



# Child Support Services Department **Reopening Plan**

September 2021

**Developed by: Shawna Lewis, John Allen, Sara Gaeta Anguiano, Meoshay Glasby,  
Nicole Krenn, Gregory Langhorst, Elizabeth Pak, Al Reyes & Shelly Solorzano**



## Presentation Overview



Reopening and Workplace Wellness



Workplace Safety Protocols



Reopening Stages and Teleworking Information



Division Specific Information

# Reopening with Peace of Mind

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As the County of Los Angeles looks to a brighter year, our CSSD facilities are preparing to reopen to the public. As we return to the office and resume direct services, we want to support our employees' wellbeing.

CSSD has developed a [Workplace Wellbeing](#) website and has selected Workplace Wellness Ambassadors to support our colleagues, our reopening strategies, and promote overall workplace wellbeing.



**Shawna Lewis**



**Vera Ashley-Potter**



**Kathleen McEnroe**



**Claudia Rodriguez**

## Returning to the Physical Workplace



Returning to the physical work environment after experiencing pandemic living can cause a range of emotions, including nervousness, fear and uncertainty.



It is normal to experience a period of adjustment when we return to our regular duties in the physical work environment.



The pandemic continues to fluctuate. Please be flexible and patient, understanding that everything is **subject to change!**

# Helpful Self-Care Techniques



Maintain proper nutrition and get plenty of rest



Reduce physical tension through exercise and activities



Practice relaxation and breathing exercises, which are helpful for decreasing tension



Spend time with friends and family, read a book, watch a movie, listen to music, go for a walk and enjoy nature

# COVID-19 Workplace Safety Protocols

Please be assured that we are taking all appropriate actions to mitigate the spread of the virus in the workplace, and to safeguard the health, safety, and wellbeing of all employees.

COVID-19 has created unprecedented challenges for us all. We ask that you follow current public health directives to minimize your exposure to and prevent the spread of COVID-19, including but not limited to:

- If you haven't already, get vaccinated! All employees are required to be vaccinated by 10/1/21. Please refer to the 8/30/21 DHR email for instructions.
- Self-monitor for COVID-19 symptoms prior to entering the office.
- Stay home if you are experiencing symptoms, are awaiting test results, or have been exposed to someone who has tested positive.
- Social distance by maintaining a six-foot distance from others.
- Use a face covering.
- Wash your hands often with soap and water for at least 20 seconds, or if soap and water are not readily available, use hand sanitizer.



# COVID-19 Workplace Safety Protocols

## Reminder: Daily Symptom Check

- COVID-19 Workplace Protocols include self-affidavits for required daily symptom self-screening.
- Before you come into the office, ask yourself:
  - Has a medical professional advised you to quarantine, self-monitor or isolate due to COVID exposure?
  - Have you tested positive in the past 14 days?
  - If you're not fully vaccinated, have you been in close contact with anyone confirmed to have COVID?
  - Have you taken cough suppressants or fever reducing medication in the previous 6 hours for anything other than a chronic or seasonal condition?

# COVID-19 Workplace Safety Protocols

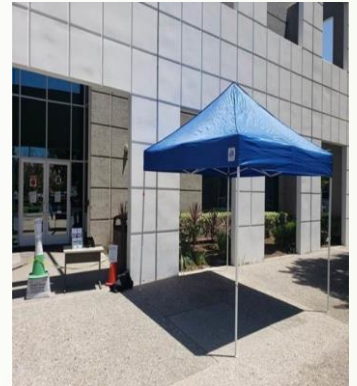
- Ensure lobby floors are marked with “stand here” footprints, which direct customers to the kiosk or reception line, while keeping them socially distanced by six feet.
- Post signs requesting anyone with symptoms to go home or stay at home.
- Require wearing of face coverings.
- Provide alternate methods of communication to customers without or unable to wear a face covering (i.e., phone appointment with case manager).
- Provide a reusable plastic face shield when requested by “Front Line Employees” for their individual use to supplement cloth face coverings when interacting with case participants.





