

From: [REDACTED]
To: [CMO BoardFeedback](#)
Subject: RE: Layoffs - Dept of Child Support Services
Date: Friday, May 14, 2021 9:43:28 AM

Dear Board President and Board Supervisors,

My name is Patricia Sanchez, I am an employee with the Department of Child Support Services for San Mateo county. I am blessed and truly honored to be going on my 25th year of service with the department.

In my years of employment with San Mateo county I have enjoyed working with all my colleagues directly or indirectly. Serving this community has been one of my greatest & blessed gifts. Unfortunately, for 19 of my fellow colleagues this will not be the case.

Currently, the Department of Child Support is facing losing 30% of our staff. I know our County has always strived for and achieved in providing the upmost in service for the people & families of this community. Losing 30% of our staff will most definitely have a tremendous effect in our office's ability to do so.

Customer Care & Commitment has always been our office's goal. We take pride in performing critical and much needed services day in & day out for families we serve. Losing 19 of our colleagues will affect our ability to perform many of these vital & essential services, while still trying to provide the highest standards of public service.

I understand that striving for and providing the upmost in services has its' challenges, but we have always been a county with a resilience mindset & workforce. And we have always come together in difficult times to help one another. Whether it be for our fellow employees or the community we serve, we together, all of us together, have always met these challenges and achieved our greatest outcomes.

To the Board of Supervisors, I'm asking that you please help the Department of Child Support Services in a moment and time of great need. Please do what is in your power to keep our 19 staff members so that we may continue, not only our office but the county's number one Mission in providing the highest of public service to the people and families of this community.

Thank you for your time,

Patricia Sanchez

Child Support Technician
San Mateo County
Department of Child Support Services
555 County Center - 2nd Floor
Redwood City, CA 94063

From: [REDACTED]
To: [CMO_BoardFeedback](#)
Cc: [REDACTED]
Subject: Pending Layoffs
Date: Thursday, May 6, 2021 7:26:25 AM
Attachments: [image001.png](#)

To the Board President and all County Supervisors of San Mateo

My name is Angela Daniels-Hamilton, an employee of the Department of Child Support Services (DCSS) for nearly 4 years. DCSS is facing a huge loss with the pending layoff of 19 individuals, 30% of our workforce. This loss will in fact result in a decline in employee morale, an increase in stress, and the level of customer service our clients receive will be negatively impacted.

I urge the Board, President, and County Supervisors to rethink this premature decision and further review for a more suitable option. The current option is putting our department at risk of not only losing 19 individuals, but the possibility of losing more additional employees due to the uncertainty of future layoffs and distrust. In addition, our level of Commitment, Care, and Customer Service, and ability to meet performance measures will be in jeopardy.

Losing 30% of our team will have detrimental effects!

Thank you

Angela Daniels-Hamilton
Child Support Analyst
San Mateo County
Department of Child Support Services
[555 County Center - 2nd Floor](#)
[Redwood City, CA 94063](#)
1-866-901-3212
www.smcDCSS.com

***** Work Hours: Tuesday – Friday 6:30am – 5:00pm *****

**** Please allow 24-48 hours response time if we are corresponding by email ****



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How are we doing? The SMC Dept of Child Support Services would like your feedback. Please complete a brief survey to let us know how we can improve our services.

English: <https://www.surveymonkey.com/r/SMC-DCSS>

Spanish: <https://es.surveymonkey.com/r/SMC-DCSS-SP>

From: [REDACTED]
To: [CMO BoardFeedback](#)
Subject: Proclamation for Mental Health Month, May 2021 + Need for Supportive Homes
Date: Wednesday, May 5, 2021 4:26:54 PM

CAUTION: This email originated from outside of San Mateo County. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Esteemed Supervisors and Manager Callagy:

I am a resident of Foster City, I grew up in the 50's and 60's in San Mateo and Redwood City, and I've had my offices in Menlo Park and San Carlos. So I'm a San Mateo County native, and a fan.

At the last Board of Supervisors meeting, I wished to say thank you to you all, not only for endorsing the proclamation of May as Mental Health Month, but also for demonstrating, over the years, genuine care, and for making wise investments when you can in resources for those who are living with debilitating mental illnesses.

