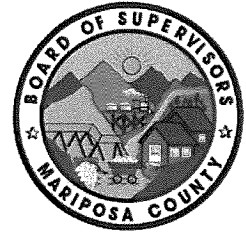


MARIPOSA COUNTY

Child Support Services ·



RESOLUTION - ACTION REQUESTED 2021-614

MEETING: November 9, 2021

TO: The Board of Supervisors

FROM: Sharon Wardale-Trejo,

RE: Authorization for Child Support Services to Close Public Lobby

RECOMMENDATION AND JUSTIFICATION:

Authorize Child Support Services to Close Public Lobby All Day Friday, November 12, 2021 to allow for training while statewide computerized systems are offline.

The statewide Child Support Enforcement (CSE) system 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 6:00 p.m. Wednesday, November 10, 2021, through Sunday, November 14, 2021, while the Department of Child Support Services performs planned maintenance of the CSE system. All systems are scheduled to be available once more by Monday, November 15, 2021 at 6:00 am.

With the office closure on Thursday, November 11, 2021 in observance of Veteran's Day, the impact to the public is on Friday, November 12, 2021. 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 day. 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: Wayne Forsythe, District IV Supervisor

SECONDER: Tom Sweeney, District II Supervisor

AYES: Smallcombe, Sweeney, Long, Forsythe, Menetrey