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NOMINATION SUMMARY

In January 2013, Herlong Federal Correctional Institution (FCI) reached out to Lassen County DCSS to discuss collaboration within their re-entry programs. The Outreach Project was developed, with the goal of offering inmate information seminars and correctional staff training. This provided awareness of the child support program with a strong emphasis being placed on inmates addressing their child support cases prior to release from incarceration. Born from a shared interest in addressing inmate child support program questions, concerns or issues prior to incarceration release, child support team members designed, developed, and delivered a program which was the first of its kind in the nation. The inmates are now taking interest in their children, making payments on their cases and are having frequent contacts with their Local Child Support Agency (LCSA) prior to and after release. By encouraging information exchange with the inmates and their LCSA's over \$433,900.00 has been zeroed out either by case closure, initiated either by the Custodial Party or the LCSA, or participation in the Compromise of Arrears Program (COAP).

A strong partnership was forged between the Herlong FCI and Lassen County DCSS that has prompted inmates to change; they are taking an active interest in their children. Of the approximately 218,000 federal inmates the majority (about 60 percent) are estimated to be parents of children under the age of 21, according to the most recent BOP data.

There was no budget for this project, just the time and energy of all Team members. On May 22, 2013, our first Outreach seminar was held for California based prisoners, intergovernmental prisoners, those prisoners based in the Camp, and with the Herlong FCI staff. Our return visit for our one-on-one meetings with the inmates was August 26, 2013. With the seminars we are able to obtain essential current locate information on the inmates. The program development was a highly interactive process between the agencies that resulted in two outreaches since its implementation with two separate visits to the prison by Lassen County DCSS staff for each outreach.

During the seminars the inmates were able to complete a Case Assistance Form. Lassen County DCSS researched every inmate's case based on the information provided, regardless of which county or state the case was assigned to. For most LCSA's, this was the first verification they had that an inmate was incarcerated in a federal prison and were able to obtain release dates for these participants. Upon return for the second portion of the outreach session, Lassen County DCSS staff met one-on-one with each inmate to provide the results of the research done on their case. This information included which LCSA was managing their case and the contact information, whether the cases were open or closed, what order was in place, how much the order was for, if current support was being charged, if arrears were owed and if so, to whom, and if needed, how their local Family Law Facilitator

could be reached. Staff was also able to serve some inmates with Summons and Complaints on behalf of other LCSA's as federal prison staff cannot do so under federal policy.

The numbers may be small, but in the two sessions Lassen County DCSS has held, a total of 71 inmates with California cases participated and these inmates had a total of 96 cases. The results can be seen in Table 1.

Lassen County Department of Child Support Services was honored to win the 2014 CSAC (California State Association of Counties) Challenge Award for our county's outstanding program.

In summary, the statistics show that this outreach project has been essential in gap performance management between LCSA's and participants who are incarcerated. As the Bureau of Prisons incarceration system does not interact with the CCSAS CSE system, locate of each participant is essential for case management in service of Summons, modifications of current orders, and closure of cases that meet criteria. Incarcerated participants have been educated on the necessity of maintaining contact with their LCSA's, what paying child support truly means in preparing for re-entry after release, the language to use when speaking with their LCSA, the responsibility of cleaning up old debt. They understand paying child support is a way to show they care for their children. All involved in the collaboration hope that inmates will leave incarceration prepared to engage in their child support case and actively participate in their children's lives.

