

CHANGES TO COUNTY GOVERNMENT SERVICES AS A RESULT OF COVID-19 PRECAUTIONS

Chautauqua County Executive PJ Wendel has announced that Chautauqua County Government has a plan in place to reduce its on-site staff by 50 percent in an effort to prevent the spread of the novel Coronavirus-19 (COVID-19).

These actions are a result of New York State Governor Andrew Cuomo's March 16, 2020 Executive Order to local governments to reduce their overall on-site staff by 50 percent and to allow nonessential employees to work from home.

In addition, effective Thursday, April 16, 2020, members of the public visiting County facilities will be screened as to whether they have the symptoms of COVID-19, and all County employees who have direct contact with visitors to County facilities will wear a cloth face covering or face shield. These protocols are in compliance with Governor Cuomo's Executive Order. Screeners will ask any visitor entering a County building or workspace if they have any of the symptoms below, and individuals will not be allowed to enter to conduct business if they have any one of the symptoms:

- Fever - Either of the following:
 - >100 °F at entry site or reported at home
 - Subjective fever/chills
- Cough
- Difficulty Breathing
- Body Aches
- Headache
- Sore throat
- Runny Nose
- Nausea, vomiting, or diarrhea

This list of changes to county government services as a result of COVID-19 precautions will be continuously updated as situations change. This list was last updated on **May 29, 2020 at 9 a.m.** Changes to county services include:

- **County Clerk's Office:**
 - Due to concerns about the coronavirus, Chautauqua County Clerk, Larry Barmore, has implemented the following policies effective Monday, March 23, 2020:

- **THE COUNTY CLERK'S OFFICE WILL BE CLOSED TO THE PUBLIC UNTIL FURTHER NOTICE**

- All record searches are required to be completed online at www.searchiqs.com.
- All other legal documents can be filed via:
 - E-Recording
 - E-Filing
 - Mail- 1 N. Erie St. P.O. Box 170 Mayville, NY 14757
- Until further notice, the following in-person services will be suspended and will only be accepted by mail:
 - Business Certificates
 - Notary Public
 - Registrar & Notary Appointments/Clerk Certifications for Apostilles
 - Copies/Certified Copies of Documents
 - NO PASSPORTS WILL BE ACCEPTED AT THIS TIME.

- **ALL DMV OFFICES WILL BE CLOSED TO THE PUBLIC UNTIL FURTHER NOTICE**

- Effective April 21, 2020, outside drop boxes have been installed at the Dunkirk and Mayville DMV offices. Renewals may now be dropped off at any one of our three DMV offices 24 hours a day as well as mailing them to us if this is a preferred method. We will accept registration renewals, plate surrenders, vehicle registrations for new purchases and plate transfers. All automobile dealer work can now be left at any one of our DMV offices. We cannot renew driver's licenses at this time as this requires a personal visit. New York State has extended the expiration date on driver's licenses until further notice.
- New York State DMV is currently closed and has been closed for several weeks. Any renewals done online will not be processed by them at this time. Make sure that all DMV work is mailed to a Chautauqua County DMV office or left in one of our drop boxes. You may call any of the DMV offices with questions, however we have limited staff and many calls, so this may be difficult at this time
- Whether by mail or drop box, please enclose a stamped self-addressed envelope large enough to hold what you are

requesting, and containing enough postage for your request as we will mail your items to you, and include your phone number as we will need to contact you for payment. Any forms that you need can be found on the NYS DMV website at www.dmv.ny.gov.

- **Department of Health and Human Services Operations:**

- In an effort to reduce face-to face contact, the Chautauqua County Department of Health and Human Services is encouraging all Social Services clients to not come in for scheduled appointments or nonemergency services. Negative actions will not be taken on the case as a result of missing an appointment.

The Department of Health and Human Services is committed to continue to serve the public, while balancing the health and safety of the community.

