interact with each other, let's take a look at what two seemingly dissimilar colors, Blues and Greens, have in common and why they can make a great team.

While Greens embrace logic and Blues live in their hearts, they do share some traits. One of the major ones is creativity. For Greens, this creativity is most often manifested in their talent for improving systems and procedures, while Blues will use their creative side to bring inclusivity to whatever project they are working on. Both Blues and Greens have the same need to help and to teach. Even though they both understand and agree it is better to teach someone how to fish than it is to just give them a fish, we all know the Blue will do both!

A Blue's natural optimism will help to balance out the Green's skeptical and somewhat cynical nature. Whereas the Green's down to earth and common-sense approach will help keep the Blue's enthusiasm grounded in reality and attentive to details. However, a continuous challenge for this color combination is to not rethink and re-evaluate information, decisions, and well really, just about everything and thus slowing down the process and in turn the results. They will need to set time frames and deadlines in order to not get lost in all the enticingly endless possibilities.

Greens and Blues value a focus on the big picture. They readily see all sides of an issue, Greens with their lateral thinking skills, and Blues as consonant and empathetic mediators. Both color personalities desire to leave their mark on the world by having a positive impact on the lives of others, but they will go about it in very different ways. The inevitable question that will come up for these two colors will be "think it through (Green) or feel it (Blue)?" Even though their approaches are very different, the end result will skillfully address both the tactical and the human side of everything this team produces.

Remember, to have some different results you must do some different things. What better way to accomplish this than to include the different perspectives that each color brings to the team?



The Support Report - Dalaine

Pat EST: 99.5 Order EST: 97.1 Current Support: 74.2 Payment on Arrears: 76.1 New Never cases Opened: 14 Cost Effectiveness: \$3.66

Behavioral IN-terventions for Child Support

We will be starting a series of articles that focus on Behavioral Economics, which is a school of study that intersects the teachings of psychology and economics. More specifically, it relates to our economic decision-making processes and why some of our decisions are not always rational or in our best interest. One example is that most people will opt to buy something on sale rather than pay full price. It is the rational thing to do, right? But what if you went into Baskins and Robins really, really wanting Rocky Road and found that the price for that flavor was significantly less than all the other 30 flavors. Would still buy it? Or would you think twice, assuming there might be something not quite right with the Rocky Road that day? Might you then purchase a triple decker cone of Blackberry Hibiscus (yes, it is one of the flavors offered) instead having noted that it is the most expensive flavor? This illustrates that there are many factors that influence us in making economic decisions (as well as gastronomical ones). On a side note, you could just take the risk and ask for a sample of each flavor before purchasing.

So, what does this have to do with child support you ask? Let's start with a 2019 project called Behavioral Interventions for Child Support Services or BICS. The BICS project was funded and managed by the Federal Office of Child Support Enforcement. The project's aim was to improve child support services by increasing program efficiency, developing interventions informed by Behavioral Science, and building a culture of Rapid-cycle Evaluation*. The grantees were Colorado, the District of Columbia, Georgia, Ohio, Texas, Vermont, Washington, and California; specifically, Sacramento and San Joaquin counties.

The Project's primary goal was to increase the percentage of orders established by stipulation or hearing - order types that indicate parent engagement - and reduce the percentage established by default. A related goal was to increase the number of parents who submitted a specific form, known as the Answer Form, in response to service.

Throughout the series of articles, we will find out more about what was learned by the BICS team in our two California counties and, also how we can all use Behavioral IN-terventions to improve the child support program and the outcomes for the children and families we serve.

*Rapid-cycle evaluation uses a rigorous, scientific approach to provide decision makers with timely and actionable evidence of whether operational changes improve program outcomes. In short, to look quickly at what works and what does not work.



If you could be any superhero what would your name be and why, if you want to tell us why?

Lorie: I love the ocean so I would like to be Auqaman (or Auqawomen) so I could swim underwater for hours in the beauty of the ocean.

Reesa: If I was going to aspire to be an existing super-hero, it would probably be Jean Grey from the X-man Universe based on her empathic and telepathic/telekinetic powers. She has always been an inspiring, strong female character that I would like to be more like.

Ginger: My superhero name would be "Gingerella". I had a friend who started calling me that when I was a teenager because every time he called, I was doing chores.

Carey: My superhero name would be Stiletto – for obvious reasons.... but my alias would be Foxy Flash. There is no real reason for this, other than it sounds really fun and cool.



Travel-IN - KEEPING MY VACATION ON TRACK - Veronica

Well, Amtrak, to be exact – our journey began Saturday May 22 (which also happened to be my 28th wedding anniversary). The four of us - Greg (hubby) and I with our children, Suzanne and Jonathan - left Modesto bound for Santa Fe via Amtrak. This was going to be a very long trip by rail, bus, rail and shuttle. Everything went like clockwork on the trip in; no muss, no fuss but a reasonably long stopover in LA's Union Station, long enough to get lunch and a Starbucks.

The longest part of the journey to Santa Fe was the train between LA and Lamy, NM – overnight. The train seats are no way to sleep. Even reclined and with the leg rest up that is just not a comfortable night's sleep. Next time – sleeper car. Suzy described the food most aptly – "gas station food" – but with a somewhat higher price-tag. We brought our own snacks but smuggling in well-made meals to eat later for dinner (or breakfast) just wasn't an option.

Our arrival in Lamy was followed by a shuttle ride into Santa Fe and there is where the rest of the story begins. Arriving in Lamy near 1:00pm we had to get to the car rental company before closing time – 2:00pm. Cutting it real close but thankfully, the shuttle driver took us straight there. On the way, the driver shared what he knew about local eateries. After picking up our rental, we opted for one of his recommendations, had a tasty meal and then we were headed north.

The trip into Colorado took so much longer than I had supposed but perhaps that was just anticipation. When we arrived in town we went straight to the timeshare, unloaded all our stuff and then headed out to get groceries. We would be cooking dinners in the unit pretty much every night of our stay and maybe even a few breakfasts. A family discussion followed once we returned with our purchases; what shall we do tomorrow? Suzy had researched some ideas on the internet and was more than happy to make recommendations. Jon had no ideas at the time. Greg wanted a thrift store. I wanted to just keep moving.

The next morning, unplugging my phone from the charger, I discovered that I could not get in by touch-id and (horror of horrors) I had forgotten my passcode. I vaguely remembered getting a message to change my passcode for better security the week before but could not – for all my trying – remember the new passcode. How many times did I try – enough to disable my phone for an hour! Well, at least I was totally unplugged. I was able to communicate the problem to others who might have otherwise heard from me during the week – like my mom – by using Greg's phone but I was essentially unplugged the entire time and couldn't even keep track of my Fitbit steps.

But, I know I got plenty of steps in anyway. We walked and we hiked and walked and we hiked some more. I love this much walking when there is some place to go and new things to see. It beats walking around in circles. Pagosa Springs was a brand new place to me with lots of beautiful scenery and plenty of interesting history. "Pagosah" means "healing waters". What makes it healing? Well, there's this hot spring. And... ew, what's that smell? Oh, yeah, it smells a lot like rotten eggs in downtown Pagosa Springs. Didn't notice when we drove in because we went straight to the timeshare and it's a few miles away from downtown (so was the grocery).

Downtown was very walkable once we got used to the smell. There was a lovely River Walk along the San Juan River. This ran parallel to downtown and very near the source of the springs. In fact on a few places along the river, hot spring waters were bubbling up from various places and one could experience the warm waters in various ways – there was even a place called a "hippy dip" where several people at a time could relax in the warm waters free to the public. This was the poor-man's option to having to pay whatever the established "spas" were charging for the hot springs experience.





Ah, yes, the falls. Never before had I been on such a long dirt road to go for such a short hike. The trip out to the falls trailhead was nearly 30 miles and over 25 of it was over dirt roads. The trail from the trailhead to the falls was only about a ½ mile in and a ½ mile back out. For most of the trip in to get to the trailhead, I was constantly asked if I was sure that we were on the right road. I wasn't sure about the map I was using, but I was sure I was reading the map correctly, so I stood my ground.



"Yes, I'm sure about the map I was using, but I was sure I was reading the map correctly, so I stood my ground. "Yes, I'm sure this is the right road." Then... in the middle of the wilderness – like a lighthouse in the midst of darkness... we are welcomed by a convenience store. Strange to find such a place at the crossroads of nowhere and wilderness. We confirmed with the folks at the convenience store that we were in fact on the right road but still had a way to go on

with the folks at the convenience store that we were, in fact, on the right road but still had a way to go on more dirt roads. Reinforced with this reassurance we continued our trek to be rewarded to an easy, short hike to a lovely, shaded area with roaring, powerful falls that tumbled onto rocks below. Definitely not a swimming area but beautiful. I really missed having my phone camera handy.



Travel-IN con't

The pictures I am able to share were all taken by Suzy and she took a lot of pictures many of them with an artist's eye for composition. I only plucked out the ones where the subject could be easily identified as some were "extreme close-ups". If my camera had been available, I would have probably spent most of my time taking pictures of the mountains. There were so many mountains, meadows and little lakes and everywhere was so lush and green. I could get used to this. So many places to hike and so much to see. It would take so much space to describe it all.

I would be amiss,

however, if I failed to mention Chimney Rock. Most of the road to this site was paved but, here again, we encountered more dirt road. Two monoliths stand tall on a mesa. One has the appearance of a roughly-stacked chimney (thus the name "Chimney Rock"); the other, is even less symmetrical and is called Companion Rock. While the monoliths are very photogenic, what makes this national monument truly meaningful is the history. About a century ago, archaeologists discovered the remains of a village once populated by an ancient Puebloan civilization. What remains of this village provides a glimpse of how another people lived in the harsh environment of a rocky Colorado mesa. The scarcity of water at this site makes one wonder: exactly what drew the ancient ones to create a village here? How and when this



village came to be (and also when and why it was abandoned) have been the topic of a number of scholarly studies. While the various theories about how, why and when this village was formed and how the inhabitants lived is very interesting, the hike to the top of the mesa is even more breathtaking (literally and figuratively). It's rather steep with an elevation well above 7,000 and 360 degrees of spectacular view.



Speaking of degrees, during our return trip home, as we sat at the Lamy, NM Amtrak depot, Suzy shared her virtual valedictory ceremony with me. We had enjoyed commencement the week earlier which celebrated all California State University, San Francisco graduates for the 2020-2021 school year. This virtual celebration was just for those completing degree requirements for the School of Cinema. The ceremony was completed by the time the train pulled in – since the train was about an hour late. No worries (yet) since there was a planned layover of about an hour in LA the next day before our connecting bus would leave.

As we rolled along, the day grew warmer and warmer – degrees of yet another kind. We were rolling through the Arizona desert and

then... the train stopped. There we sat for close to an hour – at times with the electricity to the cars cut off. The train was having engine trouble we were told and the power would be cut off from time to time to preserve battery life. This meant no air conditioning. Thankfully, it was only 90 degrees outside. In the desert, it could have been worse. Our relief, when the train

began to roll again, was only short-lived as it happened again. By this time, I was starting to doze off. My family reported this second stall was as bad as the first. When I awoke from my nap, we were rolling again and running over four hours behind.