I'm writing on behalf of **Solutions for Supportive Homes** (www.s4sh.org). We are a group of local senior parents who have been helping our adult children on their tortuous and often heroic mental illness journeys for decades. **Now we are asking ourselves: where will our adult children live? And who will help them when we are gone?**

We are facing the fact that our own kids are at imminent risk of homelessness themselves.

And we are not alone. Our NAMI survey revealed that **there are at least 54 other San Mateo County families like us, without resources to ensure their adult kids will have shelter, food, and the help they need after the parents die.**

We all know that untreated mental illness is a chief driver of homelessness, devastation, and despair everywhere. And we know that the lack of affordable permanent supportive homes is a chief driver of our hospital's multi-million dollar growing budget deficit.

But we are all about Solutions! For 2 years, we have been researching what actually WORKS to solve this problem, and soon we will be asking specifically for your help.

On **May 24 at Noon**, as part of Mental Health Month, we will be presenting **Solutions for Supportive Homes: Progress and Possibilities**. We hope you will join us. Here is the zoom link:

Solutions for Supportive Homes: Progress and Possibilities
May 24, 2021 12:00 PM Pacific Time (US and Canada)

Register in advance for this meeting:

https://us02web.zoom.us/meeting/register/tZ0lduGurj8jGdDiP1a1zT-UDQs_Tm1onU0T

So often when we bring our awareness to the importance of mental health, we think of the

common and usually transitory conditions we all may have experienced in some degree: anxiety, grief, and depression, for example. But too often we neglect the legitimate and urgent needs of our most vulnerable citizens: those who have been stricken - often in late adolescence just when they are set to launch a successful adult life - with no-fault organic brain diseases like schizophrenia and schizoaffective and bipolar disorders. We perpetuate a human crisis with far reaching impacts if we don't act.

Right now, we believe that no single investment can do more to advance mental health and mental illness care in our communities than investment in affordable, permanent, supportive homes.

Thank you all again for your leadership and your care.

~ Melinda Henning

MELINDA HENNING
Solutions for Supportive Homes



- + Creating permanent, affordable, truly health-supporting homes
- + Closing the gap in the continuum of mental health and mental illness care
- + Enriching equity and wellness for all in our communities.

From: [REDACTED]
To: [CMO BoardFeedback](#)
Cc: [REDACTED]
Subject: Lay-offs at San Mateo County Dept of Child Support
Date: Wednesday, May 5, 2021 7:19:19 AM

To the Board President and all County Supervisors of San Mateo.

My name is Deborah Cullen and I am an employee of the San Mateo County Dept of Child Support under the direction of Kim Cagno. I have been with San Mateo County over 35 years and with the Dept of Child Support Services for over 32 years. I am contacting you because our office is losing 30% of our line staff (no management staff was affected). This will adversely affect the level of service our office provides to the community and to the families and children in San Mateo County. The Department's mission states we are committed to:

1. The highest standards of public service and
2. A common vision of responsiveness

Please understand that our level of responsiveness and providing a high level of service will certainly decrease with losing 30% of our line staff or 19 of my fellow co-workers who are being laid off. The Dept of Child Support under Kim Cagno's direction is seeking to prematurely lay-off staff which is something the State of California has directed its Child Support Director's to not move forward with. With the proposed layoffs, this is putting our department at risk of no longer providing our high level of customer service for the families of San Mateo County, or our ability to meet our performance standards, or capture federal dollars which is part of our funding. 19 positions in our office are slated for lay-offs.

I am asking the Board to please delay these lay-offs, request a review of these lay-offs, gather information on why this is being implemented prematurely, and how this will impact the workload and the customer service to the families of San Mateo County. Parents will receive delays in getting their support for their families and interactions with our office.

Thank you,
Deborah Cullen

From: [REDACTED]
To: [CMO BoardFeedback](#)
Subject: Dept of Child Support Services cutbacks
Date: Tuesday, May 4, 2021 5:38:32 PM

To the Board of Supervisors:

My name is David Light. I work in the Department of Child Support Services. Our department is easily one of the best in the state. In certain areas, I think we're THE best. I'm very proud of the level of service we provide to our residents.

At the end of June, however, that quality of service will plummet. As matters now stand, we're going to lay off a quarter of our workforce. I believe the public would be better served by having a department that truly excels (but perhaps draws some county funds) than with a department that's mediocre but costs the county \$0.00.