# COVID-19 Workplace Safety Protocols

- Provide gloves to employees who are in direct contact with customers
- Kiosk repositioned to allow for social distancing
- Provide antiseptic wipes to customers to clean kiosks prior to their use
- To prevent overcrowding in lobbies, provide outdoor canopies to allow customers to social distance outside.



# Anticipated Stages to Reopening

We will take a phased approach to reopening and returning to work. Please note this process is subject to change.

## Telework Phases

**Phase 1** - Emergency Telework (Rescinded **5/14/21**)

**Phase 2** - Transitional Telework (Current, ending **9/19/21**)

**Phase 3** - Part-Time Telework (Transition from minimum of once/week in-office to a minimum of part-time in-office or more, depending on business needs **9/27/21**)

**Phase 4** - Routine Telework (**TBD**)

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## Reopening Stages

### STAGE 1

- **9/13/21** Communicate with customers about what will reopen and when.
- **9/27/21** Phase 3 of telework begins with employees returning to the office at least part time.

### STAGE 2

- **10/1/21** Reopen lobbies for in-office kiosk payments.

### STAGE 3

- **10/12/21** Reopen in-office interviews to public by appointment only.

### STAGE 4

- **TBD** Resume pre-COVID protocols in a post-pandemic environment.

# Telework Phase 3: Part-Time Telework

Effective **9/27/21**, we will transition from a minimum of once/week in-office to a minimum of part-time in-office (may be more than part-time, depending on business needs).

- CSSD Emergency Teleworking policy and forms apply.
- Every team member must be able to interact in-person, while socially distanced, with their supervisor on occasion.
- In-office employees are not expected to do extra work so others may telework.

# Telework Phase 3: Part-Time Telework

- Part-time telework will allow for, at most, half-time telework, if that meets business needs of the division.
- Teleworking requests will be approved based on an employee's work assignment and performance.
- Examples:
  - 4/40 – 2 days in-office/2 days teleworking each week.
  - 5/40 – Week 1: 3 days in-office/2 days telework; Week 2: 2 days in-office/3 days teleworking. Alternate weeks 1 and 2.
  - 9/80 – Short weeks: 2 days in-office, 2 days teleworking. Long weeks: alternate 3 days in-office, 2 days telework and 2 days in-office, 3 days teleworking.

# Teleworking Pillars

No matter which phase of teleworking we are in, we must strive to ensure we have strong, foundational teleworking pillars:

- **Communicate:** Telework must support communication. In-person interactions facilitate informal yet important and healthy communication. Telework operations must strive to achieve a similar level of communication with video cameras on, frequent virtual interactions, and other strategies.
- **Connect:** Building social connections and a sense of community with shared goals improves morale and productivity. Teleworkers must feel connected with their colleagues, teams, division, Department, and with our missions and goals.
- **Be Effective:** Telework must be effective for internal and external customers. Working from home may not compromise public service. We must balance accessibility to our customers, while ensuring workforce safety.



# Communicate

- Read emails, MS Teams Chats, and respond to phone calls/messages.
- Adhere to mandatory use of video cameras for MS Teams phone calls and meetings.
- Adhere to mandatory Jabber use for outgoing calls to CSSD customers.
- Be responsive.
  - Respond to internal customers via email or phone calls within 30 mins, if available
  - Respond to external customers via email or phone calls within 48 hrs.
- Set “Out of Office” auto-reply message on Outlook when not working (e.g., RDO, vacation, etc.).
- Include your regular working schedule (day and time) on your signature block.
- Meet often.
  - Quarterly DA divisional meetings.
  - Monthly meetings with Program Managers and their Supervisors.
  - Weekly meetings with Supervisors and their Teams.
- Timely update CSE user profile after a new work assignment.
- Management to share new/updated information with **all** staff as soon feasible.
- Increased infographic use when communicating (for visual learners).





