

## STAFF REPORT

**BOARD MEETING DATE:** October 3, 2023

**CATEGORY:** Consent Calendar 1

**SUBJECT:** Approve a retroactive renewal agreement with Online Data Exchange, LLC, for e-OSCAR System to process credit disputes and designate authority to sign the Terms of Use.

**DEPARTMENT:** Department of Child Support Services

**SUPERVISORIAL DISTRICT #:** All

**DEPARTMENT CONTACT:** Erinn Watts, Assistant Director of Child Support Services, (530) 229-8828

**STAFF REPORT APPROVED BY:** Genevieve Richardson, Director of Child Support Services

<b><u>Vote Required?</u></b>	<b><u>General Fund Impact?</u></b>
Simple Majority Vote	No General Fund Impact

### **RECOMMENDATION**

Approve a retroactive renewal agreement with Online Data Exchange, LLC, for e-OSCAR System, effective July 1, 2023, to process automated credit dispute verifications and automated universal data forms in an amount not to exceed \$600 over the entire term (\$200 per Fiscal Year) for the period July 1, 2023, through June 30, 2026.

### **DISCUSSION**

Online Data Exchange (OLDE) e-OSCAR provides services for processing credit report disputes as it relates to child support collections. The Federal Fair and Accurate Credit Transaction Act (FACT Act) [Family Code (FC) section 4701] makes it mandatory that the Department of Child Support Services (DCSS) report child support arrears to the Credit Reporting Agencies (CRAs). Federal and State law require DCSS to have steps in place to ensure the information reported to the CRAs is reasonably accurate. DCSS uses e-OSCAR to respond directly to consumers who submit credit report disputes and report investigation findings in the e-OSCAR interface.

The previous agreement term expired on June 30, 2023. Though the department engaged with the vendor in advance of the expiration date, but the department did not receive the necessary information to proceed with finalizing the terms in accordance with Administrative Policy 6-101, *Shasta County Contracts Manual*. Therefore, the department is requesting Board retroactive approval for this agreement.

### **ALTERNATIVES**

The Board could choose not to approve the agreement, defer consideration to a future date, or provide alternative direction to staff. If the Board chooses not to approve the agreement, the department will be unable to process credit disputes in accordance with FC Section 4701 using the e-OSCAR platform and will need to research alternative services to perform this required duty.

### **OTHER AGENCY INVOLVEMENT**

County Administrative Office, County Counsel, Information Technology, and Risk Management have reviewed this recommendation.

### **FISCAL IMPACT**

The Fiscal Year 2023-24 Adopted Budget includes sufficient appropriations for the anticipated expenditures associated with e-OSCAR. All anticipated expenditures are funded through the department's child support funding allocation, which consists of state and federal funds. Funding for expenditures related to this agreement will be requested in subsequent annual budgets. There is no general fund impact associated with this item.

**ATTACHMENTS:**

1: Online Data Exchange e-OSCAR Renewal Agreement 2023-2026