

Santa Cruz County Board of Supervisors Proclamation

RECOGNIZING THE STAFF OF THE DEPARTMENT CHILD SUPPORT SERVICES
FOR THEIR CONTRIBUTIONS TO THE COUNTY OF SANTA CRUZ

WHEREAS, the Board of Supervisors has established an employee recognition program to publicly show support to employees for their outstanding efforts on behalf of the residents of the County of Santa Cruz; and

WHEREAS, in 2020 our community was faced with monumental challenges including the COVID-19 global pandemic, as well as the CZU Lightning Complex fires; and

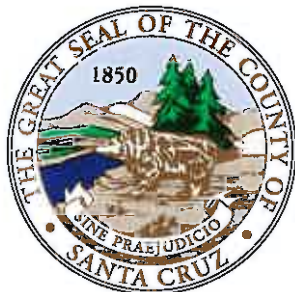
WHEREAS, each County Department employee deserves recognition for their dedication to continue providing uninterrupted services to the public and in many cases support our local residents during this time as Disaster Service Workers; and

WHEREAS, when the COVID-19 pandemic forced staff at the Department of Child Support services to work remotely, the department adjusted by training staff on the use of DocuSign, creating general email boxes for receiving and processing legal documents, reaching out to case participants with upcoming court dates to educate them on the new remote hearing procedures, and increasing the use of TextPro for text-based communication; and

WHEREAS, staff recognized that in a year that was rife with financial insecurity for many people, adding enforcement actions for the failure to pay full child support would not be in the best interest of the families and staff were able to suppress certain actions allowing obligors to get back on their feet and begin making their child support payments in full again; and

WHEREAS, in addition to staff serving as Disaster Service Workers, the Department of Child Support Services provided 16 surplus Voice Over Internet Protocol telephones to the Health Services Agency to support the COVID-19 call center and contact tracing needs.

NOW, THEREFORE, I, Bruce McPherson, Chair of the Santa Cruz County Board of Supervisors, hereby honor and recognize the staff of the Department of Child Support Services for their dedicated service on behalf of the County of Santa Cruz.



Chairperson, Board of Supervisors

February 23, 2021

Date