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OCT 11 2011

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SUPERIOR COURT OF CALIFORNIA  
COUNTY OF SUTTER  
CLERK OF THE COURT  
By JACKIE LASWELL DEPUTY

August 24, 2011

To: Chris Chandler, Presiding Judge, Superior Court of California, County of Sutter

From: Jamie E. Murray, Director of Child Support Services

Subject: **Response to the 2010-2011 Grand Jury Final Report**

The following are the responses of the Director of Child Support Services to the finding, recommendation and conclusion of the 2010-2011 Sutter County Grand Jury Final Report.

**Department of Child Support Services (pages 31-33)**

**Finding:** *The grand Jury finds that the morale in the CSS is extremely low.*

**Recommendation:** *The Grand Jury recommends the Director take staff concerns more seriously and work with the employees to find solutions to improve morale.*

**Conclusion:** *The CSS is a department in flux, creating several challenges, and may require mediation to improve morale.*

*The dedication and experience of the employees is evident.*

*The Director spending more time in the office would be beneficial to the overall attitude and moral of the personnel.*

**Response:** The Department of Child Support Services respectfully disagrees with the finding of the Grand Jury. There were a few employees in the department who were extremely upset about losing the 9/80 work schedule and transitioning back to managing a full case load from case opening through case closure. I am committed to Sutter County and the Department of

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Child Support Services and its employees. I take employee concerns seriously. I have an open door policy and I encourage staff to express their concerns to me as well as their innovative ideas to increase efficiencies within the department. I am always willing to listen to staff however, I must make decisions for this department also taking into consideration the best interest of the children and families in the community we serve, as well as the wishes of the Sutter County Board of Supervisors, the tax payers who fund this program, and the considerations of the State Department of Child Support Services. At times these interests compete and it is my responsibility to ensure the quality of our program.

The Child Support Program has been in effect since 1975. During my 20 plus years in the program I have experienced many changes. While the mission of the program remains constant to establish paternity, locate non custodial parents, establish child support and medical support orders, enforce child support and medical orders, and collect and distribute child support to families, the program is ever changing. The child support program is governed by federal and state laws and regulations. As these laws and regulations change, the program and its employees must adapt. In 2007 Sutter County was one of three counties to pilot the Statewide Child Support Enforcement Automated System. Now that all California counties are on one computer system we are experiencing more automation and improved access to statewide data than ever before. While this is a positive for the program it brings additional training needs and challenges to staff.

I value the dedication and experience of the employees within this department. I have every confidence they can continue to adapt to the changing needs of the department and the California Child Support Program.

I was nominated by my peers to serve on the Child Support Director's Association (CSDA) Board of Directors. I am currently serving a three year term as the Treasurer for the CSDA which takes me to Sacramento for monthly meetings. I do attend statewide meetings for County Directors and participate on statewide committees representing the interests of Sutter County and other small counties in California. Prior Department Directors did not participate on the CSDA Board of Directors.

#### **Continuity Committee- (page 461 of the 2010-2011 Grand Jury Report)**

#### **Response from the 2010-2011 Sutter County Grand Jury**

*The Grand Jury acknowledges the 2009-2010 recommendations have been met with the exception of destroying the closed files, which is in process.*

The above response from the Grand Jury is not accurate.

The response from the Department of Child Support Services in 2009-2010 was as follows:

The Department of Child Support Services currently houses closed files in an off-site storage unit. We are required by state and federal law to retain these records for four years and four months CCR § 111450. We are currently in the process of imaging our open case files. Once this effort to image the open files is completed we may look into imaging of the closed files as funding and resources allow. At this time we currently store closed files off-site for the years 2009, 2008, 2007, 2006 and 2005.

The Department of Child Support Services secured additional funding from the State for June 2010 through October 2011 to expedite the imaging of our open files. At this time we are not planning to image the closed files. As the above mentioned retention requirement timeframe expires we will purge the closed files. At this time we are still storing closed files from 2009, 2008, 2007 and 2006.

Respectfully submitted,

A handwritten signature in black ink that reads "Jamie E. Murray". The signature is written in a cursive style with a large, sweeping "J" and "M".

Jamie E. Murray

Director, Sutter County Department of Child Support Services

Cc: Sutter County Board of Supervisors

Stephanie Larsen, County Administrative Officer