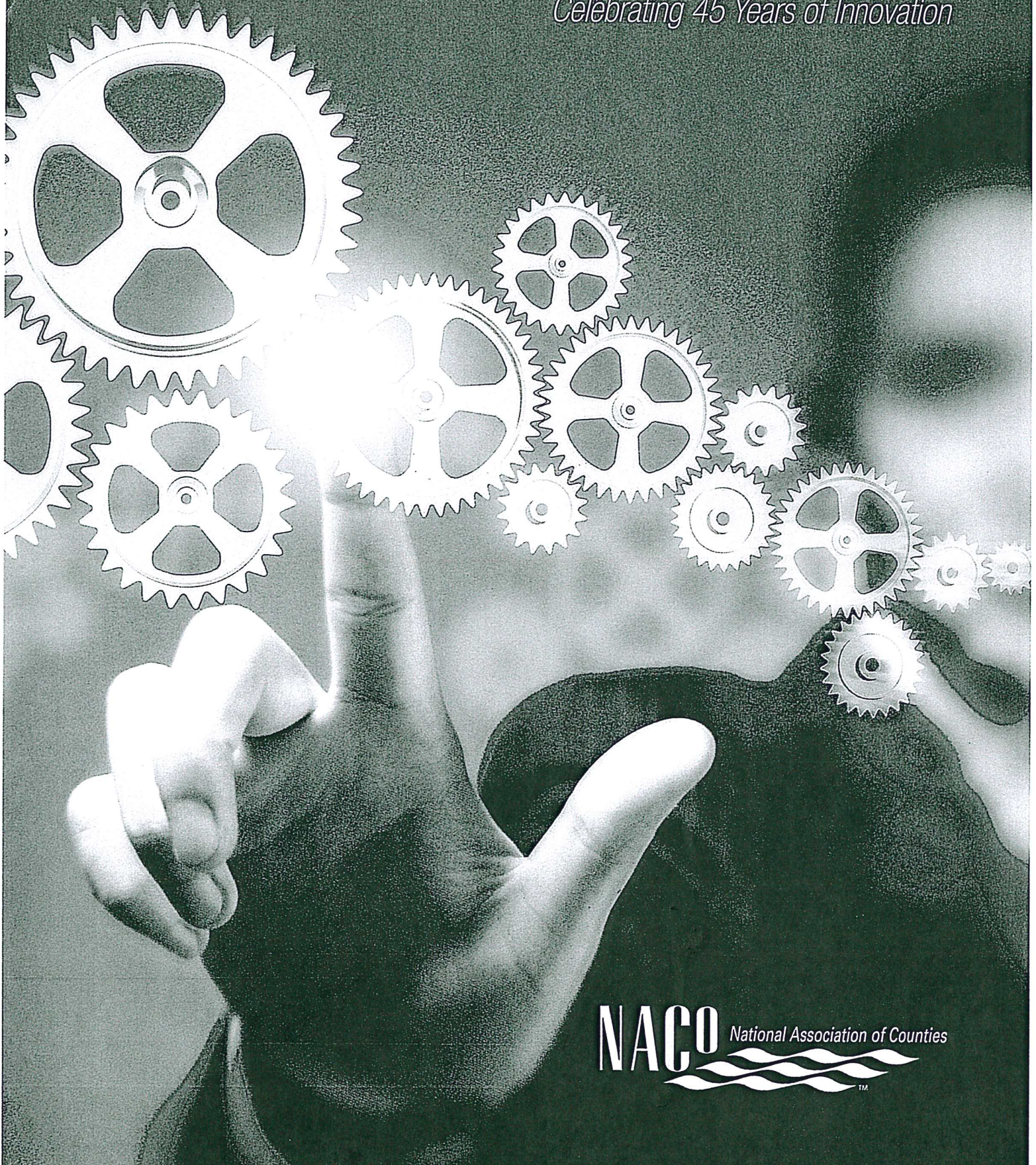
As Civil Servants, this Outreach Project has been near and dear to our hearts. It is not often that you can look a man in the face and say "You matter to your children. To them you are daddy and always will be." They have a chance maybe for the first time to make a small difference in their relationship to their child. This is why this Outreach Project should be awarded the 2014 Achievement Award.

