

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

Chautauqua County Government remains committed to the safety of its employees and customers. With Coronavirus-19 (COVID-19)'s continued presence in New York State, the County has implemented several safety measures at its facilities to help protect individuals and prevent the spread of the virus.

Effective April 16, 2020, all visitors to County facilities will be required to answer COVID-19 screening questions prior to conducting business in County facilities. If anyone:

- Has traveled outside the country, or traveled to another state on New York's COVID-19 travel advisory watch list (see <https://coronavirus.health.ny.gov/covid-19-travel-advisory>) within the last two weeks; OR
- Resides or has had close contact with anyone who has been outside the country or in a State on the advisory watch list within the last two weeks; OR
- Has been directed to quarantine, isolate or self-monitor at home for the coronavirus by any doctor, hospital or health agency within the last two weeks; OR
- Has been diagnosed with, or has had close contact with anyone diagnosed with, COVID-19 within the last two weeks; OR
- Has flu-like symptoms (including cough, shortness of breath, fever of 100°F or higher, chills, headache)

they will not be allowed to enter County facilities.

All visitors must also adhere at all times to social distancing and face covering requirements.

Face masks or face coverings should be worn at all times in common areas such as entry ways, elevators, hallways, stairways and restrooms and when unable to maintain a social distancing of six feet in offices and meeting rooms.

Below is a list of changes to county government services by department as a result of COVID-19 precautions. This list will be continuously updated as situations change and it was last updated on **September 2, 2020 at 10:12 a.m.:**

- **County Clerk's Office:**

- The County Clerk's Office is back to normal operations with the following exceptions:
  - Passport services are not offered yet; and
  - Genealogy searches are by appointment only and can be scheduled by contacting the County Historian at 753-4857.
- Beginning July 6, in person DMV visits are by appointment only and certain transactions not required for in person, should be submitted by U.S. Mail or at one of the drop boxes located at each Chautauqua County DMV location.

Appointments can be made using the Chautauqua County DMV's online appointment system, which is available on the County's DMV website at <https://chqgov.com/county-clerk/Department-of-Motor-Vehicles>. Anyone without internet access should contact a relative or friend to make the appointment for them. No appointments will be made by telephone.

On this system, one can make an appointment for transactions that can be done most efficiently in person and those that must be done in person by DMV regulations. Appointment blocks are set at 15 minute and 30 minute intervals depending upon the transaction.

Any transactions not listed, such as registration renewals, are to be done by drop box or U.S. Mail as these transactions are not time sensitive. Automobile dealer transactions should be placed in the drop box. Dropbox transactions will be processed in a timely fashion.

Persons should show up no more than 10 minutes before their appointment time. Only the person with the appointment will be allowed in the building with the exception of under 18 learner's permits that require the presence of a parent or guardian. Anyone showing up late will forfeit the appointment. All persons must wear a mask and practice social distancing. The DMV will monitor the system daily and anyone abusing the system by making numerous appointments will have all of their appointments canceled.

All needed forms are available on the NYS DMV website at [www.dmv.ny.gov](http://www.dmv.ny.gov) Persons should have all of the paperwork completed before arriving for the appointment and remember to bring all needed documents.

At this time, only Chautauqua County residents will be processed at the Chautauqua County DMV offices. Any out of county persons making an appointment will have their appointment canceled.

To make an appointment, please use the following links:

- [JAMESTOWN](#)
- [DUNKIRK](#)
- [MAYVILLE](#)

Residents are also reminded that New York State has extended the expiration date on all classes of driver's licenses until further notice.

- **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 nonemergency services.

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:
  - NYDocSubmit Mobile Application - NYDocSubmit is a mobile application that allows certain applicants and recipients in Chautauqua County to take pictures of their documents and submit them to their local district office using their Apple iOS or Android device. There is no need for the individual to take time off from work, stand in line or travel to the district office to drop off documents. More information can be found here: <https://chqgov.com/humansocial-services/nydocsubmit-mobile-application>
  - Temporary Assistance, SNAP – All Public Assistance eligibility, recertification, and emergency interviews can be done by phone. New applicants and recertifications can be completed online at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) (you will be asked to upload verification documents to support your application as part of the online application process.). Domestic Violence and Drug/Alcohol Screenings will be done by phone. These interviews can be conducted without face-to-face contact through December 31, 2020 and recertification interviews can be conducted by phone through December 31, 2020. All applications and required documents can be mailed, e-mailed, faxed, scanned, or dropped off.
  - 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 further notice. 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. HEAP benefits can be applied for on-line at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov).
- 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](mailto: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 either completed and submitted online at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) or 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 all customers should check in at the new DHHS reception located in the basement of the Hall R. Clothier building next to the DMV located at 7 N Erie St. Mayville. This can only be accessed from the basement entrance parking lot off Vista Drive.