Even if it's too late to change the budget for the coming year, please consider spending county funds in FY2022-2023 to allow the department to rehire some of the well-trained, highly skilled workers it is now laying off. Our residents' lives will be better for it.

Thank you for your time.

From: [REDACTED]
To: [CMO BoardFeedback](#)
Subject: Department of Child Support Facing Layoffs
Date: Tuesday, May 4, 2021 4:53:55 PM

My name is Alexis Sosa and I am a Child Support Analyst, III under the direction of Kim Cagno in the Department of Child Support Services. I have been with the Department of Child Support for 10 years.

Unfortunately as of June 26, 2021 my position along with 19 others will be eliminated-30% of our line staff. The Department of Child Support Services provides a critical service for the Child and Families of San Mateo County. Together with my colleagues we help enhance the lives of children and families by helping parents meet the financial, medical and emotional needs of their children by establishing and enforcing child support orders. Despite the pandemic, our department never stopped helping our community by performing our essential duties. We rotated in the office. Teleworked. We continued providing services for the community, family and children of San Mateo County. We continued our important work and helped collect support, money that was able to provide essential economic support to these families.

My colleagues and I are committed to public service and take to heart our mission and have dutifully maintain the highest standard of public service. Sometimes our work as Public Servants sometimes goes unnoticed, don't thank us for putting the children and families of our community first by putting us last and allowing our positions to be eliminated. We are the community. We are San Mateo County. We are the essential workers who will soon find themselves without employment. I have pride in my job, in our county in the work that we do and I respectfully ask that the Board delay the proposed layoffs and request a review.

Respectfully,

Alexis Sosa
Child Support Support Analyst III
San Mateo County Department of Child Support Services

555 County Ctr 2nd Floor | Redwood City, CA 94063

Tel. (866) 901-3212 | www.smcdcss.com

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*How are we doing? The SMC Department of Child Support Services would like your feedback. Please take a moment to complete a brief survey to let us know how we can improve our services. <https://www.surveymonkey.com/r/SMC-DCSS>
¿Qué opina de nuestros servicios? El Departamento de Manutención de Menores de SMC quiere saber su opinión. Por favor complete una breve encuesta para hacernos saber cómo podemos mejorar nuestros servicios. <https://es.surveymonkey.com/r/SMC-DCSS-SP>*

Click [here](#) to view our child support tutorial.

Did you know that you can update your address or check your payments online? All you need is your participant number and PIN. Visit the self-service website at <https://www.cse.ca.gov/CustomerConnect/login>

From: [REDACTED]
To: [CMO BoardFeedback](#)
Subject: DCSS Layoffs
Date: Tuesday, May 4, 2021 4:28:03 PM

To the Board President and all County Supervisors of San Mateo,

My name is Cindy Delgado and I have been with San Mateo County DCSS for 5 years. The recent layoffs that were announced on 30% of our department staff has been a complete shock and disappointment and it saddens me to put myself in the position of those affected.

Our level of service will no doubt be affected, since less staff will be available and more work will be stretched out to the those that remain. It is already a task to manage close to 500 cases and it will be even tougher having to manage more than that.

Which is why we NEED those staff who have been affected by layoffs.

These are human beings who possibly rely on their paycheck to make ends meet for themselves and their families in this costly state.

To make matters worse, we are in a pandemic and those affected are desperately attempting to find other employment since the news of the layoffs, but are having no luck.

There is the option of unemployment benefits but like I mentioned previously, we live in a costly state and unemployment benefits in no way will cover the cost of even essentials, which include rent, mortgage, utilities, etc.

In the end, thousands of families rely on our department to receive the support they are entitled to. With less staff to work the cases, this will cause a delay in families receiving their support in this crucial time during a pandemic.

I hope you can take the time to hear us out and help my fellow coworkers who have been affected.

Sincerely,

Cindy Delgado
Child Support Analyst
San Mateo County
Department of Child Support Services
555 County Center - 2nd Floor
Redwood City, CA 94063
1-866-901-3212
www.smcdcss.com

*****Please allow 24 to 48 hours for a response.*****

***** Por favor, espere entre 24 a 48 horas para recibir una respuesta. *****

How are we doing? The SMC Department of Child Support Services would like your feedback. Please take a moment to complete a brief survey to let us know how we can improve our services.

