

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

MINUTES
January 26, 2026
2:06 p.m.

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

Directors present: Roll call

Autumn Andahl
Jeff Brown
Logan Carnell
Gary Tofanelli
Terry Woodrow

Absent:

Steve Grierfer
Anaiah Kirk

Staff present:

Kim Britt, Executive Director
Daniel Padilla, Deputy Director
Lisa Bispham, Staff Services Specialist
Shannon DeNatale Boyd, General Counsel

PUBLIC MATTERS NOT ON THE AGENDA: *None*

CONSENT AGENDA:

- I. **Minutes:** Review of the minutes of the October 27, 2025, Board meeting.
- II. **Audit for Fiscal Year 2024/2025:** Report on audit of financial statements for the year ended on June 30, 2025, as completed by Bowman & Company, LLP.

Motion by Director Woodrow and second by Director Carnell to approve the minutes and audit report as presented. Motion carries 5-0-0 with Directors Grierfer and Kirk absent for the vote.

ADMINISTRATIVE MATTERS

III. Annual Business Matters – Board Officers:

- a. **Chair** – Nomination made for Director Woodrow to serve as Chair for 2026.

- b. **Vice Chair** – Nomination made for Director Tofanelli to serve as Vice Chair for 2026.
- c. **Secretary** – Recommendation that Agency staff, Lisa Bispham, be appointed as Secretary for 2026.

Motion by Director Andahl and second by Director Carnell to approve the above recommendations. Motion carries 5-0-0 with Directors Griefer and Kirk absent for the vote.

IV. Establishment of Meeting Schedule for 2026: Executive Director Britt reviewed the proposed meeting schedule for February 2026 through January 2027, with meetings scheduled generally on the 4th Monday of the month, with in-person quarterly meetings, with a virtual option, to occur regularly and monthly meetings to occur as needed. Britt highlighted that the May standby meeting is scheduled for the 3rd Monday of the month on May 18th due to the Memorial Day holiday and the rest of the meetings are scheduled for the 4th Monday of the month.

Motion by Director Brown and second by Director Carnell to approve the proposed 2026 Board Meeting Schedule. Motion carries 5-0-0 with Directors Griefer and Kirk absent for the vote.

RESOLUTION NO. 26-001

Resolution approving the 2026 Board meeting schedule.

V. Executive Report: Executive Director Kim Britt reviewed the highlights and opportunities from each of the following divisions to the Board.

Fiscal: Britt reported that the Agency is at 50% of the year and allocation spending was at 51% of our budget through December 31, 2025. She reported that based on current budget projections, the Agency does not anticipate utilizing the Federal Performance Incentive Funds (FPIP) included in the proposed budget. Britt further noted that the Agency's budget remains stable and looks good.

Human Resources: Britt reported that staffing levels have remained consistent, with no employee departures during the past quarter, an improvement compared to recent years. The Agency currently has 25 employees, and we are intentionally keeping one Child Support Specialist position vacant for budget purposes; this vacancy has not adversely affected workload capacity or service quality. Newer staff have completed their formal training and are doing well as they integrate into their roles and gain confidence. Britt noted that, in an effort to maintain staffing levels, the leadership team is committed to seeking opportunities for staff to engage in professional development. Several staff members have participated in statewide committees during the last quarter, allowing them to learn from colleagues in other child support agencies while contributing their own knowledge and expertise to others. This involvement has been a valuable growth opportunity for those staff members.

Britt reported that the second half of open enrollment for supplemental benefits concluded on November 26, 2025. Historically, few staff have taken advantage of the available plans. This year, Staff Services Specialist Lisa Bispham did a wonderful job educating staff on the benefit options and associated costs, as well as implementing an online enrollment portal to streamline the process. These improvements resulted in increased participation in supplemental benefits, and staff provided positive feedback on the process.

Technology & Security: Britt reported that staff are required to complete annual information security training each January required by the State, and timely completion has historically been a challenge. This year, Staff Services Specialist Dalaine Heagle implemented a creative and engaging contest to encourage participation. As a result, all staff completed the training within the first two weeks, representing significant improvement over prior years.

Britt reported that the Agency has finalized a new lease agreement with Calaveras Health and Human Services Agency. The Agency currently maintains two full-time staff stationed in Calaveras and leases two cubicle workspaces with them. Under the new agreement, monthly lease costs were reduced by \$872.00, resulting in meaningful cost savings while allowing the Agency to continue providing on-site services to Calaveras' customers.

Marketing & Outreach: Britt reported that on December 13, 2025, the Agency participated in the Sutter Creek Parade of Lights in Amador County. This event provided an opportunity for staff to engage with the community and establish new connections. The Agency has also been invited to participate in the parade at the Italian Picnic Grounds in June.

Britt shared that the Agency has experienced significant growth in social media engagement over the past year, which she attributed to the partnership with Grays Peak Strategies (GPS) and their targeted outreach efforts. GPS developed a mascot for us, which is a dog named Scout, to help present family-focused content, including parenting tips, family activities, community events, simple recipes, and helpful information about the child support program. These efforts have produced strong results, including an increase of more than 100% in social media followers, greater visibility through Google searches, and increased name recognition within the community. The Board members provided additional outreach resources for our team to explore.

Program Performance: Deputy Director Daniel Padilla reported that in 2025 CSCSA experienced a 24.6% increase in requests for services from 159 new open cases in 2024 to 211 in 2025. This represents the highest increase among local child support agencies (LCSAs) statewide. We are proud of this accomplishment and attribute this growth to our targeted outreach and marketing efforts, as well as continued improvements in business processes.

Padilla reviewed the program dashboard summary and discussed the Agency's goals and results as of December 2025. He also highlighted that, in addition to completing their regular duties, staff successfully collected several large payments during the last quarter totaling \$144,000. These funds directly benefited five families in the community and were distributed just before the holidays.

Padilla further shared that in previous years the State Department of Child Support Services (DCSS) required LCSAs to develop a Performance Management Plan (PMP) in addition to our internal strategic plan. DCSS no longer requires submission of a PMP and for 2026 the Agency has combined these documents into a single, streamlined Strategic Plan to improve alignment and efficiency. The 2026 Strategic Plan outlines key projects and initiatives designed to enhance service delivery and improve the overall staff experience. Britt added that her intent is to present the Strategic Plan to the Board beginning in October each year, aligning the reporting cycle with the federal fiscal year of October 1 through September 30.

NEXT BOARD MEETING: The next board meeting is scheduled for April 27, 2026, at 2:00 pm at 639 New York Ranch Rd., Jackson, California.

ADJOURNMENT: The meeting was adjourned at 2:45 p.m.

Signed by:

Terry Woodrow

4/30/2026

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Chair, Board of Directors

Signed by:

Kimberly Britt

4/30/2026

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KIMBERLY BRITT

Executive Director

By: Lisa L. Bispham, Staff Services Specialist