# Connect

- Cameras must be turned on during virtual meetings.
- Keep CCC apprised of divisional projects.
- Encourage regular one-on-one with colleagues (virtually or in person while social distancing).
- Timely assistance from Help Desk or Tech Support.
- Use MS Teams chats to get quick answers to work-related questions.
- Participate in team-building activities (virtual lunch work outs, divisional contests, and employee recognition).



# Be Effective

- Survey staff for best practices.
- Make videos and PowerPoints easily accessible to our customers.
- Create a centralized email box where customers can send documents when the office is closed.
- Provide employees with more resources to share with the public.
- Upload commonly used documents on Teams; provide employees access to OneNote which contains training materials, memos, and e-communications.
- Increase virtual trainings:
  - On case management issues: case process, such as: case opening, mods, FPMS, closings, etc.
  - Virtual training on good customer service.
  - How to utilize technology.



# Stage 1: Communicating Stages of Reopening

As a public-facing agency, we must communicate with all internal and external stakeholders about CSSD reopening plans. Our communication plan will include informing our customers, employees, and other community partners about our reopening stages and what to expect.

- **9/13/21** Communicate with customers and employees about reopening and provide tentative dates.
- **9/27/21** Phase 3 of telework begins with employees returning to the office at least part time.

# Stage 1: Communicate with Customers About Stages of Reopening

Starting 9/13/21, CSSD will communicate with customers about **lobby reopening for kiosk payments only** through:

- Customer Contact Center Recordings
- Social media posts
- Signs on front doors
- Website posts
- Partnership with other County departments to link us on their websites

# Stage 1: Communicate with Customers About Stages of Reopening

- Remind customers of **various ways to communicate** with us to resolve their issue.
- Message via physical mail and e-mail to customers who have come into our office.
- Post reminders in all offices:
  - Wear a face covering to enter the office
  - Stay home if you are sick or have symptoms
  - Social distance
  - Avoid bringing others to the office visit unless necessary

# Stage 1: Communicate with Customers About Stages of Reopening

- Continued collection of customer responses to the CSSD Customer Communication Survey from CSSD website and Mosk Courthouse
  - Expand survey to customer reopening email, CCC callers, and divisional public contact offices
  - Following reopening, assessment of survey findings will help refine future communication effectiveness

## IMPORTANT CUSTOMER SURVEY

"How Do You Prefer to Communicate with Us about Your Child Support Case or Services?"

Please Answer This Short Survey So We Can Serve You Better. [Click here](#) or use QR Code



Spanish-language survey available at drop down menu

English (United States) ▼



### Customer Contact Survey

Please take this quick survey to let us know how we may better communicate with you

1. How do you prefer to communicate with our office?

☐ Phone Call

☐ Text (choosing this option you agree to receive texts from CSSD)

☐ Email

☐ In-person meeting

☐ Video or Virtual Meeting

☐ Online Chat

☐ Other



# Stage 1: Communicate with Customers About Stages of Reopening

- Distribution of news releases:
  - On reopening facts for Southern California media and L.A. County department communicators with an emphasis on kiosk payments starting 10/1/21 – **9/20/21**
  - On reopening facts with an emphasis that we will be open for appointments starting 10/12/21 – **10/1/21**
- Distribution of reopening flyer for digital distribution by media outreach and CCC staff – **9/13/21**
- Reopening mailer to 30K+ targeted customers – **9/13/21**
  - email distribution and USPS mail
- Media outreach to select media outlets upon establishment of reopening operations – **10/1/21**

# Stage 1: Communicate with CSSD Staff About Stages of Reopening

- HR will send an email to all CSSD employees regarding reopening – **9/2/21**
  - Call Center will receive additional instructions regarding specifics for reopening and returning to work
- Divisional Admin and team supervisors meet regularly with staff to amplify reopening and teleworking updates – **9/13/21**
- Reopening announcement on myCSSDLA
  - Include Reopening Highlight—weekly story & picture covering one aspect of reopening – **10/1/21**

# Stage 1: Communicate With CSSD Staff About Stages of Reopening

- Monthly Special Edition of CSSD Department newsletter focused on reopening progress (September-December)
  - Special Edition may feature interviews and insights from the Executive Team, Division Administrators, child support professionals, and with customers



# Stage 2: In-office Kiosk Payments

➤ **10/1/21** CSSD lobbies reopen for in-office kiosk payments.



