

**County of
Mendocino**

Customer Service Toolkit





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CUSTOMER SERVICE QUICK REFERENCE GUIDE

In-Person Etiquette

1. Smile - be genuine and make eye contact.
2. Greet them- How can we help?
3. Listen attentively and speak in a friendly & respectful manner.
4. Empathize with a commitment to helping them.
5. Use your empowerment to exceed their expectations to the extent possible.
6. (If appropriate) Thank them for coming in.

Remember
"No Wrong Door"!

No eating or
chewing gum on
the phone!

Telephone Etiquette

Take a deep breath
before picking up the
call if you need to
"reset" yourself.

1. Answer it promptly (within three rings if possible).
2. Smile! The caller can hear the tone of your voice whether it is positive or negative.
3. Identify yourself by announcing your name, the name of your department, and follow with "how may I help you?"
4. Pay attention to the rate of speech, volume, tone and diction. Speak clearly and enunciate your words.
5. Listen carefully & actively. Take notes if necessary.
6. When you're transferring a call (*), inform both the caller and the person you are transferring the call to. Before you put a caller on hold, ask for permission to do so. *Take responsibility for the calls you answer. Don't forward a problem you can resolve yourself to someone else!
7. Use your hold button (instead of covering the mouthpiece with your hand or simply putting the phone down). If the caller may be on hold for a longer period, offer to call back. If the caller prefers to hold, re-service the call every minute or two to let the caller know you are still with the caller.
8. When you get back on the line, thank the caller for waiting.
9. End the conversation with a definite "good bye" or an expression that leaves no doubt that conversation has ended.
10. Let the caller hang up first.
11. If transferring the call, explain the reason why you're transferring the caller to another person (or department) and transfer your customer to the appropriate destination.



Email Etiquette

1. Reply to all emails that are addressed to you
2. Respond in a timely fashion (within 24 hours is optimum)
3. Have a clear subject line (brief, relevant, and specific)
4. Use a professional salutation
 - Informal “Hi” or “Hello” (NOT “Hey,” “Yo,” or “Hiya”)
 - More formal “Dear....(insert name)”
5. Discuss only work-related matters
6. Be polite, organized and professional
 - Make sure to open and close your message with an appropriate and polite greeting while conveying a positive tone. It is always better to be more formal than too casual when you are looking to make a good impression.
7. Keep it simple
 - Be clear, concise and effective
 - Use lists, bullet points, and short sentences to make your message easy to read
8. Make sure to answer all aspects of the email and fully explain your answers
9. Don't use all caps
 - Your email recipient may interpret this in the wrong way. Using all caps causes the email to look unprofessional (& angry)
10. Never “email angry”
 - Don't send an email when you're angry. You never want to say something in a message that you may later regret
11. Be extra careful with confidential and private information
12. Be aware of “reply all”
13. Proofread your message before sending
 - Always look over for spelling, grammar, and punctuation errors
 - Double check TO, CC, (& BCC) and the content
 - Make sure of correct email address
 - Remember to attach correct documents
 - Proof subject line as carefully as you would proof the rest of the email
14. Don't forget your signature
 - Include a signature that shows your name, title, and contact information
15. Use auto-response when necessary
16. Don't hesitate to pick up the phone
 - If you suspect email communication may cause confusion or too many questions, pick up the phone and call



VIRTUAL MEETING ETIQUETTE QUICK REFERENCE GUIDE

NAMES AND CAPTIONS

Make sure that your name or caption is work-appropriate. Sometimes it helps to have your place of work listed as well. For example: Angela Campbell – Cultural Services Agency, Ukiah Library.

YOUR BACKGROUND

After your face, your background is the next thing others will see. Pick the best room, preferably one with a plain background. Don't pick a room that others will need to access frequently to minimize interruption. Remove anything that's inappropriate for workplace from your background.

LIGHTING

It's vital to have good lighting when making a video call. You can also edit your video brightness and contrast from your software. One of the best options to go with is a virtual background. Many video conferencing platforms, like Teams, for example, feature green screens so you can choose any picture or even a video to use as your background.

DISTRACTIONS

Distractions can ruin a video meeting. Be mindful to eliminate distractions so you can stay focused.

- Turn off your phone or put it on silent if you're not using it for the meeting.
- Close all other apps and browser windows before connecting to avoid notifications.
- Ensure there are no distracting background noises like music or any loud equipment.
- Multitasking is an easy way to get distracted, and also can be distracting to others.