<http://dcss.smcgov.org/webforms/customer-satisfaction-survey>

¿Qué opina de nuestros servicios? El Departamento de Manutención de Menores de SMC quiere saber su opinión. Por favor complete una breve encuesta para hacernos saber cómo podemos mejorar nuestros servicios. <http://dcss.smcgov.org/webforms/cuestas-de-satisfacci%C3%B3n-del-cliente>

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From: [REDACTED]
To: [CMO BoardFeedback](#)
Subject: 30%
Date: Tuesday, May 4, 2021 4:19:33 PM

To Whom It May Concern:

I have been trying to send this email ALL day. In between my busy day of phone calls, emails, meetings and sighs.

I have worked for the Department of child Support over 20 years and I enjoy what I do, that is why I'm still here. Over the many years, our department has had it's ups and owns, a roller coaster that I am sure happens in many work sites. But we overcome, we always have.

But now that I know that we will have a 30% reduction in our workforce...I am afraid for the very first time. How do the rest of us absorb this? HOW? How do we provide our customers the service they ask/pay for? How do we put in the extra care to the sensitive issues that are presented to us?

As a department, we have formed strong bridges with our coworkers, how do we let go?

It seems there is more that can be done to avoid this horrible step of letting go of 30% of our staff, of our backbones. Please do the right thing and look into this, do something for the residents of San Mateo County and the loyal and hard working staff that take care of the community. Please.

Respectfully,

Sonia Ortega
Child Support Analyst III
San Mateo County
Department of Child Support Services
555 County Center - 2nd Floor
Redwood City, CA 94063
1-866-901-3212
www.smcdcss.com

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survey to let us know how we can improve our services.

<https://www.surveymonkey.com/r/SMC-DCSS>

¿Qué opina de nuestros servicios? El Departamento de Manutención de Menores de SMC quiere saber su opinión. Por favor complete una breve encuesta para hacernos saber cómo podemos mejorar nuestros servicios

<https://es.surveymonkey.com/r/SMC-DCSS-SP>

<https://youtu.be/QsrqCPki7RI>

From: [REDACTED]
To: [CMO BoardFeedback](#)
Subject: Department Layoffs
Date: Tuesday, May 4, 2021 4:08:51 PM
Attachments: [image001.png](#)

To the Board President and all County Supervisors of San Mateo.

My name is Sharon Wilson and I am an employee under the direction of Kim Cagno in the Department of Child Support Services. I have been with the office now for 19 years. My department will be impacted by losing 30% of our line staff and this will adversely affect the level of service our office provides to the community, family and children in San Mateo County. Upon reviewing our mission for the County of San Mateo, it states we are committed to:

- The highest standards of public service
- A common vision of responsiveness

Please understand that our level of responsiveness and providing a high level of service will certainly decrease with losing 30% of our office which is 19 of my fellow co-workers.

Child Support is seeking to implement on plans for staffing that is premature and do not have to be implemented now. With the proposed layoffs, this is putting our department at risk and our ability to meet our performance standards and capture federal dollars. I repeat, 19 positions in our office will be laid off and we are not in the budget process. I am asking that the Board please delay this and that the Board request a review AND bring back to the Board information as to why this must be rushed and how this will impact workload and the customer service to parent's receiving support who will possibly receive delays in their support for their families.

Thank you,

Sharon E Wilson
Child Support Analyst
San Mateo County, DCSS
555 County Center, 2nd Flr
Redwood City, CA 94063
1.866.901.3212
www.smcDCSS.com

** Please allow 24-48 hours response time if we are corresponding by email
** In addition, please provide either your case number or SSN in the subject field(s), otherwise I can't respond to your email. Thank you.



COUNTY OF SAN MATEO

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<https://www.surveymonkey.com/r/SMC-DCSS>

¿Qué opina de nuestros servicios? El Departamento de Manutención de Menores de SMC quiere saber su opinión. Por favor complete una breve encuesta para hacernos saber cómo podemos mejorar nuestros servicios.

<https://es.surveymonkey.com/r/SMC-DCSS-SP>

<https://youtu.be/QsrqCPki7RI> Click here to view our child support tutorial.

From: [REDACTED]
To: [CMO BoardFeedback](#)
Subject: Pending DCSS layoffs
Date: Tuesday, May 4, 2021 4:07:22 PM
Attachments: [image001.png](#)

To the Board of Supervisors,

Let me begin by stating that the mission statement for the County of San Mateo says that the county is committed to the highest standard of public service AND a common vision of responsiveness. With the pending layoff my department is facing, 30% of our workforce being let go, this mission statement is not going to be possible to uphold. Our service and standards will fall and fail.

