



Legislation Text

File #: 21-880, Version: 1

Memorandum

Date: 9/21/2021

To: The Honorable Lake County Board of Supervisors

From: Gail Woodworth
Director, Child Support Services

Subject: Approve closure of Child Support Services to the public from noon, October 21, 2021 through the end of the day of October 22, 2021

Executive Summary: I would like to respectfully request Board approval to close the Child Support Services office located at 3980 Gard St., Kelseyville, to the public from noon, October 21, 2021 through the end of the day of October 22, 2021.

The State Department of Child Support Services will be migrating our Child Support Enforcement (CSE) system to the Cloud starting at noon on, October 21, 2021. During that time, CSE and all related programs that obtain information from the system will be down. This includes; the Kiosk for payments, the call center, the guideline calculator, and customer connect to name a few.

If not budgeted, fill in the blanks below only:

Estimated Cost: _____ Amount Budgeted: _____ Additional Requested: _____ Future Annual Cost: _____

Consistency with Vision 2028 (check all that apply):

☒ Not applicable

- | | | |
|--|--|--|
| <input type="checkbox"/> Well-being of Residents | <input type="checkbox"/> Public Safety | <input type="checkbox"/> Disaster Prevention, Preparedness, Recovery |
| <input type="checkbox"/> Economic Development | <input type="checkbox"/> Infrastructure | <input type="checkbox"/> County Workforce |
| <input type="checkbox"/> Community Collaboration | <input type="checkbox"/> Business Process Efficiency | <input type="checkbox"/> Clear Lake |

Recommended Action: Approve closure of Child Support Services to the public from noon, October 21, 2021 through the end of the day of October 22, 2021