



**COUNTY OF SHASTA PROGRAMS AND SERVICES  
TEMPORARY CHANGES IN SERVICE DUE TO COVID-19  
PANDEMIC**

**AS OF 6/12/2020**

***Most of the County's public counters will be closed. Please see below for details or visit the department websites (linked below).***

- **[Agricultural Commissioner/Weights & Measures Department](#)**: Public service counters will close, however services continue through electronic inquiry (online, fax, e-mail) or by phone. Check the [website](#) for necessary forms.
- **[Assessor-Recorder](#)**: Please follow this link for information on how to access services.
- **[Auditor-Controller](#)**: Public service counters are open with modifications for social distancing. Where possible, the Auditor still encourages participants to conduct business through electronic means first, in an effort to reduce in person exposure.
- **[Board of Supervisors](#)**: To ensure continuity of government, the Board will continue to meet employing social distancing. The public is encouraged to interact online, by mail or by phone. To participate in our public process for Board meetings, please review the guidelines at <https://www.co.shasta.ca.us/index/bos>.
- **[Child Support Services](#)**: Effective Monday July 27th, public service counters will be open for all services. Services will continue to be available through electronic inquiry (online, fax, e-mail) or by phone. Visitors are asked to wear masks when entering the building. Please check the website for information.
- **[County Clerk/Elections](#)**: Public service counters are now open by appointment only for all services. Call (530) 225-5730 or email [countyclerk@co.shasta.ca.us](mailto:countyclerk@co.shasta.ca.us) to schedule an appointment. When possible it is encouraged for you to complete transactions via mail. Please call or check the [website](#) for more information.
- **[County Counsel](#)**: Public counter will close. Functions will be operational through telecommuting or onsite presence using social distancing protocols.
- **[County Executive Office/Clerk of the Board](#)**: The Clerk of the Board division will close its public counter. The public will be able to submit claims, assessment appeals, and other documents electronically, via regular mail (with postmark). Other County Executive Office functions will be operational through telecommuting or onsite presence using social distancing protocols.

- **District Attorney:** Public service counters will close, however services continue through electronic inquiry (online, fax, e-mail) or by phone. Please check [website](#) for contact information.
- **Farm Advisor:** Public service counters will close, however services continue through electronic inquiry (online, fax, e-mail) or by phone.
- **Fire:** Department operations are fully staffed. Fire stations will close to the public, with the exception for any medical emergency that will require the public to enter a station for treatment. Fire stations will remain available for the Safe Surrender program.
- **Health and Human Services Agency:**
  - **California Children’s Services Medical Therapy Unit:** The office will close for therapy, but open for phone consultations.
  - **CalWORKS Employment Services:** Public service counters will close. however services continue through electronic inquire (online, fax, e-mail or by phone).
  - **Economic Mobility:** There are no plans to discontinue services, however, clients will be screened at building entrance and instructed to complete business by mail, phone or online whenever possible. Additionally, the number of service windows and waiting area seating is reduced to ensure social distancing of 6 feet. Facilities have been outfitted with hand sanitizers and additional measures for disinfection. Customers may apply online at C4Yourself.com or contact the Customer Service Center at 877-652-0731.
  - **Enterprise Regional Office:** The office will close.
  - **Mental Wellness:** Non-essential services are temporarily suspended to limit the volume of in-person services. In-person services will continue for crisis response. The 24/7 Access Line at (888) 385-5201 is available for questions, crisis needs or linkage to alcohol and drug or mental health services.
  - **Women, Infants and Children (WIC):** Service locations have been consolidated to the Atrium location in Downtown Redding at 1670 Market St., Suite 300. Services continue through phone, and online options.
  - **Opportunity Center:** Public service counter will close. Services for clients continue at a reduced capacity level.
- **Housing and Community Action:** Public service counters will close, however limited services continue through electronic inquiry (online, fax, e-mail) or by phone. Check [website](#) for more information.
- **Information Technology:** Public lobby will close.

- **Juvenile Rehabilitation Facility:** Operational changes are implemented within the Juvenile Rehabilitation Facility to assure the safety and security of the facility, youth, and staff.
- **Probation:** Public service counters will close with the exception of Adult Probation. Please see posting on doors for availability for Adult Probation. The Probation department will be operational and staffed.
- **Public Defender:** Public services will continue via telephone. Lobby to remain open to clients only.
- **Public Works:** Public services will continue through means other than the public service counters. Services will continue to be provided.
- **Resource Management:** Public services will continue through means other than the public service counters. Materials may be submitted via e-mail, online and in-person via drop box outside the main entrance. Permits will be issued and building inspections continue to be conducted; other inspections performed by the department will be conducted on an as-needed basis. Please check [website](#) for additional information.
- **Sheriff-Coroner:** Department is operational and staffed. Lobbies in Redding and City of Shasta Lake will close.
- **Support Services:** Some recruitment activities are on hold such as testing. All other business operations will continue by appointment, phone, skype or email. The lobby will close to the public.
- **Treasurer-Tax Collector (TCC):** Property taxes due April 10<sup>th</sup>. Please pay online at: [www.co.shasta.ca.us/departments/ttc](http://www.co.shasta.ca.us/departments/ttc) or call (844)382-4430 or mail your payments to PO Box 991830, Redding CA 96099-1830. Services available by phone, online, fax, or e-mail.
- **Veterans Services Office:** Public service counters will close, however services continue through electronic inquiry (fax, email, phone). Please check website for contact information.