RECOMMENDED ACTION AND JUSTIFICATION: (Policy Item: Yes___ No___)

Resolution authorizing Director of Child Support Services to sign an amendment to the Plan of Cooperation between the California Department of Child Support Services and the County Department of Child Support Services. The purpose of the Plan of Cooperation is to define and allocate responsibilities for securing child support and medical support, determining paternity, and providing other public services in accordance with the provisions of Title IV-D of the Social Security Act.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

As a result of transition the State requires an amendment to reflect that the District Attorney no longer has responsibility to provide child support services as previously obligated under the Plan.

LIST ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

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<th>COSTS:</th>
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<td>D. Internal transfers</td>
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1. Amendment to Plan of Cooperation

2. Plan of Cooperation

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<th>CLERK'S USE ONLY:</th>
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<td>Res. No.: 8/7/01</td>
<td>This Item on agenda as:</td>
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<td>Vote - Ayes: 5</td>
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<td>Absent:</td>
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<td>( ) Minute Order Attached</td>
<td>Returned for Further Action</td>
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<td>( ) No Action Necessary</td>
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The foregoing instrument is a correct copy of the original on file in this office.

Date: 8/7/01

ATTEST: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California

By: Deputy

Action Form Revised 5/92
AMENDMENT I TO THE PLAN OF COOPERATION BETWEEN CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES AND MARIPOSA COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES

This Amendment I to the Plan Of Cooperation (POC) effective January 1, 2000, is made by and between the California Department of Child Support Services (DCSS or the State) and the Mariposa County Department of Child Support Services.

I. RECITALS

A. California Family Code §17304 mandates that each county establish an independent local child support agency. The director of the DCSS is required to convert each county from the county district attorney’s office to the County Department of Child Support Services beginning January 1, 2001. All transitions are to be completed by January 1, 2003. [Calif. Family Code §17305(a)] Prior to the transition, each county must have submitted a plan of transition that must be approved by the DCSS. [Calif. Family Code §17305(b)] Pursuant thereto, the County of Mariposa (the County) submitted its plan of transition on April 4, 2001, and the plan of transition was approved by the DCSS on June 5, 2001. The approved transition from the district attorney’s office to the County Department of Child Support Services occurred on July 1, 2001.

B. California Family Code Section 17304(a) says the director of the DCSS shall enter into cooperative agreements with county agencies to carry out the requirements of the state plan and provide services related to the establishment of paternity or the establishment, modification, or enforcement of child support obligations. DCSS entered into the POC effective January 1, 2000, with Mariposa County District Attorney (the District Attorney) in its capacity as the local child support agency.

C. It is now necessary that the DCSS enter into this Amendment I to the POC effective January 1, 2000 with the County Department of Child Support Services in order to provide for the continuity of this POC, and to provide the DCSS with the authority to continue to send funding to the County.

II. AGREEMENT

A. The director of the County Department of Child Support Services has reviewed and is familiar with the POC effective January 1, 2000, between the DCSS and the District Attorney.
B. On behalf of the County Department of Child Support Services, the director hereby assumes the obligations and benefits and agrees to comply with all terms and conditions of the POC with an effective date of January 1, 2000, between the District Attorney and the State, and agrees to be bound thereby.

C. Pursuant to this Amendment I to the POC effective January 1, 2000, the District Attorney is released by the DCSS from obligation under the POC that was effective January 1, 2000, and the County Department of Child Support Services is substituted as the obligatory party thereunder.

D. The term of the POC effective January 1, 2000 and assumed as of July 1, 2001 herein shall not be extended by this Amendment I.

\[Signature\]
IV-D Director Signature
Mariposa Department of Child Support Services

\[Signature\]
Printed Name

\[Signature\]
Curtis L. Child, Director
California Department of Child Support Services

\[Date\]
8/15/01
\[Date\]
8/23/01
PLAN OF COOPERATION

STATE OF CALIFORNIA
HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF CHILD SUPPORT SERVICES
# PLAN OF COOPERATION

California Department of Child Support Services

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I. PURPOSE

The Plan of Cooperation, hereinafter referred to as the "POC," is entered into between the California Department of Child Support Services, hereinafter referred to as the "Department" and the District Attorney of the County of Mariposa and its successor in interest, the Local Child Support Agency of the County of Mariposa, hereinafter collectively referred to as the "Local Agency," pursuant to Family Code § 17304 (a). The purpose of the POC is to define and allocate responsibilities for securing child support and medical support, determining paternity, and providing other public services in accordance with the provisions of Title IV-D of the Social Security Act (42 USC § 651, et seq.), hereinafter referred to as "Title IV-D," "Title IV-D Program," or "Title IV-D Services."