Water sample procedure is as follows:

**Bacterial Water Samples:**

- Samples may be dropped off **Monday through Thursday between 8:30 AM and 4:00 PM.**
- Payment is required at the time of sample drop off unless previous arrangements have been made. Only credit card, check or money order payment will be accepted – no cash.

**Nitrate Water Samples:**

- Samples must be dropped off **on Wednesdays between 8:30 AM and 12:00 Noon.**
- Samples must be collected the same day they are dropped off.
- 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.

Sample bottles for bacteria and/or nitrate can be picked up at reception anytime during normal business hours.

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

- Human Resources Office. Effective July 27, 2020, the Chautauqua County Human Resources office will reopen to the public with limited access to maintain social distancing. Please continue to make every effort to contact us via e-mail at

[CCHRS@co.chautauqua.ny.us](mailto:CCHRS@co.chautauqua.ny.us) or via telephone at (716)753-4237 if you need assistance.

- **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 Exam activities continue to be suspended until further notice. We've been in contact with NYS Department of Civil Service and are awaiting their recommendations and guidelines for the fall exam season. We will be in touch with all exam candidates when we are able to begin scheduling and administering exams again safely.

We ask for your continued 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](http://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:** Continues to work every day to serve the seniors of Chautauqua County with many staff working remotely. In August we expect that 50% of staff will return to the offices on alternating days with daily symptom check, masking, sanitizing and social distancing protocol in place. A few select staff will continue to work from home indefinitely due to health concerns. Since older adults are the most vulnerable to severe consequences or dying from the virus, direct contact with clients will be kept to a minimum until mass vaccination takes place. State requirements for in-person assessments continue to be suspended. Below are program specific changes:
  - **Case Management & Caregiver Support:** Staff continues to call clients who receive our services to check on their wellbeing and to make sure basic living needs are met, in addition to service needs. During the pandemic, we have deployed additional Personal Emergency Response buttons to people who live

alone and have been on our waiting list for service. We have also deployed a small number of animatronic pets to clients for comfort and social support during this time. Assessments for services will continue to be done by phone whenever possible. Staff will continue no contact mailing of masks or item drops to clients when needed. If needed, staff may make an in-home visit provided they follow proper protocols for masking and sanitizing.

- **OFA Homecare program:** All Homecare Agencies are accepting new clients for aide services at this time based on location and availability. They all have implemented proper precautions following local, state, and CDC guidelines. OFA continues to facilitate PPE needs for homecare agencies with EOS when needed.
  
- **Adult Day Care** is planning reopening this week with smaller groups on site and protocols to check for COVID symptoms, social distancing and sanitizing protocols per DOH & CDC guidelines. We continue to explore electronic options at home for those clients who are unable or unwilling to attend in-person due to health risk.
  
- **Nutrition Services:**
  - **Meals on Wheels (MOW)** continues for those who need an everyday meal service **and** a welfare check. MOW staff drop meals at the door, as well as, masking, and sanitizing hands before and after delivery. Small coolers have been made available for clients who have difficulty retrieving the meal at the door. Assessments will continue telephonically.
  
  - **Quarantined DOH clients:** Meals are being provided when necessary to people quarantined by DOH order. Delivery is via the Sheriff's department.
  
  - **Meal drops:** A new option during COVID for older people in need of food but do not meet MOW guidelines. These include frozen meals & shelf stable items.
  
  - **Shopping assistance** continues on limited basis using on-line platforms and YMCA/DF Mow delivery, Clients can pay with SNAP benefits, credit card or can be billed,
  
  - **Congregate meal sites** continue to be closed except for Restaurant Dining which continues at a few sites with take out service. Some clients who were in the congregate program are getting meal drops.