I feel very fortunate to still have my position, as a CSA II, at the Department of Child Support Services. I cannot imagine the stress that my coworkers who have been less fortunate are feeling at this time. Trying to find a new position in the current climate is nothing short of horrendous.

That being said. I am terrified for the work to come. 19 bodies, fulltime workers, human being who serve this community and help this department run, 30% of our employees. . .gone. Where do their workloads fall? If someone goes on leave or an extended vacation, their work is disbursed to multiple people and relief is felt when they return. How do you disburse the work of 19 people!?

On my team alone, we are losing two caseworkers and a supervisor. My caseload in 2020, while ONE of the caseworkers on my team was on maternity leave, was next to impossible. Now two? On my team alone! Over the past year we have also had additional tasks, projects, requirements added onto our already full plates. You can't keep piling up tasks without everything falling apart and we will fall apart.

This layoff has already created such low morale for everyone. The additional work is going to push people over the edge. It's going to motivate others to leave in fear of being next to be let go. This will leave an even bigger gap in the workload. The domino effect seems never ending.

With all of this additional work and stress, how am I supposed to have a work/life balance? How is this not going to spill over into my family? Why should, at the end of the day, my kids have to suffer because of all of this?

So my coworkers who are being let go, they suffer. Those of us who get to stay will suffer. Our families will indirectly suffer. Our work will surely suffer and in turn our customers, the community that we show up for every day to assist and make life just a little easier, they suffer as well. How does any of this make sense? There just has to be a better solution. I implore you all, please put a stop to these layoffs.

Thank you for your time.

Sincerely,

Gina Bacciarelli

Child Support Analyst II
Department of Child Support
San Mateo County
555 County Center - 2nd Floor
Redwood City, CA 94063
1-866-901-3212
<http://dcss.smcgov.org/>



COUNTY OF SAN MATEO

Thank you for your e-mail. Please allow up to 2 business days for review and response to your e-mail. If you need immediate assistance, please contact (866) 901-3212 to speak to a Customer Service Representative.

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<https://www.surveymonkey.com/r/SMC-DCSS>

¿Qué opina de nuestros servicios? El Departamento de Manutención de Menores de SMC quiere saber su opinión. Por favor complete una breve encuesta para hacernos saber cómo podemos mejorar nuestros servicios. <https://es.surveymonkey.com/r/SMC-DCSS-SP>

<https://youtu.be/QsrqCPki7RI> Click here to view our child support tutorial.

<cid:8e50385a-3835-4305-a89d-fb8c182f8358>

From: [REDACTED]
To: [CMO BoardFeedback](#)
Subject: Public comments- extend the moratorium
Date: Tuesday, May 4, 2021 3:40:52 PM

CAUTION: This email originated from outside of San Mateo County. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Dear Board of Supervisors:

My name is Carolina Parrales I am an organizer with Faith in action Bay Area and I have been working with vulnerable families in Sup. Canepa's district for the last four years.

Many of these families are facing extreme housing insecurity even when local and state rent relief are available. Why? Because during the pandemic they were pushed to get into BIG Debts on credit cards, and/ or non official bank loans in order to keep a roof over their families heads and follow the mandate to STAY HOME.

As many community organizations know those debts do not qualified for any type of economic relief and high cost of housing push people to live in crowded conditions ending up as sub-tenants with almost No rights.

We are not ready to CELEBRATE when many of our families are loosing their sleep not knowing what is going to happen to them after June 30

I am here today to ask all of you to be Number ONE in passing an eviction moratorium at the county level, taking effect on July 1, in the event that the state fails to act.

I am also asking you to commit to protecting residents from eviction by:

1. Significantly expanding local efforts to assist tenants and landlords in applying to the state rent relief programs
2. Pass a resolution and send a letter to the governor about the need for continued eviction protections at the state level

Board President Canepa, will you commit to put these items on the agenda at a future meeting and work with us to make sure they happen?