The POC allocates responsibilities for administering Title IV-D services, including, but not limited to:

- Locating absent parents or support obligors;
- Determining paternity of children born out of wedlock;
- Assessing the ability of parents to support their minor children;
- Establishing and enforcing child support orders;
- Enforcing spousal support orders;
- Modifying existing child support orders;
- Establishing, enforcing, and modifying orders to obtain medical support;
- Collecting and distributing child support; and
- Preparing reports and maintaining records.
II. CONFIDENTIALITY

Any use or disclosure of information concerning applicants and recipients will be limited to purposes directly connected with the administration of Title IV-D services for establishing paternity and establishing, enforcing, and modifying child support obligations, including medical support, pursuant to state and federal laws and regulations. This includes:

1. Releasing information obtained in connection with establishing eligibility; determining amounts of assistance;
2. Identifying and locating putative parents or noncustodial parents/parties;
3. Establishing paternity;
4. Establishing and Enforcing support obligations;
5. Investigating and prosecuting civil or criminal matters in connection with the administration of Title IV-D services.

No information identifying any applicant or recipient of public assistance by name or address shall be disclosed to any committee or legislative body, news media, or advocate groups.

The confidentiality provisions of 42 USC § 654 (26) (Safeguards Applicable to Confidential Information) and Family Code § 17212 (Ensuring the Confidentiality of Support Enforcement and Child Abduction Records) are hereby incorporated by reference as if fully set forth herein.
III. ORGANIZATION

The Department is the single state agency whose duty it is to oversee and supervise Title IV-D services. The Local Agency is responsible for performing Title IV-D services and related functions as described herein.

The Local Agency may, with the approval of the Director of the Department, enter into cooperative arrangements with other County departments to fulfill certain tasks related to Title IV-D services under the POC. The services of private vendors may also be utilized, with the approval of the Director and as permitted by state and federal law. Any task performed by or for the Local Agency directly related to legal advocacy or the preparation of pleadings or other court papers shall be supervised by an active member of the State Bar of California.

When delegating or contracting out Title IV-D activities to other County departments, public agencies or private vendors, the Local Agency shall retain ultimate responsibility and accountability for such services under written cooperative arrangements or contracts approved by the Director. The Local Agency shall ensure all delegated or contracted out Title IV-D functions are performed as prescribed by state and federal laws, regulations and the POC.
IV. DEPARTMENT RESPONSIBILITIES

In fulfilling its Title IV-D responsibilities, the Department shall:

(1) Comply with all Title IV-D provisions and all state and federal laws and regulations;
(2) Apply mandatory program standards to ensure uniform, consistent and impartial Title IV-D services;
(3) Ensure the POC is amended as appropriate to reflect new or revised state and federal laws and regulations;
(4) Prepare and submit legislative proposals as necessary to conform state law to applicable federal laws and regulations;
(5) Develop, adopt and disseminate directives and regulations to inform each Local Agency and other appropriate county agencies of state and federal law, policies, standards, procedures and instructions relative to Title IV-D services, including providing appropriate training to each Local Agency and other county staff as necessary;
(6) Develop, implement and maintain appropriate systems for locating noncustodial parents/parties and collecting support payments;
(7) Prepare, publish and distribute outreach materials describing and publicizing the availability of Title IV-D services;
(8) Provide the Local Agency with the names of laboratories in California that perform legally and medically acceptable genetic testing of blood or other tissue for purposes of determining paternity;
(9) Establish and maintain systems and procedures to facilitate the Local Agency’s claiming of state and federal funds;
(10) Allocate state and federal administrative funds based on the Local Agency’s budget requests for achieving optimal per-case collection rates, greater operational efficiencies within the Local Agency and forecasted returns on administrative expenditures;
(11) Monitor and evaluate all Local Agency operations;
(12) Impose mandatory penalties on the County for failure of the Local Agency to meet audit or performance-related criteria as specified in state and/or federal regulations;

(13) Require the filing of complete, accurate, and timely financial and statistical reports with the Department by the Local Agency as a condition of disbursement of state and federal funds to the County;