We no longer had any layover in LA but Amtrak made sure we got where we needed to go. A bus was ready to take on the delayed travelers to get them where they were going. Our bus to Bakersfield left immediately. Our train from Bakersfield to Modesto was the last one of the day and was leaving soon after our arrival. All was well. We made it into Modesto just four hours later than originally scheduled, grateful for the ride home from my mother. Tired, hungry and a bit dehydrated we enjoyed a much needed meal together before the drive home.



BLUE VISION

We ended June with a video from Gina about why gossip starts and spreads at work and some funny pics about "what not to do" when playing hide and seek. We all agreed that we have significantly improved in avoiding the "drama triangle" created by gossip. Though it would be easier to gossip or vent to a co-worker it is so much more effective to go to the person directly which opens up the opportunity for increasing in trust and understanding. It was very interesting to learn that when we evaluate our own not so great behavior, we ascribe it to situations but for others we often ascribe it to their character. Try asking yourself "what would make a good person behave this way" which will help you push aside contempt and reach for empathy with the result of becoming a more emotionally intelligent person.

Rhonda shared with us Steve Rizzo and The Power of Laughter. While making us all laugh at his humorous and meaningful stories, he showed us that we can use laughter in stressful situations to change outcomes. The psychology behind this is that when you allow yourself to laugh in the midst of stress it changes your focus and calms your nervous system to the point that you will then be in control of the situation rather than it controlling you. Also, you can always try just saying "Hey, do you want me to supersize those fries, tough guy?" (just be sure you say it with a New York accent!")

"Change your words. Change the world." How amazing and inspirational it was to see how just a few changes to what words we use can affect a person's whole world! Carey's videos asked us to envision what our lives would be like if we knew, truly knew and understood, that we create as we speak, and that our body and mind will align to what we affirm. It is not only the negative self-talk that has the power to affect our lives but also the positive. If you want to live a life that you love living it is important to be mindful of the words you are choosing. Those words will either raise you up or bring you down. Some good advice offered was that when you find yourself speaking negativity, whether to others or to yourself, find 3 positive things to replace the one negative. This way you will be generating the positivity needed to change your world!

Carolyn's presentation illustrated the benefits of working hard and also the 7 scientifically proven benefits of taking vacations. We saw how the Ingalls family from Little House on the Prairie not only demonstrated incredible work ethics but also how they stayed hopeful and positive in the face of adversity. We also learned that taking vacations can improve your heart health; decrease depression and stress; increase life and marital satisfaction; improve sleep; boost work productivity; and even extend your life. A great big THANK YOU to Veronica, Carolyn, Dalaine, Rhonda, Liane, Melissa, and Reesa for sharing the beautiful pictures from your invigoratingly healthy vacations!

And finally, our three newly trained IIE facilitators, Liane, Carey and Reesa delivered a mini TPI refresher training encompassing existing TPI concepts and introducing some new ones. Reesa started us off with the concept of Imposterism, also commonly known as Imposter Syndrome, which is a belief system where we doubt our skills, talents, and accomplishments which leads to a persistent fear that we will be exposed as a "fraud". Some of us shared our own experiences with feeling inadequate despite our obvious abilities and accomplishments which the rest of us can see clearly. To overcome this, we need to become aware of our "internal script" and then work on rewriting the script. Instead of looking around the room and thinking, "Oh my gosh everyone here is brilliant.... and I'm not" go with "Wow, everyone here is brilliant – I'm really going to learn a lot!"



BLUE VISION CON'T

Liane's portion focused on a concept we are all familiar with, self-talk. Self-talk is the conversation we have with ourselves constantly reinforcing our beliefs. In some cases, these conversations can limit our ability to achieve our goals while in others, our self-talk can help us achieve our goals. It all depends on the tone of our self-talk...are we beating ourselves up and creating negative self-talk or building ourselves up and creating a positive mind set. To change our beliefs and habits, we must make conscious decisions to change the picture we have of ourselves. This picture is painted by what we tell ourselves. In our breakout rooms, we were challenged to look at a picture of a young child and think about what we would like to share with that child. What we realized, is that everything we shared was positive. We never once told them that they couldn't do something or that they wouldn't be successful. With kind and supporting words we encouraged the child to believe in themselves. We then realized we could and should be sharing these same kind and encouraging words for and to ourselves.

Carey explained to us that throughout our lives we have received messages from the people in our lives that influenced our perception of who we are and what we can accomplish. She asked us to make two lists. One with the people who influenced us is a positive way and ones who had a negative impact. When we shared our lists, some people were on both sides of the list in that they had both a positive and negative impact. What surprised some of us the most was that we should all put our own self on both lists. Carey reminded us that we don't have to give sanction to people or thoughts that try to define us negatively.

The Wacky Wednesday after hours get-together sponsored by Blue Vision brought us together for rousing dialogue. We had a really great turn-out, and the conversation never stopped! We covered all the polite conversational gambits, the weather, and what we all are doing to try to avoid the heat (only offset by what we will do to try to avoid a high electric bill!). We had a live/virtual cooking demonstration by Veronica and boy did that look yummy! We talked about families (lost and found), family members, genealogy, and a few different ways to honor and memorialize a loved one's life story. Overall, the time flew by, and we all appreciated seeing another glimpse into each other's lives.

Thank you to all who participated in the contest to name the new peer-to-peer recognition program and Team's channel....and the winner is CHEERS TO PEERS! Look forward to more information in the IN Channel.



IN-novation & Tech Tips - Reesa

Changing your background in Teams:

If you want to change your background while you do not have a meeting pending, you can always start a meeting with yourself by going to the calendar on the left side, then clicking the "meet now" button on the upper right hand corner, then start meeting. This will bring you to the next step.

Before you join a meeting, Teams will bring up your audio/video settings. Select background filters.

That will open a window to the right side which should have some preloaded backgrounds. If the CSCSA background is already there, select that one (and close the right side window).

If the CSCSA background is not already in your backgrounds, locate it on SharePoint (hint: use the search function and look for background).

Right click on the image on SharePoint and "save image as" and save it to your desktop.

Go back into Teams, start a meeting and bring up the background settings and click on add new. This will open windows explorer and allow you to go to your desktop and select the CSCSA background to be saved as one of your backgrounds.

If you are already in a meeting, the backgrounds can be changed by clicking on the ellipses (...) on the top, close to the right hand side.

Select "apply background effects"



ckaround setting

Add new













CSCSA IN-sider

Invest, Innovate, Inspire

September 2021

Volume 2, Issue 9

NSIDE THIS ISSUE

The IN-side Scoop - Julie

Fall is on the way, already, and we have 117 shopping days until Christmas! Where has the summer gone? As the weather changes and pumpkin spice becomes our 'go to' flavor, I am already finding myself reflecting on 2021. I continue to be amazed at our resilience and teamwork which has allowed us to navigate the difficult times we are in and create ways to serve our customers that provides the safety and security they deserve. I am so glad to be here! Here are a couple of updates for the month of September:

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Tuolumne Court

As many of you know, the Tuolumne County Superior Court was slated to open its new location on August 23, 2021. That date has been delayed due to several internal issues related to their move. Until further notice, court will continue to be held in the old location; we will notify all of you when we know more.

Partnership Forum

In honor of Child Support Awareness Month, CSCSA put on our 2nd Annual Virtual Partnership Forum. The forum took place on Tuesday August 24th and included

presentations from the Tuolumne and Calaveras County's Family Law Facilitator, Motherlode Educational Opportunity Center, Center for a Non-Violent Community, and Mother Lode Job Training. The purpose of these forums is to strengthen community partnerships so that we reduce, and eventually eliminate, the gaps between family centered services in our community. Please join me in giving Gina a HUGE shout out for creating such an amazing event and being the driving force in getting us to a point where we are relevant in our communities. Great work, Gina!

Admin Corner

You have heard us talk about all of the audits we have been through this last year so I thought I would give you a quick update on audits. We successfully completed our Single Audit which is an audit required by the Federal Government and reviews all aspects of our program from our administrative financials to our casework. It occurs annually and finished just in time to begin again! The 19/20 audit was finished in June (normally finishes in February) and the 20/21 audit will begin shortly. We are currently in the middle of two separate audits, one by CaIPERS and one by DCSS. The CaIPERS audit is really an audit of CaIPERS in ensuring they are handling our retirement data correctly in their system. While it is not an audit about our work, we are required to work directly with the audit administrator to validate our CaIPERS data, meaning we heavily participate. That audit is expected to finish in September. The DCSS audit is one that occurs every 3 years with a purpose of auditing all of our administrative financials, from payroll to bill paying and more. We hope that audit will be wrapped up by mid-August. These audits are required but also serve as an excellent way for us to learn and grow in the administrative area. Kudos to Ginger, Leslie, and Liane for your countless hours of work toward these audits.

Office Hours

Our lobby hours are expanding to Wednesdays effective September. We are committed, during this temporary telework period, to continue to provide services to the public while staying safe. As such, we will continue to staff the office with limited people, balancing the need to provide services and the need to limit the number of people gathered in one place. Thank you to each of you for your continued flexibility during this time. We are still working on a proposal for telework beyond this temporary policy and will keep you informed of our progress.



The Support Report -Dalaine Pat EST: 100.5 Order EST: 97.4 Current Support: 73.9 Payment on Arrears: 77.0

New Never cases Opened: 13 Cost Effectiveness: \$ 1.37

KUDOS KORNER

For the first time in the past 3 years, CSCSA ranked **#1** in the state for percentage of court order's established in the state! Great work Lauren, Rebecca, Carolyn, Reesa, and Veronica!

Life IN Colors - Gina

100

Teaming up an eternally Optimistic-Orange multi-tasker with a seriously Grounded-Gold planner is an example of how opposite colors can complement each other to form a dynamic team, producing extraordinary outcomes!

Oranges contribute their big ideas and positive energy while Golds are generally happy to be out of the limelight, behind the scenes, making sure all the details are systematically thought through and efficiently managed. Both colors are not afraid of hard work and are willing to roll up their sleeves to get the job done. Since the Orange is likely to dive in head-first (metaphorically speaking) with very little planning, it's a good thing that the always prepared Gold team partner is there with a towel, sunscreen, snacks, an umbrella, beach chairs, a cooler with drinks, and the all-important life preserver, just in case.

As we all know there is a time and place for everything, but in the Gold/Orange partnership the question of flexibility versus planning will arise often. Golds may have everything planned out logically and in detail but will need to stay flexible and open to change in order to accommodate the Orange's spontaneous creativity. At the same time, the Orange will have to learn patience and how to slow down a little as this team works together towards an outcome that is both dazzlingly creative, as well as practical and comprehensive.