Meeting etiquette does not vanish just because you are not physically there. Apply the golden rule: treat other online meeting participants as you would like them to treat you.

SPEAKING & USE OF MICROPHONE

It's easy to know who the speaker is at an in-person meeting but in a virtual meeting, it can be difficult if there are so many noises. An important ground rule to remember is not to speak unless you need to and keep your microphone on mute (especially when someone else is talking). When you're speaking, speak slowly and clearly, and try to avoid interrupting others.

LOOK AT THE CAMERA

In a virtual meeting, the camera is the audience so be mindful of where your eyes are focused.

BODY LANGUAGE

You might think because you're not seeing other participants in person, your body movement doesn't matter. It does matter a lot. You can pass messages via non-verbal communication such as facial expressions, gestures, and voice tone. An ideal way to go about it is to make as little body movement as possible. Also, just like in a personal meeting, good posture shows that you are alert, interested, and involved.

FOOD & DRINK

Generally, it is not okay to eat in front of the camera, however if the ground rules for the meeting allow for eating, consider turning off your camera while doing so. Try to follow the same rules that you would if you were meeting in person.

COMMUNICATE BEFORE LEAVING

Whether the meeting has ended or not, you can easily leave by clicking the exit button. However, you should inform someone that you are having to leave if the meeting is not finished. One way is to drop a chat message. Be polite and relate the importance of why you must leave while the meeting is still going. For a short leave, you can simply minimize the video call window and reopen it when you return.



Commented [YS1]: Suggestion: modify title to Customer Service Reference Guide or simply Customer Service Guide (instead of Customer Service Information Guide)

MENDOCINO COUNTY

CUSTOMER SERVICE

GUIDE



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INTRODUCTION

Formed by the Mendocino County Executive Leadership Team, the Customer Service team is pleased to offer this Customer Service Guide.

Effective customer service is essential for success in organizations private or public. Organizations depend on employees who can effectively communicate with customers, meet their needs, and resolve their concerns. Most organizations place such a high value on customer service that they include provisions for it in their mission statements and establish guidelines and strategies for achieving it.

Purpose

The purpose of this Guide is to introduce customer service [guidelines and](#) techniques by presenting you with *general information* covering this subject area. These techniques serve as a useful foundation for approaching most customer service interactions and may be adapted as needed to ensure continuous customer satisfaction.

Objective

This Customer Service Information Guide has been designed to help you:

- Understand our definition of customer service.
- Communicate effectively with customers – [whether external or internal](#).
- Provide customer service in [various](#) types of interactions.
- Resolve customer concerns.
- Understand and respond to cultural differences among your customers.

Disclaimer

This Guide provides an introduction to this subject matter only; further study of this subject and related concepts may be necessary to gain the understanding needed to achieve your learning and/or career goals. Although this Guide presents useful and practical information from this subject area, there is no guarantee that someone who reads it will be able to perform better on the job or on a County examination. By merely using this Guide, you consent to understanding and agreeing with this disclaimer.

Who Should Use This Guide?

Because this Guide covers *fundamental* customer service techniques, it can be useful for anyone who helps others resolve concerns at work. However, there may be specific customer service techniques that apply to your particular work setting (e.g., public safety, health and social services, information technology, etc.) that this Guide will not address.

OUR DEFINITION OF CUSTOMER SERVICE

There are many different ways to define customer service. To establish a common reference, this Guide will use the following definition:

Customer service is meeting the needs of customers dependably and accurately, in a manner that is timely, responsive, courteous, proactive, and sensitive to the customers' needs; projects competence; and builds relationships of trust and mutual respect.

Customers are **any** individuals whose concerns you help to resolve. They include members of the public (external customers) and individuals within your organization (internal customers). Consider the following examples:

Examples of External Customers

- Clients
- Patients
- Applicants

Examples of Internal Customers

- Supervisors
- Co-workers
- Support Staff

Throughout this Guide, the general term “customer” will refer to both external and internal customers.

COMMUNICATING EFFECTIVELY

Effective customer service begins with effective communication. Understanding customers’ concern(s) by asking appropriate questions, actively listening, and responding appropriately will help them feel valued and likely enhance their level of satisfaction with the service you provide. This section will cover some of the important communication techniques needed to provide effective customer service.

