



OFFICE OF COUNTY ADMINISTRATOR

COUNTY OF KINGS
GOVERNMENT CENTER

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COUNTY ADMINISTRATIVE
OFFICER

-FOR IMMEDIATE RELEASE-

March 19, 2020

On Tuesday, March 17, 2020 the Kings County Board of Supervisors declared a state of local emergency and ratified the Kings County Health Officer's local health emergency declaration to more effectively manage the community's preparedness and response efforts to the Coronavirus (COVID-19) pandemic. As of March 18, 2020 there are currently no reported cases of COVID-19 infection within Kings County.

Kings County has taken steps to reduce health risks to employees and the public by adjusting business practices and service delivery through many of its departments. Departments are maximizing the ability of employees to work from home, limiting in-person public contacts, and directing clients to take advantage of alternative means of accessing services and information by way of the Internet, mobile apps, phone calls, email, U.S. mail, etc. For additional information go to, www.countyofkings.com. The County's mitigation program will be reevaluated regularly and will continue until further notice.

Public Safety: Fire and Sheriff emergency services will be fully staffed. In case of emergency, call 911. For Sheriff's Office information please call (559) 852-2790. For Fire Administration information, please call (559) 852-2881.

Administration Office & Natural Resources: The Administration lobby will be closed. The office will be available by phone 8:00 AM to 5:00 PM. Please call: (559) 852-2375.

Minors Advocacy: The Minor's Advocacy lobby will be closed. The office will be available by phone 8:00 AM to 5:00 PM. Please call: (559) 852-4576.

Agricultural Commissioner's Office: The department will continue inspection and certification services. The lobby will be closed and the department will be open by appointment only. Call: (559) 852-2830.

Assessor's Office: the lobby will limit walk-in hours from 10:00 am to 1:00 pm Monday through Friday. For more information, call (559) 852-2486. In addition, passport services will be temporarily suspended.

Behavioral Health & Recovery Services: The Behavioral Health lobby will be closed. For any general questions please call (559) 852-2444 Monday through Friday 8:00 AM through 5:00 PM.

To access services:

- If you are an existing client, contact your provider to schedule an appointment

- If you are a new client or need assistance, contact the Access Line to request assistance or an assessment: (559) 582-4481
- Crisis and Suicide Prevention:
 - If you are experiencing a psychiatric crisis, contact the Kings County Crisis Team at: (800) 655-2553
 - For suicide prevention, contact (800) 273-TALK (8255). No matter what problems you are dealing with, we want to help you find a reason to keep living. By calling 1-800-273-TALK (8255) you'll be connected to a skilled, trained counselor at a crisis center in your area, anytime 24/7. You can also text chat: Text HOME to 741741 from anywhere in the United States, anytime 24/7
- For Connection (non-crisis):
 - Anyone, any age, can call the non-crisis Kings/Tulare Warm Line available 24/7, including weekends and holidays. The Warm Line is a number you can call when you need to speak with someone who will listen to your concerns without judgment or criticism. It is a peer-to-peer telephone support service that is staffed by people who have experienced the same kinds of issues a caller might have. We are ready to listen when you are ready to talk. Call (877) 306-2413 (Toll-free).
- For Information/Local Resources:
 - Local resource information can be accessed by dialing 2-1-1, logging onto www.211kingscounty.org, downloading the 211 Intelliful™ mobile app, or by texting your zip code to 898211. These 2-1-1 services are free of charge, available 24 hours a day/every day of the year. Call specialists can accommodate multiple languages and the hearing impaired
- Alternate Services Providers:
 - Many insurance plans including Medi-Cal and Medicare may include telehealth as part of their benefits. You can call your insurance provider using the phone number on the back of your insurance card to inquire about your insurance provider's telehealth services, if available. Some telehealth options include, but are not limited to (*Kings County Behavioral Health does not promote any one telehealth service over another or at all*) LiveHealth Online <https://startlivehealthonline.com/landing.htm>. LiveHealth Online promotes on their website and mobile app: "Avoid the waiting room and see a doctor on LiveHealth Online from home. You'll receive an assessment and treatment plan in minutes without leaving your couch."

Child Support Services: The Child Support Services Office is closed. Communicate with Child Support Services by:

Phone: 1-866-901-3212, Monday – Friday (except holidays) from 8:00 AM to 5:00 PM.

Online: Access your case information online 24/7. Log in at <https://childsupport.ca.gov/customer-connect/>

E-mail: For specific questions about your case, e-mail Support.Counts@co.kings.ca.us.

Clerk-Recorder's Office: The lobby will limit walk-in hours from 10:00 am to 1:00 pm Monday through Friday. For more information, call (559) 852-2470. Civil marriage ceremonies will be temporarily suspended.

Community Development Agency: The department will continue building inspection and permitting functions on an appointment request basis. The front counter lobby will be closed. To make a request for inspection or permits please call: (559) 852- 2670.

County Counsel: The County Counsel lobby will be closed. The office will be available by phone 8:00 AM to 5:00 PM. Please call: (559) 852-2445.

