



April 2020

RE: COVID-19 Update

To our CSLN Members,

As attention and information surrounding the global outbreak increases around the Coronavirus Disease 2019 (COVID-19), we want to take this opportunity to communicate the precautionary steps the Child Support Lien Network (CSLN) is taking during this ever-evolving situation.

Our Employees

The health and well-being of our employees is of utmost importance, but we also recognize the importance of continuing to serve you reliably, safely, and compliantly during this pandemic. With this goal in mind, we have created a cross-functional team of representatives from each of our office locations to monitor the situation and ensure all precautions and preventative measures are effectively communicated and carefully followed. We are constantly keeping an eye on announcements and direction from health and government leaders [including the Centers for Disease Control and Prevention (CDC) and the WHO] and are exercising established plans to take care of our employees.

To date, we have not seen any major interruptions to our business as a result of the virus.

Continued Operations

At this time, we have enacted a Business Continuity Plan (BCP) compliant with state security requirements, enabling our employees to continue operations and ensure a secure environment while helping states with child support recoveries.

We are living in extraordinary times and we are learning more about COVID-19 every day. With the incredible speed at which things are changing around us, we are adapting our procedures regularly to maintain the level of quality, timeliness, and overall support you have come to expect from CSLN. As we move forward, we will be sure to keep you posted on any new developments. We look forward to continuing to serve you with the highest caliber of service and security, which is more important now than ever.

Please be safe and thank you for your continued partnership.

Respectfully yours,

Sharon A. Santilli, Esquire
CSLN Host Administrator

George French
CSLN Project Director