

MADERA COUNTY

COUNTY SERVICES AVAILABLE DURING SHELTER IN PLACE ORDER

For any questions or concerns regarding availability of county services during this period, please dial 311 to speak with a representative.

DEPARTMENT/ SERVICE	“SHELTER IN PLACE” SERVICE LEVELS TO THE PUBLIC¹
Madera County 311 Call Center	311 Call Center will remain fully operational as well as the MadCo Services App. Please note that response times may be longer than usual due to the anticipated high volume of calls.
Agricultural Commissioner/Weights & Measures	<p>Ag Commissioner’s Office will remain open as it is critical to ensuring the County and the nation’s food supply.</p> <p>In order to practice “social distancing”, lobby doors may be locked in order to allow one customer at a time to enter.</p> <p>Some routine, random field safety inspections may be suspended. However, high level work will continue (incidents involving human pesticide exposures, crop drifts, Priority Investigations, certifications of scales and meters used in food production & distribution, monitor fumigations).</p>
Animal Services	Animal Services will remain operational. The Shelter will be closed to the public for drop-in service and will move to appointment only. Please call 559-675-7891 to make an appointment. If you have any other questions on services, please contact 311.
Assessor	<p>The Assessor’s front counter will be closed for drop-ins but staff will be available for phone or email inquiries from the public. Main line 559-675-7710</p> <p>Please also see below for specific contact information:</p> <p>Business Property, Airplanes, Boats, Mobile Home Questions:</p> <ul style="list-style-type: none">• Trang Cooper (Businessdiv@maderacounty.com), Extension 2539 <p>Residential Commercial Property, Ag Property, Other Real Property</p> <ul style="list-style-type: none">• Brian Glover (Appraisers@maderacounty.com), Extension 2509 <p>General Administrative Questions</p> <ul style="list-style-type: none">• Bonnie Hendrickson (Assessor@maderacounty.com), Extension 2516 <p>Other Administrative Questions</p> <ul style="list-style-type: none">• Gary Svanda (Gary.Svanda@maderacounty.com), Extension 2515
Auditor/Controller	The Auditor’s/Controller’s front counter will be open during this time.
Board of Supervisors	The Board of Supervisors office will remain open.

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Behavioral Health Services	<p>Critical Functions to Remain Open</p> <ul style="list-style-type: none"> • Crisis Response Services (5150 response) and Walk-ins • Medical/Medication Services • In-Person Case Management Services to those Clients Designated as Most Severe • All other services will be conducted via telephone to include assessments and ongoing therapy. • Phone: • Madera (559) 673-3508 • Oakhurst (559) 683-4809 • Chowchilla (559) 665-2947
Child Support Services	<p>Child Support Office lobby will be locked but a list of contact phone numbers will be posted outside. Clients may also call 1-866-901-3212 or email ChildSupport@co.madera.ca.gov</p> <p>Doors will be unlocked, as needed, for parents who need to make a payment using the lobby kiosk.</p>
Community & Economic Development Department	<p>Madera Front counter will remain open for the following services:</p> <ul style="list-style-type: none"> • Building Inspections • Plan Check • Permit Tech • Planning Services • Environmental Health Services • Code Enforcement • Fire Inspector • Administration <p>Please call 559-675-7821 to schedule set appointments.</p> <p>All Public Hearings are postponed at this time (Planning Commission, Development Review Committee, Zoning Administrator).</p> <p>Bass Lake Government Center Building Division <u>will close</u>.</p>
Corrections	<p>Suspension of all public access to the facility to include the public lobby, and legal visits.</p> <p>Personal and Legal visits will be made available by wireless video technology.</p>
County Clerk-Recorder-Elections	<p>Please refer to the attached memorandum for County Clerk-Recorder-Elections service coverage.</p>
District Attorney	<p>Please refer to the attached memorandum from the Madera County District Attorney.</p>
Fire Department	<p>Fire Stations are fully operational but are closed to public access.</p>