Even though, the Orange team member's focus may be all about the abundant opportunities and the Gold's focus may be all about identifying the potential pitfalls; when both colors openly and honestly communicate from their individual color perspectives they will be an unstoppable team!

Henry Ford said, "Coming together is a beginning, keeping together is progress, and working together is success".





Behavioral IN-terventions for Child Support - Gina

How many decisions do you think you make in a day?

Researchers at Cornell University estimate we make 226.7 decisions each day on food alone (quick question: which day does the decision to eat ice cream at midnight count for? Asking for a friend). In addition, as someone's level of



responsibility increases, so does the multitude of choices you have to make. It's estimated that the average adult makes about 35,000 remotely conscious decisions each day. And this doesn't even include all the subconscious decisions!

One of the key principles in Behavioral Science is that we are faced with more decisions and information than we can consciously process. All this information and decision making makes up our Cognitive Load, or for most of us, our Cognitive Overload. The human working memory can only hold so much at one time and when our mental resources are drained by stressors, i.e. being served with a S&C or even just coming into the child support office, we are said to have a "heavy" cognitive load. This tends to deplete our decision-making and self-regulation resources. In addition, having too many choices can lead to Choice Overload, also called Decision Fatigue (sort of like shopping on Amazon). In these overwhelming situations, people tend to make impulsive decisions which could lead to unexpected negative outcomes.

One very basic thing we can do to help our customers make better decisions is to Simplify, Simplify, Simplify! - even though we all know that child support can be Complicated, Complicated, Complicated!

To reduce Cognitive Overload, it's important to use plain language and communicate only what's needed. It is also important to break down complex information into steps (e.g., "Here's what to do next: 1, 2, 3..."). To reduce Choice Overload, we can try to limit the number of choices by grouping together options or highlighting options on a document.

We understand that our customers are often overwhelmed by the child support process. Keeping these principles in mind when communicating in writing or verbally can help. Studies have shown that even small changes can reduce both cognitive and decision overload resulting in a more engaging, less complicated process for the families we serve.



Deep IN Thought - Veronica

Sensible	D	D	S	-	S	Н	D	Ε	1.1	0	D	6	-	-	
Intellectual	R	R	2	Т			R		W	D	R	G	Ε	Ι	
Sharp	E	Ε	R	S	U	0	Ι	D	U	T	S	E	Ε	E	
Apt	Т	Ν	Ε	G	Ι	L	L	Ε	Т	Ν	Ι	Ε	S	L	
Intelligent	Ι	Ν	Т	Е	L	L	Ε	С	т	U	Α	L	Ε	U	· · ·
Wise															
Studious	B	R	Α	Ι	Ν	Y	S	E	Ν	S	Ι	B	L	E	
Educated	S	L	D	Ι	Ν	G	Ε	Ν	Ι	0	U	S	Т	Ρ	A
Informed	F	Α	R	S	Ι	G	Н	Т	Ε	D	0	Ν	U	Ε	(A)
Ingenious															
Adept	L	L	S	S	С	G	D	E	T	Α	С	U	D	E	
Farsighted	В	Ε	Μ	U	S	Н	Α	R	Ρ	Ν	0	G	Ε	Ν	
Shrewd	R	Α	Α	Ι	Т	W	R	Е	V	Е	L	С	Т	Ν	
Smart															
Bright	I	R	R	N	S	I	Т	T	Ρ	E	D	Α	F	I	
Clever	G	Ν	Т	Ε	Ν	S	Ε	Т	R	Т	L	Α	Ρ	Т	
Skillful	Н	Ε	S	G	т	Ε	S	к	Ι	L	L	F	U	L	
Learned															
Brainy	T	D	Μ	D	E	M	R	0	F	N	Ι	F	S	Ν	
Genius															



Calendar of Events

September 6 - Labor Day office closure September 13 - National Positive Thinking Day September 29 - All-staff meeting

Birthdays

September 21 - Thomas

IN-quiring Minds Want to Know

The In-Sider's Remotely Roving Reporter would like you to answer the following question:

What is the name of your favorite teacher and what made them your favorite?

Leslie:

My favorite teacher was my 1st & 2nd grade teacher, Mrs. Nicholson in Willow Glen. She was my favorite simply because she was kind and encouraging. I kept in touch with her by mail long after I had married and had kids of my own.

Joette:

My favorite teacher was Stan Kiaser. He was the English/Drama teacher at Tahoe Truckee High School. He made us feel like we were people not just students. He made learning fun and interesting.

Thomas:

My 4th grade teacher Pauline. She was the coolest. Every month she would invite a few students who excelled to her house. (Not something you would do today). She had the coolest pad around. Her bathroom was like a discotheque, her kitchen was like a restaurant, her living room was like a beach hotel room and then you could walk out on her veranda in a jungle. She believed teaching was something that should be fun and made sure everyone in her class enjoyed themselves. She would play the latest hits for us and give us snacks. There was also another parent as a chaperon. Whenever I went over there though, my mother would be that person as she was the PTA president. I was also known as Master Thomas.

Crissie:

I have had several favorite teachers in my life both in school and in my work life. One of my favorites was Miss B. because of her sense of calmness and patience. I was a shy kid, quiet and afraid to speak up. Her kind words and encouragement, along with her ability to figure out what I was trying to express helped me to speak up and make friends.

Linda:

My favorite teacher's name was Ms. Cealsdorf. She was my second-grade teacher. She treated all students like her children. She made learning fun. She would plan fun outings that went along with what we were studying. She even had slumber parties for the girls. I still remember her after all her years.

One funny memory, this was a religious school. She asked me why my dad didn't come to Sunday services. So, I asked my dad why he didn't go to church on Sunday. His response was that a church fell on him during the war. Well, I went back to school and told my teacher. She sent a note home to my dad that the church was safe and he should feel free to attend. He still didn't go to church.



In Your Own Words - Liane

It's been a couple of months since our last journaling article where we provided prompts to hopefully help with any writer's block you may be having. With summer ending, kids going back to school, and the fall and winter holidays knocking on our door, now is a great time to start putting our thoughts to paper to help keep us in the "write" (get it) head space.

We have touched on the benefits of writing in a journal before and have also shared that you can create an electronic journal by utilizing your computer or tablet to capture your thoughts. But what about journaling through the process of drawings or collage? Because there are many different types of learners (kinesthetic learners -touch or experience, visual -sight, and audible-sound), there are also many ways for our brains to process thoughts and emotions. By drawing or creating a collage, also known as art journaling, you can create a visual representation of your feelings that goes beyond the written word. Sometimes you just can't seem to find the exact word to describe your feelings but maybe a picture of a sunset over the ocean is something that you can relate to...or maybe it's not a calm sunset, but rather a picture of a thunderstorm with lightening, depending on the day. Drawing may seem a little intimidating for those of us that lack artistic talent, however, don't sell yourself short. Putting a few stick people on paper could be the equivalent of writing an entire paragraph on your thoughts!

Art journaling is a great way to practice self-care. It encourages and allows you to take a little time for yourself and can provide excellent insight into our thoughts and emotions. It also can result in some very pretty and colorful pages in your journal. Happy journaling!



We have had a few updates from DCSS this month and one from last month that I am reiterating for your reading pleasure as these were important to pass along.

E-Communication:

Suppression of Enforcement Actions – DCSS resumed the submission of the license suspension file to DMV on 07/14/2021. There was a slight technical issue that resulted in some licenses being reported to DMV although a suppression was in place. When contacted by an NP who was erroneously submitted, please contact the DCSS LRU unit at 888-851-6322. Since this update some caseworkers have been advised to release these licenses as "submitted in error" unless an NP drives for a living. If questions, please discuss with your supervisor.

DCSS Broadcast:

DRP: Beginning 08/10/2021 the COAP application (Debt Reduction Program) will only be compatible with Chrome or Microsoft Edge Internet browsers.

Security Enhancement to Accessing Customer Connect: As of 08/15/21 all participants must use their participant number to log into customer connect.

Browser Update: As of 08/17/2021 everyone should be accessing CSE and the LCSA secure website through Edge or Chrome. NOTE: Learned after the fact: When navigating to CSE in Edge, your browser should automatically switch to IE Mode. If you see the blue **e** to the left of the URL, you know you are in IE Mode. If IE mode does not happen automatically when accessing CSE, please let us the IT Service Desk know. We will need to check your browser configuration. See below

Blue Vison

Melissa: Inside the Mind of a Master Procrastinator

In Melissa's video about procrastination the presenter used very funny stories from his own life to illustrate how a Master Procrastinator functions. He also used drawings of brains with cartoonish figures inside called the "rational decision-maker", the "instant gratification monkey", and the "panic monster" to demonstrate the difference between minds of a procrastinator and a non-procrastinator. It was illuminating and hysterical! We also learned there are two kinds of procrastination, one with and one without deadlines. Where there are deadlines the effects of procrastination are contained to the short term because the "panic monster" gets involved and scares the "instant gratification monkey" up a tree so the "rational decision-maker" can meet the deadline. The second kind happens in situations where there is no deadline and can be the source of unhappiness and regrets. The speaker reminded us that life is too short let a monkey keep us from accomplishing our dreams!

Veronica: Family Feud

Veronica combined team building with a very fun and inventive game of Family Feud. First the entire agency was asked to complete the "survey" and our answers became part of the game. We were divided into teams where we chose a "family" name. The Hogan Family, the Sierra family, the Sierra Sisters, and the Supremes competed. The competition was tough and the cheering from the virtual crowd was enthusiastic. Oh, and don't forget the video clip of Nemo, Ants, Penguins, Crabs, and Minions demonstrating both courage and teamwork!

Dalaine: CSAM

Because August is Child Support Awareness Month Dalaine asked each of us to answer one of 3 questions about our experience working in Child Support. Many of us responded to what was our best day at child support with stories about how good we felt when we were able to assist a family in some significant way, like a large collection, or how good it made us feel when we received a heartfelt thank you or a nice kudos from a customer. Other responses about how we impact families reminded us just how important our work is. There were cheers and a few tears. With everyone contributing some story from their own journey in child support we couldn't help but be reminded of the amazing work we do and the pride we have in where we work.

Marlene: Two Truths and a Lie

Who would have thought we could learn so much about our team by playing Two Truths and a Lie? Marlene created yet another great way for us to work together as a team to figure out a little more about each other. Realizing that Brandi is a daredevil and has flown upside down in a biplane, charm school wasn't something Barbara fancied, and Carolyn's husband is "baby boy Pacheco" allowed us to share interesting and comical stories with each other. For those that may have missed it, Team 1 has bragging rights until the next fun competition occurs!!

The added bonus was the video that Marlene shared encouraging us to remember all the good that people have to offer and that coming together as a community, team, or random strangers helping with a broken down car, is what it's all about.

Outreach Update - Gina

The 2nd Annual Virtual Partnership Forum, in honor of Child Support Awareness Month, was held on Tuesday, August 24th, 2021. This year we welcomed some new attendees as well returnees from last year's event. After Julie's welcome, each of the attendees introduced themselves and told us a little about what they do and the organizations they represent. This included Liane as she gave a brief overview of what we do and who we are. Then we had four guest speakers who went into more detail about their organizations' services.