Ensure lobby floors are marked with spaces at least six feet apart directing customers to kiosk.



Post signs requesting anyone with symptoms to not enter our offices.



Require all visitors to wear face coverings over mouth and nose.

# Stage 2: In-office Kiosk Payments

- Provide **alternative payment options** for customers without face coverings.
  - CSSD may provide disposable face coverings to customers.
- Supplement face coverings by providing **face shields** to front line employees—those who help customers with kiosks, manage lines, control traffic, direct customers to kiosk or interview lines, etc.





# Stage 2: In-office Kiosk Payments

- Provide **gloves** to employees in direct contact with customers.
- Provide **antiseptic wipes** to customers to clean kiosks prior to use.
- Reposition **kiosks** to allow for social distancing.
- Provide **outdoor canopies** for customers waiting outside.





# Stage 2: In-office Kiosk Payments






- Place free-standing hand **sanitizer** units in high traffic areas.
- Provide cleaning **wipes** for commonly touched surfaces.
- Prop **open doors** when it does not pose a safety issue.
- Show COVID-19 safety **videos** in lobbies on topics including handwashing, social distancing, common symptoms, and when to stay home.

# Stage 2: In-office Kiosk Payments





Handling customers' questions and case inquiries:

- Ensure a staff member is present in the lobby to assist customers at kiosk.
- Provide flyers printed in English and Spanish with alternate ways to contact CSSD.
- Place laminated posters with alternate ways to contact CSSD on either side of the kiosk printed in English and Spanish.

## Contact us without visiting a CSSD office:

-  Contact your case manager at  [www.cse.ca.gov/CustomerConnect](http://www.cse.ca.gov/CustomerConnect)  
Access case information 24 hours a day, 7 days a week
-  Call or email your CSSD caseworker
-  Speak with a child support professional by calling (866) 901-3212 Mon-Fri 7am-5pm
-  Chat with us via Live Chat at [cssd.lacounty.gov/](http://cssd.lacounty.gov/)

## Pay child support without visiting a CSSD office:

-  Online at [www.childsupport.ca.gov](http://www.childsupport.ca.gov)
-  By Calling (866) 901-3212 (option 1)
-  By sending a check or money order to:  
CA SDU  
POX 989067  
West Sacramento, CA 95798-9067  
(Include your name, participant number, and case number. Do not send cash)
-  Pay at a PayNearMe or Money Gram location

# Stage 3: In-office Interviews by Appointment

➤ **10/12/21** Reopen in-office interviews to public by appointment only.

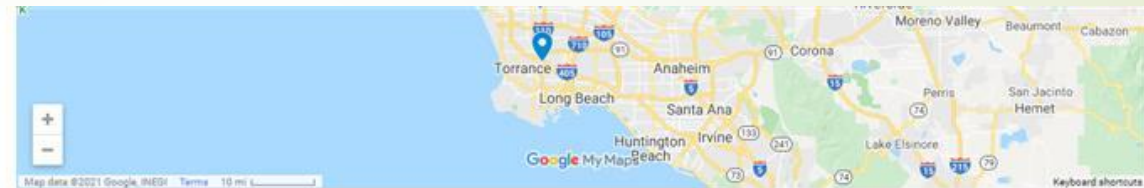
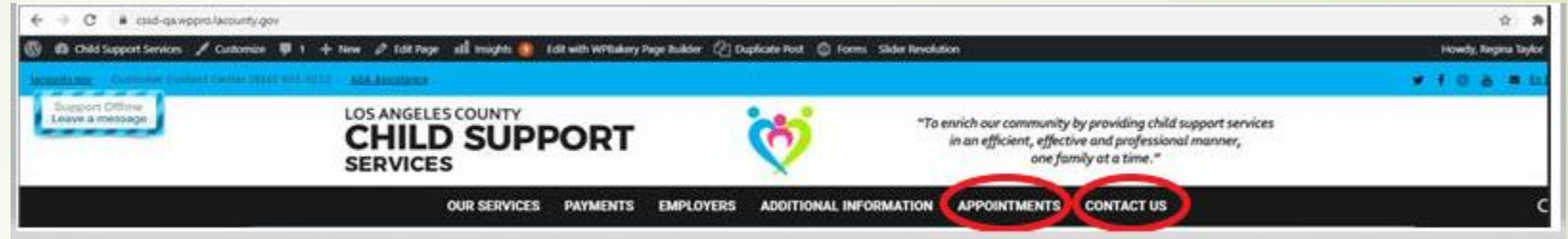
Customers may **make appointments in various ways:**