Carolina Parrales
Community Organizer
Faith In Action Bay Area
[REDACTED]

From: [REDACTED]
To: [CMO BoardFeedback](#)
Subject: DCSS Layoffs - Please help!
Date: Tuesday, May 4, 2021 2:59:45 PM
Attachments: [image001.png](#)

Hello,

My name is Jocelyn and I work for the department of child support services. We were recently notified that 19 of our coworkers were being laid off. The people being laid off are not just our coworkers but they are also our friends. They have families that are going to be severely impacted by these layoffs. These layoffs will not just impact DCSS as an office but this will also impact our community. At DCSS we thrive to provide excellent customer service, how can we achieve this if we were losing 30% of our office? The remaining employees will have to absorb the impact of the work that is left behind. We will have a lot more added to our workloads, something that will in turn affect how we provide the service to our community. This means, longer wait times when a customer calls or emails, which will then make our customers feel like we don't care about them or their families. I am afraid that layoffs will affect my homelife balance, I feel as though this will add more stress to my life. I mean, I am already stressed knowing that I could very well be the next on the list to be laid off!

I have two older children and a new baby that deserve a well balanced homelife. I do believe that as an office additional changes can be made to prevent all 19 of the families from being laid off and impacted. In example, did we really have to construct a whole new office? A whole new layout? Could this not wait? We have been allowed to work from home, and for this I am grateful as it has allowed for my family to stay safe. We have proven that we can work proficiently and efficiently, and also believe that we have helped save DCSS money as we are using our own personal internet and electricity! Please help stop the layoffs of our beloved colleagues, our friends. Thank you for reading this email.

Best,

Jocelyn Arroliga

Child Support Analyst

San Mateo County

Department of Child Support Services

555 County Center - 2nd Floor

Redwood City, CA 94063

1-866-901-3212

www.smcdcss.com

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***** Work Hours: Tuesday – Friday 6:30am – 5:00pm *****

**** Please allow 24-48 hours response time if we are corresponding by email ****



COUNTY OF SAN MATEO

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Survey Links

How are we doing? The SMC Department of Child Support Services would like your feedback. Please take a moment to complete a brief survey to let us know how we can improve our services.

¿Qué opina de nuestros servicios? El Departamento de Manutención de Menores de SMC quiere saber su opinión. Por favor complete una breve encuesta para hacernos saber cómo podemos mejorar nuestros servicios.

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Spanish: <https://es.surveymonkey.com/r/SMC-DCSS-SP>

<https://youtu.be/QsrqCPki7RI> Click here to view our child support tutorial.

Customer Connect:

Did you know that you can update your address or check your payments online? Customer Connect is California's self-service child support information system. All you need is your participant number and PIN. Visit the website at <https://childsupport.ca.gov/customer-connect/>

From: [REDACTED]
To: [CMO BoardFeedback](#)
Cc: [Ron Snow](#)
Subject: May 18 Agenda Item #13, File 21-370: Tree Removal Permit (PLN2020-00443)
Date: Monday, May 17, 2021 4:07:12 PM

CAUTION: This email originated from outside of San Mateo County. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Dear Board of Supervisors,

The actions of the developer for the Cardinal Court properties, formally 2050 Santa Cruz Ave, are reprehensible and show a blatant disregard for County authority and rule of law. This developer, by virtually all accounts, has misrepresented its actions of cutting the significant tree at this property. Knowing that the Tree Permit was under appeal, having been notified in writing and by phone, the developer subsequently took aggressively action to cut down the tree during the stormiest and windiest night this season, ignoring public safety, and simply cutting the tree down in a dangerous manner.

Multiple emails and conversations with County planning show, without a doubt, that the developer was fully aware that the appeal to keep the tree had been filed and accepted by County Planning. That the tree was to be kept throughout the appeal process. They simple ignored County and our community.

This illegal cutting of the tree removed our rights to due process. In other cases where a tree and the design of the home conflict, County Planning has required the developer to modify the design of the house to incorporate the tree, thus preserving the canopy and keeping the important environment habitat and protecting the ambience of the neighborhood. This would have been the right solution and would have preserved the tree for all.

You can make a difference in this matter! I hope you find the action of the developer as outrageous as we do and at least as much as the Planning Commissioners have. While this developer has preempted our ability to preserve the tree and all of the environmental and aesthetic benefits it provided, they should not now be allowed to proceed without repercussion. They are building 3 homes that will total more than 9 million dollars in value and the inconsequential penalty of a 3 or 4 thousand, a fraction of a percentage of the total value, does not even register as a punitive penalty.