First up was James Hanson who presented for our good friends at Mother Lode Job Training (MLJT). I thought I had a good idea of the services provided by MLJT but little did I know the extent of the programs offered.

Then we heard from a new partner, Motherlode Educational Opportunity Center (MEOC). Anneka Rogers Whitmer, the director of MEOC gave a dynamic presentation about their program housed on the Columbia College Campus that assists low-income, first-generation, and/or students with disabilities to attend colleges and universities around the country. MEOC has graciously agreed to partner with us by providing information about CSCSA and child support to their customers and new students.

Next up we welcomed Robert J. Calleros Jr., the new Family Law Facilitator and Self-Help Attorney for both Tuolumne and Calaveras Counties. His presentation clearly laid out the many services offered to our communities through the FLF office and the self-help centers.

The last presenter was Pamela Orebaugh who is the Community Services Coordinator for the Center For A Non Violent Community in Sonora. The center actively supports the right of all people to live their lives free from interpersonal violence by providing both education and assistance.

Based on feedback from multiple participants it is clear that everyone learned something new or found a new resource to help meet their customer needs.

NOTE: Power point presentations from all the presenters are available on Share Point in the Community Resources and Events folder.

In the last Outreach update I reported that we had been contacted by Area 12 on the Aging about providing them information on child support for grandparents raising grandchildren. We had also been contacted by the Center for Non Violent Community asking us to provide them information on child support for their customers. I am happy to report that, not only are we providing them with our regular brochures, but we were also able to create informational rack cards specifically designed to address these two types of customers. One for grandparents or other relatives raising minor children and one for parents that have concerns about safety and confidentiality.

And finally, last year I twice presented to Amador Tuolumne Community Action Agency (ATCAA) Early Head Start parent's group. This year ATCAA has asked me to prepare a short recording about our services. The video will be required watching for all parents of newly enrolled children in both the Tuolumne and Calaveras Early Head Start Programs.

I continue to be amazed by the dedication of all our partners and how our growing relationship with them helps strengthen our communities.



CSCSA IN-sider

Invest, Innovate, Inspire

October 2021

Volume 2, Issue 10

all is in the air and I am already longing for summer. It is time to start to pull out the winter clothes and begin creating those Christmas lists! It is also time to start to think about our end of the year all-staff meeting; if you have any ideas or aggestions for our celebratory fourth quarter meeting please let us know! Here are a couple of updates:

Investment in Excellence Meetings

Thank you to all of you for investing in the progress of our cultural journey by providing feedback about how to continue to improve the time we spend together each week. Your input and suggestions have been invaluable. The Blue Vision Team is doing an incredible job of navigating this process and leading us to a brighter future. Personally, I appreciate the patience and leadership being displayed by everyone and I look forward to seeing some changes unfold this fall.

Administration

We are already missing Leslie and we have huge shoes to fill. Dalaine will be taking full responsibility for all of the Agency facilities, for all offices, and will be managing contracts. The rest of Leslie's duties will be temporarily shared by biane, Ginger, and myself until we establish a more permanent plan. Liane and I want to recognize Dalaine and Ginger for their ongoing willingness to take on new and different duties and for their continued flexibility. We will continue to share information with everyone as we continue to analyze the duties and workload.

<u>Hiring</u>

The are working on filling the CSA position in Sonora, interviews are underway. The CSS recruitment is also posted. Please help us get the word out if you know anyone who might qualify and enjoy being a part of our team.

That is it for now. Happy October!

MS. IN-TUITIVE

Dear Ms. Intuitive,

One of my teammates has started coming to me on a regular basis with what I would consider to be "office gossip". They say they are just venting, or sometimes will say they are just concerned about the person or situation but it's starting to wear me out and take a toll on me. I'm looking for any suggestions you may have for how I can get them to stop.

Sincerely,

Loose lips sink ships

INSIDE THIS ISSUE

Dear Loose Lips,

Stopping gossip is something that needs to be done sooner rather than later. You are correct that "loose lips sink ships". Gossip is like the tip of an iceberg...it starts small and seems harmless yet underneath, it is a looming, dangerous object that can take down an entire ship, or agency, in your case. So how do you steer clear of this iceberg? Here are some tips and tricks that can help not only you avoid gossip and its negative impact but can also benefit your entire team.

<u>Defining gossip not only for yourself but for your team or agency</u>. Rumors, spreading false information, failing to correct false information, ridiculing, belittling, and humiliating an individual, or leaking personal or confidential information about an individual or situation can all be considered gossip. By defining it, you can identify it, therefore recognizing when to stop it.

<u>Removing yourself from the situation</u>. This is probably the shortest tip, yet the most difficult one. While walking away from the gossiper can be awkward and sometimes impossible depending on the setting, not providing any visual clues that you are interested in what they have to say can be a deterrent. These visual clues can include focusing on paperwork, repositioning yourself to face your computer screen, or picking up the phone to initiate a phone call. Remember, if you listen to the gossip, you are sending the signal that you are interested in what is being said.

<u>Flip the switch</u>. It's no fun spreading negative news if it's spoiled by something positive. Rather than jumping on the bandwagon and contributing to the negative environment being created by the gossiper, make it a point to say something positive about the person being discussed. This will allow you to derail the negativity and let the gossiper know you are not interested in participating in their gossip gab.

<u>Calling out gossip when you hear it</u>. Ironically, the person spreading the gossip may not even realize what they are doing. "Can I ask you why you are telling me this?" is a question to ask the gossiper to give them pause. If the response is because they are concerned about the person, encouraging them to follow up directly with the person they are talking about puts the accountability back on them to follow up, if they are in fact truly concerned. You can also let them know that you perceive what they are talking about as gossip, and you are not willing to participate in it.

Remember, gossip is usually a reflection of the person spreading the rumors or information and not of the actual person being talked about. Some people gossip because they enjoy it or are insecure with themselves, while other may not even recognize that what they are doing is gossipy in nature. Whatever the reason for the gossip, stopping the spread of it in its tracks is not easy, but it is possible.

Best of Luck,

Ms. IN-tuitive

BEHAVIORAL IN-TERVENTIONS - GINA

A key lesson of behavioral science work is that we must go beyond what is easily observable and consider the barriers that affect each and every one of us from easily connecting what we want, or intend, to what we choose or what we do. These barriers are the key concepts that we attempt to address through our in-terventions. We can think about these barriers through the lens of the head-heart-feet model.

The head represents those barriers that might cause us to feel overwhelmed, divide our attention or stick with bad choices. These obstacles impact our **bandwidth** (thought process) to make decisions.

The heart represents those barriers that might cause us to be swayed by our family or peers or feel negatively about an experience regardless of the outcome. These obstacles revolve around our **identity**.

The feet represent those barriers that might prevent us from acting by being deterred by small hassles or putting off pain and speeding up pleasure. These obstacles impact our ability to **follow-through**.

Last month we learned about Choice and Cognitive Overload which are two bandwidth concepts. This month we will learn about another bandwidth concept.

The Default Effect explains the tendency for a person to generally accept the default option in a strategic interaction. The default option is the course of action that the chooser, will obtain if they do not specify a particular course of action, or in effect "do nothing". In general, people will stick with the first default option because they believe it is implicitly a recommendation. Also, sticking with the default requires the least amount of energy and bandwidth. However, studies have shown that if you change the default option then you can change a person's behavior.

Often just small changes can make a significant difference. For instance, if the default is to "opt-in" that is what most people choose, albeit by default. But if the default choice is to "opt-out" then the result is that most people end up opting out, again by default. In the child support world, the S&C is an example of how a customer doing nothing results in a significant "default effect.

By applying these Behavioral Science concepts and "nudging" our customers towards making intentional choices that are in their best interest, we should be able to improve the outcomes for both the families we serve and the overall performance of the Child Support Program.

1110

Life IN Colors - Gina

If you want a project done correctly and on time, then team up a Gold and a Green! This team will respond to issues with concrete actions, quality work, and tangible results. Gold's will benefit from their Green partner's ability to see more than one possibility and innovate solutions. In return, Golds help to keep their Green partners grounded with realistic terms, practical solutions, and an eye on the timeline. Without the Gold's support, Greens could be thinking things through indefinitely and without a Green's abstract way of thinking Golds might rush through a project, missing opportunities to improve the process or outcome.

Golds and Greens have a great deal in common. They are process oriented and value logical and efficient ways of doing things. Both naturally think ahead, planning for any potential challenges, pitfalls, missing details, or problems. Because they believe their actions and achievements speak to their credibility, if anything does go wrong, even the minutest detail, they can be very, very hard on themselves. They will also have to be careful not to put the job ahead of the people involved.

The question that will arise for this is team is to "get it done now or get it done perfectly (after much deliberation, of course)? To Golds, once something has been decided and is on their "To Do List" it needs to be completed now. They will usually have definite ideas of what needs to be done and when (although the when is mostly now). The primary goal and motivation of the Gold is to get the job completed. This can come into conflict with the Green's need for tinkering, experimenting, taking time to research options, and getting feedback. For the Green this is fun and rewarding but will probably feel a little frustrating for the Gold.

In addition, both colors focus intensely on the task at hand and prefer to work alone, in a quiet area without interruptions. Therefore, commitment to collaboration must be an absolute ground rule. If they keep the lines of communication open, while relying on each other's strengths and honestly acknowledging their own challenges, Greens and Golds are a uniquely qualified team to take on any task, complete it perfectly, and well before the deadline.

Remember that understanding and communicating with other Colors in ways they value comes with huge rewards. It allows you to do more of what works, and less of what doesn't.

THE SUPPORT REPORT -DALAINE

Pat EST: 102.1% Order EST: 97.2% Current Support: 74.0% Payment on Arrears: 78.3% New Never cases Opened: 13 Cost Effectiveness: \$3.68

Calendar of Events

October 11 - Columbus/Indigenous People Day office closure

October 31 - Halloween

Birthdays

October 16 - Melissa

October 17 - Reesa

October 17 - Rhonda

October 26 - Ginger

Fall In Full Swing - Veronica



"We don't let ourselves want what we don't believe we can cause" - Lou Tice



SEPTEMBER ALL-STAFF MEETING

Another All Staff meeting in the books! Thank you all for your participation and engagement during the meeting and of course, the laughter. Kicking off the meeting with the movie trivia was a great way to wake up our brains and share in some smiles. Word on the street is that, at least one member of the executive team will be watching "Princess Bride" this weekend! Thank you to Melissa for the idea and coordination of the ice breaker this time around. If any of you have ideas for an icebreaker for one of our upcoming meetings, please reach out to any member of leadership. We love fresh ideas and of course a little healthy competition!