District Attorney: The District Attorney's Office and Victim Witness will continue all operations with minimal staffing levels, unless courts close. The lobby will be closed. This office will be open by appointment only. Call: (559) 707-1655 or (559) 852-4166.

Elections: The Elections lobby will be closed to the public. Please call 1-800-289-9981 extension 4401 or (559) 852-4401 Monday 8:00 AM through 5:00 PM for any questions. All election related services are available online such as, online registrations, informational inquiries regarding voter registration, voting status, change of address request, change of political party request, and election results. Please visit the Elections website at: www.countyofkings.com/elections. For general inquiries regarding Elections Services you may also send an email to: Elections@CountyofKings.com.

Finance Department and Property Tax Payments: The Department of Finance will close its lobby to the public as of Thursday, March 19, 2020 and will be operating at reduced staffing levels in the office. The Treasury Office will be open from 9:00 AM to 11:00 AM Monday through Friday. At this time there has not been any change, by the State, to the property tax due date of April 10, by 5:00 PM. There are alternative ways to pay property taxes without having to physically come into the office that include the following:

1. **NEW EasySmartPay:** As of March 30, 2020 property owners will be able to make online credit card payments through a new program called EasySmartPay. The link to making this type of payment is www.easysmartpay.net. EasySmartPay is a new service where property owners can make a one time payment or can make monthly payments. Only one time payments will be allowed for the April 10th payment but monthly payments can be started for 2020/2021 tax payments. Please note: There is a convenience fee, as with all credit card payments. The convenience fee for EasySmartPay is 2.25%.
2. Starting on Friday, March 30, we will have a drop box in the County parking lot for property tax payments. Please do not drop off cash payments in the drop box. We will pick up all payments for the day at 5:00 PM and close the drop box until 7:00 AM the following morning.
3. Mail a check, cashiers check, or money order by 5:00 PM on April 10, 2020. **If you are mailing a payment on the last day (April 10th) be sure to have the postal worker date stamp your envelope.**
4. As a last resort you may call the office and make a credit card payment over the phone. As mentioned we will have limited staffing so this is not the most efficient way to make a payment. The County's convenience fee for using a credit card is 2.49%.

5. Call (559) 852-2477 or (559) 852-2479 to set up an appointment if you absolutely cannot utilize options 1 through 4.

To reach the Tax Collector/Treasury office call 559-852-2477 or 559-852-2479, to reach the Finance Department call 559-852-2712. If you would like to reach me directly call 559-852-2460, Jim Erb, Director of Finance. Thank you for your understanding. I am wishing that everyone stays well and that the County's preventative efforts continue to play a role in limiting if not preventing completely the number of Coronavirus cases we see in the County of Kings.

Fire Administration Office: Fire Administration will close its lobby. Building plan reviews and food vendor inspections on an appointment request basis will continue. For an appointment, please call (559) 852-2881. For an appointment with the Office of Emergency Management please call (559) 852-2847 Monday through Friday 8:00 AM to 5:00 PM.

4-H Program: The UC Cooperative Extension office is closed. Any questions regarding 4-H should be directed to Teresa Evangelo at Teresa.Evangelo@co.kings.ca.us. The UC Master Gardener Hotline is open and available to the public and can be reached at: (559) 684-3300. All other questions regarding this department including UCCE Kings County farm advisors and research specialists should be directed to the County Director, Karmjot Randhawa at kgrandhawa@ucanr.edu.

Human Resources: The Human Resources lobby will be closed. The office will be available by phone 8:00 AM to 5:00 PM. Please call: (559) 852-2510.

Human Services Agency: The Human Services Agency lobbies will be closed to the public. Services for all programs will be provided via phone, online or by appointment only.

Medi-cal, CalFresh (Food Stamps), CalWORKs (cash aid), Welfare to Work / Employment Services, General Relief, and CAPI programs

Submit applications, annual renewals, Semi-annual Reports or to provide any documentation, or to request an appointment, please contact us via the following methods:

- Online at C4Yourself.com
- Call Center at 1-877-410-8813
- Submit a paper application via fax at 559-585-0346
- Submit a paper application via mail or utilize the drop-off box located in front of each office at:
 - Hanford location -- 1400 W. Lacey Blvd., Bldg. #8, Hanford, CA 93230
 - Corcoran location – 951 Chittenden Avenue, Corcoran, CA 93212
 - Avenal location – 520 Fresno Street, Avenal, CA 93204
- Obtain a paper application -from the following link: [English/SAWS2PLUS.pdf](#)

To obtain a replacement EBT card, please call 1-877-328-9677.

To obtain a replacement BIC (Medi-cal) card, please call 1-877-410-8813

In person cash and EBT overpayment collections will be suspended for 90 days. Checks or money orders for payments of benefit overpayments may be mailed in or dropped off at our office locations.

For all eligibility programs, the State has suspended annual renewal requirements for the next 90 days effective today. This means that benefits will continue for all individuals currently receiving benefits until June 17th, 2020.