TABLE 1

Total cases with inmates released prior to information exchanged with 2 nd session	4
Total cases with Inmates that had closed cases, yet attended both sessions	17
Total cases with Inmates still incarcerated with \$0.00 Orders and no arrears owed	20
Total cases with Inmates still incarcerated with \$0.00 Orders and arrears owed	8
Total cases with Inmate incarcerated and made first payment from prison	5 cases on one inmate for total of \$10.00 paid in February 2015
Total cases with released inmates with \$0.00 orders, no arrears, and cases closed	6
Total cases with released inmates who are now employed and paying child support	10
Total cases with released inmates who are employed and cases are open for medical enforcement only	4
Total cases in which LCSA's were able to close those cases due to verified incarcerated information	15 for total of \$377,733.53
Total cases with released inmates that applied for COAP and were approved	6 for total of \$155,495.56 reduced
COAP breakdown	2 cases closed with lump sum payment 4 cases still opening and released inmate is paying
Total cases with a released inmate that has not paid	1

2015 ACHIEVEMENT AWARDS

Celebrating 45 Years of Innovation



NACO National Association of Counties


2015 ACHIEVEMENT AWARDS PROGRAM

WHAT IS THE ACHIEVEMENT AWARDS

THE ACHIEVEMENT AWARDS is a non-competitive awards program which seeks to recognize innovative county government programs. Outstanding programs from each category may be selected as “Best of Category”.

ELIGIBILITY AND CRITERIA

WHAT IS REQUIRED TO APPLY?

For each program nominated, general information, nomination summaries and payments must be submitted to the National Association of Counties (NACo) via the online application portal. Payments processed via P.O. must be postmarked by the application deadline.

For more information, please see the **HOW TO APPLY** section. Judging and review will not take place for unpaid for or incomplete applications.

WHO IS ELIGIBLE TO SUBMIT APPLICATIONS?

Only county governments and state associations of counties are eligible to submit applications. There is no limit to the number of applications that can be submitted by a single entity. Regional partners are welcome to submit applications for a collective project; however submitters must identify **a single county or state association to submit the application on the group's behalf.**

WHAT ARE THE ELIGIBILITY STANDARDS?

All applications must comply with the following standards:

1. The start date of the program must be **explicitly stated**; the program must have become operational after **January 1, 2010** and must have **measurable results**
2. County officials and/or staff, as part of their official duties, must have played a significant role in developing and implementing the program, with limited assistance from outside technical experts and/or consultants.
3. All steps in the application process must be completed and all application fees must be paid in full by **March 27, 2015 at 11:59 PM EST.**
4. The program must meet the conditions outlined in the next section, **PROGRAM CRITERIA**

PROGRAM CRITERIA

In order to be eligible for an Achievement Award, all programs must meet the following criteria:

1. Programs must accomplish one or more of the following:
 - Offer new services to county residents, fill gaps in the availability of services, fill gaps in or tap new revenue sources.
 - Improve the administration of an existing county government program.
 - Upgrade the working conditions or level of training for county employees.
 - Enhance the level of citizen participation in, or the understanding of, government programs.
 - Provide information that facilitates effective public policy making.
 - Promote intergovernmental cooperation and coordination in addressing shared problems.
2. In the case of a program that is in response to a federal or state law, regulation or order, the program **must go beyond mere compliance with the statute, regulation or order and must display a creative approach to meeting those requirements.**
3. The program must have measurable results (e.g. cost savings, enhanced employee productivity, improved constituent services, created better intergovernmental cooperation).
4. The program must be innovative and not rely on the application techniques or procedures that are common practice in most counties of similar population or size.
5. All aspects of the program must be consistent with acceptable governmental and financial management practices and must promote general governmental accountability.

INELIGIBLE PROGRAMS INCLUDE:

- Programs designed to influence laws or regulations.
- Certification or accreditation programs.
- Events that **ONLY** take place one time, such as conducting a conference, the formation of a task force or the establishment of a committee.
- Programs that are adopted, whole or in part, from other public or private entities.
- Programs, whole or in part, that have received a previous Achievement Award.
- Programs that rely on the purchase of new technology or equipment, the construction of a building or the privatization/contracting out of a function.
- A newsletter or a publication. Have **no more than 2MB.**

