DATE: February 28, 2011

TO: Board of Supervisors

FROM: Lew C. Bauman
County Administrative Officer

SUBJECT: County Administrative Officer's Report for the week of February 28, 2011

This is the weekly report by the County Administrative Officer.

This Week's Topics: Monterey County Free Libraries offers virtual reference help, Child Support Services staff shares the secret of their success and news from Elections about upcoming ballots and more.

**Child Support Services**
Last month, Monterey County Child Support Services opened its doors to Sonoma County Child Support Services for a one day "best practice" visit.

The purpose of the visit by two top managers, Carol Sanders, Financial/Support Staff Section Manager/HR Liaison, and Darico Bolko, Supervisor Financial Systems, was to get a first hand look at methods used in Monterey County that could be duplicated back home. Sonoma County is looking for ways to improve its own effectiveness ratio, which was at $1.93 last federal fiscal year.

The effectiveness ratio is based on total distributed child support collections divided by all direct and indirect costs of running the program and its services. In 2009, Monterey
County Child Support Services collected $37,734,190 which was a 5.47% increase over the previous calendar year.

The staff from Sonoma County spent the day with Sari Schumacher, Operations Manager, as well as others within the Administration, Financial, Legal, Training/Compliance, Outreach and Information Technology areas.

Sonoma was planning on visiting other counties as well, including Shasta Child Support Services, which has a cost effectiveness ratio of $2.79, and Ventura Child Support Services, which is at a $2.58 ratio. Monterey County has the highest ratio at $3.37, which was the ratio for federal fiscal year 2009. This ratio has improved again this last federal fiscal year to $3.42, which put Monterey County in ninth place among all counties and regions.

“We are pleased that we are continuing to improve on our collection totals and that we have the opportunity to share our best practices with another county,” said Stephen Kennedy, Director of the Monterey County Child Support Services program. “We have excellent staff, and we continue to improve our program and are able to collect more each year, even in a tough economic period,” Kennedy stated.

Elections
May 3, 2011 Special All Mail Ballot Election – Monterey Peninsula Water Management District vacancy: All preparations for the coming special election are on schedule. This week the Department will finalize the proposed design of the voter information materials, with the help of some of the members of the Observer Panel providing important feedback from the voter’s point of view. Final designs will be sent to the Department of Justice for review and preclearance in advance of the election, as required by Section 5 of the Voting Rights Act.

Military and overseas voter materials will hit the mail stream no later than March 19 (no later than 45-days prior to the election) and all other eligible voters will be mailed materials no sooner than April 4 (29-days prior to the election).

General Office: Last week, the Department filed an application with the Secretary of State’s Office to receive federal grant funds to assist the Department improve access to voting and voting information; grant applicants will be notified of whether or not they will receive funds in the beginning of April. Staff has also been busy attending and/or participating in meetings regarding Redistricting in Monterey, new state legislation impacting elections and ideas to reduce the cost of implementing elections in the future.

Libraries
You can now take your librarian with you wherever you go. We are only as far as your smart phone. Text. IM. E-mail. Voice. How would you like to talk? What is your preference?
Monterey County Free Libraries (MCFL) has a long history of good customer service and of responding to the changing needs of the public. MCFL recently launched its Virtual Reference services and can respond to your questions via Text message and Instant Message. This is in addition to the walk-in, telephone, surface and e-mail options that are already available.

Need directions or a phone number? Need to find an address to mail out your resume? Text us at 831-869-2960 using your mobile phone.

Add "askmcfl" to your buddy list within AIM, GoogleTalk, Yahoo, and Hotmail to contact us quickly.

You can also instant message MCFL from your computer by going to our website at montereycountfreelibraries.org and clicking on the "Ask a Librarian" chat box. Text and IM options are available during public service hours, Monday - Thursday, 10:00 A.M. - 8:00 P.M. Friday - Saturday 10:00 A.M. -5:00 P.M.

This free service is available in English and Spanish. For more information, please call the Seaside Branch of MCFL at 831-899-2055.

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