During our Leadership roundtable discussion, we shared quite a bit of information. Blue Vision rolled out Cheers-for-Peers, our long-awaited employee recognition program. Barbara told us to keep a look out for the new channel to be posted to MS Teams. We are so excited about celebrating each other in this way! We also learned that Blue Vision is working on how we can acknowledge and honor each other when there are significant life events, like birthdays, anniversaries, graduations, or loss, for one of us. For now, the only process rolled-out is for when one of us suffers a loss. Thank you, Gina, for walking us through the process. Blue Vision will continue to work on how we want to proceed for the other life events.

The new employee evaluation forms were shared with everyone. Kudos to the supervisor team on creating a more streamlined document that not only encompasses the CSCSA logo and branding but the overall purpose of the evaluation process. A brief update was given about our upcoming Performance Management Plan and Strategic Plan with more on this topic to be shared at our December meeting.

Gina shared with us a great video on empathy. Empathy can often be overlooked or misunderstood, and the video provides a great reminder and visual to us all about what empathy is and how we ourselves can be more empathetic, not only for our customers but for each other. If you would like to rewatch the video, the link is https://www.youtube.com/watch?v=HznVuCVQd10

Last, but not least, Tara Knobbe shared with us an amazing presentation on equity and diversity. Tara Knobbe, a Senior Child Support Specialist with Solano County Department of Child Support Services helped us to understand the difference between equality and equity. One of the great visuals shared to demonstrate equality versus equity was if everyone was given a bicycle, the same bicycle, regardless of their size or ability to ride. Equality, right? Seems fair that everyone got a bicycle. However, with an equity mindset everyone would get the bicycle that meets their needs; smaller, larger, or even an adaptive bicycle. Tara also asked us to be open to discovering our own unconscious biases. The presentation ended with a powerful video about the impact of social inequities by the challenge of a footrace to win \$100. It was very impactful to have a visual demonstrating the uneven "playing field" that is a barrier to so many. This is a topic that we will continue to visit and discuss as we learn more about how we can better serve our diverse communities.



Our next All Staff is slated for December so planning will begin shortly. If you have any ideas or topics you would like discussed, please feel free to share those with any leadership member so we can look to include it.
AGENDA ITEM

#3



MEMORANDUM

DATE: July 20, 2021

TO: Board of Directors

FROM: Julie R. Prado, Executive Director

SUBJECT: New Job Classification-PERSONNEL TECHNICIAN (Agenda Item # 3)

The Staff Services Specialist responsible for a variety of duties including human resources, benefits, leaves, contracts, Board coordination, facilities, and other assigned duties has retired from the Agency effective October 1, 2021. As the Board is aware, the Agency has been reducing staffing over the last 5 years as a result of a declining caseload and a declining budget. As positions are vacated through attrition, we are analyzing each position to determine which duties, if any, can be absorbed with existing staff. Additionally, vacancies are reviewed to ensure the position is the appropriate classification for the current structure of the Agency and that any recruitments include a search for the needed skill set of the vacant position.

The Agency currently has three (3) Staff Services Specialist positions, two filled and one vacant. While we have identified new efficiencies and absorbed many of the duties of the vacant position by reassigning work to the remaining Staff Services Specialists as well as the Deputy and Executive Directors, some of the duties cannot be covered by existing staff due to workload and knowledge gaps.

The Agency recommends adding a new Agency position, **Personnel Technician**. Candidates for this position will be fluent in leaves, benefits, timesheet processing, and general human resources support. Rather than filling a management role within the Agency, this position would be a technician level, doing the day-to-day personnel activities required to support CSCSA staff. Filled full time, this new position is an annual cost savings of \$32,406.40, excluding benefits. The intent of the Agency, however, is to fill the position part-time and monitor the duties to ensure a part-time position is sufficient.

Recommendation: It is recommended that the Board approve the new position of Personnel Technician as outlined in the Job Specification attached and establish the pay scale as outlined. It is further recommended that the Board assign the new position to the MCP unit as the position is a confidential position.

PERSONNEL TECHNICIAN

CLASSIFICATION DEFINITION

Under limited supervision, the Personnel Technician performs a variety of technical, administrative and advanced clerical duties in the areas of recruitment and selection, classification, salary administration, leave of absence coordination, employee/labor relations, Workers' Compensation, and/or other personnel programs.

Personnel Technician is a single level specialized, paraprofessional class and is used in an assigned department. The Personnel Technician assists professional staff in carrying out professional personnel duties and serves as a coordinator and liaison between department staff, the central personnel department, and CalHR. A Personnel Technician may supervise lower level clerical staff, however, this is not the primary purpose for this class.

The Personnel Technician differs from the Personnel Assistant in that the former requires sustained use of a high degree of independent judgment and interpretive ability. The Personnel Technician differs from the higher class of Staff Services Analyst in that the duties assigned are more routine in nature and do not require the analytical ability of the analyst level.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

- Oversees personnel functions; coordinates with CalHR and the Agency to ensure that timely and adequate recruitment and testing activities are carried out.
- Implements recruitment plans, prepares recruitment materials, collects job analysis information, reviews supplemental application and interview questions. May assist professional staff in the design, development, preparation and administration of employment tests. Conducts reference checks.
- Contacts candidates certified to an eligible list and assists with scheduling interviews. May participate as a panel member in hiring interviews.
- Responds to inquiries from departments, applicants, other agencies and the public, including inquiries/surveys for compensation and benefits information.
- Maintains and distributes a variety of reports requiring the analysis and interpretation of data, including attendance reports, recruitment reports, position control reports, etc.
- Receives, reviews and processes employee benefits enrollment requests, explains benefit options, completes forms and attaches documentation as necessary; assists in the Agency's Annual Open Enrollment process.
- Assists employees with Leave of Absence information and documentation, including Family Medical Leave (FMLA), State Disability Insurance (SDI), Pregnancy Disability Leave (PDL), Industrial Injury, Bereavement, and personal leaves of absence. Provides preliminary leave calculations and explains timelines, integration of various leave types, etc.Tracks leaves of absences and medical documentation. Prepares and maintains leave spreadsheets.
- Responds to questions from employees and supervisors regarding policies, procedures,

appropriate forms, Memoranda of Understanding, etc. Interprets and explains complex rules, regulations, and policies. Provides information to supervisors regarding steps in the disciplinary process and associated forms.

- Conducts research as directed by professional staff or supervisors, gathers, and compiles information and makes recommendations.
- May assist professional staff with collecting information for investigations.
- Acts as the contact person for Workers' Compensation actions, including claims, physical examinations, leaves, return-to-work dates, and disability retirements. Ensures the completion of appropriate Workers' Compensation forms; coordinates with third- party carrier and physicians as appropriate.
- May conduct general ergonomic evaluations of work space and make recommendations for adjustment of desk, chair, etc. Recommends purchase of office equipment.
- Schedules and issues authorization for new employee fingerprinting and/or background investigations.
- Prepares Personnel Action Forms, including new hires, pay increases, promotions, terminations, etc.
- Processes and coordinates all departmental time cards, payroll adjustments, master file documents, leave balance calculations, and inputs documents for any payroll changes. Assists with budget development by researching and providing data and reports on salary savings from leaves of absence, unfilled positions, reduced work schedules, etc. May supervise clerical support staff.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Office administrative and clerical processes and procedures associated with personnel functions.
- Basic principles and practices of personnel administration in the following areas: recruitment, selection, classification, compensation, employee benefits, employee leave types, payroll, employee relations, Workers' Compensation, Equal Employment Opportunity, safety, and/or training.
- Business English usage, including grammar, rules of punctuation, spelling, and vocabulary.
- The fundamentals of data research, survey and analysis principles, practices and techniques.
- Principles and practices of public relations and customer service.
- Standard office computer software, including word processing, spreadsheets and presentation.
- Personnel and payroll records and documentation
- Basic interviewing techniques for obtaining factual information.

Ability to:

- Understand, interpret, apply and explain complex County, State, and Federal personnel policies, procedures, ordinances, laws, rules and regulations.
- Give technical assistance to professional and management staff in personnel administration matters.
- Gather data and prepare reports.
- Coordinate a variety of personnel matters between a department, central personnel, and Merit Systems Services.
- Establish and maintain effective working relationships. Use computers and software related to

assignments.

- Communicate clearly and effectively in front of groups and on a one-on-one basis with employees, applicants, or the public in person or on the telephone, including individuals who are angry or upset.
- Compose and/or edit correspondence independently or from brief instructions. Analyze and evaluate statements and information.
- Draw logical conclusions and make recommendations
- Perform arithmetic (e.g. addition, subtraction, multiplication, division and basic statistics) accurately.
- Identify and recognize problems of a sensitive or political nature. Evaluate and resolve potentially sensitive issues through discussion and persuasion in order to gain concurrence and cooperation.
- Establish priorities for own workload based upon such factors as need for immediate actions, work objectives, and work schedule.
- Work under pressure to meet tight time schedules and deadlines.
- Maintain confidential files and confidentiality of privileged information. Set up and maintain complex, complete, and accurate records, files and/or other database/filing systems. Effectively organize and maintain recruitment, applicant, test, classification, employee, and/or benefits files, documents, and fiscal data.
- Operate standard office equipment, including a personal computer.
- Some positions may require the ability to supervise staff, including the ability to plan, direct, review and evaluate the work of assigned clerical and/or volunteer staff..

MINIMUM QUALIFICATIONS (Education and/or Experience)

Two (2) years of full-time increasingly responsible experience providing highly complex clerical or administrative support to management or professional staff, including one year of experience performing personnel related duties, that included interpretation and explanation of departmental policies and procedures.

AND

Completion of sixty (60) semester or ninety (90) quarter college units with an emphasis in business, human resources, public administration, or a closely related field.

DRIVER LICENSE REQUIREMENT

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on Agency business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the Agency. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

EFFECTIVE OCTOBER 25, 2021 MANAGEMENT - CONFIDENTIAL - PROFESSIONAL - SUPERVISORY						
CONFIDENTIAL EMPLOYEES						
CLASSIFICATION		Α	В	С	D	E
Personnel Technician						
	Hourly	\$23.86	\$25.05	\$26.31	\$27.62	\$29.00
	Monthly	\$4,135.73	\$4,342.00	\$4,560.40	\$4,787.47	\$5,026.67

CLOSED SESSION

AGENDA ITEM #4 & #5

AGENDA ITEM

#6



MEMORANDUM

DATE: October 19, 2021

TO: Board of Directors

FROM: Julie R. Prado, Executive Director

SUBJECT: Ratification of Labor Contract-General Unit

<mark>(Item # 6)</mark>

The General Unit for OE3 and SEIU have reached a Tentative Agreement for a three-year contract which is intended to be ratified by members on Thursday October 21, 2021. The agreement includes updates to terminology and miscellaneous clarifications of Agency practices, the details of which are included in the attached Tentative Agreement (TA), along with the following agreements which are also detailed in the TA:

- A. Major medical, dental, vision and in-lieu Agency will contribute towards medical, dental, and vision increases at the rate of 40% for 2022, 25% for 2023, and 25% for 2024; additionally, Agency shall increase the monthly in lieu payment from \$300 to \$350
- B. Salary increases 2% salary schedule adjustment effective November 1, 2021 and a lump sum payment of 1% which shall be paid no later than December 3, 2021; 1.25% salary schedule adjustment effective October 1, 2022; 1.25% salary schedule adjustment effective October 1, 2023
- C. Wellness stipend Increase annual wellness stipend from \$150 to \$200 effective January 2022
- D. Furloughs Increase of the maximum number of annual furlough days from 5 days to 12 days
- E. Retaining 24 hours sick leave/vacation Eliminates the option for employees to retain 24 hours of sick leave and 24 hours of vacation hours during a leave
- F. Vacation accrual limits Revises vacation accrual to a maximum of 450 hours effective June 2023 and then to 400 hours effective June 2024
- G. Vacation pay-out To assist employees with reducing overall vacation balances, a maximum of 80 hours may be cashed out in May of 2022 and another 80 hours in May of



2023; thereafter, the maximum vacation pay-out reverts to the existing max hours of 40 hours per year

Recommendation: It is recommended that the Board ratify the Tentative Agreement with the General Unit.

