

FOR YOUR INFORMATION

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Issue 18-16 (REV)

Date: 07/06/18

MARS HELP DESK

This FYI cancels and replaces FYI 18-16 dated 04/18/18. 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](#)

Primary office liaisons should arrange for a back-up liaison in case of emergency or during their absence from the office.

Steps to take for MARS Issues:

1. Please read the 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 first contact your Regional Office liaison to resolve your MARS issues. Your office liaison should be your 1st level support.
3. If your MARS Regional Office liaison is unable to resolve your issue, then please ask your liaison to submit a Service Request (SR) ticket to escalate your issue to MARS Support Staff (eService Portal, Business Applications, MARS). <http://myselfservice.lacounty.gov/>
No issues will be addressed without an SR.

MARS Regional Office Liaisons List

<u>Office Location</u>	<u>Name</u>	<u>Phone Number</u>	<u>Email</u>
Belvedere	Julia Hernandez	(323) 725-4507	Hernajf3@dcfs.lacounty.gov
Compton East	Summer Little	(310) 668-6606	littles@dcfs.lacounty.gov
Compton West	Charlotte Bunnitt-Tillman	(310) 263-2008	bunnic@dcfs.lacounty.gov
Covina	Brent Valentine	(626) 938-1701	valenb@dcfs.lacounty.gov
El Monte (Maclaren)	Brittany San Roman	(626) 455-4625	sanrob@dcfs.lacounty.gov
El Monte (Maclaren)	Karen Holmes	(626) 455-4621	HolmeK@dcfs.lacounty.gov
El Monte (Telstar)	Edmund Chung	(626) 569-6821	chungea@dcfs.lacounty.gov
El Monte (Telstar)	Nancy Tran	(626) 569-6806	trann@dcfs.lacounty.gov
El Monte (Telstar)	Reina Wendel	(626) 569-6852	wender@dcfs.lacounty.gov



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

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<u>Office Location</u>	<u>Name</u>	<u>Phone Number</u>	<u>Email</u>
El Monte (Telstar)	Tegra Hudson	(626) 569-6828	HUDSOT@dcfs.lacounty.gov
Glendora	Jaclyn Del Rosario	(626) 691-1396	MUIRJ@dcfs.lacounty.gov
Glendora (Property Management)	Chuck Abellon	(626) 691-1687	ABELLC@dcfs.lacounty.gov
Glendora (Regional Only)	Alicia Luna-Garcia	(626) 691-1481	LUNAAL@dcfs.lacounty.gov
Glendora (Regional Only)	Alma Tovar	(626) 691-1357	TOVARA@dcfs.lacounty.gov
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Glendora (Regional Only)	Daisy Ponce	(626) 691-1354	PONCED@dcfs.lacounty.gov
Glendora (Regional Only)	Janice Phillips	(626) 691-1355	PHILJA@dcfs.lacounty.gov
Glendora (Regional Only)	Maricela Antunez	(626) 691-1455	ANTUMA@dcfs.lacounty.gov
Glendora (Regional Only)	Marie Ordaz	(626) 691-1622	ORDAZM@dcfs.lacounty.gov
Glendora (Revenue Enhancement Division)	Agnes De La O	(626) 691-1461	DELAOA@dcfs.lacounty.gov
Glendora (Revenue Enhancement Division)	Corrine Alas	(626) 691-1488	ALASC@dcfs.lacounty.gov
Glendora (Revenue Enhancement Division)	Rosa Muratalla	(626) 691-1485	MURATR@dcfs.lacounty.gov
Glendora (Revenue Enhancement Division)	Saylia Mercado	(626) 691-1465	MERCAS@dcfs.lacounty.gov
Lakewood	Pam Jones	(562) 497-3747	JONPAM@dcfs.lacounty.gov
Lancaster	Terri Payne	(661) 951-4004	CRAIGT@dcfs.lacounty.gov
Lancaster	Wendy Taylor	(661) 471-1139	POWELW@dcfs.lacounty.gov
Los Angeles (3530 Wilshire)	Eva Diaz	(213) 351-0148	DIAZE2@dcfs.lacounty.gov
Los Angeles (3530 Wilshire)	Phyllis Butler	(213) 351-0105	BUTLEP@dcfs.lacounty.gov
Los Angeles (5757 Wilshire)	Kevin Brown	(323) 900-2203	BROWNK@dcfs.lacounty.gov
Los Angeles (Metro North)	Dianna Greene	(213) 905-3543	GREENDB@dcfs.lacounty.gov
Los Angeles (Metro North)	Gary Knighton	(213) 763-1593	KNIGHG@dcfs.lacounty.gov
Los Angeles (Metro North)	Hazel Borrás	(562) 345-6693	DOTSOH@dcfs.lacounty.gov
Los Angeles (Metro North)	Tika Smith	(213) 763-3882	TKSMT@dcfs.lacounty.gov
Los Angeles (Metro North) (ERCP Only)	Deborah Ramirez	(213) 765-7335	RAMIRD@dcfs.lacounty.gov
Los Angeles (Metro North) (ERCP Only)	Tracee Clark	(213) 765-7444	TClark@dcfs.lacounty.gov
Los Angeles (Metro North) (ERCP Only)	Virginia Winston	(213) 765-7426	WINSTJ@dcfs.lacounty.gov
Los Angeles (Metro North) (MART Only)	Erasmus Aguilar	(562) 570-5083	AGUILEE@dcfs.lacounty.gov
Los Angeles (Metro North) (TSC/APT Only)	Heidi Cruz-Mendez	(213) 765-7437	CRUZH@dcfs.lacounty.gov
Los Angeles (Shatto)	Angel Chavez	(213) 351-3249	CHAVEAB@dcfs.lacounty.gov
Los Angeles (Shatto)	Clyde Juloya	(213) 351-5727	JULOYC@dcfs.lacounty.gov