Services through the Department of Health and Human Services (DHHS) are being provided as follows:

- Temporary Assistance, SNAP, – All Public Assistance eligibility, recertification, and emergency interviews can be done by phone. Domestic Violence and Drug/Alcohol Screenings will be done by phone. These interviews can be conducted without face-to-face contact through April 11, 2020 and recertification interviews can be conducted by phone through May 15, 2020. All applications and required documents can be mailed, e-mailed, faxed, scanned, or dropped off. SNAP benefits can be applied for on-line at mybenefits.gov.
- Temporary Housing Assistance (Homeless) and Non-PA Emergency Assistance applications and documentation can be mailed, e-mailed, faxed, scanned, or dropped off.
- Employment Activities – All work activities for Temporary Assistance and SNAP applicants and recipients will be suspended until May 15, 2020. Employment assessments and employment plans for applicants and recipients may be completed via telephone contact.
- HEAP – All requirements for face-to face interviews for any HEAP component is temporarily suspended. Applications and any supporting documents can be mailed, e-mailed, faxed, scanned, or dropped off.
- MA Spenddown/Over-grant Claims and any other DSS payments – In person payments, may be sealed in an envelope with your name and reason for payment and placed in the designated “drop box” at the locations referenced below. Make the payment as close as possible to the correct amount. Any amounts overpaid will be credited to the following month.
- Fair Hearings – Please contact the office of Administrative Hearing at 1-800-342-3334 for rescheduling.

- Child Support – Can be emailed directly at cccseu@co.chautauqua.ny.us, Faxed (716) 753-4602, or Call (716) 753-4555.
- Child Support Court appearances are administratively adjourned until April 30, 2020. Adjourn dates will be sent out by mail to respondents.
- Children Protective Services – Please call the Statewide Central Register 1-800-342-3720.
- Adult Protective Services/CASA – For non-emergencies please call (716) 753-4447; mail can be sent to 7 N. Erie Street Mayville, NY 14757
- Applications, both certification (initial) and recertification for assistance should be mailed to Chautauqua County Department of Social Services 110 E. 4th Street, Jamestown, NY 14701 or 319 Central Avenue, Dunkirk, New York 14048 or dropped off in either location – drop boxes are available.

It is essential that all clients please include a working phone number so we can contact you for an interview by telephone. Emergency needs will still be addressed on site at our Dunkirk and Jamestown locations.

- Environmental Health: The Chautauqua County Department of Health and Human Services Environmental Health Division has announced changes to public access to the Environmental Health office and water sample processing.
 - Until further notice, facility operators, contractors and members of the public will not be permitted in the Hall R. Clothier (HRC) Building in Mayville. Anyone requiring assistance or doing business with Environmental Health, such as applying for permits, must call **716-753-4481** for assistance. Do not expect to be assisted by stopping in. Your cooperation is greatly appreciated.

The Environmental Health water lab will remain open but there are changes to sample drop off beginning **Monday, March 23rd**. Until further notice all commercial customers, including water operators and permitted facility owners/operators, who use our lab are to drop off water samples in the entryway to the Gerace Office Building at 3 N. Erie Street, Mayville. This is the courthouse building located adjacent to the HRC Building whose parking lot is accessed from N. Erie Street/Route 394.

The procedure is as follows:

Bacterial Water Samples:

- Samples may be dropped off **Monday through Thursday between 8:30 AM and 2:00 PM.**
- Place water samples in the cooler located inside the main entrance near the security station

Nitrate Water Samples:

- Samples may be dropped off **on Wednesdays between 8:30 AM and 11:00 AM.**
- Samples must be collected the same day they are dropped off.
- Place water samples in the cooler located inside the main entrance near the security station.
- Remember to complete the sample chain of custody/testing form; you must include your e-mail and phone number.
- Attach the sample chain of custody/testing form and your check to the water bottle. Cash is not accepted. Test Assured will invoice those not including payment.
- Record your facility name, date and time samples were dropped off on the clip board provided.
- All customers who do not have sample bottles and need to pick them up must call 716-753-4481 for arrangements.

- **Human Resources Department and Civil Service Exams:**

- Civil Service Exams. Due to recent public health and safety concerns, the Chautauqua County Department of Human Resources announces that ALL Chautauqua County Civil Service Exams scheduled to be held in Mayville, NY on March 21, 2020; March 28, 2020; April 4, 2020; April 25, 2020; May 2, 2020, and May 16, 2020, June 13, 2020; and June 27, 2020 have been postponed. At this time we are unable to provide an alternate test date. All eligible applicants that received an admission letter for one of these exam dates will be notified by the Human Resources Office, Department of Civil Service, when an alternate test date has been determined.
- Human Resources Office. Effective March 18, 2020, the Chautauqua County Human Resources office will be closed for public access. Please contact the office at (716)753-4237 if you need assistance. We will take every effort to address needs in a timely manner.