Tentative Agreement Between

the General Unit

and

the Central Sierra Child Support Agency

October 19, 2021

On October 19, 2021, the Central Sierra Child Support Agency ("the Agency") and the Operating Engineers No. 3 and Service Employees International Union Local 1021 General Unit ("the General Unit") reached a Tentative Agreement on multiple negotiated issues. The Agency and the General Unit will collectively be referred to as "the Parties". The Parties agreed to the following terms:

<u>Agreement/Introduction.</u> The typographical error in the fifth paragraph of this section, last word shall be fixed so that it reads "decrease". Also, in the fifth paragraph of this section, the Parties agreed that the percentage threshold will be lowered to 3%. Finally, the last paragraph of this section will be removed because the Parties did not agree on any reopeners.

1.1(A) The Parties agree that the Committee will meet quarterly as needed, but only if a request to schedule a meeting is initiated by the Union.

2.6 (a) The Parties agreed to remove the following language from the end of Section 2.6(A): "regardless of whether employee is a member of the union." The Parties also agreed that the Agency would discuss with the SEIU Membership Department the possible issuance of a monthly or quarterly invoice from SEIU showing which employees should have dues deducted from their paychecks.

2.6(b) The second sentence of this subsection will be modified to reflect that the Agency shall transmit such payments to the Union through payment by <u>check</u> no later than thirty (30) days after the deduction from the employee's earnings.

2.11(D) The language in the current agreement shall be revised to state as follows: "Stewards may meet on paid Agency time with employees and/or supervisors to represent employees regarding possible discipline and grievances with the intent to resolve at the lowest level."

4.1 The third sentence in Section 4.1 shall be revised to state as follows: "Implementation of mandatory or voluntary furloughs shall be subject to meet and confer as required by law.

4.3(A) The Parties agreed to increase the existing five (5) furlough days to twelve (12) furlough days maximum.

8.8 The Parties agreed to clarify the language to confirm that part-time employees earn vacation at a prorated rate.

8.8(A) and 8.8(B); The Parties agreed to replace existing language with the following new language regarding vacation accrual amounts and maximum vacation accruals:

Members will have annual hours of vacation earned and maximum hours of vacation leave accrued as follows in the following periods:

Vacation Accruals and Maximums per Years of Service, Effective from October 1, 2021 to June 25, 2022

0 to less than 3 years = 88 hours per year/264 hours maximum accrual 3 years to less than 10 years = 128 hours per year/400 hours maximum accrual 10 years and above = 168 hours per year/504 hours maximum accrual

<u>Vacation Accruals and Maximums per Years of Service, Effective from June 26, 2022 to June 24,</u> 2023

0 to less than 3 years = 88 hours per year/264 hours maximum accrual 3 years to less than 10 years = 128 hours per year/400 hours maximum accrual 10 years and above = 168 hours per year/450 hours maximum accrual

Vacation Accruals and Maximums per Years of Service, Effective from June 25, 2023 0 to less than 3 years = 88 hours per year/264 hours maximum accrual 3 years to less than 10 years = 128 hours per year/400 hours maximum accrual 10 years and above = 168 hours per year/400 hours maximum accrual

The Parties did not change the annual amounts of accrued vacation for Members.

Any Member who has vacation hours in excess of the maximum accrual shall cease accruing additional vacation hours until the Member's vacation balance is equal to or less than the maximum accrual.

8.10 The Parties will add language clarifying that vacation must be taken in minimum increments of 15 minutes.

8.13 Subsection (b) will be revised to reflect that for a pay-off of vacation time to be granted, an employee must have taken at least <u>80 hours</u> (rather than the current 10 days) of vacation leave within the prior twelve (12) months. The Parties agreed that the available buyout of accrued vacation will increase to 80 hours per year in May 2022 and May 2023, subject to Executive Director approval per existing language, and will revert to 40 hours per year effective May 2024.

8.15(B) With respect to the definition of "illness or injury", the existing language in the second bullet point will be struck and replaced with the following language: "Medical complications arising from pregnancy and childbirth". In addition, the Parties agreed that the section will be revised to include numbers instead of "bullets."

8.22(A) The Parties agreed to strike Section 8.22(A), so that 24 hours of sick leave and vacation

can no longer be retained.

8.23(B)) The Parties agreed to strike Section 8.23(B), so that 24 hours of sick leave and vacation can no longer be retained.

8.24 The Parties agree to delete this section entirely, and to renumber Section 8 accordingly.

8.25 The Agency withdrew its proposal for an agreement to a limit on the use of bereavement leave per Section 8.25 in the amount of 3 months, but advised that it will construe the existing language to require that the use of bereavement leave must be relatively contemporaneous with the death of the person that caused the bereavement, with the allowance that bereavement leave can be used outside of the normal period based on extenuating circumstances, subject to Executive Director approval.

9.2 The Parties agree to delete this section entirely, and to renumber Section 9 accordingly.

11.10 The Parties agree to revise this language to add CTE, HTE, and other types of leave.

11.11-11.14 The Parties agree to clean up the numbering, moving 11.12 to 11.11, 11.13 to 11.12, and 11.14 to 11.13.

11.13 (current) The Parties agree to revise the language in 11.13, changing "employees" to "employee".

12.9 The Parties agreed to revise the language in Section 12.9 as follows:

"Advances of per diem will not be made unless arranged by the Member with payroll. However, when the Agency knows of a pre-planned event, the Agency will provide participating employees with the forms for requesting per diem in advance, and it will be the employee's responsibility to return the form in order to obtain per diem in advance."

12.10 The Parties agreed that Section 12.10 would be revised as follows:

"Employees are encouraged to use Agency vehicles for travel to and from work events. If an employee must use the employee's private vehicle for travel to a work event, or when the use of an employee's private car with mileage reimbursement is approved by the Executive Director, the employee will be reimbursed for mileage. Mileage for travel will be paid only to the extent that the mileage for an event is greater than the mileage ordinarily incurred on the employee's normal workday."

"Travel time will be paid to an employee for time incurred going both to and from an event only to the extent that the travel time for an event is greater than the travel time ordinarily incurred on the employee's normal workday."

13.2 **MEDICAL BENEFITS:**

The Parties agreed on new language regarding benefits coverage language in Section 13.2, as

follows:

Effective December 1, 2021 for coverage starting January 1, 2022, the Agency shall maintain its tiered-rate plan for major medical insurance, dental insurance, and vision insurance. Tier 1 is composed of General Unit Members hired on or before September 30, 2018. Tier 2 is composed of General Unit Members hired on or after October 1, 2018. The Parties agree that the Agency will cover 40% of the increased cost of major medical insurance, vision, and dental for the 2022 plan year. The Parties further agreed that the Agency will cover 25% of the increased cost of major medical insurance, vision, and dental for the 2023 plan year. The Parties further agreed that the Agency will cover 25% of the increased cost of major medical insurance, vision, and dental for the 2024 plan year. The Parties further agreed that the Members and the Agency shall share proportionally in the value of any decrease in benefits costs. The parties further agree that, of the total contribution for medical, vision, and dental paid by the Agency, the Agency will apply the contribution first to vision premiums, second to dental premiums, and the remaining contribution to the major medical insurance premium. Finally, the Parties agreed that if a Member's insurance cost exceeds 80% of the total costs of major medical, dental and vision benefits, the Agency will contribute 80% of the benefits costs and the Member will contribute no more than 20% of the total cost of major medical, dental and vision benefits.

13.3 The relevant current language will be struck and replaced with the following: "A General Unit Member must work a minimum schedule of 20 hours per week in order to qualify for major medical, dental, vision or other Agency employee benefits. Coverage for part-time (20 hours per week or more) General Unit Members will be prorated based on scheduled hours worked for major medical and other benefits. (However, the Agency will cover 100% of premiums for dental and vision coverage for part-time Members who opt out of major medical.) Benefits coverage is subject to the requirements and approval of the relevant benefits provider."

13.4 The Parties agreed that the in lieu amount in Section 13.4 will increase from \$300 per month to \$350 per month, effective November 1, 2021.

13.7 The last sentence of Section 13.7 will be struck and replaced with the following: "Any employee may purchase additional benefits from an Agency-sponsored plan at the employee's own expense, by authorizing payroll deductions therefore once a year in a designated open enrollment period."

13.10 The Parties agree to add the following sentence: "The Agency contribution for part time employees shall be prorated based on the part time employee's **regularly** scheduled hours worked."

13.12 The Parties agree to strike the following language from Section 13.12: "The Agency shall continue to participate in the program entitled 'Employer Pick-Up of Member Contributions' ("EPMC") implementing Section 414(h) (2) of the Internal Revenue Code for member contributions above 7%, until June 30, 2018. Commencing July 1, 2013, employees will pay the employee portion of the PERS contribution up to 7.0%."

13.15 The Parties agreed that the wellness amount would change from \$150 to \$200 per calendar year, effective January 1, 2022. The Parties also agreed to add the following language to this

section: "The amount provided by the Agency under this section shall be pro-rated based on the part time employee's scheduled hours worked."

14.3 The Parties agreed to delete language referring to Merit systems.

14.5. The Parties agreed as follows on compensation:

Effective November 1, 2021, General Unit members will receive a 2.0% salary schedule adjustment. The Parties also agreed that no later than December 3, 2021, General Unit members shall receive a 1.0 % lump sum payment, off schedule and not recurring.

Effective October 1, 2022, General Unit members will receive a 1.25% salary schedule adjustment.

Effective October 1, 2023, General Unit members will receive a 1.25% salary schedule adjustment.

14.7 The Parties agree to revise Section 14.7 so that step advancement occurs on the employee's anniversary date regardless of which step the employee is moving to or from. Subsections A-D shall be replaced with the following:

A. Step advancements shall occur each 12 months from the employee's anniversary date until the employee reaches Step F.

B. An employee who is promoted into a different class shall have a new anniversary date which shall be the effective date of the employee's promotion.