All Welfare to Work activities will be suspended for 90 days and CalWORKs time on aid will not be counted for the purposes of the 48 month time limit.

If you do not see the program call number you need please call 1-877-410-8813.

Homeless Benefits

Call and schedule an appointment via the call center at 1-877-410-8813.

For individuals without phone access, a phone will be made available at the Human Services Agency office Hanford location.

Health Care Options

To select a managed care plan or for questions related to managed care plans (CalViva and Anthem Blue Cross), please call 1-800-430-4263.

In Home Supportive Services

For applications, questions about existing cases and any information related to IHSS, please contact (559) 852-4467.

IHSS renewals have been suspended by the State for the next 90 days effective today. This means that benefits will continue for all individuals currently receiving benefits until June 17th, 2020.

In Home Supportive Services (IHSS) Providers / Public Authority

To apply to be an IHSS provider or any provider related questions, please call (559) 852-4615.

Child Welfare Services

To report suspected child abuse and neglect, call the hotline at (559) 852-2000

For all other child welfare related needs, contact your social worker directly or call the hotline at (559) 852-2000.

Adult Protective Services

To report suspected adult abuse and neglect, call the hotline at (559) 852-4000.

For all other adult protective services related needs, contact your social worker directly or call the hotline at (559) 852-4000.

Whole Person Care

To request services or for questions related to this program, call (559) 852-2800.

Additional information can be found at kingswpc.countyofkings.com

Job Training Office: The One Stop Job Center lobby and resource room are closed to the public, with services being provided on an appointment only basis. For assistance, or to make an appointment please contact us using the following:

- Telephone
 - (559) 585-3532
- General Inquiries-JTO
 - <https://www.kingsedc.org/contact/contact-jto/>
- General Inquiries-EDC
 - <https://www.kingsedc.org/contact/contact-edc/>

For Unemployment Insurance/State Disability Insurance assistance, help can be accessed as follows:

- Telephone
 - UI 1-800-300-5616
 - SDI 1-800-480-3287
- Online
 - www.edd.ca.gov/ui_online

Libraries: All libraries in Kings County are closed. Checked out materials will not be due during days the library is closed. In the meantime, our eLibrary is always open. Visit: www.kingscountylibrary.org to get started checking out eBooks, eAudiobooks, and more. Additionally, please hold on to all library materials until we reopen. All bookdrops will be closed. Do not leave library materials outside any library building. No fines will be charged during this time. Library materials on hold (reserved) will be held until we reopen. Please call (559) 852-4003 Monday through Friday 8:00 AM and 5:00 PM.

Law Library: Access to the Law Library and to the Small Claims Adviser will be by phone or appointment only. To contact the library or the Small Claims Adviser, call (559) 852-4430.

Probation: The lobby will be closed. We are available by phone to ensure public safety demands are met and that our clients have access to necessary information and services. Call (559) 852-2850, Monday through Friday 8:00 a.m. to 5:00 p.m. A 24-hour on-call officer is available by contacting the Kings County Sheriff's Office Dispatch at (559) 852-2720. For emergencies, please utilize 9-1-1 to reach appropriate public safety personnel.

We have suspended in person visitation for youth housed in the Kings Juvenile Center through the end of March 2020. We will reevaluate at that time and reinstitute in person visitation as soon as it is safe for our youth and the public as a whole. Enhanced phone visitation is being provided, at

no additional expense to families, as well as expanded opportunity for youth to correspond in writing with family and friends.

Parks Facilities: We will be delaying opening Burriss and Hickey Parks until further notice.

Public Guardian/Veterans Services: We remain dedicated to serving our Veteran and PG clients in the most expedient manner possible, while protecting the health of both employees and our valued clients. The lobby will be closed to the public, and the office will be available by phone from 8:00 AM to 5:00 PM Monday through Friday. For Veterans Services call (559) 852-2669 and for Public Guardian call (559) 852-2665.

Public Health: Lobbies will be closed to the public. Lab will remain open; essential supportive services; and birth and death certificates will be conducted by appointment only. Emergency Management Services will remain fully functional. The Health Department's phone line will remain available Monday thru Friday between 8:00 AM and 5:00 PM and on Saturday & Sunday from 10:00 AM -2:00 PM. For after hours and weekend calls from the public, please call (559) 584-1401 and press 6 with any questions regarding COVID-19 and press 5 for non-COVID-19 related issues, and your calls will be returned the next business day.

Public Works and Surveyors Office: The front counter lobby will be closed. The department will continue issuing transportation permits, but there will be a delay in processing. Encroachment permits will be delayed and issued only for public safety and utilities, based on urgency. Inspections for new and current permits must be by appointment and may require up to 72 hours to schedule. The ability to access survey records will be limited. Efforts will be made to provide information electronically. If there is an emergency, an appointment can be made to come into the office. To make a request for inspections, permits, survey records or an appointment please call: (559) 852- 2690.

Road Repair/ Road Side Litter Requests: Essential services for road maintenance and flood control will be maintained. From 8:00 AM to 5:00 PM call (559) 852-2690. After hours call (559) 852-2720.