2015 NACO ACHIEVEMENT AWARD CATEGORIES

- Arts and Historic Preservation
- Children and Youth
- Civic Education and Public Information
- Community and Economic Development
- County Administration and Management
- Court Administration and Management
- Criminal Justice and Public Safety
- Emergency Management and Response
- Employment and Training for County Residents
- County Resiliency: Infrastructure, Energy and Sustainability
- Financial Management
- Health
- Human Services
- Information Technology
- Libraries
- Parks and Recreation
- County Personnel Management, Employee Training, and Employee Benefits
- Planning
- Risk Management
- Transportation
- Volunteers

HOW TO APPLY

To begin the application process, visit www.naco.org/achievementawards click on the "Apply Now" button. In order to submit a 2015 Achievement Award, you must have NACo log in information. If you are unsure what your log in information is or do not have credentials, contact awards@naco.org. It may take up to 24 hours to get log in credentials.

PREPARING THE NOMINATION SUMMARY

Please prepare your nomination summary according to the numbered guidelines below. **All applications must have the county name and page number on each page and must be submitted in PDF format. Files can be no larger than 2MB.**

ABSTRACT OF THE PROGRAM:

- In approximately 200 words or less, summarize the program including the program description, the purpose and outcomes.

**Abstracts of award winning programs will be published. Please be sure to provide comprehensive and concise information as this section will be used in whatever format it is submitted in.

THE PROBLEM OR NEED FOR THE PROGRAM

- Discuss the problem or need that prompted the development of the program and the county's legal obligation, if any, to take action. Approximately ¼ pages.

DESCRIPTION OF THE PROGRAM

- Provide a description of the nominated program including its objectives, time frame for development and implementation, clientele, the county's role in implementing the program and the contributions of any other partners where applicable (e.g. states and the federal government, consultants and private partnerships). Approximately 2 ½ pages.

RESPONDING TO ECONOMIC DOWNTURN (OPTIONAL)

- If applicable, describe how the program responded to recent county budget constraints or addressed the county's new economic reality. Approximately ¾ pages.

USE OF TECHNOLOGY

- Describe all the items of technology that your program utilized in its implementation. This could include intranet, internet, websites, GIS, GPS, cable, kiosks, software, LAN, WAN, databases, etc. You may provide this information in list or paragraph format. Approximately ¼ pages.

THE COST OF THE PROGRAM

- Describe both the operating and capital costs incurred in developing and implementing the program. List all costs that would be incurred by a county attempting to replicate the program. Approximately 3/4- 1 page.