(14) Require the filing of a signed POC with the Department by the Local Agency as a condition of disbursement of state and federal funds to the County;

(15) Require the filing of a signed Annual Automation Cooperation Agreement (AACA) with the Department by the Local Agency as a condition of disbursement of state and federal funds to the County;

(16) Amend the California Code of Regulations as required to reflect changes in state and federal law, regulations and policies;

(17) Withhold part or all of state and federal funds from the Local Agency as required by Family Code § 17604, when the Director considers the Local Agency is failing in a substantial manner to comply with any provision of the POC, Title IV-D, or state or federal laws or regulations.

(18) Maintain a cost allocation plan;

(19) Assist the California Health and Human Services Agency Data Center (HHSDC) and/or the Franchise Tax Board (FTB) with tasks related to child support automation; and

(20) Ensure the California Child Support Automation System (CCSAS) accurately reflects state and federal law, regulations and policies governing the Title IV-D services, including system output, forms and reports.
V. LOCAL AGENCY RESPONSIBILITIES

In fulfilling its Title IV-D responsibilities, the Local Agency shall:

1. Comply with all provisions of the POC, AACA, Title IV-D, and all state and federal laws and regulations;

2. Comply with Department procedures, regulations, and instructions relative to the administration of Title IV-D services;

3. Provide Title IV-D services at no charge to any individual or agency unless otherwise provided by state or federal laws or regulations;

4. Implement and conform Local Agency procedures to all Department regulations and to applicable provisions of the California Code of Regulations;

5. Update, adopt and distribute Local Agency procedures to appropriate public agency employees and private vendors performing Title IV-D tasks;

6. Prepare and maintain records for each Title IV-D case that include information necessary for proper and efficient processing of cases in accordance with 45 CFR § 303.2 (Establishment of Cases and Maintenance of Case Records); Department regulations, and the California Code of Regulations;

7. Meet all state and federal requirements, including deadlines for establishing support and paternity orders on an expedited basis, as necessary;

8. Enter into separate, written plans of cooperation with other County agencies or departments, including the Superior Court, delineating the respective responsibilities of the Local Agency and the County agency or department for ensuring compliance with the provisions of the POC, AACA, or Title IV-D, including, but not limited to, time frames for case processing established by state and federal laws and regulations. The plan of cooperation between the Local Agency and the Superior Court shall specify standards for timely document processing and case calendars as well as establish a procedure for resolving issues arising in connection with Title IV-D case processing;

9. Suspend all actions on a Title IV-D case when notified by the County welfare department that adoption of the child is pending, until subsequently notified adoption is no longer under consideration;
(10) Initiate locate activities, using all appropriate local, state and federal locate resources, and conduct quarterly locate activities on all noncustodial parents/parties whose whereabouts remain unknown;

(11) Seek the establishment of paternity, when appropriate, for a minor child born out of wedlock, or born during a marriage and paternity is in dispute;

(12) Publicize the availability of Declaration of Paternity forms;

(13) Make available to the public qualified staff to answer questions regarding execution and rescission of Declaration of Paternity forms and the process for establishing paternity;

(14) Pay to a hospital, clinic, or other place of birth a sum required by Family Code § 7571 (c) for the filing of completed Declaration of Paternity forms;

(15) Initiate timely and appropriate enforcement actions as required by state and federal laws and regulations to obtain payment of current and past support in all Title IV-D cases with court orders for child and/or medical support;

(16) Enforce health insurance provision orders in all Title IV-D cases, as required by state and federal laws and regulations;

(17) Forward completed state medical insurance forms to the California Department of Health Services (DHS) for all dependent children receiving Medi-Cal benefits;

(18) Review child support orders when appropriately requested by a noncustodial or custodial party, or when the Local Agency becomes aware of a significant change of circumstances which may substantially affect the amount of a support obligation;

(19) Collect and distribute spousal support in accordance with state and federal laws and regulations;

(20) Assist other states and countries in processing Title IV-D cases pursuant to the Uniform Interstate Family Support Act (UIFSA);

(21) Refer Title IV-D cases to the appropriate agency of another county, state, or foreign country, when necessary, and cooperate with such agency by providing sufficient information to act on the case, including, but not limited to, the following:
(a) The welfare/non-welfare status of the child or children;
(b) The amount of monthly assistance payments, if any; and,
(c) Any other information as may be requested or required;

