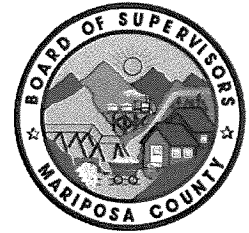


# MARIPOSA COUNTY

Child Support Services ·



## RESOLUTION - ACTION REQUESTED 2021-531

MEETING: September 28, 2021  
TO: The Board of Supervisors  
FROM: Sharon Wardale-Trejo,  
RE: Authorization for Child Support Services to Close Public Lobby

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### **RECOMMENDATION AND JUSTIFICATION:**

Authorize Child Support Services to Close Public Lobby from 12:00 PM on Thursday, October 21, 2021 and All Day Friday, October 22, 2021 to allow for training while statewide computerized systems are offline.

The statewide child support enforcement system, CSE, and other state hosted applications including Guideline Calculator (used to calculate child support obligations by the local child support agency and Superior Court), Customer Connect (used by customers to access their case information online), ECSS (the statewide phone Interactive Voice Response (IVR) system, and local payment kiosks will be offline from noon on Thursday, October 21, 2021 and all day Friday, October 22, 2021 as the state changes to a cloud-based platform. All systems are scheduled to be available once more by Monday, October 25, 2021 at 6:00 am.

The local child support agency will be unable to perform case specific activities during this system outage and is requesting Board authorization to close the public lobby during that period. The office will use the system outage to provide training and staff development opportunities. Public notice will advise child support customers of the upcoming closure at least two weeks before the system outage.

### **BACKGROUND AND HISTORY OF BOARD ACTIONS:**

There are no past actions on this issue.

### **ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:**

Denial of this request will result in the lobby remaining open during this system outage and case workers being unable to provide case specific assistance or accept any child support payments.

**RESULT: ADOPTED BY CONSENT VOTE [UNANIMOUS]**

**MOVER:** Rosemarie Smallcombe, District I Supervisor

**SECONDER:** Wayne Forsythe, District IV Supervisor

**AYES:** Rosemarie Smallcombe, Tom Sweeney, Marshall Long, Wayne Forsythe