14.9. The Parties agree that all references to 87 hours shall be changed to 80 hours, and all references to 43.5 hours shall be changed to 40 hours. The Parties agree that language allowing the giving of benefits to a job share partners shall be deleted. The Parties agree to add language to clarify that part time employees in job shares receive prorated benefits.

14.10 The Parties agree to delete the last sentence in this section and replace it with the following new language: "If one of the job share partners terminates employment with the Agency, the remaining job share partner shall assume the position as a full time position. If one of the job share partners takes a leave of absence from the Agency, the remaining job share partner shall assume the position as a full time position until the other job share partner returns from the leave of absence; however, the Executive Director may decide that the remaining job share partner shall remain in a part time position. A job share partner shall not have the right to retain the position as a part-time position if the other job share partner terminates employment or goes on leave, unless the Executive Director approves such continuation of part time status. Neither job share partner shall have the right to cancel participation in the job share without approval of the Executive Director and the availability of full time positions for the job share partners."

15.1 The Parties agree to a three year term for the successor MOU, from October 1, 2021 through September 30, 2024.

Signatures:

For Central Sierra Child Support Agency

Julie Prado, Executive Director

For Service Employees International Union No. 1021

Cheryl Harris

For Operating Engineers Local 3

Darren Semore

Date

Date

Date

AGENDA ITEM

#7



MEMORANDUM

DATE: October 19, 2021

TO: Board of Directors

FROM: Julie R. Prado, Executive Director

SUBJECT: Ratification of Labor Contract-MCP

<mark>(Item # 7)</mark>

The MCP Unit for OE3 and SEIU have reached a Tentative Agreement for a three-year contract which was ratified by members on Wednesday October 13, 2021. The agreement includes updates to terminology and miscellaneous clarifications of Agency practices, the details of which are included in the attached Tentative Agreement (TA), along with the following agreements which are also detailed in the TA:

- A. Major medical, dental, vision and in-lieu Agency will contribute towards medical, dental, and vision increases at the rate of 60% for 2022, 25% for 2023, and 25% for 2024
- B. Salary increases 2% salary schedule adjustment effective November 1, 2021, and a lump sum payment of 1% which shall be paid no later than December 3, 2021; 1.25% salary schedule adjustment effective October 1, 2022; 1% salary schedule adjustment effective October 1, 2023
- C. Furloughs Increase of the maximum number of annual furlough days from 5 days to 12 days
- D. Retaining 24 hours sick leave/vacation Eliminates the option for employees to retain 24 hours of sick leave and 24 hours of vacation hours during a leave
- E. Vacation accrual limits Revises vacation accrual to a maximum of 450 hours effective June 2023 and then to 400 hours effective June 2024
- F. Vacation pay-out To assist employees with reducing overall vacation balances, a maximum of 80 hours may be cashed out in May of 2022 and another 80 hours in May of 2023; thereafter, the maximum vacation pay-out reverts to the existing max hours of 40 hours per year

Recommendation: It is recommended that the Board ratify the Tentative Agreement with the MCP Unit.

Tentative Agreement Between

the Management, Confidential and Professional Unit

and

the Central Sierra Child Support Agency

October 15, 2021

On October 15, 2021, the Central Sierra Child Support Agency ("the Agency") and the Operating Engineers No. 3 and Service Employees International Union Local 1021 Management, Confidential and Professional Unit ("the MCP Unit") reached a Tentative Agreement on multiple negotiated issues. The Agency and the MCP Unit will collectively be referred to as "the Parties". The Parties agreed to the following terms:

<u>Agreement/Introduction</u>. "Accountant" will be deleted from the MCP Unit Composition. In the sixth paragraph of the Introduction section, the Parties agreed that the percentage threshold will be lowered to 3%.

1.3 The Parties agree that the language will be clarified to reflect that the Account Tech is a non-exempt confidential position and the remaining MCP members are exempt management and professional employees.

2.1A The Parties agree that 2.1 A is obsolete and will therefore be deleted. The numbering of Article 2.1 will be updated accordingly.

2.4 The Parties agree that 2.4 is obsolete and will therefore be deleted. The numbering of Article 2 will be updated accordingly.

2.5(a) (original) The Parties agreed to remove the following language from Section 2.5(a): "regardless of whether employee is a member of the union."

2.5(b) (original) The second sentence of this subsection will be modified to reflect that the Agency shall transmit such payments to the Union through payment by <u>check</u> no later than thirty (30) days after the deduction from the employee's earnings.

4.1 The third sentence in Section 4.1 shall be revised to state as follows: "Implementation of mandatory or voluntary furloughs shall be subject to meet and confer as required by law."

4.3(A) The Parties agreed to increase the existing five (5) furlough days to twelve (12) furlough days maximum.

7.1, 8.2, and numerous other sections. The Parties agreed to replace the term "regular employee" with language from the document dated October 4, 2021, attached hereto.

8.8 The Parties agreed to clarify the language to confirm that part-time employees earn vacation at a prorated rate.

8.8(A) and 8.8(B): The Parties agreed to replace existing language with the following new language regarding vacation accrual amounts and maximum vacation accruals:

Members will have annual hours of vacation earned and maximum hours of vacation leave accrued as follows in the following periods:

Vacation Accruals and Maximums per Years of Service, Effective from October 1, 2021 to June 25, 2022

0 to less than 3 years = 88 hours per year/264 hours maximum accrual 3 years to less than 10 years = 128 hours per year/400 hours maximum accrual 10 years and above = 168 hours per year/504 hours maximum accrual

Vacation Accruals and Maximums per Years of Service, Effective from June 26, 2022 to June 24, 2023

0 to less than 3 years = 88 hours per year/264 hours maximum accrual 3 years to less than 10 years = 128 hours per year/400 hours maximum accrual 10 years and above = 168 hours per year/450 hours maximum accrual

Vacation Accruals and Maximums per Years of Service, Effective from June 25, 2023 0 to less than 3 years = 88 hours per year/264 hours maximum accrual 3 years to less than 10 years = 128 hours per year/400 hours maximum accrual 10 years and above = 168 hours per year/400 hours maximum accrual

The Parties did not change the annual amounts of accrued vacation for Members.

Any Member who has vacation hours in excess of the maximum accrual shall cease accruing additional vacation hours until the Member's vacation balance is equal to or less than the maximum accrual.

8.9 The Parties will add language clarifying that vacation must be taken in minimum increments of 15 minutes.

8.13 Subsection (b) will be revised to reflect that for a pay-off of vacation time to be granted, an employee must have taken at least <u>80 hours</u> (rather than the current 10 days) of vacation leave within the prior twelve (12) months. The Parties agreed that the available buyout of accrued vacation will increase to 80 hours per year in May 2022 and May 2023, subject to Executive Director approval per existing language, and will revert to 60 hours per year effective June 1, 2024.

8.14 The current language will be replaced with the following: "Management, Professional, and

Confidential employees shall receive twenty-four (24) hours of additional paid leave each calendar year. The leave shall not accrue from year to year. Part-time employees shall receive MCP Leave on a pro-rated basis."

8.16(B) With respect to the definition of "illness or injury", the existing language in the second bullet point will be struck and replaced with the following language: "Medical complications arising from pregnancy and childbirth".

8.23(A) The Parties agreed to strike Section 8.23(A), so that 24 hours of sick leave and vacation can no longer be retained.

8.24(B) The Parties agreed to strike Section 8.24(B), so that 24 hours of sick leave and vacation can no longer be retained.

8.25 The Parties agree to delete this section entirely, and to renumber Section 8 accordingly.

8.26 The Agency withdrew its proposal for an agreement to a limit on the use of bereavement leave per Section 8.26, but advised that it will construe the existing language to require that the use of bereavement leave must be relatively contemporaneous with the death of the person that caused the bereavement, with the allowance that bereavement leave can be used outside of the normal period based on extenuating circumstances, subject to Executive Director approval.

9.2 The Parties agree to delete this section entirely, and to renumber Section 9 accordingly.

11.2 The Parties agreed to delete this section entirely.

11.5 The Parties agreed to revise this as follows: "The workday for non-exempt part-time and extra-help employees shall be the same as that for non-exempt full-time employees for purposes of overtime compensation."

11.6 The Parties agreed to strike the second sentence in Section 11.6.

11.12 The Parties agreed to revise the last sentence of Section 11.12 as follows: "When calculating overtime pay for a non-exempt Member, the Agency shall not consider holidays or any unpaid leaves."

11.14 The Parties agreed to delete Section 11.14.

11.15 The Parties agreed to revise Section 11.15 as follows: "No non-exempt employees may work beyond the employer's workday or work period..."

12.9 The Parties agreed to revise the language in Section 12.9 as follows:

"When the Agency knows of a pre-planned event, the Agency will provide the employee with the form for requesting per diem in advance, and it is up to the employee to return the form to obtain advanced per diem."

12.10 The Parties agreed that Section 12.10 would be revised as follows:

"Employees are encouraged to use Agency vehicles for travel to and from work events. If an employee must use the employee's private vehicle for travel to a work event, or when the use of an employee's private car with mileage reimbursement is approved by the Executive Director, the employee will be reimbursed for mileage. Mileage for travel will be paid only if the mileage for an event is greater than the mileage ordinarily incurred on the employee's normal workday."

"Travel time will be paid to a non-exempt employee for time incurred going both to and from an event only if the travel time for an event is greater than the travel time ordinarily incurred on the employee's normal workday."

13.2 MEDICAL BENEFITS:

The Parties agreed on new language regarding benefits coverage language in Section 13.2, as follows:

Effective December 1, 2021 for coverage starting January 1, 2022, the Agency shall maintain its tiered-rate plan for major medical insurance, dental insurance, and vision insurance. Tier 1 is composed of MCP Unit Members hired on or before September 30, 2018. Tier 2 is composed of MCP Unit Members hired on or after October 1, 2018. The Parties agree that the Agency will cover 60% of the increased cost of major medical insurance, vision, and dental for the 2022 plan year for Tier I employees. The Parties further agreed that the Agency will cover 25% of the increased cost of major medical insurance, vision, and dental for the 2023 plan year for Tier I employees. The Parties further agreed that the Agency will cover 25% of the increased cost of major medical insurance, vision, and dental for the 2024 plan year for Tier I employees. The Parties further agreed that the Members and the Agency shall share proportionally in the value of any decrease in benefits costs. The Parties further agree that, of the total contribution for medical, vision, and dental paid by the Agency, the Agency will apply the contribution first to vision premiums, second to dental premiums, and the remaining contribution to the major medical insurance premium. Finally, the Parties agreed that if a Member's insurance cost exceeds 80% of the total costs of major medical, dental and vision benefits, the Agency will contribute 80% of the benefits costs and the Member will contribute no more than 20% of the total cost of major medical, dental and vision benefits.