(22) Report to the County welfare department on a timely basis the following information on Title IV-D cases:
(a) Support collected on welfare cases;
(b) Information critical to the determination or re-determination of eligibility; and,
(c) Any welfare applicant/recipient who refuses to cooperate with the Local Agency in the establishment or enforcement of child support orders as required by state and federal laws and regulations;

(23) Issue notices on a monthly basis to individuals on whose behalves assigned support collections are made, including therein such amounts and sources of support collected;

(24) Compile, maintain, and report complete and accurate financial and statistical information and data as required by state and federal laws and regulations;

(25) Report in a timely manner information required by the Department, including, but not limited to:
(a) Form CS 157 (Child Support Enforcement Activities Quarterly and Annual Data & Accounts Receivable) on a quarterly basis;
(b) Form CS 356 (Title IV-D Child Support Expenditures Schedule and Certification) on a quarterly basis;
(c) Form CS 800 (Summary Report of Child and Spousal Support Payments) on a monthly basis;
(d) Form CS 810 (Summary Report of Health Insurance) on a monthly basis;
(e) Form CS 820 (Child/Spousal/Medical Support Collections Summary Report) on a monthly basis;
(f) Form CS 840 (Duplicate Collection & Incentive Adjustment Report) on a monthly basis;

(26) Investigate, or refer to the County welfare department, cases of suspected
welfare fraud;

(27) Open for inspection, review and/or audit by authorized federal, state, regional and county officials all Title IV-D records maintained pursuant to the POC and AACA;

(28) Develop and implement a corrective action plan, as required by the Department and/or the federal government, for any area of noncompliance identified by a state or federal audit or state program review;

(29) Provide regular and appropriate training to employees;

(30) Make all Title IV-D outreach materials provided by the Department available to the public;

(31) Initiate outreach programs, at least quarterly, to inform the public of the availability of Title IV-D services to the general public;

(32) Execute the Annual Automation Cooperation Agreement (AACA) provided by the Department prior to December 1 each year or more often if required by the Department;

(33) Cooperate in establishing the California Child Support Automation System (CCSAS), including taking steps necessary to facilitate the transition from any interim systems to the CCSAS, including modifying existing systems as required by the Department;

(34) Develop and submit a comprehensive County Work/Project Plan to manage Local Agency activities related to achieving statewide automation, including, identifying all tasks, timelines, resources, and critical milestones necessary to complete the County’s project tasks as specified by the Department and the AACA;

(35) Utilize the CCSAS to process all Title IV-D cases, financial management activities and administrative functions, including reporting statistical and financial data and caseload management information, at such time when the Department notifies the Local Agency the CCSAS is operational;

(36) Use only those forms provided by the Department and, at such time when the Department notifies the Local Agency the CCSAS is operational, CCSAS forms;
(37) Cooperate in all interim automation system activities as required by the Department;

(38) Prepare accurate budget requests and present such requests to the Department in a timely manner;

(39) Submit all automation contracts for more than One Hundred Thousand Dollars ($100,000) to the Department for federal approval prior to initiating performance under the contract.
VI. FISCAL ACCOUNTABILITY

The Department shall maintain accounting and fiscal record keeping systems sufficient to ensure claims for funds may be submitted in accordance with applicable state and federal laws and regulations. The Department shall retain all accounting and fiscal records required by state and federal laws and regulations. The Department shall develop instructions in accordance with state and federal laws and regulations for the preparation and submission of indirect cost rate proposals and claims for federal funds.

The Local Agency shall maintain accounting and fiscal record keeping systems sufficient to ensure that claims for available funds are submitted in accordance with applicable state and federal requirements and retain such records as required by applicable state and federal regulations.

The Local Agency shall adopt and enforce procedures to prevent persons who handle cash receipts of support payments from participating in accounting functions that would allow the misuse of such receipts.

The Local Agency shall maintain a copy of a county approved, cost allocation plan that identifies and describes the methods and procedures established for properly charging costs of administration, services, and training activities; estimated costs; the basis used for allocating various pools of costs to programs and activities; and such other information necessary to document the Local Agency's cost allocation methods and procedures. The county cost allocation plan and claims for federal funds shall conform to Department regulations, procedures and directives. Cost reimbursement shall be conditioned upon the Local Agency's performance of services described in the cost allocation plan.
VII. BONDING

The Local Agency shall:

(1) Provide a surety bond against losses resulting from employee dishonesty for every person who receives funds for disbursement, disburses, handles, or otherwise has access to any Title IV-D funds.