- **Dietician consults** will continue mostly telephonically.
- **Farmer Market Coupons** have been distributed through senior housing, via mail, and at the farmer market sites in Jamestown, Dunkirk and Fredonia. Clients should call NY Connects if they are not able to get coupons through one of these distributions.
- **Medicare Insurance Counseling:** These will continue to be telephonic whenever possible. Our offices will be open to clients **on a limited basis by appointment only** starting in August once glass partitions are installed. Clients visiting any OFA office will be subject to health screening and must wear a mask when not separated by a partition. Cleaning protocols will be implemented before and after visit. OFA may also refer clients to a list of local brokers who have been trained by OFA for assistance.
- **Senior Employment:** May start back in August if protocols and guidelines are in place at host agencies. Linda will need to visit each host agency and complete paperwork before this can happen and I will review Linda's findings before they resume. Lacey will be assisting with any nutrition related host agencies.
- **NY Connects Helpline and Office Phone lines:** Continue to be manned to answer questions, calm people's fears and direct them to good information.
- **Health & Wellness Programs:** Most are not meeting at this time but OFA is working Mayville Access Channel 5 to record and post our local programs on the Access Station on your TV. Already you can attend Healthy Bones and Tai Chi classes if you have an access station which is usually the one with a rolling community calendar. In the coming weeks we will add our Dietician led SNAP education to this grouping so you can stay healthy and active during this time. Programs can be viewed at U-Tube under Chautauqua Sunrise and we hope to have DVD's available soon to give out. Those group leaders who want to restart in-person classes are being encouraged to do these programs outside when possible and to follow protocols for masking, sanitizing equipment, and social distancing. Volunteer leaders can reach out to OFA or DOH for technical assistance on how to do these programs as safely as possible.
- **Department of Planning and Community Development:**
  - The Department of Planning and Community Development is available by appointment only. 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 or by emailing through its website at [www.planningchautauqua.com](http://www.planningchautauqua.com).

- **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 are operating at reduced staff until August 3, 2020. 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 (including county-operated parks) is expected to open on August 3, 2020. The Erlandson and Luensman Parks will open to the public, but will NOT

have any restroom facilities open. Please see the county's website for additional information.

- Chautauqua Area Regional Transit System (CARTS). CARTS has returned to regular weekday service on all of its City and Rural Routes effective June 16, 2020. All Saturday City Route Service is still suspended until further notice. For more information, or to schedule a trip, please call CARTS at 1-800-388-6534, (716) 665-6466 or (716) 366-4500. Individuals can also visit the CARTS Facebook page at [www.facebook.com/CARTS.NY](http://www.facebook.com/CARTS.NY) for further updates.
  
- 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 30<sup>th</sup>. 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](mailto:CCTAX@co.chautauqua.ny.us) , or visit its tax lookup: <http://app.co.chautauqua.ny.us/cctaxonline/#search> .
  
- **Sheriff's Office Operations:**
  - Jail Division: Jail visitation and programs have been suspended until further notice.
  
  - Pistol Permit Office: The Chautauqua County Pistol Permit Office is open on a limited basis and certain transactions can be completed by mail or appointment only.
    - Mail Transactions Include:
      1. **Registering or Deleting a Hand Gun:**

To register or delete a handgun by mail you will need to include:

        - Receipt from NYS Dealer or written statement from Pistol Permit Holder if co-registering handgun. Documentation should include: Make, Caliber, Serial Number and action type;

- If co-registering both parties' names (owner, & co-registrant) along with handgun information, address and pistol permit number of owner;
- \$3.00 per gun per permit fee to register or delete handgun;
- Copies of Pistol Permits and NYS Driver's Licenses for permits involved; and
- Self-addressed, stamped envelope to return transactions.

**2. Changing An Address on a Permit that is Issued in 2011 or After:**

To change an address on a permit (issued 2011 or after) by mail you will need to include:

- Current Plastic Cards (2011 – current issued);
- Copy of Permit & NYS Driver's License;
- Note of new address;
- \$5.00 fee to print new card; and
- Self-addressed stamped envelope.

All necessary documents should be mailed to the Pistol Permit Division, 3 N. Erie St., P.O. Box 128, Mayville, NY 14757.

- Appointment Only Transactions Include:
  1. **To Change Address or Name on a Permit Issued Prior to 2011; or**
  2. **Submitting Applications.**

**Please call the Pistol Permit Office at (716) 753-4374 to schedule an appointment for these transactions. Walk-ins will not be accepted.**

- Records Division: The Chautauqua County Sheriff's Office Records Division is open to the public. Individuals are encouraged to call the department at (716)

753-4442 to try to handle their record requests over the phone to prevent in-person visits. Individuals wishing to stop by in person must wear a mask when entering the department and only one family/person at a time is permitted in the lobby area.

- **Veterans Service Agency Operations:**

- The Chautauqua County Veterans Service Agency's offices in Jamestown and Dunkirk are open by appointment only. Veteran clients will be seen one at a time by appointment, provided they wear a mask, have no COVID-19 like symptoms, and aren't in mandatory isolation or quarantine for known exposure to an infected person. To setup an appointment, please call the Jamestown office at (716) 661-8255 or the Dunkirk Office at (716) 268-6030.