

FOR YOUR INFORMATION

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Issue 18-16

Date: 04/18/18

MARS HELP DESK

This FYI cancels and replaces FYI 15-22 [dated 07/10/15](#). In recent months, MARS help desk has been receiving an extremely high volume of tickets resulting in an increased timeframe for ticket resolution. All Mileage Authorization & Reimbursement System tickets are to be referred to the **designated regional office liaison** (please see list below). Please be advised of the new process for reporting MARS issues including approver updates. This new procedure will reduce the ticket resolution timeframe and increase user efficiency.

Most MARS issues can be resolved simply by reading the Frequently Asked Questions document on LAKids: [MARS FAQ's Link](#)

Please note – The primary office liaison should arrange for a back-up liaison in case of emergency or during her/his absence from the office.

Steps to take for MARS Issues:

1. Please read FAQ document to identify and resolve your MARS issue. If the problem cannot be resolved by reading FAQ, then proceed to step 2.
2. Please contact with your Regional Office liaison to resolve your MARS issues.

MARS Regional Office Liaisons List

<u>Office Location</u>	<u>Name</u>	<u>Phone Number</u>	<u>Email</u>
ASFA/Kinship Division	Blanca E. Ramirez	(562) 903-5126	ramirb@dcfs.lacounty.gov
Belvedere	Julia Hernandez	(323) 725-4507	Hernaif3@dcfs.lacounty.gov
Belvedere/Corporate	Donna Zepeda	(323) 725-4505	dzepeda@lacounty.gov
Compton East	Charlotte Bunnitt	(323) 290-8464	bunnic@dcfs.lacounty.gov
Compton West	Summer Little	(310) 668-6531	littls@dcfs.lacounty.gov
Court Services	Rebecca Ballin	(626) 575-4307	ballir@dcfs.lacounty.gov
Covina Annex	Brent Valentine	(626) 938-1701	valenb@dcfs.lacounty.gov
El Monte(Telstar)	Reina Wendel	(626) 569-6852	wender@dcfs.lacounty.gov
El Monte(Telstar)	Tegra Hudson	(626) 569-6841	hudson@lacounty.gov
El Monte(McClaren)	Karen Holmes	(626) 455-4627	HolmeK@dcfs.lacounty.gov
El Monte(McClaren)	Brittany San Roman	(626) 455-4605	sanrob@dcfs.lacounty.gov



If you have any questions regarding this release please e-mail your question to:

Policy@dcfs.lacounty.gov

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<u>Office Location</u>	<u>Name</u>	<u>Phone Number</u>	<u>Email</u>
ERCP	Deborah A. Ramirez	(213) 765-7335	ramird@dcfs.lacounty.gov
Glendora	Daisy Ponce	(626) 691-1354	PonceD@dcfs.lacounty.gov
Glendora	Jaclyn Del Rosario	(626) 691-1396	muirj@dcfs.lacounty.gov
Glendora	Corrine Alas	(626) 691-1488	AlasC@dcfs.lacounty.gov
Glendora	Agnes De La O	(626) 691-1461	delaoa@dcfs.lacounty.gov
Headquarters	Maria Coreas	(213) 351-3269	CoreaM@dcfs.lacounty.gov
Headquarters	Felita Horton	(213) 351-5761	hortof@dcfs.lacounty.gov
Headquarters	Julie S. Lee	(213) 739-6480	leeic@dcfs.lacounty.gov
Headquarters	Stephanie Sanchez-Salazar	(213) 351-5825	sanchsa@dcfs.lacounty.gov
Lakewood	Pamela Jones	(562) 497-3650	jonpam@dcfs.lacounty.gov
Lancaster	Terri Payne	(661) 951-4004	craigt@dcfs.lacounty.gov
Lancaster	Wendy Taylor	(661) 951-4019	powelw@dcfs.lacounty.gov
Metroplex	Phyllis Butler	(213) 351-0105	butlep@dcfs.lacounty.gov
Metro North	Tika Smith	(213) 763-3882	tksmith@dcfs.lacounty.gov
Metro North	Gary Knighton	(213) 763-1593	knighq@dcfs.lacounty.gov
Palmdale	Carol Hardy	(661) 223-4291	hardca@dcfs.lacounty.gov
Palmdale	Kimberley Johnson	(661) 223-4260	johnki@dcfs.lacounty.gov
Pasadena	Gino Hernandez	(626) 229-3868	hernag@dcfs.lacounty.gov
Pomona	Delores J Flannigan	(909) 802-1360	flannd@dcfs.lacounty.gov
Pomona	Manzur Ahmed	(909) 802 1608	ahmedm@dcfs.lacounty.gov
Pomona	Margarita Meza	(909) 802-1521	mezam@dcfs.lacounty.gov
Pomona	Maria G Cardenas	(909) 802-1609	cardemb@dcfs.lacounty.gov
Procurement	Jose Rios	(213) 351-7262	Riosj2@dcfs.lacounty.gov
Santa Clarita	Amanda Valdez	(661) 702-6242	ValdeA@dcfs.lacounty.gov
Santa Clarita	Edna Shirvanian	(661) 702-6412	ShirvE@dcfs.lacounty.gov
Santa Clarita	Kristina Apresyan	(661) 702-6413	apresk@dcfs.lacounty.gov
Santa Fe Springs	Barbara Jean Carlos	(562) 903-5130	carlob@dcfa.lacounty.gov
Santa Fe Springs	Tamika Williams	(562) 903-5481	willitg@dcfs.lacounty.gov
WSFV	Manuela Perez	(818) 717-4823	PerezM4@dcfs.lacounty.gov
WSFV	Roza Kazarian	(818) 717-4500	KazarR@dcfs.lacounty.gov
WSFV	Lidia Ruiz Macias	(818) 717-4500	RuizML2@dcfs.lacounty.gov
Torrance	Maria Leilani Ast	(310) 972-3242	astm@dcfs.lacounty.gov
Torrance	Tanya Jones	(310) 972-3103	joneta@dcfs.lacounty.gov
Van Nuys	Nelli Tovmasyan	(818) 904-8513	tovman@dcfs.lacounty.gov
Van Nuys	Talin Zargarian	(818) 904-8578	ZargaT@dcfs.lacounty.gov
Van Nuys	Norma Lopez	(818) 904-8524	lopeznb@dcfs.lacounty.gov
Vermont	Debra Burnett	(323) 965-5176	burnde@dcfs.lacounty.gov
Wateridge	Adrienne Y Madison	(323) 290-8464	MadisA@dcfs.lacounty.gov
West LA	Kevin Brown	(323)-900-2203	brownka@dcfs.lacounty.gov

Thank you for your continued help and support. -Business Information Systems Division



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