

Where Communities Come Together



Update on Eau Claire County Operations *Information on contacting departments*

For Immediate Release

(March 20, 2020)

For the safety of our customers and co-workers, beginning Friday, March 20, Eau Claire County will suspend all walk-up services except for emergency and 24/7 operations until further notice.

All public entrances will be closed; except for the main entrance at 721 Oxford Avenue which should be used for pre-scheduled appointments and court services only.

High traffic department area phone numbers will be available on the doors of County buildings as well as listed on the website. If you are unsure who to call, please call 715-271-7970 and someone will direct you.

For essential services of:

ADRC For Meals on Wheels call 715-839-4886. For Aging & Disability Resource Center (ADRC) Questions 715-839-4735

Child Support Child Support customers can contact the agency via phone at 715-839-4770. You can email their direct worker (email contact info is on our webpage), fax information to 715-831-5852 (our faxes come through email), or email the general child support email address at child.support@co.eau-claire.wi.us. We are conducting appointments by phone and contacting customers to schedule phone appearances for court.

Community Service The Eau Claire County Community Service Program recognizes the importance of continuing to deliver essential services and operations during the COVID-19 pandemic. The following procedures are being implemented, effective immediately:

- Many agencies will not allow volunteers to complete hours at this time. Please notify the Community Service office at 715-839-1869 if you are unable to complete hours at your assigned agency.
- Please limit contact with our office: o Time sheets should be USPS mailed to the office or emailed to: communityservice@co.eau-claire.wi.us
- Please do not drop off completed time sheets in person at this time.
- If you have an appointment scheduled between March 20, 2020 – April 30, 2020, that appointment WILL BE completed over the phone by calling Aimee Drivas, Community Service Coordinator, at 715-839-6787 unless the appointment is rescheduled.
- Community Service surcharges that are due can be paid through the Eau Claire County website at <https://www.paylocalgov.com/pos/>

We recognize that participants may have problems completing Court Ordered Community Service hours during this time.

County Clerk for inquiries about marriage licenses or voting, please call 715-839-4803

Courts Will remain open and accessible through the main entrance at 721 Oxford Avenue.

District Attorney Requiring DA services, they should call the main number (715-839-4828) before coming to the Courthouse.

For Victim Witness Services, they should call the VW main number (715-839-4795) before coming to the Courthouse.

Health Department If you have any questions regarding COVID-19, please contact 2-1-1 or the Health Department at 715-839-4725

Highway Essential functions will continue

Housing Authority will be accessible by phone or email.

Human Resources All services HR provides to individuals who are not current employees can be found on the website.

Human Services Eau Claire County Human Services is providing essential and basic services to respond to meet our requirements for providing safety to the community in the areas of Child Protective Services, Juvenile Intake, Crisis Services, Adult Protective Services and Economic Support Services. The agency is answering phone calls at the Department and responding to emails, during normal business hours. You can go to the Human Services Web Page for information to access essential and emergency services.

Contact Information:

General Information – Monday through Friday (8-4:30)

715-839-2300

Email:

humanservices@co.eau-claire.wi.us

Abuse or Neglect Concerns:

Human Services (Mon - Fri 8am - 4:30pm)

715-839-7118

After 4:30 p.m., Weekends & Holidays, Contact the Law Enforcement at

715-839-4972

Jail, Police Department (non-emergency 715-839-4984), **Comm Center** (non-emergency 715-839-4972 – Services typically handled by the Jail Reception can all be found online. Call Sheriff's Department if needing assistance (715-839-4709)

Planning & Development We recommend that you do your business with our office by phone, email or through the website

<https://www.co.eauclaire.wi.us/departments/departments-l-z/planning-development>

<https://www.co.eau-claire.wi.us/departments/departments-l-z/planning-development/planning-staff-directory>

Register of Deeds The public is able to request vital records and land records through Official Records on our website. We will also accept applications for vital records and documents for recording through the mail. Signed marriage licenses can be dropped off in the drop box or mailed to us.

During this time, will also accept requests for vital records and land records over the phone/through email and the customer will be able to pay for them with a credit card over the phone. Register of Deeds will allow title companies to continue to drop off documents if they call first and let us know they are here and will allow funeral homes to pick up death certificates if they call and let us know they are here.

All documents for recording can be e-recorded through CSC E-recording, E-recording Partners Network, Indecomm or Simplifile.

Most land records are available either on Laredo or Tapestry. If a record cannot be found, they can call or email us and we will assist them.

We will be suspending genealogy research and land records research in our office until the courthouse opens back up to walk in public.

Treasurer If you need to pay property taxes – you can look up the amount due at: <http://eauclairecowi.wgxtreme.com/>

Then they can pay online with debit card \$3.95 or credit card 2.39% OR mail us a check

For copies of receipts again they can see the values on a parcel report found at: <http://eauclairecowi.wgxtreme.com/>

Or call us at 715.839.4805 or email us to request a copy be mailed or emailed.

Faxed requests can be sent to 715-839-6025

If needing the Treasurer signature for a plat map, email or call for an appointment.

Veteran Services Call 715-839-4744 for assistance

Department Contact information:

Aging & Disability Resource Center <i>Main Number</i>	715.839.4735
<i>Meals on Wheels</i>	715.839.4886
Child Support	715.839.4770
Clerk of Courts	715.839.4816
Community Service	715.839.1869
County Clerk	715.839.4801

Courts - General	715.839.4816
District Attorney	715.839.4828
Health Department	715.839.4718
Housing Authority	715.839.6240
Human Services	715.839.2300
Jail	715.839.4702
Planning & Development	715.839.4741
Register in Probate	715.839.4823
Register of Deeds	715.839.4745
Sheriff	715.839.4709
Veterans Service	715.839.4744

###