STEP 1



THE RESULTS/SUCCESS OF THE PROGRAM

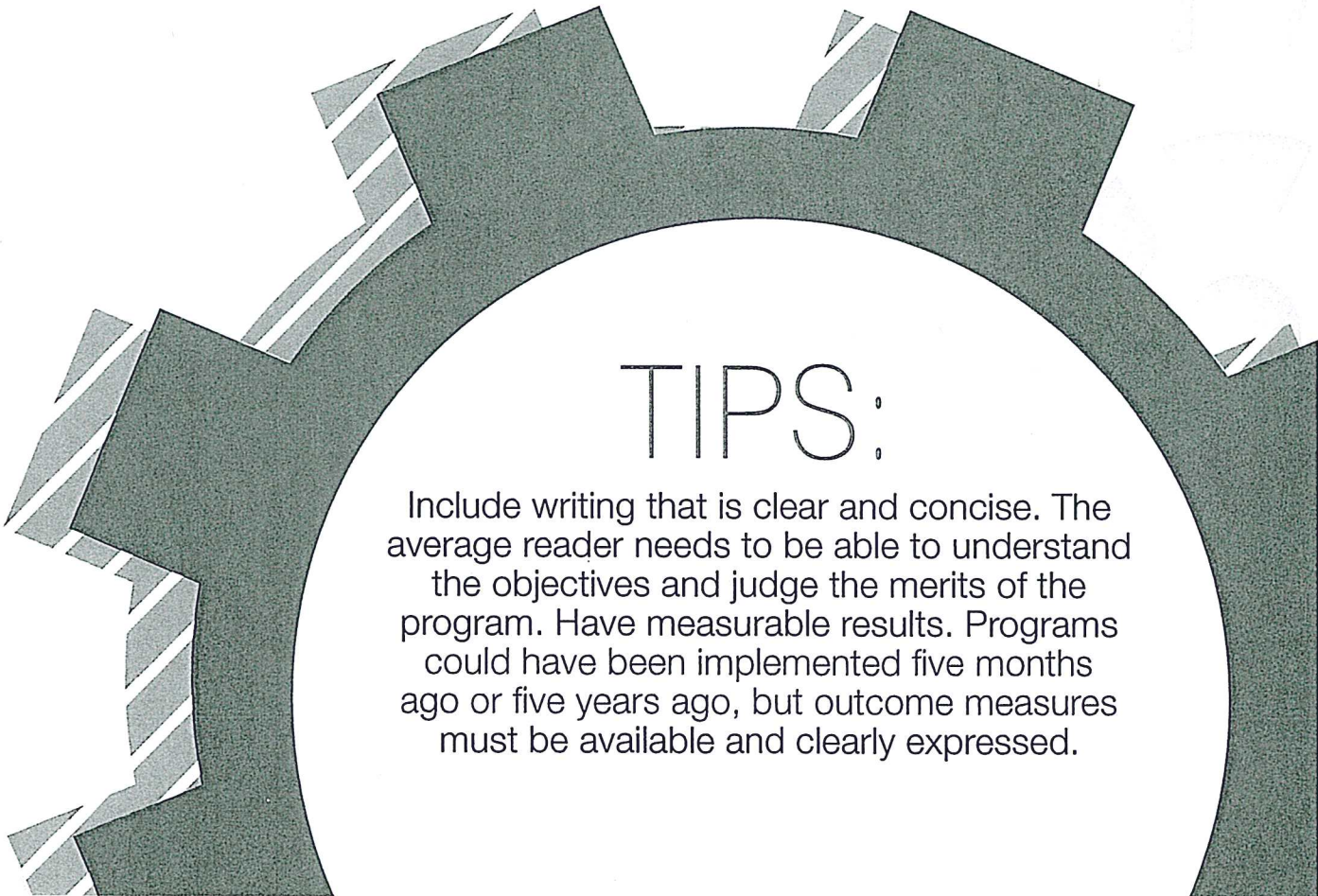
- Provide a description of the results and the success of the program in meeting its objectives. Include specific examples and outcome measures. Approximately $\frac{3}{4}$ to 1 page.

WORTHINESS OF AWARD

- Give justification for why this program meets the outlined criteria and should be awarded a 2014 Achievement Awards. Approximately $\frac{1}{4}$ - $\frac{1}{2}$ page.

SUPPLEMENTAL MATERIALS (OPTIONAL)

- Supplemental materials such as pictures and charts may be uploaded in separate PDF documents once you complete the check-out process. Supplemental materials are not required but are highly encouraged.



TIPS:

Include writing that is clear and concise. The average reader needs to be able to understand the objectives and judge the merits of the program. Have measurable results. Programs could have been implemented five months ago or five years ago, but outcome measures must be available and clearly expressed.

HOW TO APPLY

PROVIDING GENERAL ENTRY INFORMATION

CONTACT INFORMATION

- The individual listed as the contact in the application should be the primary contact for this program.** All correspondences and logistical communications about the program will be directed to the person listed on the application. Applications for the 2015 Achievement Awards Program will be submitted online at www.naco.org/achievementawards.
- To complete the application process, each person must have a log in (your email address). If your email address is not registered in the NACo database or if you are not a NACo member, please follow the directions to create a log in. **It may take up to 24 hours to verify the information and for the log in information to be emailed to you.** Once logged in, your contact information will automatically populate the online application form.

****If you are submitting the application on behalf of another person in your county, please be sure to indicate the other person as the PRIMARY CONTACT at this time so that we can reach the appropriate party with programmatic questions.**

PROGRAM INFORMATION

PROGRAM TITLE

- Should your program win an award, the program title you provide will appear, exactly as it was submitted, on the certificate as well as any media channels. The title should be no more than 75 characters and **SHOULD NOT INCLUDE THE NAME OF THE COUNTY.**

PROGRAM CATEGORY

- Please choose one category from the drop down list on the online application. Note that the selection of a program category should be determined by the content of the program, not the organizational department implementing it. If you feel your application fits into two or more categories, please choose one that best covers the main topic area of the program.