We ask for your cooperation and patience as we navigate the current health and safety concerns. Please be sure to stay informed of updates and additional employment information as it becomes available by checking the Chautauqua County website at www.co.chautauqua.ny.us then click on "Employment."

- **Department of Mental Hygiene:** The Department of Mental Hygiene's Mental Health and Chemical Dependency Clinics are providing telemedicine appointments Monday through Thursday from 8 a.m. to 8 p.m. and Friday from 8 a.m. to 5 p.m. Clinics are open for crisis appointments and other special circumstances Monday through Friday from 8:30 a.m. to 4:30 p.m. The clinics are located at 200 E. Third St., 5th Floor, in Jamestown and 319 Central Ave. in Dunkirk. For more information, please call (716) 661-8330 or (716) 363-3550.

- **Office for the Aging Operations:** Office for the Aging staff continues to work every day to serve the seniors of Chautauqua County. Due to COVID-19 and state and local guidance on distancing to protect older adults from infection, there have been some changes to services:
 - **Case management** staff continues to call all the clients who receive our services, check on their wellbeing and make sure they have adequate food and medicine. We are also giving people suggestions on things they can do to keep their mind and bodies active in positive ways.
 - **Adult Day Care** has been ordered to close but they are also checking on their participants and making sure they have all they need as well as emotional support.
 - **Home delivered meals (MOW)** is continuing and people in congregate meal programs have changed to take-out. Seniors can use their dining out tickets for takeout from Meeders, Sure fine, and Central Station.
 - **Homecare program:** Most homecare services are continuing but aides who do housekeeping and chores may be limited to just running errands to pick up essentials. Homecare providers are reaching out to clients if there are any changes to services.
 - **HIICAP counseling and other meetings with clients:** Most of these have changed to telephonic meetings rather than in person for immediate needs or postponed if they can be.
 - **NY Connects Helpline and Office Phone lines:** Continue to be manned to answer questions, calm people's fears and direct them to good information.

We can all help by calling older neighbors and church members to see if they are ok, run errands for food and prescriptions so they do not have to go, and just spend some time talking to them about things other than COVID-19. Encourage seniors to take a walk outside if they are able, stay active inside if they are not, and reassure them that we are doing all we can to keep them safe and healthy.

- **Department of Planning and Community Development:**
 - The Department of Planning and Community Development is closed for public access. Individuals are encouraged to mail any correspondence to the department at Chautauqua County Division of Planning and Community Development, 2 South Portage St., Westfield, NY 14787. A mail drop box is also available outside the office. Customers can also reach the department at (716) 753-4060.
 - **Lakes and Waterways Grant Application Deadline Extended.** The application deadline for the Chautauqua County Occupancy Tax Program for Lakes and Waterways Grant has been extended from April 1, 2020 to April 15, 2020. For more information, please call Dave McCoy at (716) 661-8915 or (716) 753-4061.

- **Probation Department Operations:** The Probation Office in Mayville will be closed for the duration of this event. The Jamestown and Dunkirk offices will remain open Monday through Friday from 8:30 a.m. to 4:30 p.m. with public access by appointment only. Anyone with questions can call (716) 363-3640 or (716) 661-8011.

- **Public Defender's Office:** The Public Defender's offices located in Mayville and Jamestown will remain operative to assist those in the community who need urgent legal representation under these extraordinary circumstances. It is also implementing legal assistance by phone or video conference. The Public Defender's Office hours in both locations continue to be Monday through Friday from 8:30 a.m. to 4:30 p.m.:
 - Mayville Public Defender's Main Office, Hall R. Clothier Bldg., 7North Erie St., 1st Floor, Room 106, Mayville, NY 14757. Phone (716) 753-4376. Fax (716) 753-4751.
 - Jamestown Public Defender's Office, Lynn Bldg. (The old Post Office), 300 E 3rd St. Suite #211, Jamestown, NY 14701. Phone (716) 661-8880. Fax (716) 753-4751

Please call to make arrangements for a telephone or video consultation of any urgent criminal matter. The Public Defender's Office encourages the community to stay at home and avoid direct contact with others.