(2) Establish surety bonds in amounts sufficient to protect the county against loss from employee dishonesty;

(3) Ensure compliance with these bonding requirements by any other public or private agency where a plan of cooperation or purchase of service agreement is established involving any cash handling and/or accounting function.

Bonding requirements may be satisfied by a county's approved self-bonding or self-insurance program adequate to cover any loss of child support funds from employee dishonesty. In no case shall a self-bonding or self-insurance program reduce or limit the liability of the County or the Local Agency for losses of child support collections. Any self-bonding or self-insurance program shall require an appropriate county official to certify as follows: "This county is self-bonded or self-insured for an amount adequate to cover any loss of child support funds from employee dishonesty."
VIII. CIVIL RIGHTS

The Department and the Local Agency shall adhere to the following civil rights requirements:

(1) **Purpose:** The Title IV-D Program shall be operated in accordance with the provisions of Title VI and Title VII of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title II of the Americans with Disabilities Act of 1990, and other applicable state and federal laws and regulations prohibiting discrimination on the basis of race, color, national origin, age, political affiliation, religion, marital status, sex, or disability. Administrative procedures having the effect of subjecting individuals to discriminatory treatment or defeating the objectives of these laws are prohibited.

(2) **Scope:** The policies and procedures of the Department for complying with applicable civil rights laws and their implementing regulations shall apply to the Local Agency. The Local Agency shall obtain assurances of compliance with any vendor, contractor, or other agency participating in the Title IV-D program through agreement with the Local Agency. Written assurances of non-discrimination in programs and activities receiving state or federal financial assistance shall be required. This requirement is fully applicable to all vendors, contractors, consultants and other providers of service.

(3) **Dissemination of Information:** The Local Agency shall make available information regarding the provisions of this part and its applicability to the Title IV-D program. This information shall be made available in a manner necessary to apprise individuals of the protections against discrimination assured them by applicable Civil Rights laws and regulations. Posters on nondiscrimination as may be supplied by the Department shall be posted prominently in all Local Agency reception rooms. The name(s), address and telephone number of the person(s) in the Local Agency responsible for
investigating complaints shall be posted.

(4) **Discriminatory Practices Prohibited:** No person shall be subjected to discrimination on the grounds of race, color, national origin, age, political affiliation, religion, marital status, sex, or disability. Methods of administration of Title IV-D services shall not be utilized which have the effect of subjecting individuals to discrimination or defeating or substantially impairing the objectives of protecting civil rights.

(A) In administering Title IV-D services, the Local Agency may not, on the basis of race, color, national origin, religion, political affiliation, marital status, sex, age, or disability, directly or through contractual, licensing, or other arrangements:

(1) Provide services to an individual or group that is different than that provided to others unless necessary to provide otherwise qualified individuals or groups with Title IV-D services as effective as those provided to others. The exclusion of an individual or group is not prohibited when Title IV-D services are limited by federal law or executive order to a specific class of individuals or group;

(2) Deny an individual any IV-D services;

(3) Subject an individual to separate treatment in any matter related to his/her receipt of any IV-D services;

(4) Restrict an individual in any way in the receipt of services enjoyed by others;

(5) Treat an individual differently, whether he/she satisfies any eligibility, requirement or condition which individuals must meet in order to be provided IV-D services;

(6) Use criteria or methods of administration having the effect of defeating or impairing the objectives of Title IV-D program; or

(7) Deny an individual the opportunity to be a member of an advisory board that is an integral part of any program.

(B) The employment practices of the Local Agency shall not discriminate
against present or potential employees on the basis of race, color, national origin, age, political affiliation, religion, marital status, sex, or disability.

(5) **Corrective Action Requirements:** The Local Agency shall take positive steps to ensure the Title IV-D program is administered in a manner which does not discriminate on the basis of race, color, national origin, age, political affiliation, religion, marital status, sex, or disability. This requires the Local Agency to analyze current practices to determine if any of these practices result in the unequal delivery of services to applicants and to take whatever measures are required to provide for equal delivery of Title IV-D services.