13.3 The relevant current language will be struck and replaced with the following: "An MCP Unit Member must work a minimum schedule of 20 hours per week in order to qualify for major medical, dental, vision or other Agency employee benefits. Coverage for part-time (20 hours per week or more) MCP Unit Members will be prorated based on scheduled hours worked for major medical and other benefits. (However, the Agency will cover 100% of premiums for dental and vision coverage for part-time Members who opt of major medical coverage.) Benefits coverage is subject to the requirements and approval of the relevant benefits provider."

13.7 The last sentence of Section 13.7 will be struck and replaced with the following: "Any employee may purchase additional benefits from an Agency-sponsored plan at the employee's own expense, by authorizing payroll deductions therefore once a year in a designated open enrollment period."

13.10 The Parties agree to add the following sentence: "The Agency contribution for part time employees shall be prorated based on the part time employee's regularly scheduled hours worked." The parties agree to prorate for part time employees hired before October 1, 2018 only; employees hired after October 1, 2018 are ineligible.

13.13.1 The Parties agree to strike the following language from Section 13.13.1: "The Agency shall continue to participate in the program entitled 'Employer Pick Up of Member-Contributions' ("EPMC") implementing Section 414(h) (2) of the Internal Revenue Code for member contributions above 7%, until June 30, 2018. Commencing July 1, 2013, employees will pay the employee portion of the PERS contribution up to 7.0%."

13.14 The Parties agree to add the following language: "The amount provided by the Agency under this section shall be pro-rated based on a part-time employee's regularly scheduled hours worked."

14.3 The Parties agreed to delete language referring to Merit systems.

14.5. The Parties agreed as follows on compensation:

Effective November 1, 2021, MCP Unit members will receive a 2.0% salary schedule adjustment. The Parties also agreed that no later than December 3, 2021, MCP Unit members shall receive a 1.0% lump sum payment, off schedule and not recurring.

Effective October 1, 2022, MCP Unit members will receive a 1.25% salary schedule adjustment.

Effective October 1, 2023, MCP Unit members will receive a 1% salary schedule adjustment.

14.7 The Parties agree to revise Section 14.7 so that step advancement occurs on the employee's anniversary date regardless of which step the employee is moving to or from. Subsections A-D shall be replaced with the following:

A. Step advancements shall occur each 12 months from the employee's anniversary date until the employee reaches Step F.

B. An employee who is promoted into a different class shall have a new anniversary date which shall be the effective date of the employee's promotion.

14.11. The Parties agree that all references to 87 hours shall be changed to 80 hours, and all references to 43.5 hours shall be changed to 40 hours. The Parties agree that language allowing the giving of benefits to a job share partners shall be deleted. The Parties agree to add language to clarify that part time employees in job shares receive prorated benefits.

14.12 The Parties agree to delete the last sentence in this section and replace it with the following new language: "If one of the job share partners terminates employment with the Agency, the remaining job share partner shall assume the position as a full time position. If one of the job share partners takes a leave of absence from the Agency, the remaining job share partner shall assume the

position as a full time position until the other job share partner returns from the leave of absence; however, the Executive Director may decide that the remaining job share partner shall remain in a part time position. A job share partner shall not have the right to retain the position as a part-time position if the other job share partner terminates employment or goes on leave, unless the Executive Director approves such continuation of part time status. Neither job share partner shall have the right to cancel participation in the job share without approval of the Executive Director and the availability of full time positions for the job share partners."

15.1 The Parties agree to a three year term for the successor MOU, from October 1, 2021 through September 30, 2024.

Signatures:

FOR CENTRAL SIERRA CHILD SUPPORT AGENCY

Julie Prado, Executive Director

FOR SERVICE EMPLOYEES INTERNATIONAL UNION NO. 1021

Cheryl Harris

FOR OPERATING ENGINEERS LOCAL 3

Darren Semore

SERVICE EMPLOYEES INTERNATIONAL UNION LOCAL NO. 1021

Date

Date

Date

Date

MCP Contract Changes

In re: "Regular employee"

October 4, 2021

7.1

Regular employees are strongly encouraged by both parties to this Agreement to meet with their immediate supervisor to discuss the issue that they are concerned about prior to filing a formal grievance.

Members are strongly encouraged by both parties to this Agreement to meet with their immediate supervisor to discuss the issue that they are concerned about prior to filing a formal grievance.

8.2

Any days declared by the President, and/or by the Governor of California, and which also may have been approved by resolution of the JPA Board, as a public day of fast, public day of mourning, public day of thanksgiving, or public holiday for Agency employees, shall entitle a regular employee to paid holiday leave for such days.

Any days declared by the President, and/or by the Governor of California, and which also may have been approved by resolution of the JPA Board, as a public day of fast, public day of mourning, public day of thanksgiving, or public holiday for Agency employees, shall entitle a member to paid holiday leave for such days.

8.4

Regular full-time employees shall earn paid holiday leave at a rate of eight (8) hours leave per day. This shall be pro-rated for part-time employees. Holiday leave shall be paid to that employee during the payroll period of the holiday(s). If an employee regularly works overtime, such an employee will only receive paid holiday leave at the rate of eight (8) hours and shall not receive overtime for holiday leave. Extra-help employees, as defined in Rule 803 of the Personnel Rules and Regulations, will receive unpaid holidays.

Members shall earn paid holiday leave at a rate of eight (8) hours leave per day. Part-time employees shall earn the number of hours they are normally scheduled to work on the day of the holiday if the holiday falls on their normally scheduled workday. Part-time employee shall not earn holiday hours for holidays that do not fall on their normally scheduled workday. Holiday leave shall be paid to that employee during the payroll period of the holiday(s). If an employee regularly works overtime, such an employee will only receive paid holiday leave at the rate of eight (8) hours and shall not receive overtime for holiday leave. Extra-help employees, as defined in Rule 803 of the Personnel Rules and Regulations, will receive unpaid holidays.

8.6

A regular employee who is required, or permitted, to work on a holiday shall be compensated at a rate equal to the holiday plus time and one-half the employee's straight time rate of pay for all such

hours worked; provided, however, that a regular employee who is required, or permitted, to work on a holiday may elect, in lieu of such compensation, to be granted compensatory paid holiday leave as CTE at a rate equal to one and one-half (1-1/2) times the employee's straight time rate of pay for all such hours worked and to receive for the holiday on which he/she is required, or permitted, to work the straight time rate of pay for his/her most regularly assigned class. Regular part-time employees required to work on a holiday shall receive time and one-half the employee's straight time rate of pay, plus, if requested by the employee, available holiday time to a maximum of eight (8) hours.

A member who is required to work on a holiday shall be compensated at a rate equal to the holiday plus time and one-half the employee's straight time rate of pay for all such hours worked; provided, however, that the member who is required to work on a holiday may elect, in lieu of such compensation, to be granted compensatory paid holiday leave as CTE at a rate equal to one and one-half (1-1/2) times the employee's straight time rate of pay for all such hours worked and to receive for the holiday on which he/she is required to work the straight time rate of pay for his/her most regularly assigned class. Part-time members required to work on a holiday shall receive time and one-half the employee's straight time rate of pay, plus, if requested by the employee, available holiday time to a maximum of eight (8) hours.

8.8

Regular full-time and part-time employees shall earn and accrue paid vacation leave in accordance with the following provisions:

Members shall earn and accrue paid vacation leave in accordance with the following provisions; parttime members shall earn leave at a prorated rate:

8.15

All probationary and permanent full-time employees shall accrue sick leave at a rate of eight (8) hours per month. All probationary and regular full-time and part-time employees scheduled to work less than a full month, shall accrue sick leave on a prorated basis.

Members shall accrue sick leave at a rate of eight (8) hours per month; part-time employees shall earn sick leave at a prorated rate. Members scheduled to work less than a full month, shall accrue sick leave on a prorated basis.

8.26

A regular employee shall be granted leave not to exceed fifteen (15) days/one hundred twenty (120) hours, on account of the death of the persons set forth above in section 8.15.

Members shall be granted leave not to exceed fifteen (15) days/one hundred twenty (120) hours, on account of the death of the persons set forth above in section 8.15.

13.6

Every regular full-time or part-time employee, other than those employees who are on laid off status, suspended for cause, or on unpaid leave, and his/her dependents, if any, shall become eligible for employee and dependent health, life, dental, and vision care insurance coverage provided by the Agency (dependents are not eligible for life insurance) on the first day of the month following the month in which such employee completes thirty (30) days of regular full-time or part-time service.

All members, whether full-time or part-time, other than those employees who are on laid off status, suspended for cause, or on unpaid leave, and his/her dependents, if any, shall become eligible for employee and dependent health, life, dental, and vision care insurance coverage provided by the Agency (dependents are not eligible for life insurance) on the first day of the month following the month in which such employee completes thirty (30) days of regular full-time or part-time service.

13.9

Every regular employee may enroll in a deferred compensation annuity program offered by a carrier through the Agency in accordance with the enrollment provisions established by the carrier.

Members may enroll in a deferred compensation annuity program offered by a carrier through the Agency in accordance with the enrollment provisions established by the carrier.

13.14

The Agency agrees to provide up to \$300.00 per calendar year to a regular full-time employee who participates in any physical fitness program, mental wellness program, weight loss program, smoking cessation classes, chiropractic or massage therapy, approved by the Executive Director, or unless otherwise reimbursed by medical insurance.

The Agency agrees to provide up to \$300.00 per calendar year to full-time members who participate in any physical fitness program, mental wellness program, weight loss program, smoking cessation classes, chiropractic or massage therapy, approved by the Executive Director, unless otherwise reimbursed by medical insurance.

14.3

Promotion is the move of a regular employee to another position in a class allocated to a salary range for which the top step is at least five percent (5%) higher than the top step of the class the employee formerly occupied.

Promotion is the move of a member to another position in a class allocated to a salary range for which the top step is at least five percent (5%) higher than the top step of the class the employee formerly occupied.

To qualify for a promotional examination, a person must be a regular employee in the classified service holding probationary or post-probationary status and must possess the minimum qualifications for the class on or before the final filing date for the examination.

To qualify for a promotional examination, members must be a permanent employee holding probationary or post-probationary status and must possess the minimum qualifications for the class on or before the final filing date for the examination.

14.4

Demotion is the move of a regular employee to another position in a class having a lower salary range than the class previously occupied by the employee.

Demotion is the move of a member to another position in a class having a lower salary range than the class previously occupied by the employee.

14.6

Eligibility for salary step movement for regular employees and limited term extra help employees, defined in Rule 803.3 of the Personnel Rules and Regulations, shall be based upon demonstrated satisfactory service as determined by the Executive Director, and time in classification.

Eligibility for a salary step movement for members, defined in Rule 803.3 of the Personnel Rules and Regulations, shall be based upon demonstrated satisfactory services as determined by the Executive Director and time in classification.

14.7

Step advancements for a regular employee shall be procedurally automatic, unless such step advancement is withheld from such employee in accordance with the other provisions outlined in the Personnel Rules and Regulations and/or the MOU.

Step advancements for members shall be procedurally automatic, unless such step advancement is withheld from such member in accordance with the other provisions outlined in the Personnel Rules and Regulations and/or the MOU.