Asking Appropriate Questions

To communicate with customers effectively, it is important you *must* first ask appropriate questions to fully understand their concern(s). This not only provides you with useful information, but it also builds customers’ trust in your ability to assist them. There are two types of questions you can ask:

Open-ended questions

Open-ended questions encourage customers to give a complete response in their own words. Open-ended questions typically begin with words such as “What” and “How,” which require customers to give more than a single-word response. This type of question is useful at the beginning of a conversation because it allows customers to express their concerns and can help you to formulate more detailed, targeted follow-up questions, if necessary.

Close-ended questions

Close-ended questions encourage customers to give a short or single word response. This type of question provides an efficient way for you to gather information quickly. However, use close-ended questions sparingly because too many can make the interaction seem cold and impersonal. The tables below provide examples of open-ended and close-ended questions:

Open-Ended Questions

- How may I help you?
- What information do you need?
- Can you describe what happened?
- What happened next?

Close-Ended Questions

- Is this your correct address?
- What day is the form due?
- Did you receive the paperwork?
- Do you have access to the Internet?

These examples illustrate how you can use open-ended questions to give customers an opportunity to talk about their concerns and use close-ended questions to obtain or clarify specific information. You will likely use a combination of open- and close-ended questions when providing customer service. When used properly, both types of questions can be useful to obtain the information you need to identify customers' concern(s) and determine what your next steps will be in order to help them.

Listening to your Customer

After asking a question, carefully listen to your customers' responses so that you can better understand their concern(s). Effective listening involves more than just hearing what customers say; you must show your customers that you are listening to them. The following are some techniques you can use to effectively listen to a customer's concern(s).

Techniques to help you listen to your customer:

- **Focus** on what your customer is saying and take notes, if necessary.
- **Avoid** performing other work so that you can give your complete attention to your customer.
- **Be Aware** of the signals your customer sends through his/her body language and tone of voice.

Techniques to show that you are listening:

- **Respond** only after your customer has finished speaking, even if you think you know what he/she will say or have heard similar concerns from other customers.
- **Paraphrase** what your customer says by repeating the information back to your customer in your own words. After paraphrasing, ask your customer if you understood the concern(s) correctly.
- **Ask** follow-up questions if you are unsure about something your customer says or to gain more detailed information regarding his/her concern(s).

Listening effectively to customers will help you build a relationship of trust with them and determine the best course of action to respond to and resolve their concerns. At times, those who provide customer service may skip asking appropriate questions or listening in order to provide faster service. While providing assistance in a timely manner is part of effective customer service, it should not be at the expense of providing accurate information or performing actions to build rapport with customers.

Responding to your Customer

Once you understand your customers' concern(s), you can then work to resolve them. The content and delivery of your response can greatly impact the effectiveness of the service you provide. Your response should be:

- **Consistent.** Treat similar issues in a similar manner and do not favor one customer over another.

Example: *"I can understand why you would like to receive the information right away, but unfortunately it is against policy to discuss this information over the telephone. Your results can only be provided in writing."*

- **Honest and Accurate.** Provide all appropriate facts, inform your customer about possible problems, make promises you know you can honor, and be accountable for your actions.

Example: *"I apologize for the inconvenience. This policy is designed to protect your privacy. I have researched your case and found that your notification letter was delayed because of a computer-related problem."*

- **Personalized.** Listen to what matters most to your customer and find the solution that best resolves his/her concern(s) while following organizational policies and procedures.

Example: *"The computer problem has been fixed and I will make sure the letter is sent out today. If you prefer, I can also email a copy of the notification letter to your email address on file."*

- **Responsive.** Take action and be diligent in providing the assistance or information in a timely manner.

Example: *"As you requested, I will email the notification letter to your office.
May I call you in 15 minutes to make sure you received it?"*

In addition, when thinking of how to respond to customers, think about how you would want to be treated if you were in a similar situation.

Section Summary

This section discussed some of the important communication techniques needed to provide effective customer service. By appropriately asking questions, listening, and responding, you can communicate effectively with customers, which will increase the likelihood that they will be satisfied with the service you provide.

TYPES OF CUSTOMER SERVICE INTERACTIONS

In all of your interactions with customers, you should follow the fundamental communication techniques described in the previous section; however, there are some important differences to consider when providing customer service in person, over the telephone, or through email.