- Schedule appointment via CSSD website.
- Schedule appointment through Child Support Specialist.
- Call the Customer Contact Center to assist with making an appointment through CSSD website.

# Stage 3: In-office Interviews by Appointment

**MS Bookings will be utilized to manage appointment scheduling for CSSD customers.**

- Customers will be able to schedule their own appts and CSSD staff can also make the appointment for them if they have no internet/computer access.**



## **Van Nuys Division**

7555 Van Nuys Blvd.  
Van Nuys, CA 91405

[Click this link to make an appointment at this location](#)

General Information: (866) 901-3212  
Attorney Only Line: (818) 904-7370  
Ex Parte Notices: (818) 904-7370  
Fax Number: (818) 902-4400

## **Commerce Division**

5500 S. Eastern Ave.  
Commerce, CA 90040

[Click this link to make an appointment at this location](#)

General Information: (866) 901-3212  
Attorney Only Line: (323) 889-2812  
Ex Parte Notices: (323) 889-2812  
Fax Number: (323) 869-0590

## **Pomona Division**

3179 Temple Ave.  
Pomona, CA 91768

[Click this link to make an appointment at this location](#)

General Information: (866) 901-3212  
Attorney Only Line: (909) 378-1193  
Ex Parte Notices: (909) 378-1095,  
(909) 378-1119  
Fax Number: (909) 859-2008

## **South Los Angeles Division**

8300 S. Vermont Ave.  
Los Angeles, CA 90044

[Click this link to make an appointment at this location](#)

General Information: (866) 901-3212  
Attorney Only Line: (323) 965-6577  
Ex Parte Notices: (323) 965-6577  
Fax Number: (323) 789-6698

## **Torrance Division**

20221 S. Hamilton Ave.  
Torrance, CA 90502

[Click this link to make an appointment at this location](#)

General Information: (866) 901-3212  
Attorney Only Line: (310) 354-6511  
Ex Parte Notices: (310) 354-6511  
Fax Number: (310) 538-9107

## **Antelope Valley Division**

42281 10th Street West.  
Lancaster, CA 93534

[Click this link to make an appointment at this location](#)

General Information: (866) 901-3212  
Attorney Only Line: (661) 940-2060  
Ex Parte Notices: (661) 940-2060  
Fax Number: (661) 940-2091



# Stage 3: In-office Interviews by Appointment

Once the appointment is scheduled via MS Bookings the customer will receive a confirmation email.

CSSD Commerce Office

Interview  
1 hour  
Free

August 26

< > August 2021

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

4:00 pm

All times are in (UTC-08:00) Pacific Time (US & Canada)

Add your details

Name

Email (optional)

Select country code  Phone number (optional)

Please let us know if you have any special requests. Thank you.