Summary:

I urge you and the other Board of Supervisors to support the community and the County tree ordinances and do the following:

- Approve the neighbor's Appeal and deny the tree removal permit.
- Require the Developer to design the house as if the tree was still there*.
- Plant a replacement tree, as large as feasible (6' or 8' box), in the same location.
- Have the actions of the tree cutting company investigated and pursue legal action.
- Have County Planning fully refund the neighbor's fees paid for the two appeal filings.
- Pursue business and contractor license complaint action against this developer.
- Require the County Arborist to review and a report for the Supervisors review as to any harm or damage to all remaining trees.

From: [REDACTED]
To: [David Canepa](#); [Carole Groom](#); [Don Horsley](#); [Dave Pine](#); [Warren Slocum](#); [Michael Callagy](#)
Cc: [CMO BoardFeedback](#)
Subject: May 18 Agenda Item #13, File 21-370: Tree Removal Permit (PLN2020-00443)
Date: Monday, May 17, 2021 4:52:05 PM

CAUTION: This email originated from outside of San Mateo County. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Dear Board of Supervisors and County Manager Callagy,

I am writing regarding the review of the appeal of the grant of an After-the-Fact Tree Removal permit that is on tomorrow's agenda.

Others have told you what happened with the tree, and I think you will agree that it was outrageous, in the developer's disrespect for the neighborhood, disrespect for the county's planning staff who had worked on the permit request, disrespect for the Board of Supervisors who had enacted the tree ordinances, and disrespect for the people of the county, whose environment is supposed to be protected by those ordinances.

Some things that happened during the Planning Commission's hearing were also disturbing.

First, after the developer had used its 15 minutes to respond to the appeal, two of its employees asked to speak during the public comment period. Planning Commission Chair Jane Ketcham rightly said that they should not because of their conflict of interest, but deputy legal counsel said there was no rule against their speaking. Thus to add to the developer's overreach in chopping down a tree after notice of appeal, it increased the time it was given to argue to the Planning Commission from 15 to 25 minutes.

There may not be an explicit rule to prevent commercial businesses from having their employees use public comment time to advance the interest of their employers, but there are basic rules of decency that prevent such conflicts of interest from undermining the integrity of the hearing process.

I spent a little time looking for explicit rules on the internet about this and have not found any. But more tellingly, I have not found a single report of an instance of a commercial party having the, well, one noun would be temerity, to have its employees speak on its behalf during the public comment period of a hearing to which it is a party. Had these men said "I fell out of a tree at age 3 so I've always hated trees," that would have kept the notorious conflict of interest somewhat in shadow. But instead, those employees rubbed our collective noses in it. They earned their salaries that day.

The County, by the advice of Deputy Counsel, has created a dangerous precedent that could subvert the public's right to speak at all County hearings, whether Planning, Public Works, the Board of Supervisors or any other hearing agency.

I urge you to consider this addition of insult to injury as you review this case.

Second, the Tree Removal Permit was renamed an "After-the-Fact Tree Removal Permit." As with the developer's employees speaking during the

public comment period, this renaming turned the hall of justice into a hall of mirrors.

There was no tree once the developer had chopped it down. The developer's action mooted the question of permission. By taking the rules - and the ax - into its own hands, it destroyed the neighbors' right of appeal and the Board of Supervisors' right to review the matter.

The only matter left for Planning after this lawless act was to give the matter to the county attorney to investigate all possible penalties, including criminal sanctions, license revocation, suspension of building permits, an injunction against the developer and anyone associated with it from applying for building permits in the County for a period of time that fits the gravity the offence, and so on.

Third, at the hearing the Planning Commission was advised that all they could do was rule on the original permit request, and as to that the only thing they could consider was the original staff report. The same appears to be how the Board is advised, based on the description of the matter in the Agenda.

Again, the hall of justice is a hall of mirrors. The original permit request was destroyed by the requestor's own deliberate and intentional act. The tree - a tree equal to the one chopped down - would take decades to grow. If an after-the-fact permit is requested, it will have to be put on hold for many many years.

The Board must take reality into account. The issue of the permit is moot. The only issue left is whether the Board will whitewash the developer's outrageous conduct. That will be a signal to ethical developers that playing by the rules is not necessary in San Mateo County. Who will obey the rules when the County that made them doesn't care about them?

Thank you for your time.

Sincerely yours,

Roberta J. Morris

