



# Butte County

LAND OF NATURAL WEALTH AND BEAUTY

**SHARON A. STONE**  
Child Support Services Director

July 31, 2013

The Honorable Stephen E. Benson, Presiding Judge  
Superior Court, Butte County  
One Court Street  
Oroville, CA 95965

**F** Superior Court of California **F**  
County of Butte  
**I** JUL 31 2013 **I**  
**L** Kimberly Flener, Clerk **L**  
**E** By K. Mortensen Deputy **E**  
**D** **D**

Re: *Butte County's Department of Child Support Service's Response  
to the FY 2012-13 Grand Jury Final Report*

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Dear Judge Benson:

In accordance with Penal Code Sections 933 and 933.05, the Butte County Department of Child Support Services is responding to the findings of the Grand Jury's Final Report for FY 2012-2013.

**Findings:**

**F1: The Butte County Child Support Call Center is staffed by transferred county personnel, saving Butte County valuable funds.**

**Response:**

The Department agrees in part. The Butte County Child Support Call Center is staffed with personnel who are usually entering county work. Salary and benefits are paid by a non-county-general-fund source. Call Center staff receives extensive valuable training in handling customer calls in an efficient and effective manner. Often these individuals transfer to other county positions and are able to use their training in their new position. This training is of value to the county as a whole.

**F2: The Butte County LCSA has increased in efficiency since 2001, becoming a California LCSAs leader.**

**Response:**

The Department agrees.

**F3: LCSA uses a wide variety of analytical methods to measure and enhance the department's effectiveness.**

**Response:**

The Department agrees.

**Grand Jury Recommendation**

None.

Sincerely,



Sharon A. Stone, Director  
Butte County Department of Child Support Services

cc: Butte County Board of Supervisors  
Butte County Chief Administrative Officer