Notes (optional)

Provide additional information

CSE Case Number (optional)

If you need a translator, please specify the language. (optional)

Book

Interview

Thursday, August 26, 2021  
4:00 PM - 5:00 PM  
(UTC-08:00) Pacific Time (US & Canada)

5500 S Eastern Ave, Los Angeles, California, 90040

Additional Information

**On your appointment day:**

- **Do not bring anyone else with you unless absolutely necessary**
- **Remember to wear your face covering and social distance by at least six feet.**

**If you feel sick or have symptoms please click below to reschedule your appointment.**

Have a conflict?  
[Change your appointment](#)

CSSD Commerce Office  
5500 S Eastern Ave, Commerce, CA, 90040

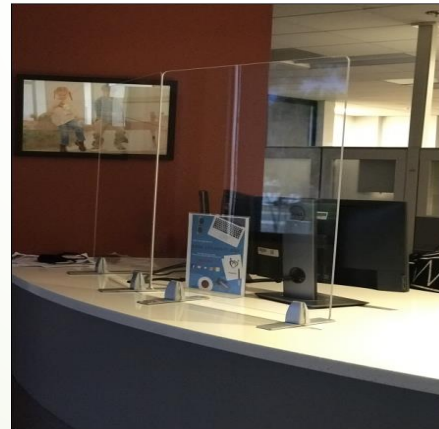
# Stage 3: In-office Interviews by Appointment

- For **customers without an appointment**, meet with them if there is an available interview slot.
- Alternatively, you may offer the customer the following options:
  - Ask a Child Support Specialist to call them while they wait in their car.
  - Meet with them if there is an open interview booth that allows for social distancing.
  - Schedule an appointment for an in-office interview or receive a call-back at another convenient time.
  - Please do not turn anyone away.



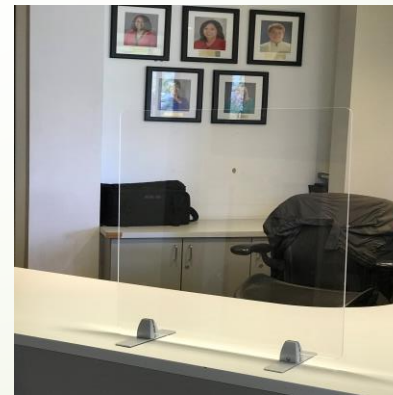
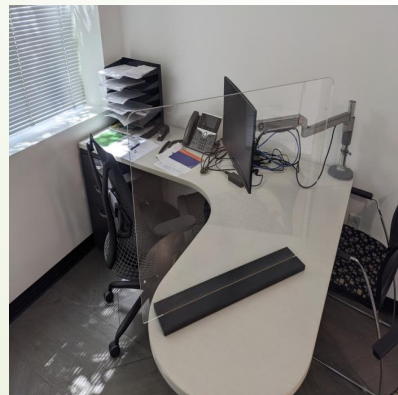
# Stage 3: In-office Interviews by Appointment

- **Mark lobby floors** to direct customers to reception.
- Use glass or plexiglass **barriers** at reception desks.



# Stage 3: In-office Interviews by Appointment

- Use interview booths only where plexiglass has been installed.
- Ensure 6 feet social distancing between interview booths in use.
- Use 2 separate interview booths (one for interviewer, another for interviewee) for additional spacing, using telephones to communicate at the request of either party.








# Reopening Check List

### Reopening and Weekly COVID Check List

As the Child Support Services Department reopens offices to visitors, the following items must be in place and checked on a weekly basis.

Date of division/building check completion:

Signage	Yes/No	Sign Image
1 - Symptom Checker Stop sign - Post at building/division entrances. Comments: _____	<input type="checkbox"/>	
2 - Do Not Use sign - Post at all prohibited workstations and/or areas not to be used to ensure social distancing. Comments: _____	<input type="checkbox"/>	
3 - DPH Handwashing flyer (English & Spanish) - Post in all kitchens, breakrooms, and restrooms. Comments: _____	<input type="checkbox"/>	
4 - Elevator sign - If the building has an elevator, the maximum capacity must be provided and posted by property management. (See sample.) Comments: _____	<input type="checkbox"/>	
5 - Face Covering Required sign - Post at building/division entrances and throughout the workspace. Comments: _____	<input type="checkbox"/>	