ABSTRACT

- Please submit the abstract that was drafted as part of the nomination summary (200 words or less)

TERMS AND CONDITIONS

- All applicants must agree to the following terms and conditions in order to continue with the application process. By agreeing to these terms and conditions, the Chief Elected Official of the county certifies that this program is conducted in accordance with any applicable local, state and/or federal laws. In addition, the CEO certifies that this program is operated as described in the submitted award application.

STEP 2

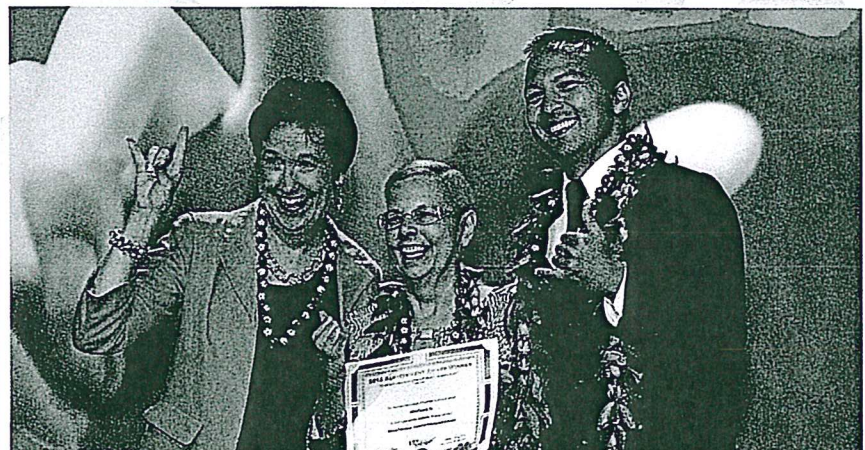
PAYMENT OPTIONS

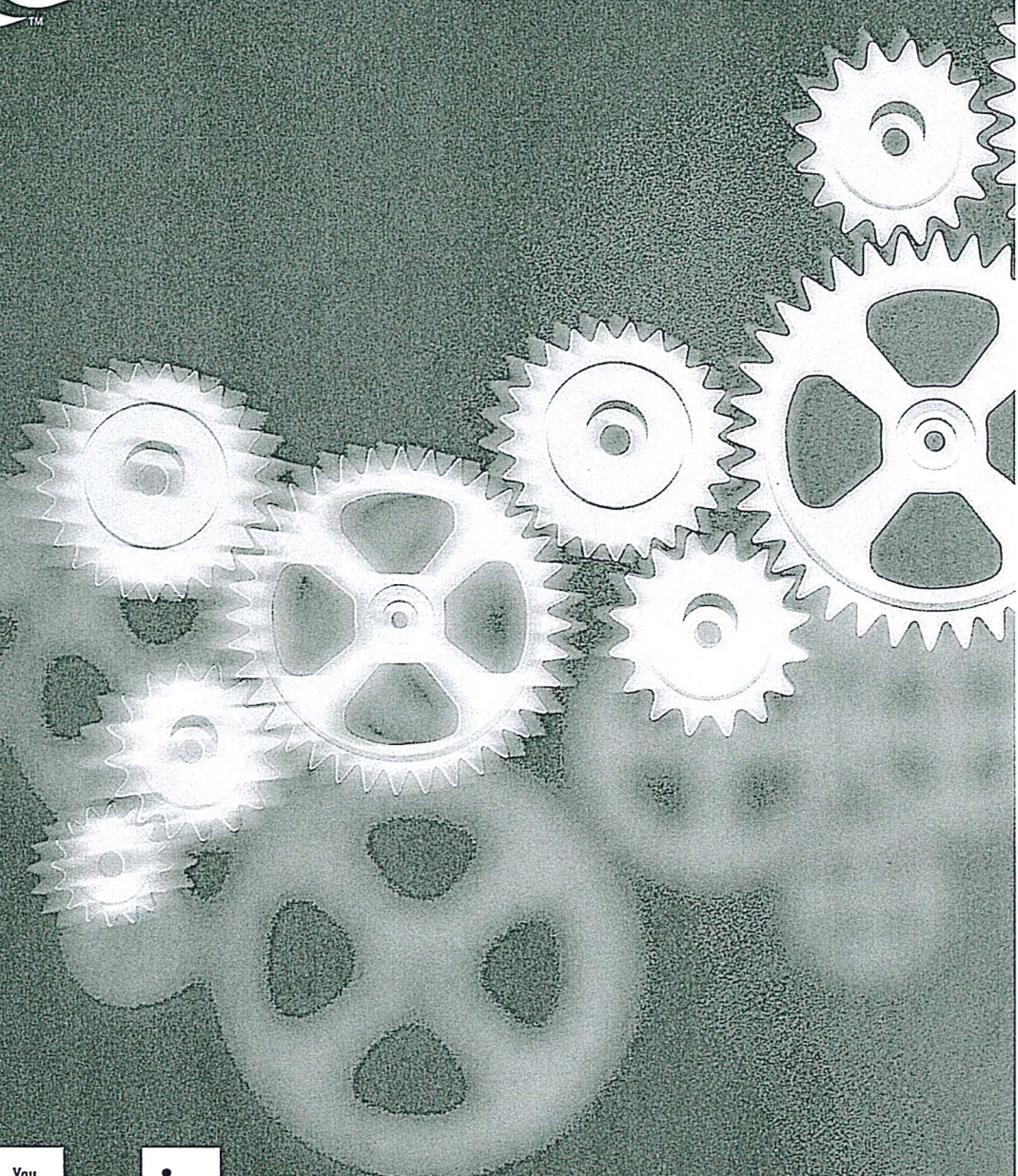
The fee for each application is \$60.00. There are two payment options for Achievement Award applications. Any application received without payment will not be judged or awarded.

- Online – Payment by credit card may be made through our online application system. Once payment is submitted, a receipt will be emailed to the email address provided.
- Mail – Payment by check, voucher, or purchase orders must be stapled to the invoice emailed to you along with any other payment instructions to the following address:

NACO ACHIEVEMENT AWARDS PROGRAM
PO BOX 79007
BALTIMORE, MD 21279-0007

QUESTIONS? CONTACT AWARDS@NACO.ORG





@NACoDC



@NACoTweets



@NACoVideo



@in/NACoDC

25 Massachusetts Ave, NW | Suite 500 | Washington, DC | 20001 | 202.393.6226 | www.naco.org

NACO 2015 ACHIEVEMENT AWARDS PROGRAM CHECKLIST

Before submitting your application, please be sure that your application fulfills the following criteria:

- Did you **explicitly** state the program's start date?
- Is the file no larger than 2MB?
- Is the application written in a clear and concise way?
- Is the file converted to PDF?
- Does the application clearly address each of the application guidelines outlined in the Achievement Awards Brochure?
- Did you provide contact information? Is the program's point of contact different from the submitter?
- Is the program's point of contact different from the submitter? If so, did you provide a secondary contact?
- Did you upload your nomination summary?

SUBMITTING YOUR APPLICATION ONLINE

1. Submit the **general entry** information as it is outlined in the **Achievement Award Brochure**.
2. Continue to the check- out process in order to process the payment
 - a. **Online:** Payment by credit card may be made through the online payment system. Once submitted, a receipt will be emailed to the email address provided.
 - b. **By Mail with Credit Card or Check, Voucher or Purchase Order:** Please attach the check or voucher/purchase order to the emailed invoice along with any relevant instructions regarding this type of payment (please specify if an invoice referencing the PO number must be sent and to whom it should be addressed).

Please mail payment and invoice to:

NACo 2015 Achievement Awards



@NACoDC



@NACoTweets



@NACoVideo



@in/NACoDC



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