- **Department of Public Facilities (DPF) Operations:**
 - **DPF County Highway Transportation.** The DPF County Highway Transportation operations in Falconer, Sheridan and Sherman will be closed starting March 18, 2020 until further notice. For any County Highway related issues, please call the county highway dispatch number (716) 661-8401 or alternatively the Chautauqua County Sheriff's office at (716) 753-4232 as appropriate. County Highway personnel will be available to respond as needed to ensure the safety of the travelling public.

- The Falconer County Highway Administration building and the Division of Parks and Recreation will also be closed starting March 19, 2020 until further notice. Please see the county's website for contact information for inquiries in these areas.
 - Chautauqua Area Regional Transit System (CARTS). CARTS will be adjusting public transportation services starting March 19, 2020. All Saturday City Route Service will be suspended until further notice. CARTS Rural Route Service will have modifications so call CARTS to find out further information. CARTS Demand Response will be operating but in a limited capacity for essential transportation only. Continue to check with CARTS at (716) 665-6466 or (716) 366-3500 or on our CARTS Facebook page at www.facebook.com/CARTS.NY for further updates and continuing changes.
 - Jamestown and Dunkirk Airports. The Jamestown and Dunkirk Airports will remain open as normal with the Centric Aviation, the fixed based operator handling flight operations at both airports. However, the Jamestown Airport Terminal building will be closed to the public until further notice.
- **Real Property Tax Department:**
 - The Real Property Tax Department will be closed for walk-in payments effective Monday, March 30th. The public is asked to call the office between 8:30 a.m. to 4:30 p.m. to find out the amount owing. For more information, please contact the Real Property Tax Department by phone at (716) 753-4221, email at: CCTAX@co.chautauqua.ny.us , or visit its tax lookup: <http://app.co.chautauqua.ny.us/cctaxonline/#search> .
 - Deadline Extended for Delinquent Tax Redemption Period. Chautauqua County has extended the time period delinquent property owners will have to pay property taxes to avoid the County's current real property tax foreclosure. The deadline has been extended from April 15, 2020 to June 18, 2020. The County also extended the last day to file an answer in the tax foreclosure proceeding to June 18, 2020. Scheduling of any further steps in the foreclosure process, including the public tax auction, will be announced in the near future.
- **Sheriff's Office Operations:**
 - Jail Division: Jail visitation and programs have been suspended until further notice. We are currently working with our phone provider to offer two free phone calls per week for the inmates.

- Pistol Permit Office: The Chautauqua County Pistol Permit Office will be closed until further notice. All pending pistol permit applications and any new permits will be placed on hold at this time. Other transactions can be sent to the Pistol Permit Office by mailing: Pistol Permit Division, 3 N. Erie St., P.O. Box 128, Mayville, NY 14757.
- Records Division: The Chautauqua County Sheriff's Office Records Division will be closed to the public. Requests for records can be made through mailing the request to the Chautauqua County Sheriff's Office Records Department, 15 E. Chautauqua Ave., Mayville, NY 14757. All requests will be handled as soon as possible but likely after the State of Emergency has been lifted. If an accident report is needed it is best to go to crashdocs.org to obtain a copy of the report.
- **Veterans Service Agency Operations:**
 - Until further notice, the Chautauqua County Veterans Service Agency's offices in Jamestown, Dunkirk, and Falconer are closed to the public. However, there will be modified services available at each location.
 - The Jamestown office will have a representative available Monday through Friday from 1 to 4:30 p.m. to answer phone inquiries and setup telephone appointments to screen and match veterans with VA benefits as needed.
 - The Dunkirk office will provide the same services on Tuesdays and Thursdays from 8:30 a.m. to noon.
 - There is no scheduled coverage for the PFC Dwyer Program office located at the DPW building in Falconer, but Program Coordinator Cindy Reidy will regularly check and return phone calls to maintain program continuity.
 - Please refer to the following websites for information and services available from the comfort of your home:
 - www.va.gov/
 - www.ebenefits.va.gov/ebenefits/homepage
 - <https://www.dfas.mil/>
 - <https://www.myhealth.va.gov/mhv-portal-web/home>