

MADERA COUNTY

COUNTY SERVICES EFFECTIVE JUNE 29, 2020

For any questions or concerns regarding availability of county services during this period, please dial 311 to speak with a representative. Please note all County facilities are requiring face coverings and are limiting the number of people in their lobbies to allow for social distancing.

DEPARTMENT/SERVICE	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.
Administration	Office hours will remain operational Monday – Friday 8am-5pm Doors are unlocked and accepting walk-ins. Appointments may be scheduled by utilizing the MadCoServices App.
Agricultural Commissioner/Weights & Measures	Ag Commissioner's Office will remain open and is accepting walk-ins. Front lobby door is locked, entrance is through the back public door by the customer parking.
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	The Assessor's Office is by appointment only. Staff will be available for phone or email inquiries from the public. To contact staff or schedule an appointment you may call (559) 675-7710 or by utilizing the MadCoServices app. Please also see below for specific contact information: Business Property, Airplanes, Boats, Mobile Home Questions: <ul style="list-style-type: none">• Trang Cooper (Businessdiv@maderacounty.com), Extension 2539 Residential Commercial Property, Ag Property, Other Real Property <ul style="list-style-type: none">• Brian Glover (Appraisers@maderacounty.com), Extension 2509 General Administrative Questions <ul style="list-style-type: none">• Bonnie Hendrickson (Assessor@maderacounty.com), Extension 2516 Other Administrative Questions <ul style="list-style-type: none">• Gary Svanda (Gary.Svanda@maderacounty.com), Extension 2515<ul style="list-style-type: none">○ Forms are available on our webpage. We also can mail the forms.○ Forms can be turned in to the information desk.

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Auditor/Controller	The Auditor's/Controller's front counter will remain open and operational.
Board of Supervisors	<p>The Board of Supervisors office will remain fully operational and open during regular business hours, Monday-Friday 8am-5pm.</p> <p>Please refer to the contact information for each District Supervisor regarding any requirements for an appointment or meeting:</p> <p>District 1, Supervisor Brett Frazier melisa.dasilva@maderacounty.com or (559) 662-6010</p> <p>District 2, Chairman David Rogers. dienel.iniguez@maderacounty.com or (559) 662-6020</p> <p>District 3, Supervisor Robert Poythress nicholas.salinas@maderacounty.com or (559) 662-6030</p> <p>District 4, Supervisor Max Rodriguez leticia.gonzalez@maderacounty.com or (559) 662-6040</p> <p>District 5, Supervisor Tom Wheeler robert.macaulay@maderacounty.com or (559) 662-6050</p>
Behavioral Health Services	<p>Functions to Remain Open</p> <ul style="list-style-type: none"> • Crisis Response Services (5150 response) and Walk-ins • Medical/Medication Services • In-person treatment groups-reduced sizes. • In-Person Case Management Services to those Clients Designated as Most Severe • All other services will be conducted via telephone and tele health applications for video viewing to include assessments and ongoing therapy. • Madera (559) 673-3508 • Oakhurst (559) 683-4809 Chowchilla (559) 665-2947
Child Support Services	<p>Child Support Office Hours 8am-5pm Monday- Friday. Available for walk-ins, appointments, payments and genetic testing.</p> <p>Appointments may be scheduled by utilizing the MadCoServices App.</p> <p>Clients may also call 1-866-901-3212 or email ChildSupport@co.madera.ca.gov</p>
Community & Economic Development Department	<p>CED Planning and Building & Fire safety are fully operational.</p> <p>Madera Front counter is open by appointment for the following services:</p> <ul style="list-style-type: none"> • Plan Check • Permit Tech • Planning Services • Environmental Health Services • Code Enforcement • Fire Inspector • Administration

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Community & Economic Development Department (continued)	<ul style="list-style-type: none"> • Business License <p>Please call 559-675-7821 to schedule appointments or by utilizing the MadCoServices App.</p> <p>All Public Hearings are open; however GoToMeeting is also used at this time (Planning Commission, Development Review Committee, Zoning Administrator).</p> <p>Bass Lake Government Center Building Division is open and is accepting walk-ins.</p>
Corrections	<p>The public lobby is now open 7 days a week from 8:00am-5:00pm</p> <ul style="list-style-type: none"> • Only 2 people are allowed per visit • Two free 30 minute visits will be granted for onsite video visits. We are suspending free offsite video visits effective Monday (6/8/2020) • Visiting kiosk in the lobby have been designated to create social distancing • Money KIOSK is available for cash deposits • All Authorized professional visitors entering the facility are required to have their temperature taken and must wear a mask.
County Clerk-Recorder-Elections	<p>Office hours from 8am - 5pm (closed for lunch between 12pm-1pm). A drop box is available in the lobby of the government center for those wishing to drop off requests. Department doors will remain locked however the department is granting access to the public for appointments only by calling (559) 675-7724.</p> <p>Should any of the following requests need to be in person, an appointment must be scheduled:</p> <ul style="list-style-type: none"> • Real Estate – Electronic recording through title companies remains unchanged. We will continue to process documents sent through the mail for Recording as usual. • Birth, Death and Marriage Records Requests – Requests for vital records (birth, death, and marriage records) submitted online through VitalChek, as well as requests received through the mail or fax will continue to be processed as usual. • Official Record Purchases – Official records (purchase of copies) submitted by mail or fax will be processed as usual. • Marriage Licenses – Marriage licenses are being issued by appointment only. At least one party to the marriage must be a Madera County resident.

