

**Portage County Administration Building
COVID-19 Limited Access Plans by Department/Office**

Effective March 25, 2020 until further notice

Portage County Job & Family Services

Portage County Job and Family Services will continue to provide essential services to the Portage County residents. Those essential services include Food Assistance aka SNAP, cash assistance, child care subsidy, Medicaid, Prevention, Retention and Contingency (PRC) emergency assistance, Child Support financial assistance to children and modifications of orders for obligors, Child and Adult Protective Services, youth case management, Non-Emergency Transportation (NET) to medical appointments and residential services to children in PCJFS custody.

We will be expedient in processing public assistance applications so that individuals can receive those benefits to which they are entitled. We will continue to investigate child and elder abuse and neglect cases and those calls should continue to be made to 330-296-2273 (CARE). We will continue to address the safety and wellbeing of the children entrusted in our care. We will not be taking negative action on public assistance and child support cases at this time. Work Experience Participants (WEP) will not be sanctioned from benefits for non-participation at worksites.

Attached is a flyer showing how our services can be accessed from home. While all of our building locations will be closed to the public effective Wednesday, March 25, 2020, information, applications and postage paid envelopes will be available at the doors of the County Administration Building and can be dropped off in the drop box in the parking lot or mailed back in. Mail will be picked up on a daily basis from the drop box. Clients will receive mailed notices of benefit determination. JFS clients can also contact our main number at 330-297-3750 to speak to a JFS representative. For those that do not want to wait on hold and need to follow up or get information on securing one of the essential services can also email JFS at Portage_PA@JFS.ohio.gov.

Board of Elections

To best serve the citizens of Portage County we will maintain regular office hours Monday – Friday from 8:00 a.m. to 4:30 p.m. We encourage the public to call, (330) 297-3511, or email, portage@ohiosos.gov, us for basic services such as obtaining an absentee ballot application. For those who require in-person assistance, please call our office to make an appointment during our regular hours of operation at (330) 297-3511. In addition, a Board of Elections Depository will be placed directly outside the main doors of the Administration Building where individuals may securely drop off absentee ballot applications during regular business hours without entering the building. A notice will be placed on the main door of the Portage County

Administration Building with our phone number, so citizens may call us from that location.

Internal Services

- Contractors coming to the building for any necessary repair purposes will be instructed to call when they arrive and staff will meet them.
- Mail and other deliveries will continue to come to the dock and will be processed. Vehicle deliveries will be done by appointment.
- Bids shall be mailed and bid openings will be done through live webstream.

Portage County Land Reutilization Corporation

Members of the public are encouraged to contact the Portage County Land Reutilization Corporation (Land Bank) either through email at dmorganti@pclandbank.org or by phone at 330-839-7199. All inquiries from the public will be responded to in a timely manner.

Portage County Engineer - Tax Map Division

If a hard copy of a certified tax map is needed, email LFroelich@portageco.com or call 330-297-3598, send a check, and the map could be mailed. Most survey information and archives are now on line. Any surveyor who must come in for a document not available online, could call for an appointment. Current tax maps can be scanned and emailed by request. Documents for Tax Map can be placed in the lock box outside the administration building.

Portage County Building Department

Permit Applications and construction drawings should be mailed or dropped off in the drop box by the building department main door. Field inspections may continue, depending on the circumstances. Please check the building department website for details.

Water, Sewer, and Recycling Billing

Customers can continue to mail in payments, pay via credit card online, or use the drop box in the administration building parking lot. Late fees will be waived through April 30th. County Water, sewer, and recycling services will not be suspended for non-payment or other billing issues.

Treasurer's Office

The following operational changes will be in effect beginning on Tuesday, March 17, 2020 and running through at least the close of business on Friday, March 27, 2020:

Tax Payments. During this period, the Treasurer's Office will not accept in-person tax payments. While payments by mail will continue to be processed, taxpayers are encouraged to utilize online and phone payment options available at co.portage.oh.us/treasurers-office/pages/payment-options. Taxpayers are also encouraged to use the drop box for tax payments, located outside the Portage County Administration Building.

Payment Plans. No new delinquent tax payment plans will be offered during this time. Taxpayers on existing delinquent tax payment plans may continue to make payments, consistent with the recommendation above.