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Madera County Library	<p>Library locations will be closed to the public. Checked out materials will not be due during days the library is closed. Services provided through the eLibrary will be open.</p> <p>https://www.maderacounty.com/government/madera-county-library/online-resources/digital-library</p>
Probation	<p>All Juvenile Detention Facility essential services will remain open and functioning</p> <ul style="list-style-type: none"> • Non-violent/serious juvenile offenders would be released to their parents • Detention staff would be on temporary and rotational administrative leave <p>All Juvenile and Adult field and Court Services will remain open and functioning</p> <ul style="list-style-type: none"> • Maintain minimal staff for mandated services to Court and emergency public safety issues • Probation staff would be on temporary and rotational administrative leave
Public Health	<p>Department will be closing the Immunization and TB Clinics. Majority of the department’s resources are dedicated to the COVID-19 event.</p>
Public Works	<p>The Department will remain operational but the front counter will be closed. Essential items below will be accessed online or by contacting the following number, emails or links:</p> <p>Public Works (General): (559) 675-7811 Public Works (General): mcpublicworks@maderacounty.com Public Works Permits: mcpwpermits@maderacounty.com Utility payments (559)479-5846 or at https://madera.afts.com/</p> <ul style="list-style-type: none"> • Permits (559) 675-7811 – Ext 3312 • Engineering services (559) 675-7811- Construction projects - Ext 3322 • Utility payments will remain via phone, web and Government Center ballot box drop off only- 1 staff (half day) Utility payments can be made by calling (559) 479-5846 or at https://madera.afts.com/ <p>Operations and Maintenance for water/wastewater will remain and road crews will respond to emergencies. Water and sewer emergencies need to call FIRST:</p> <ul style="list-style-type: none"> • Valley Standby (559) 676-0269, • Mountain Standby (559) 676-0268 or the • Sheriff’s Department (559) 675-7769. • (559) 675-7811 - Ext. 3553 <p>Landfill will remain open</p> <ul style="list-style-type: none"> • Scalehouse at the Landfill = (559) 665-1310 • Questions about trash pickup= Redrock (559) 675-7300 <p>Transit operations may be reduced. Live person= 675-7821 (CED to transfer to PW)</p>

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Sheriff’s Office	<p><u>Lobby/Admin Staff</u></p> <p>Only the essential front-office services will be available. We ask that citizens call us prior to coming to the office at (559) 675-7770 to discuss your need and to see if it can be handled over the phone. We will be locking the front door and requesting you call us if you need help with an essential service.</p> <p>What are essential services?</p> <ul style="list-style-type: none"> — Vehicle releases — Sex offender/ gang/ arson registration — CCW Renewals with a prior appointment — Property release with a prior appointment — Priority/Essential report requests — Filing restraining orders <p>We kindly ask that you please call our Records Division for information on services prior to coming in. They can be reached at (559) 675-7770. If you need to report a crime or speak to a deputy, please call the same number and ask for dispatch.</p> <p>Sheriff’s Office is limiting staff contact with each other. Contact via phone vs in-person in the office (calling the extension vs going to their office). We are requesting divisions stay within their division (civil only in civil, records only in records, only dispatchers in the dispatch center etc.).</p> <p><u>Field/Deputies</u></p> <p>Deputies are still responding to all calls for service. We have not stopped or reduced the calls we are handling. We have changed some procedures internally to try and handle more items by telephone (less face-to-face). We also changed some procedures to keep deputies in the field more to attempt to limit their exposure to each other. Lastly we have changed some procedures to increase visibility and patrol in the community.</p> <p>At this time the Sheriff’s Office does not have anyone working remotely, on leave or “non-essential” staff reductions in place.</p>
Social Services	<p>All current services locations are operational at this time.</p> <p>To protect staff and clients our lobbies are being restricted to only those services that necessitate a face-to-face contact otherwise services will be provided by phone, online: www.c4yourself.com, by mail, fax, or through our interactive voice response system (IVR).</p>
Treasurer-Tax Collector	<p>Department will remain operational but entry to the front counter will be limited.</p> <p>For Cash Payments – please contact 559-675-7713 and wait in the 1st floor lobby for further instructions.</p> <p>For Check Payments</p> <ul style="list-style-type: none"> • If you have an envelope, you can use the ballot drop box outside on the driveway of the Gov. Center • If you don’t have an envelope, please utilize the 2nd floor dropbox as we have envelopes available there

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Veteran’s Services Office	<p>The front counter will be closed to the public but the Veterans Services Office will remain operational by phone or via email.</p> <p>Phone: 559-675-7766 (Phone Applications or General Inquiries) Email: veterans@maderacounty.com (General Inquiries)</p> <p>A drop box has been placed in the lobby of the Madera County Government Center (200 W 4th Street, Madera CA 93637) for completed applications and supporting documentation. We kindly ask that you place items in an envelope and include your contact information for potential questions or missing information.</p>
Water & Natural Resources	<p>Front Counter will be closed and staff will be working remotely.</p> <p>Please contact 559-675-7821 for immediate assistance.</p>

¹Subject to change based on future guidance from Federal, State or Local authorities