(6) **Compliance Requirements:** The Department shall cooperate with the Local Agency in obtaining compliance with the provisions of this part and shall provide guidance to the Local Agency to help obtain voluntary compliance. The Local Agency shall keep records so as to provide the Department and/or the U.S. Department of Health and Human Services with timely, complete, and accurate compliance reports.

(7) **Accessibility of Facilities:**


(B) When public areas (reception area, waiting room, interview booth), public restrooms, employee restrooms, and public drinking fountains are provided, they shall be accessible to individuals with disabilities and identified by the international symbol of accessibility in compliance with Title 24 of the California Code of Regulations. When parking is provided to the general public, it shall be accessible to individuals with disabilities pursuant to local ordinance and/or Title 24 of the California Code of Regulations.
Program Accessibility:
(A) The Local Agency shall evaluate its practices and policies to ensure they do not discriminate on the basis of disability.
(B) The Local Agency shall ensure the Title IV-D program is readily accessible to individuals with disabilities.
(C) In choosing available methods for meeting the requirements of this paragraph, the Local Agency shall give priority to those methods offering programs and activities to individuals with disabilities in the most integrated setting appropriate.
(D) In the event structural modifications are required to provide program accessibility, they shall conform to standards approved by the Office of the State Architect, pursuant to Title 24 of the California Code of Regulations.
(E) Where structural modifications are not practical, the agency shall provide services at an alternate accessible site.

Auxiliary Aids:
(A) 28 CFR § 35.160 provides: "(a) A public entity shall take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others. (b) (1) A public entity shall furnish appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity conducted by a public entity. (2) In determining what type of auxiliary aid and service is necessary, a public entity shall give primary consideration to the requests of the individual with disabilities."
(B) The Local Agency shall provide auxiliary aids and services to persons who are deaf or hearing impaired, or persons with impaired speech, vision or manual skills where necessary to afford such persons an equal opportunity to participate in, and enjoy the benefits and services of programs or activities. Auxiliary aids and services may include
Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDDs) and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. Compliance with this paragraph can be accomplished through use of volunteer services from community organizations and individuals who are able to provide prompt effective services without undue delays using qualified interpreters.

(C) The Local Agency shall provide an opportunity for individuals with disabilities to request auxiliary aids and services of their choice. The Local Agency shall give primary consideration to the requests of individuals with disabilities.

(10) **Provisions for Services to Non-English Speaking Persons:**

(A) The Local Agency shall take such steps as necessary to ensure a “sufficient number” of bilingual employees are assigned to public contact positions in the Title IV-D program and/or locations serving a “substantial number” of non-English speaking persons. These employees shall have the language skills necessary to communicate fully and effectively and provide the same level of service to non-English speaking persons as is provided to the client population at large.

(1) A “substantial number” is defined as five percent (5%) or more persons of a program/location who are non-English speaking, deaf, or hearing-impaired.

(2) A “sufficient number” is defined as the number of public contact positions in each major occupational group for each program and/or location whose non-English language cases equal or exceed five percent (5%) of the total cases for each program or location.

(B) The Local Agency shall provide qualified interpreters on a temporary basis, until a sufficient number of bilingual staff are available. Such interpreters shall have sufficient knowledge of the terminology used in
the Title IV-D program.

(C) The Local Agency shall take whatever steps are necessary to fulfill the requirements of this paragraph, including, reassigning current bilingual staff; providing language training; filling vacancies with bilingual employees; establishing a recruitment program that includes use of non-English media, and other actions as necessary.

(D) When the percentage of non-English speaking persons in the Title IV-D program and/or location is less than five-percent (5%), the Local Agency shall provide bilingual services. This requirement may be met through utilization of paid qualified interpreters, qualified bilingual employees, qualified employees of other agencies, or community resources.

(E) Applicants/recipient may provide their own interpreter; however, the Local Agency shall not require them to do so. Only under extenuating circumstances, or at the specific request of the applicant/recipient, shall the Local Agency allow a minor (under age 18) to temporarily act as an interpreter. This provision does not apply to interpretive services for persons who are deaf.

(F) Instructional and directional signs posted in the waiting areas and other places frequented by a substantial number of non-English speaking applicants/recipient shall be translated into the appropriate non-English languages.

(11) **Civil Rights Complaint Procedure:** An individual or authorized representative may file a complaint alleging discriminatory treatment with the Local Agency or the Department, or with the U.S. Department of Health and Human Services, within 180 days of the alleged discriminatory act, unless extended by the Department or the federal agency.

