SOLANO COUNTY | COUNTY ADMINISTRATOR'S OFFICE

To: Board of Supervisors
From: Bill Emlen, County Administrator
Date: May 2, 2023
Subject: Significant Issues Update

(1) Solano County Department of Child Support Services ranks no. 8 among local Child Support Service agencies in California in the overall statewide performance rankings for federal fiscal year 2022

California's Child Support Program consists of 47 Local Child Support Agencies (LCSA), representing the 58 counties within California. Each LCSA provides services including the establishment of parentage, establishment and modification of court orders for both child and medical support, and the collection and distribution of child support to approximately 1 million children statewide. The Solano County Department of Child Support Services serves just over 12,000 children in our caseload, locally.

The performance of the child support program and the services it delivers is measured using five (5) key performance measures:

(1) IV-D PEP – Measures the total number of children in our caseload in the fiscal year who have been born out-of-wedlock and for whom paternity has been established, compared to the total number of children in our caseload as of the end of the preceding fiscal year who were born out-of-wedlock, expressed as a percent.

(2) Percentage of Cases with Support Orders – Measures the percentage of cases in our caseload that have an established child support judgment (legally enforceable order).

(3) Percentage of Collection on Current Support – Measures the percentage of dollars collected compared to the total amount of current child support owed. Current child support is the monthly ongoing child support owed for minor children on our caseload.

(4) Percentage of Cases with Collections on Arrears – Measures the percentage of cases that have received a payment towards back due child support or child support arrears this fiscal year.

(5) Cost-effectiveness – Measures the amount of support distributed with the cost of doing business to determine overall program and departmental cost effectiveness for federal fiscal year 2022.

Solano County's number 8 ranking is the highest in the history of the Solano County Department of Child Support Services. With the challenges in staffing and program funding, this makes this achievement much more significant and is an outstanding accomplishment for our department. It is a direct reflection of the hard work, dedication, empathy, and resilience of our amazing team.

Contact: Liane Peck, Director, Department of Child Support Services
                (707) 784-3606 and LLPeck@SolanoCounty.com

(2) Solano County Assessment and Taxation System (CATS) goes live

On April 4, 2017, the Solano County Board of Supervisors authorized the creation of a designated reserve fund of $10 Million to fund the replacement of the Solano County Integrated Property Tax System (SCIPS). Further, the BOS granted authority to negotiate a contract with Thomson Reuters for their commercially available property tax solution available to California Counties.

On May 5, 2018, the County entered a contract with Thomson Reuters for the replacement of SCIPS with a more modern, state-of-the art property tax management system called Aumentum. The contract was signed on May 10, 2018 with a targeted termination date of June 30, 2026 (estimated as an eight-year project). Between the date of contract approval and project start date, the vendor name changed from Thomson Reuters to Aumentum Technologies via corporate acquisition.

The project started with Aumentum Technologies taking the lead over the project on April 20, 2020. The project went live successfully on March 1, 2023 (elapsed project time of 2 years 11 months) with budget utilization of $7,289,175 to reach go-live. Staff costs related to the project included in that total is estimated between $1.9M-$2.1M for efforts shared between four County offices (Assessor Recorder, Auditor Controller, Information Technology, Tax Collector).

With the new system now successfully live and in operation, the Auditor Controller, Assessor and Tax Collector are focused on adjusting business practices and establishing processes and procedures to operate in the new environment. It is anticipated that this phase of the project will be ongoing for the next several months.

The Aumentum system manages the entire property life cycle, which includes land registry, cadastral mapping, deed recording, land records, GIS (Geographic Information System) integration, valuation, assessment administration, personal property, business licenses, cashiering, tax billing and collection, delinquents and tax sales, and e-government. The Aumentum solution is hosted in the cloud to simplify ongoing system maintenance efforts and improve disaster recovery and business continuity options.

The residents of Solano will experience a new modernized website to enhance and improve the taxpayer experience. Property owners can expect to have increased payment method options to pay tax bills online. Furthermore, the system will show tax -payers historical information on parcels and payments and to sign up for electronic billing. The new system also improves third party taxing administrators improved ability to monitor tax rolls and process bulk payments.

The gap between contract approval and actual project start date was a demonstration of Aumentum Technologies' commitment to getting this project right and wanting to be sure we, Solano County, could be their focus. Aumentum Technologies had their implementation resources staffed on an earlier Aumentum installation with Riverside County which had been delayed. Many of those resources were critical to Solano County's Aumentum project success.

SCIPS was a 40-year old homegrown product that used multiple legacy programming languages that have experienced significant decline in subject matters experts in the national workforce. This system had reached the end of its useful life making it critical to replace with a system that could be supported into the future. Further, the maintenance contracts with vendors associated with the necessary hardware and software to support SCIPS had expired, increasing risks to the County.

The County is grateful to the teams involved in making this project a success below budget and ahead of schedule. Those being the SCIPS team, the Solano business teams (ASO, ACO and TCO) and the vendor Aumentum Technologies.