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### Reopening and Weekly COVID Check List

6 - Lunchroom Usage - Post in all lunchrooms and breakrooms.  
Comments: \_\_\_\_\_ ☐

7 - Please Stay 6 Feet Apart sign - Post at building/division entrances and in areas where individuals may congregate or form a queue.  
Comments: \_\_\_\_\_ ☐

8 - Social Distancing Floor signs for Kiosk payments (yellow) - Post 6 feet apart from public entrance to the payment kiosk(s).  
Comments: \_\_\_\_\_ ☐

9 - Social Distancing Floor signs for reception (blue) - Once interviews, resume, post 6 feet apart from public entrance to payment kiosk(s).  
Comments: \_\_\_\_\_ ☐

10 - STOP flyer - Post at public entrance to building/division.  
Comments: \_\_\_\_\_ ☐

11 - Ways to Contact CSSD flyer (English & Spanish) - Post at public entrance to building/division.  
Comments: \_\_\_\_\_ ☐

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### Reopening and Weekly COVID Check List

#### Personal Protective Equipment

12 - Floor plan(s) with locations of free-standing hand sanitizer units have been distributed to all department staff in the building.  
Comments: \_\_\_\_\_ ☐

13 - Free-standing hand sanitizer units are at their correct location.  
Comments: \_\_\_\_\_ ☐

14 - Free-standing hand sanitizer units are in good working order.  
Comments: \_\_\_\_\_ ☐

15 - Free-standing hand sanitizer unit(s) are not to be relocated unless reflected in a revised floor plan and staff notified of the new location.  
Comments: \_\_\_\_\_ ☐

16 - Face coverings have been distributed or are available to the department staff working in the building.  
Comments: \_\_\_\_\_ ☐

17 - Individual 4 oz bottle of hand sanitizers have been distributed or are available to department staff working in the building.  
Comments: \_\_\_\_\_ ☐

18 - Gloves are available to department staff working in the building. Available in sizes medium, large and extra-large.  
Comments: \_\_\_\_\_ ☐

19 - Individual pack of 80 cleaning wipes to clean personal workspaces are available to department staff working in the building.  
Comments: \_\_\_\_\_ ☐

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### Reopening and Weekly COVID Check List

20 - Common area cleaning wipes are available to department staff working in the building.  
Comments: \_\_\_\_\_ ☐

21 - Face shields have been made available to department staff conducting regular business in the lobby area.  
Comments: \_\_\_\_\_ ☐

22 - Alcohol prep pads are available for individuals making payments at kiosks.  
Comments: \_\_\_\_\_ ☐

23 - Plexiglass barriers are installed in their designated cubicles.  
Comments: \_\_\_\_\_ ☐

Check complete by:  
 Print Name:  Date:   
 Signature:

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# Specialized Divisions

- **CCC**
- **Contracts**
- **Facilities**
- **FDSD**
- **Fiscal**
- **HR**
- **Innovation & Community Engagement**
- **PSD**
- **SOD**

Reopening guidelines and timeframes apply to centralized divisions.

Staff will:

- Adhere to all social distancing guidelines in all lobbies, offices, workspaces, and common areas (lunchrooms and restrooms).
- Wear masks (unless eating or behind a closed door in an office).
- Minimize trips or visits to other divisions.

# Division 2 – Commerce

The following steps have been taken for the public contact lobby in Commerce:

- Repositioned payment kiosks to ensure social distancing.
- Moved reception check-in area behind a glass window.
- Installed plexiglass barriers between interviewer and interviewee at interview desks.
- Marked lobby floor with social distancing footprints to kiosks.
- Set-up outdoor canopy if needed.