(A) All complaints of discriminatory treatment received by the Department will be referred to the Local Agency for investigation.

(B) The Local Agency shall not assign an employee to investigate a complaint involving any action taken by him/her, or by any employee
under his/her immediate supervision.

(C) Any corrective action determined to be necessary as a result of an investigation shall be initiated within sixty (60) calendar days following completion of the investigation.

(D) The Local Agency and the Department are prohibited from intimidating, threatening, coercing or discriminating against any individual for the purpose of interfering with any right or privilege secured under applicable Civil Rights laws or regulations, or because he/she has made a complaint, testified, assisted or participated in any manner in an investigation, proceeding or hearing. Wherever possible, the identity of the complainant should be kept confidential.

(E) The Local Agency shall inform the complainant of the right to appeal a Local Agency decision to the Department and/or to the U.S. Department of Health and Human Services within 30 calendar days of the date on which the Local Agency mails, or otherwise provides, the complainant with the results of the investigation.

(F) If, after review of the complainant's appeal and the Local Agency's investigative report, the Department determines further investigation is warranted, the Department shall so inform the complainant and the Local Agency within 30 days of receipt of the appeal.

(G) The Department shall either advise the complainant the Department's investigation agrees with the Local Agency's findings or meet with the Local Agency to attempt a voluntary resolution of the discrimination complaint.

(12) **Procedure for Effecting Compliance:** If there appears to be a failure or threatened failure to comply with any of the civil rights provisions of the POC, and, if the noncompliance cannot be corrected by informal means, compliance with this part will be effected by taking appropriate action. Should the Local Agency fail to comply with the requirements of this or any other part of the POC, fiscal sanctions or other legal remedies may be invoked in accordance with Family Code §17604 or Government Code §§ 11135 through 11139.
IX. CERTIFICATION REGARDING LOBBYING

The Local Agency, on best information and belief, certifies:

(1) No federal appropriated funds have been paid or will be paid by, or on behalf of, the Local Agency, to any person for influencing or attempting to influence an officer or employee of any agency; a member of Congress; an officer or employee of Congress; or an employee of a member of Congress in connection with the awarding of any federal contract, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

(2) The Local Agency shall require the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements), and that all sub-recipients shall certify and disclose accordingly.

(3) This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 USC § 1352. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.
X. TERM AND APPROVALS

This Plan of Cooperation shall be effective January 1, 2000 and shall expire on December 31, 2002. It shall be renewed upon the same terms for additional periods of two (2) years contingent upon written agreement of both parties.

This POC may be modified by a written agreement of the parties if required by changes in state or federal laws and regulations that may occur during the term of the POC.

Dated: 2-4-00

Christine Johnson, District Attorney
County of Mariposa

Dated: April 28, 2000

Curtis L. Child, Director
Department of Child Support Services
July 25, 2001

Doug Balmain, Chair
Mariposa County Board of Supervisors
P.O. Box 784
Mariposa, CA  95338

Dear Mr. Balmain,

I would like to bring to your attention current statistics concerning the successful operations and accomplishments of your County Veterans Services Office (CVSO). The California Department of Veterans Affairs strongly supports your CVSO’s activities in providing services for its 2,360 veterans, their dependants and survivors.

During the period of July 1, 1999 thru June 30, 2000, your CVSO attained additional cash benefits for your veteran’s community in excess of $190,383. During the same period, the U.S. Department of Veterans Affairs provided $2,313,307 in cash benefits to your veteran community, due to past accomplishments of your CVSO. Also, actions taken by your CVSO to obtain and maintain federal and state monetary benefits have resulted in savings for your County Welfare Department. Up to $1,176 in General Assistance payments were avoided. With a net county cost of less than $21,750, your CVSO once again remains one of the few revenue producing offices in the county.

I hope you will consider this valuable information when addressing the needs of a properly funded and fully supported CVSO. Your county veteran population deserves, and has earned the right to continued high quality representation in veterans’ affairs. If I can be of further assistance in maintaining your CVSO’s services, please feel free to contact me at (916) 653-2158, or your staff may contact Glen M. Halsey, Chief of the Veterans Services Division at (916) 653-2573.

Sincerely,

BRUCE THIESEN
Interim Secretary

“SERVING VETERANS SINCE 1946”