



# Calaveras Health and Human Services Agency

Kristin Stranger, Director

509 East St. Charles Street  
San Andreas, CA 95249

Date: April 17, 2020  
To: Health and Human Services Agency  
From: Kristin Stranger, Director, Health and Human Services Agency

## Re: Update to HHS Service Delivery – COVID 19 Pandemic Response

**Operation Hours: 8:00 am to 5:00 pm**

**Human Services:** Doors are closed to the public, but services are still available.

- Eligibility and Employment Services – (209) 754-6448
- Social Services and In-Home Supportive Services (IHSS) – (209) 754-6452
- **Adult and Child Services Mandated Reporting Hot Line**
  - **(209) 754-6677 or (844) 690-5137**

When essential services require in-person contact, staff will meet clients at the main doors. Staff will practice minimal contact, sterilize surfaces, and practice extensive handwashing. Services that require more than minimal contact will be provided utilizing personal protective equipment (PPE) of face masks, gloves, and social distancing guidelines.

Examples of essential minimal contacts may include:

- Pick up of EBT card, BIC or passport to services
- Food bag, gas voucher, or bus passes

Essential services that may require more than minimal contact may include:

- Court ordered drug testing
- Family visitations and Child and Family Team (CFT) meetings
- Emergency Response – Child and Adult abuse investigations (24/7)

**Mental Health and Substance Abuse:** Mental Health Clinic and Substance Abuse Clinic lobbies are open during normal operating hours. Clients are asked to wash their hands upon arrival. The window remains shut unless paperwork needs to be exchanged. The lobby furniture, counters, and workstations are wiped clean after each client contact. Face-to-face contacts are limited to initial psychiatry assessments, crisis services, and those approved by management. All other services are being provided by telephone or telehealth.

- (209) 754-6525

**Veterans Services:** Client appointments are conducted by phone whenever possible. When necessary, a face-to-face appointment will be arranged. Appropriate social distancing and sanitation is practiced at all times.

- (209) 754-6910

**Public Authority:** No in-person services provided. Services continue to providers by phone.

- (209) 754-6452
- Occasional organized events are held to distribute PPE to providers in a drive by pick-up style.

**Public Guardian:** Services are available by phone.

- (209) 754-6452

**Public Health:** Main lobby doors are closed, but can be reached by phone or e-mail.

- (209) 754-6460
- [pubhealthweb@co.calaveras.ca.us](mailto:pubhealthweb@co.calaveras.ca.us)

**First 5:** Direct client service is provided by phone and virtually.

- (209) 754-6914

**Administration:**

Calaveras Mariposa Community Action Agency  
Community Development Block Grant  
Contracts/Privacy/Security  
Housing and Homeless Services  
Fiscal

No direct services are provided to clients. There is a combination of in-office and teleworking, which is occurring both during regular business hours, after hours, and/or on weekends, as necessary. Essential work is conducted via email, phone, and VPN. When essential work is conducted in the office, social distancing guidelines, extensive handwashing and sterilizing routines are observed.

If there are questions, please contact Jessica Wharregard at 754-6450.