Foreclosures. During this period, the Treasurer's Office is suspending further foreclosure action on occupied structures (owner-occupied/rentals). Foreclosure actions on unoccupied/ unimproved properties will continue.

Pay-Ins. In the interest of minimizing public contact, and after consultation with the Prosecutor's Office as to legal requirements, the Treasurer's Office will only accept pay-ins by cash and check from other County offices and departments once per week during this period. Offices should coordinate with the Treasurer's Office staff as to when to make pay-ins of that variety. Electronic pay-ins will continue as normal.

Taxpayers and other stakeholders are encouraged to monitor the Treasurer's Office Facebook Page (www.facebook.com/PortageTreasurer) and website (co.portage.oh.us/treasurer-brad-cromes-cgfm) for updates. Additional information is also available by phone at 330-297-3586 during regular business hours, Monday – Friday, 8am – 4:30pm.

Human Resources

All job postings are listed on the Portage County website with specific application instructions. The employment application is also on the website. When applying for a position, an application can be faxed, emailed or mailed into our department, unless there are specific application instructions listed on the job posting. Due to the COVID-19 outbreak, our department will only be accepting applications via fax, email or mail until further notice.

Clerk of Courts – Auto Title Division

The general public may access the employees of the Auto-Title division by the following:

- Telephone; 330-297-3450 Clerks will be able to assist the public with any questions or concerns

- Mail processing; The public will call for instructions on what the procedure is for obtaining title by mail
- Appointment (if necessary); call 330-297-3450 to set up an appointment in the case of an emergency

Dealers will continue to have their work processed. To drop off or pick up work, they will need to call the office to make arrangements to meet an Auto-Title employee at either an entrance to exchange the work.

Regional Planning Commission

The Regional Planning Commission office remains accessible by phone at (330) 297-3613 or email. Coordination is underway with the County Auditor, Recorder, and Tax Map department to transfer necessary documents for the public internally.

County Auditor

The Auditor's office remains accessible by phone at (330) 297-3561 or email.

The following procedure will be adopted for deed transfer and document recordings:

- MAIL DOCUMENTS TO RECORDERS OR PLACE IN DROP BOX AT RECORDERS OFFICE FOR DEEDS, MORTGAGES ETC.
- DEEDS, CONVEYANCE FORMS, CHECKS FOR AUDITORS & RECORDERS MUST BE PLACED IN ENVELOPE WITH CONTACT INFORMATION.
- RECORDERS TO CHECK OUT THE CONTENTS OF ENVELOPE FIRST.
- RECORDERS TAKES ENVELOPE TO TAX MAP.
- TAX MAP WILL DO THEIR PROCESS.
- TAX MAP TAKES ENVELOPE TO AUDITORS.
- AUDITORS WILL DO THEIR PROCESS.
- AUDITORS TAKE ENVELOPE TO RECORDERS FOR THE FINAL PROCESS.
- IF A CORRECTION IS NEEDED RECORDERS, TAX MAP OR AUDITORS WILL CONTACT THE SENDER AND MAKE ARRANGEMENTS TO RETURN.

County Recorder

The records room will be open from 8:30 AM to 12:30 PM each day. Persons who need access to the records room will need to contact the Recorder's Office at (330) 297-3553 to gain access to the building. The Recorder will limit the number of people allowed in the room. Employees will be available to make requested copies but will not be available to assist in any other way.

Documents that need to be recorded, but that do not require land transfer, will be placed in a drop off box at the Recorder's Office. Documents that transfer land title will also need dropped off in the drop off box, but the Recorder's Office, the Tax Map

Department and the Auditor's Office will work together to put each document through the steps that are required to transfer the property.

We are requesting that documents be mailed in when possible.

We are requesting to call with any questions or to request a copy of a document.

Veterans Services

Veterans Services staff remain accessible by phone and email, and in person by appointment when necessary. The main phone number is (330) 297-3545. Emergency financial assistance benefits can still be accessed by appointment. Vans will continue to operate transporting veterans from the administration building to medical centers.

Women Infants and Children Program

Staff is stationed at the front door and there is a sign posted for participants to call the clinic when they arrive and not enter the building.

Board of Commissioners

We continue to be accessible through email and phone. Contact information can be found on our website here: <https://www.co.portage.oh.us/portage-county-board-commissioners>. Meetings will be livestreamed from our website.