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Los Angeles (Shatto)	Edna Torres	(626) 569-6907	TorreE@dcfs.lacounty.gov
Los Angeles (Shatto)	Felita Horton	(213) 351-5761	hortof@dcfs.lacounty.gov
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Los Angeles (Shatto)	Stephanie Sanchez-Salazar	(213) 351-5825	sanchsa@dcfs.lacounty.gov
Los Angeles (Shatto)	Trinidad Gavidia	(213) 351-5747	GAVIDT@dcfs.lacounty.gov
Los Angeles (Shatto) (BCRS Only)	Tessa McClendon	(213) 351-5736	Mccllet@dcfs.lacounty.gov
Los Angeles (Shatto) (BFA Only)	Sandra Cruz	(213) 739-6434	CRUZSA@dcfs.lacounty.gov
Los Angeles (Shatto) (CAD Only)	Carol Kolar	(213) 351-5674	KOLISC@dcfs.lacounty.gov
Los Angeles (Shatto) (MEGA Bureau Only)	Julie S. Lee	(213) 739-6480	leejc@dcfs.lacounty.gov
Los Angeles (Shatto) (Procurement)	Linda Dominguez	(213) 351-7262	DominL@dcfs.lacounty.gov
Los Angeles (Shatto) (Procurement)	Ninfa Landeros	(213) 351-7257	LandeN@dcfs.lacounty.gov
Monterey Park (Centre Plaza)	Rebecca Ballin	(323) 526-6708	ballir@dcfs.lacounty.gov
Monterey Park (Corporate Place)	Cheuna Roland	(213) 703-6134	fitzhc@dcfs.lacounty.gov
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Norwalk	Diana Enriquez	(562) 345-6770	ENRIQD@dcfs.lacounty.gov
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Palmdale	Carol Hardy	(661) 223-4291	hardca@dcfs.lacounty.gov
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Pasadena (Adoptions Division & Kinship)	Maryann Abutaha	(626) 229-3878	abutam@dcfs.lacounty.gov
Pasadena (RFA)	Claudia Silva	(626) 229-3813	SILVACA@dcfs.lacounty.gov
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Pomona	Manzur Ahmed	(909) 802-1531	ahmedm@dcfs.lacounty.gov
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Santa Clarita	Amanda Valdez	(661) 702-6242	ValdeA@dcfs.lacounty.gov
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Santa Fe Springs	Lisa Riley	(562) 903-5125	rileyl@dcfs.lacounty.gov
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Santa Fe Springs	Maribel Rojas	(562) 903-5225	rojasma@dcfs.lacounty.gov
Santa Fe Springs	Silvia Rosas-White	(562) 903-5201	rosass@dcfs.lacounty.gov
Santa Fe Springs	Tina Willis	(562) 903-5191	willitb@dcfs.lacounty.gov
Santa Fe Springs (P3 Section Only)	Barbara Jean Carlos	(562) 903-5130	Carlob@dcfs.lacounty.gov
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Thank you for your continued help and support. -Business Information Systems Division



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