



**REQUEST FOR NON-FINANCIAL CONTRACT REVIEW
BUTTE COUNTY GENERAL SERVICES**

TO BE COMPLETED BY SUBMITTING DEPT. (A MINIMUM OF TWO ORIGINALS AND ONE COPY OF THE CONTRACT MUST BE ATTACHED UNLESS CONTRACT IS GOING TO THE BOARD, THEN THREE ORIGINALS AND ONE COPY)

Approval Authority:	<input type="checkbox"/> Board of Supervisors	<input checked="" type="checkbox"/> General Services	<input type="checkbox"/> Department Only
<input checked="" type="checkbox"/> Contract Initial Review	<input type="checkbox"/> Contract Approval Review	<input type="checkbox"/> Amendment Initial Review	<input type="checkbox"/> Amendment Approval Review
Date Submitted:	04/10/2026		
Department:	Child Support Services		
Dept. Contact:	Tamara Bradford		
Phone:	530-552-4201		
Name of Contractor:	Tehama County Department of Child Support Services		
Title of Contract:	MOU for Call Center Services		
Brief Description of Provision:	Coordination of services for Call Center services with regards to the Child Support Enforcement Program from Butte County to Tehama County.		

Start Date:	07/01/2026	End Date:	06/30/2029	Duration:	3 years
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DEPARTMENT AUTHORIZATION AND APPROVAL

Requested Date of Approval:	07/01/2026	Requested BOS Date:		If transmittal has already been submitted this sheet should be YELLOW.
<input type="checkbox"/> When fully routed send directly to Clerk of the Board		<input checked="" type="checkbox"/> When fully routed notify Dept. contact for instruction		

The undersigned hereby certifies that the attached contract and the processes that produced it were accomplished in compliance with the Butte County Ordinance, the Butte County Contracting/Procurement Policies and Procedures Manual, and in accordance with Butte County Fiscal Goals and Objectives.

Elisabeth Holloway

Elisabeth Holloway

Digitally signed by Elisabeth Holloway
Date: 2026.04.14 09:29:19 -0700

Typed or Printed Name of Dept. Head or Designee	Signature of Dept. Head or Designee	Date
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FOR REVIEW RECORDS ONLY

Review	Received	Log Out	Comments or Notations	Reviewer Initials
GS Contracts Division:				
County Counsel:				
Approval Authority:				
GS Front Desk Staff:	<input type="checkbox"/> Log Contract <input type="checkbox"/> Complete Log + Upload to LF			

BUTTE COUNTY
DEPARTMENT OF CHILD SUPPORT SERVICES
AND
TEHAMA COUNTY
DEPARTMENT OF CHILD SUPPORT SERVICES
MEMORANDUM OF UNDERSTANDING FOR
CALL CENTER SERVICES
07-01-2026 through 06-30-2029

This Memorandum of Understanding is entered into between the Butte County Department of Child Support Services (hereinafter called “BCDCSS”), the Tehama County Department of Child Support Services (hereinafter called “TCDCSS”), and the California Department of Child Support Services (hereinafter “DCSS”). The effective date of this agreement is July 01, 2026, through June 30, 2029.

WHEREAS, TCDCSS desires to obtain certain services in answering incoming phone calls to the County’s Child Support Program; and

WHEREAS, BCDCSS desires to offer its services in answering incoming phone calls to the Tehama County’s Child Support Program; and

WHEREAS, the Child Support Enforcement System (“CSE”) provides the opportunity for data sharing necessary for counties to share customer specific data, and the FIVE9 program provides the ability for call answering statewide; and

WHEREAS, DCSS is the overseer of the two counties subject to this agreement; and

NOW, THEREFORE, the parties agree as follows:

Section 1. Responsibilities of the Parties

A. BCDCSS shall be responsible for:

- i. Answering calls being routed through FIVE9 from TCDCSS customers;
- ii. Providing general information to case participants, employers and title companies regarding such items as payment information and general case status information;
- iii. Updating participant data in CSE such as address or telephone number;
- iv. Forwarding questions needing county specific assistance to TCDCSS;
- v. Using tasks within CSE to refer questions to TCDCSS;
- vi. Making “activity log” entries within CSE for the purpose of exchanging information regarding case status with TCDCSS; and
- vii. Complying with all laws and regulations related to the Child Support Enforcement Program, including but not limited to confidentiality laws.

