



COUNTY OF HUMBOLDT

For the meeting of: 3/26/2019

File #: 19-404

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 April 17, 2019 (4/5 Vote Required)

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve the changes in hours of operation due to an in house all staff training, as specified in Attachment 1, to accommodate for late opening of Child Support Services on April 17, 2019. (4/5 Vote Required)

SOURCE OF FUNDING:

Child Support Fund

DISCUSSION:

Historically, the Department of Child Support Services experiences a reduction in public demand in the morning hours. Therefore, to reduce the impact to staff and increase the attendance for in house all staff training, Child Support requests that the Board of Supervisors approve a reduction in hours of operation for April 17, 2019. Child Support will accommodate the public by: posting the change in hours on our door with toll free number and online information with access to assistance, issue a public service announcement, and post on our website and social media.

FINANCIAL IMPACT:

Approval of the shift in open hours would not increase costs nor decrease costs for Child Support.

STRATEGIC FRAMEWORK:

This action supports your Board's Strategic Framework by providing community-appropriate levels of service and investing in county employees.

OTHER AGENCY INVOLVEMENT:

None

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ALTERNATIVES TO STAFF RECOMMENDATIONS:

Board's discretion

ATTACHMENTS:

Attachment 1: Changes in Child Support open hours.

PREVIOUS ACTION/REFERRAL:

Board Order No.: N/A

Meeting of: N/A

File No.: N/A