Contact: Tim Flanagan, Chief Information Officer and Registrar of Voters
(707) 784-2703 and TPFlanagan@SolanoCounty.com

(3) Department of Information Technology Request for Proposals update

The Solano County Department of Information Technology (DoIT) has issued two Requests for Proposals (RFP). Both RFP's can be found on our broadband and digital equity website at https://www.solanocounty.com/depts/doit/broadband_and_digital_equity.asp

DIGITAL EQUITY SERVICES
The first RFP is for digital equity services utilizing $1.8 million in ARPA funding the Board approved in January. The selected contractor will assist the County with providing digital equity services to help increase the number of county residents enrolled in the Affordable Connectivity Program as well as provide training for residents to adopt technology to access the Internet. A new program to reallocate retired county and city computer hardware to residents is also in the works. In addition, the contractor will help the county allocate $150,000 in marketing funding to promote activities as well as administer a $250,000 grant program for local non-profits to work with their stakeholders on digital equity issues. Part of the funding will be used to hire part-time digital navigators from the Solano Community College.

BROADBAND INFRASTRUCTURE PLANNING
The second RFP is for broadband infrastructure planning to assist the county in optimizing the distribution of $2.2 million in ARPA funding the Board approved in January for improving broadband services to residents and business in unincorporated Solano County. This activity will also include analysis of the California Public Utilities Commission (CPUC) broadband need mapping for the county. In addition, the selected contractor will also be assisting the county in looking at ways to improve services and reduce costs for interconnections between county buildings for network connectivity. Funding for this program was provided by the Local Area Technical Assistance (LATA) grant program from the CPUC.

Both RFP's are due May 10, 2023 with vendor selection by May 17, 2023.

Contact: Stew Bruce, Regional IT Infrastructure and Operations Manager, DOIT
                  (707) 784-2811 and SBruce@SolanoCounty.com

(4) April 11, 2023 Benicia USD TA5 Vacancy Election Certified Results from the Solano County Registrar of Voters

The Solano County Registrar of Voters (ROV) has prepared a certified statement of the results of the April 11, 2023 Benicia USD TA5 Vacancy Election.

HIGHLIGHTS OF THE SPECIAL ELECTION
- 4,110 – number of ballots Issued to all voters in the affected area
- 805 – number of ballots returned by mail
- 255 – number of ballots returned at drop off locations around the county.
- 68 – number of ballots CAST in-person at election day polling places
- 27.45% – overall registered voter turnout

ENSURING ACCURACY OF RESULTS
As part of canvassing the results, a minimum 1% hand count of voted ballots is required by California Election Code §15360. The ROV performed an audit which included a random hand count of 13.11% percent of the valid ballots, comparing the totals to the electronic results submitted to ensure accuracy. No discrepancies were discovered during the hand count audit of the results.

VALIDATING ELIGIBLE VOTERS
The ROV Conducted three successful audits during the election resulting in zero errors.
- March 6 – independent validation of the 4,110 voters prior to mailing ballots.

- April 11 – repeated independent validation to ensure official list matched only for voters within the district.
- April 18 – completed the manual voting system audit, manually tallying 207 ballots (13% of total) and verified they matched the electronic count from the voting system.

FULL DETAILED ELECTION RESULTS

You can view the full detailed election results of the April 11, 2023 Benicia USD TA5 Vacancy Election on the Solano County Registrar of Voters website at https://SolanoCounty.com/elections and by clicking HERE.

Contact: John Gardner, Assistant Registrar of Voters
                  (707) 784-6675 and JHGardner@SolanoCounty.com

CERTIFICATION OF REGISTRAR OF VOTERS RESULTS OF THE APRIL 11, 2023, BENICIA UNIFIED SCHOOL DISTRICT TRUSTEE AREA 5 SPECIAL VACANCY ELECTION
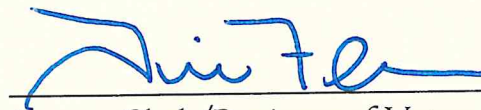
STATE OF CALIFORNIA

COUNTY OF <u>SOLANO</u>

ss.

I, <u>Timothy P. Flanagan</u>, County Clerk/Registrar of Voters of County of Solano do hereby certify that, in pursuance of the provisions of Elections Code section 15300, et seq., I did canvass the results of the votes cast in April 11, 2023, Benicia Unified School District Trustee Area 5 Special Vacancy Election held in said County on April 11, 2023, for measures and contests that were submitted to the vote of the voters, and that the Statement of Votes Cast, to which this certificate is attached is full, true, and correct.

I hereby set my hand and official seal this <u>25th Day of April, 2023</u>, at the County of Solano

County Clerk/Registrar of Voters
County of Solano
State of California

Canvass Certification of Elections Official
(04/2023)

Cumulative Results Report

OFFICIAL RESULTS

Run Time   10:24 AM
Run Date   04/25/2023

Solano County, CA

Benicia USD Trustee Area 5 - Special Vacancy Election

4/11/2023

Page 1

Official Results

Registered Voters
1128 of 4110 = 27.45%

Precincts Reporting
3 of 3 = 100.00%

BENICIA UNIFIED SCHOOL DISTRICT TRUSTEE AREA 5 - Vote for ONE (1)

Choice	Party	Vote by Mail		Election Day		Provisional		Total	
Amy C. Hirsh		606	57.28%	46	68.66%	0	0.00%	652	57.96%
Ariana A Martinez		295	27.88%	14	20.90%	0	0.00%	309	27.47%
Ali Mansouri		157	14.84%	7	10.45%	0	0.00%	164	14.58%
	Cast Votes:	1,058	100.00%	67	100.00%	0	0.00%	1,125	100.00%
	Undervotes:	2		1		0		3	
	Overvotes:	0		0		0		0	

*** End of report ***