



COUNTY OF HUMBOLDT

For the meeting of: 9/21/2021

File #: 21-1325

To: Board of Supervisors

From: Child Support Services

Agenda Section: Consent

SUBJECT:

Adjust North Coast Regional Department of Child Support Services Hours of Operation for October 21, 2021. (4/5 Vote Required)

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve the change in hours of operation due to an in house all staff training and a planned computer upgrade, as specified in Attachment 1, to accommodate for an early closure of Child Support Services.

SOURCE OF FUNDING:

Child Support Services Fund (1380)

DISCUSSION:

On Dec.16, 2019, the Board approved an annual change to the hours of operation due to an in house all staff training that would occur on the third Wednesday in April and the third Wednesday in October, commencing in 2020. In the current year, 2021, this third Wednesday in October will fall on October 20, 2021. The State Department of Child Support Services has scheduled a statewide computer upgrade commencing on the afternoon of October 21, 2021 and continuing to October 22, 2021. In the interest of providing the best customer service possible, as well as providing community-appropriate levels of service, while investing in county employees, North Coast Regional Department of Child Support Services (NCRDCSS) requests a one-time change in the agreed upon accommodation of closure for the purpose of all staff training, to coincide with the Statewide computer upgrade in an effort to cause minimal interruption of services to the public.

FINANCIAL IMPACT:

Approval of the shift in open hours would neither increase, nor decrease costs for NCRDCSS as staff time and hours of operation are nearly identical to the previously approved schedule.

STRATEGIC FRAMEWORK:

This action supports your Board's Strategic Framework by providing community-appropriate levels of

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service and investing in county employees.

OTHER AGENCY INVOLVEMENT:

None

ALTERNATIVES TO STAFF RECOMMENDATIONS:

Board's discretion

ATTACHMENTS:

Attachment 1: Change of hours October 2021

PREVIOUS ACTION/REFERRAL:

Board Order No.: C-5

Meeting of: 12/16/2019

File No.: 19-1731