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County Clerk-Recorder-Elections (continued)	<ul style="list-style-type: none"> • Phone Calls and Emails – Phone calls and emails will be answered during regular business hours. Please call (559) 675-7221 for questions regarding Marriages, Fictitious Business Names, Notary, etc; for questions regarding vital records (birth, death, marriage) or questions regarding recorded documents, call (559) 675-7724 and for Election or Voter Registration questions, please call (559) 675-7720 • County Departments – Utilize interoffice mail through the drop box to submit documents for Recording. Map Recording will require an appointment for drop off. <p>City/Municipal – Utilize the drop box located in the Government Center Lobby. If you wish to record in person, you must have an appointment.</p>
District Attorney	The District Attorney’s office is closed to the public through the end of July. Members of the public who have business with the office may call 675-7726 to schedule an appointment.
Fire Department	Fire Stations are fully operational but are closed to public access.
Human Resources	Department is open Monday - Friday 8am-5pm and is accepting walk-ins.
Madera County Library	<p>All library locations remain closed to public, however are offering curbside checkouts and pickups of holds and requests.</p> <ul style="list-style-type: none"> • Book returns are open with returned materials being quarantined for at least 72 hours. • Summer Reading Program, story times, crafts, shows, and performances are all conducted online. • Staff offering pop-up summer registrations outside in the community and take and make activities at summer meal sites. • Phone reference, new library cards, and online resources continue. • Appointments may be scheduled by utilizing the MadCoServices App. <p>https://www.maderacounty.com/government/madera-county-library/online-resources/digital-library</p>
Probation	<p>Juvenile Detention Facility services are open and functioning. Public access is generally restricted upon approval of the facility Command Staff. Youth visits are limited to behind glass visits and/or video conferencing.</p> <p>Modified Mandated Youth Programing:</p> <ul style="list-style-type: none"> • Education services are functioning in a reduced capacity. Youth are working independently and meet with Teachers weekly-bi-weekly. • Counseling and Cognitive classes are functioning in small groups. • Court appearances done by Video Conferencing • Outside Academy Cadet Work Details are suspended

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Probation (continued)	<p>Admin, Juvenile and Adult Services are open and functioning.</p> <ul style="list-style-type: none"> • Main/Admin: Open • Juvenile Hall: Limited access • Juvenile Services: Open • Adult Services: Open • Oakhurst: Open <p>Public lobby access is open at all site locations.</p> <p>Revenue and Collections Services are open and functioning.</p> <p>Appointments may be scheduled by utilizing the MadCoServices App.</p>
Public Health	<p>Department programs (Immunization, Family PACT, and TB Clinics as well as appointments for HIV patients) remain closed. Majority of the department's resources continue to be dedicated to the COVID-19 event.</p>
Public Works	<p>The Department will remain operational but front counter services will be by appointment only.</p> <p>Appointments may be scheduled by utilizing the MadCoServices App.</p> <p>Essential items can 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 and Engineering Services (559) 675-7811 • Utility payments will remain via phone, web and Government Center lobby box drop off only. Utility payments can be made by calling (559) 479-5846 or at https://madera.afts.com/ <p>Operations and Maintenance for water/wastewater and roads will remain operational.</p> <p>Water and sewer emergencies need to call FIRST:</p> <ul style="list-style-type: none"> • Public Works (559) 675-7811 (Mon-Fri 8am-5pm only) • Valley Standby (559) 676-0269 (after hours) • Mountain Standby (559) 676-0268 (after hours) • Sheriff's Department (559) 675-7769 (after hours) <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 modified (559) 263-8081</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, however the front door will remain locked. Citizens must call (559) 675-7770.</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>If you need to report a crime or speak to a deputy, please call (559) 675-7770 and ask for dispatch.</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>The Tax Collector office is open for cash customers only or by appointment.</p> <p>Monday – Friday 9:00am - 3:00pm On the last day of each month we will remain open until 5pm.</p> <p>Closed daily for lunch 12pm-1pm</p> <p>Point of contact Jacqueline Torres Herrera</p> <p>For questions or to schedule appointments Phone: 559-675-7713 E-Mail: Taxcollector@maderacounty.com</p> <p>The Treasurer's Office is open by appointment only.</p> <p>Monday – Friday 10:00am - 2:00pm Closed daily for lunch 12:00pm - 1:00pm</p> <p>Point of Contact Richard Kaz</p> <p>For questions or to schedule appointments Phone: 559-675-7013 E-Mail: TreasuryTransferDistro@maderacounty.com</p> <p>Doors for both the Tax Collector's Office and Treasurer's Office will remain locked.</p>

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Veteran's Services Office	<p>This department is conducting operations on an appointment-only basis and is closed to all walk-in traffic. Our services will be provided via phone, email, FAX, and mail. Currently, our office is not offering veteran IDs; however, we are allowing veterans to schedule appointments for DMV driver's license verifications. All other items will be handled on a case-by-case basis and at the discretion of the CVSO and VSO staff.</p> <p>Veterans or family members dropping off documents may do so in a drop box at the Madera County Government Center's main lobby reception at 200 W. 4th Street, Madera CA 93637. We ask that items are placed in an envelope and include your contact information should we have questions or find that information is missing.</p> <p><u>Madera County Veterans' Service Office contact information:</u> Phone: 559-675-7766 Email: veterans@maderacounty.com</p>
Water & Natural Resources	<p>Fully operational and have resumed regular operational hours Monday – Friday 8am – 5pm Appointments may be scheduled by utilizing the MadCoServices App or by calling (559) 662-8015.</p>

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