



# COUNTY OF SONOMA

575 ADMINISTRATION  
DRIVE, ROOM 102A  
SANTA ROSA, CA 95403

## SUMMARY REPORT

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**Agenda Date:** 12/3/2024

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**To:** Sonoma County Board of Supervisors

**Department or Agency Name(s):** Child Support Services

**Staff Name and Phone Number:** Janeene de Martinez, (707) 565- 4023

**Vote Requirement:** Majority

**Supervisorial District(s):** Countywide

**Title:**

Professional Services Agreement with The Pacific Institute to facilitate organizational development solutions

**Recommended Action:**

- A) Authorize the Director of Child Support Services to execute an agreement with The Pacific Institute in the amount of \$156,515 to facilitate organizational development solutions for Sonoma County Department of Child Support Services during the term effective December 3, 2024, through October 1, 2025.
- B) Authorize the Director of Child Support Services to approve extra or changed work, and agreement extensions, up to \$50,000.

**Executive Summary:**

The requested Board action authorizes the Director of Child Support Services to execute an agreement with The Pacific Institute to facilitate organizational development solutions. The Pacific Institute will deliver training and coaching focused on mindset, culture, and leadership development to improve Child Support Services' adaptability to current and future program and organizational changes. The goal of this initiative is to ensure Sonoma DCSS remains responsive and proactive in a dynamic environment.

The proposed agreement is for the term of December 3, 2024, through October 1, 2025. Services and travel costs will be billed as each session is completed. Total agreement amount is not to exceed \$156,515.

**Discussion:**

Sonoma County Department of Child Support Services (DCSS) is committed to ensuring continued success in meeting the needs of Sonoma County children and families. Recent State of California and federal legislative changes have introduced broad transformations to the child support program, which in turn are driving significant shifts in service delivery, funding, and organizational changes for Sonoma DCSS. These developments are accelerating the need for a department-wide realignment in culture, mindset, and leadership. Such realignment will be critical to improving the adaptability and fostering collaboration of the department as it navigates these evolving challenges.

The Pacific Institute is an internationally established consultancy firm with over 50 years of experience. They have developed a proprietary cognitive science-based teaching approach and training curriculum which incorporates new social science research for highly effective trainings and coaching work on mindset, culture, leadership. The Pacific Institute partners with organizations to design and lead a comprehensive individual, team, and organizational growth and development process to strengthen organizational culture that ignites

thinking, maximizes performance and results, and enriches lives.

The Pacific Institute has extensive experience working with government agencies and is recognized as a specialty vendor among California’s Child Support agencies. Some of the agencies they have recently assisted include Ventura, Sacramento, Solano, Central Sierra, Alameda, and Kern Counties. Their advanced knowledge of the California’s Child Support program, along with their understanding of the challenges and opportunities it faces, enhances the successful outcome of their program. The Sonoma County Department of Child Support Services Director has personally witnessed the transformative impact of The Pacific Institute’s program during her previous employment.

Key members of Sonoma County DCSS Staff attended a meeting with Solano County executives, where they heard testimonials from the executive team about The Pacific Institute’s work. The executive team explained that their department experienced a dramatic shift in their leadership team and an increase in staff engagement. They also noted improvement in their performance metrics as a direct result of the untapped potential that the Pacific Institute helped uncover within their team. Additionally, the Sonoma County DCSS Director interviewed Child Support Program Directors from six other counties regarding The Pacific Institute’s work. Each director gave positive and encouraging feedback, highlighting the continued use of The Pacific Institute’s curriculum for new staff.

A Sole Source Waiver has been approved by Sonoma County Purchasing as the specialty consulting services in conjunction with the vast knowledge of the California Child Support system that The Pacific Institute provide are not offered by any other firm.

**Strategic Plan:**

N/A

**Racial Equity:**

N/A

**Was this item identified as an opportunity to apply the Racial Equity Toolkit?**

No

**Prior Board Actions:**

None

**FISCAL SUMMARY**

<b>Expenditures</b>	<b>FY24-25 Adopted</b>	<b>FY25-26 Projected</b>	<b>FY26-27 Projected</b>
Budgeted Expenses	\$156,515	\$50,000	\$0
Additional Appropriation Requested			
<b>Total Expenditures</b>	<b>\$156,515</b>	<b>\$50,000</b>	<b>\$0</b>
<b>Funding Sources</b>			
General Fund/WA GF	\$53,215	\$0	
State/Federal	\$103,300	\$50,000	

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Fees/Other			
Use of Fund Balance			
General Fund Contingencies			
<b>Total Sources</b>	<b>\$156,515</b>	<b>\$50,000</b>	<b>\$0</b>

**Narrative Explanation of Fiscal Impacts:**

This one-time funding will have a General Fund impact of \$53,215 in FY2024-25. The General Fund one-time will be matched by 2/3 federal funding. The Department of Child Support Services receives 100% of its funding from State and Federal allocations. Due to ongoing, continuous cost reductions, the Department was provided one-time General Fund support in the FY 2024-25 budget hearings to augment State and federal funding, allowing for an investment in Organizational and Culture Development, Leadership and Team Mindset skills, and building of a Change Champion/Ambassador Team.

- There are no FTE or space costs related to this request.
- There are no other funds, internal costs, or public fees impacted from this one-time funding.
- There is related federal matching funds; 2 dollars for each dollar of General Fund contributed.

<b>Staffing Impacts:</b>			
<b>Position Title (Payroll Classification)</b>	<b>Monthly Salary Range (A-I Step)</b>	<b>Additions (Number)</b>	<b>Deletions (Number)</b>
N/A			

**Narrative Explanation of Staffing Impacts (If Required):**

N/A

**Attachments:**

1. Professional Services Agreement- The Pacific Institute
2. Sole Source Waiver- The Pacific Institute

**Related Items "On File" with the Clerk of the Board:**

None