# Division 2 – Commerce



NEW KIOSK LOCATION  
in Children's Play Area



INTERVIEW BOOTH  
with Sneeze Guard

# Division 2 – Commerce



INTERVIEW BOOTH with  
Sneeze Guard (close up)



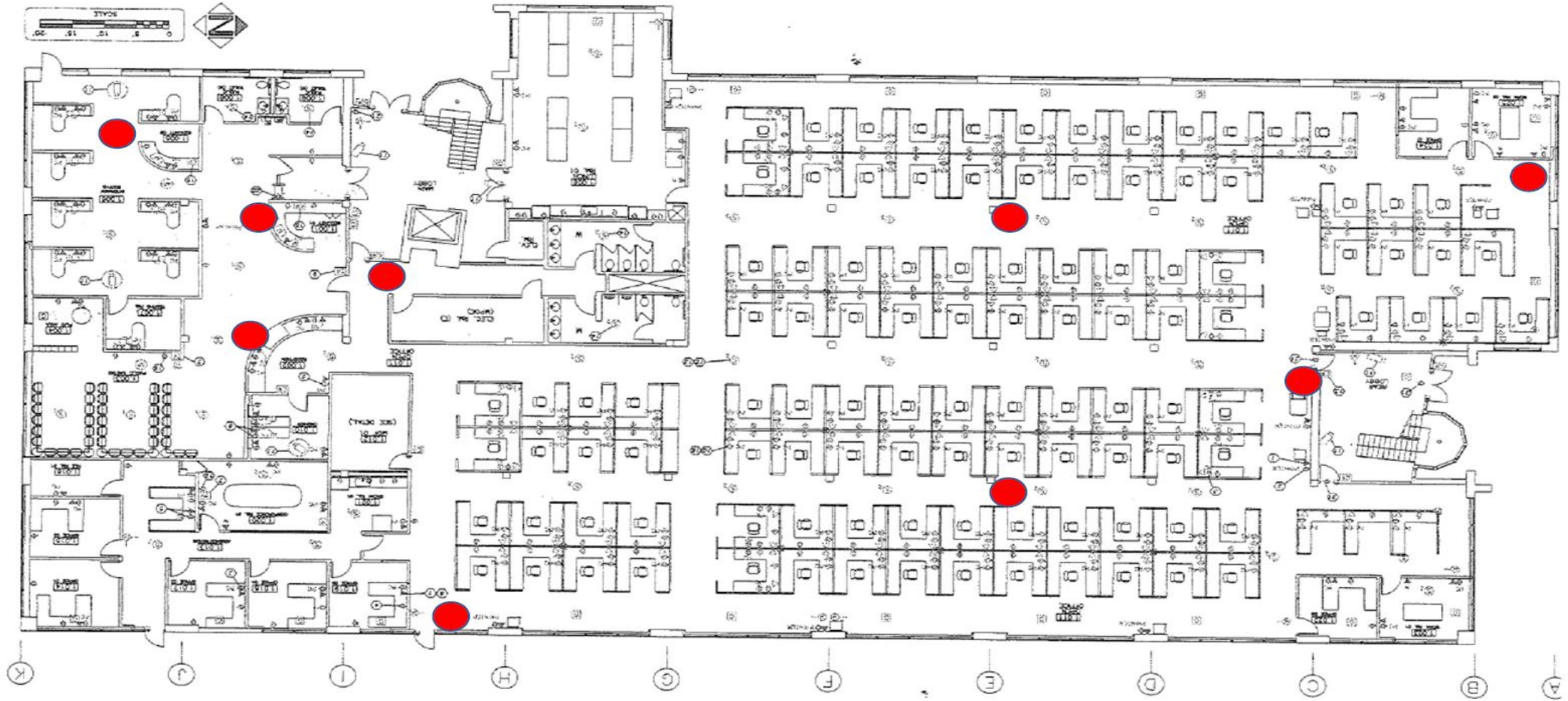
NEW CHECK-IN AREA,  
BEHIND GLASS



OUTDOOR CANOPY



# Hand Sanitizing Locations – Est.



# Hand Sanitizing Locations - CIU