B. TCDCSS shall be responsible for:

- i. Communicating to BCDCSS the TCDCSS policy timeframes for follow-up on questions referred from BCDCSS;
- ii. Providing BCDCSS with the names and e-mail addresses of TCDCSS staff to whom referrals are to be made by BCDCSS;

- iii. Authorizing BCDCSS staff to access CSE and all data within the system necessary to respond to TCDCSS incoming calls; and
- iv. Complying with all laws and regulations related to the Child Support Enforcement Program, including but not limited to confidentiality laws.

Section 2 Term of Agreement

- A. This agreement shall be in effect from July 01, 2026 to June 30, 2029. Either party may terminate this agreement upon 60 days written notice to the other party.
- B. DCSS as the overseer of the two involved parties to this agreement may also terminate this agreement upon 60 days written notice to both parties.

Section 3 Changes to Agreement

- A. Changes may be made by mutual written agreement of the parties at any time during the term of the agreement.

Section 4 Rate and Method of Payment

- A. BCDCSS will provide the services to TCDCSS within the funding allocation provided to BCDCSS from DCSS. DCSS will provide to BCDCSS credit towards its cost effectiveness calculation based upon the cost of the services provided. BCDCSS will provide DCSS information to make that adjustment at the end of each federal fiscal year. TCDCSS will not provide BCDCSS with any direct compensation for these services. The services provided for herein shall be at no cost to TCDCSS.

Section 5 Separate Entities

- A. BCDCSS and TCDCSS shall remain separate and distinct programs operated within the respective counties.
- B. It is specifically and expressly understood that this agreement creates no relationship of employer/employee between BCDCSS and TCDCSS and the BCDCSS personnel and the TCDCSS personnel.

Section 6 Hold Harmless

- A. TCDCSS and BCDCSS shall each defend, hold harmless, and indemnify the other party, its governing board, officers, officials, administrators, agents, employees, volunteers, and other representatives from and against any and all liabilities, claims, demands, costs, losses, damages, or expenses, including reasonable attorneys' fees and costs, and including but not limited to, consequential damages, loss of use, extra expense, death, sickness, or injury to any person(s) or damage to any property, from any cause whatsoever arising from or connected with the service hereunder, that arise out of or result from, in whole or in part, the negligent, wrongful, or willful acts or omissions of the indemnifying party, its employees, volunteers, agents, subcontractors, consultants, or other representatives. This indemnity provision shall survive the termination or expiration of this agreement and is an addition to any other rights or remedies that TCDCSS and BCDCSS may have under law or under this agreement.

Section 7 Data Keeping and Discussion

- A. BCDCSS and TCDCSS shall each keep data regarding processes arising under this agreement that work well, those that need improvement, lessons learned and suggestions for change for future “shared service” agreements if any.
- B. The Directors of BCDCSS and TCDCSS agree to meet on a regular basis to discuss the status of this agreement including problems, issues, concerns, standards and goals.

Section 8 Miscellaneous

- A. No person shall, on the grounds of race, color, religion, ancestry, gender, age, national origin, medical condition, physical or mental disability, sexual orientation, pregnancy, childbirth, or related medical condition, marital status, or political affiliation be denied any benefits or subjected to discrimination under this agreement.
- B. All parties to this agreement will comply with state and federal regulations that are involved in this agreement.
- C. This agreement may be signed in more than one counterpart, in which case each counterpart shall constitute an original of this agreement.
- D. This agreement may not be assigned or delegated by either party without the prior written consent of the other party.

OFFICIAL CONTACTS FOR NOTICES:

Contact for BCDCSS: Nina Gott, Program Manager
Butte County Department of Child Support Services
78 Table Mountain Blvd
Oroville, CA 95965
530-552-4210

Contact for TCDCSS: Tonya Moore, Director
Tehama County Department of Child Support Services
1005 Vista Way, Ste A
Red Bluff, CA 96080
530-528-4560

Signatures

IN WITNESS WHEREOF, the parties hereto by their duly authorized representatives have affixed their hands on the day and year first above written.

Elisabeth Holloway, Director
Butte County Department of Child Support Services

Date

Tonya Moore, Director
Tehama County Department of Child Support Services

Date

Kristen Erickson-Donadee, Director
California State Department of Child Support Services

Date

Signatures County of Butte (continued)

For the County of Butte:

Dennis Schmidt, Interim Director
Butte County General Services

Date

Reviewed for Contract Policy Compliance:

Jennifer Lawrence, Contracts Division
Butte County General Services

Date

Approved as to Form:

Brad J. Stephens
Butte County Counsel

Date

Signatures County of Tehama (continued)

Approved as to form:

Margaret Long, County Counsel
County of Tehama

Date

For the County of Tehama:

Tom Walker, Chair
Tehama County Board of Supervisors

Date