In Person

When working with customers in person, it is important to show your interest in them and what they have to say. Consider the following suggestions:

- Make eye contact and offer a friendly smile.
- Greet your customer by asking questions like, "Hello, how may I help you?" or "Good morning/afternoon, how are you?"
- Introduce yourself by giving your name, if appropriate.
- Ask for your customer's name. Listen attentively and empathize with a commitment to help.
- Always speak in a friendly and respectful manner.

- If an interpreter is required, maintain eye contact with and address your customer only. Do not speak to the translator during the conversation.
- Thank them for coming in if appropriate.

Even if you speak with several customers throughout the day, you should treat each one individually and offer the same courtesy you would expect if you were in the same situation.

In addition, present a professional image of yourself by following the dress code and related policies and procedures of the organization (e.g., wearing your identification badge at all times). An appropriate professional image helps to reinforce customers' confidence in the service you provide.

Body Language

There is more to communication than the words you speak. Body language is a non-verbal form of communication that involves the physical movements or gestures you make, some of which are subtle or unintentional. Your body language is an important aspect of communicating with customers in person. On occasion, customers may misinterpret your body language when you are not speaking or if your body language contradicts what you are saying.

For example, imagine walking into an office for a scheduled appointment and the following scenarios take place:

Scenario #1

As you approach the front desk, the customer service professional is busy typing on a computer. After several seconds, he mumbles, "Yes?" without looking up at you.

Scenario #2

As you approach the front desk, the customer service professional stops what he is doing, makes eye contact with you, offers a warm smile, and asks, "Hello, how may I help you?"

These examples illustrate the importance of appropriately matching your body language with your friendly and helpful attitude.

To ensure you are using positive body language, pay attention to your:

- **Facial Expression.** Have a relaxed, pleasant, and interested expression on your face to help put your customer at ease.
- **Body Posture and Movement.** Face your customer, nod, and lean forward slightly to show your interest in what he/she has to say.
- **Hand Gestures.** Do not use intimidating gestures such as pointing, folding your arms, or tapping your fingers.
- **Physical Distance.** Keep about three to four feet between you and your customer to provide a comfortable amount of personal space.

Telephone

Many of the techniques used to provide service in person can also be applied when you help customers over the telephone and vice versa. However, because customers who receive service over the telephone only hear the words you say and how you say them, your delivery plays an enhanced role in the interaction. Your voice is one of your best tools for making customers feel comfortable and trust that you will provide them with the best service. Some important aspects to how you communicate over the telephone include the volume, tone, and pace of your speech.

- **Volume:** This is how loudly or softly you speak. Balance your volume to avoid sounding aggressive (too loud) or difficult to understand (too soft). Check with your customer to make sure your volume is at an appropriate level.
- **Tone:** This is the manner you use to speak. It is the energy and enthusiasm that show through your voice. One technique for ensuring that your tone contributes to a positive telephone interaction is to smile as you speak with customers over the telephone. Though your customers cannot see you, this simple gesture can help you convey a helpful attitude that your customers will be able to perceive. Remember, *how* you say something is just as important as *what* you say.

- **Pace:** This is the speed of your speech. Speaking too quickly or too slowly can be distracting to customers and affect their ability to listen. Speaking at the right pace will help you express your thoughts clearly and prevent misunderstandings. Pay particular attention to your pacing if you are required to read telephone scripts or recite commonly used information. It is easy to convey this information too quickly for customers to understand.

As you speak over the telephone, listen carefully to your volume, tone, and pace to see how you can improve the service you provide.

Answering the Telephone

How you answer the telephone and what you say in the first few moments of the call will shape the first impression of the service that will be provided. To start each call with a positive first impression, follow the steps listed below:

Step 1: Answer the phone within three rings.

Step 2: Greet your customer by saying “Good morning/afternoon” or “Hello.”

Step 3: Give your name and the name of your department or office.

Step 4: Let the customer know that you are ready to help.

For example, when you answer the phone you could say, “Good afternoon. You have reached Mendocino County; my name is Ivy. How may I help you?”

Assisting the Customer

Step 1: Listen carefully. Take notes if necessary. Pay Attention to the rate, volume and tone of speech as well as the nature of the caller’s call/inquiry.

Step 2: Speak clearly. If you don’t have the answer to the caller’s question, place the customer on hold and ask or research.

Placing Customers on Hold

On occasion, you may need to place customers on hold so you can retrieve information, answer another line, or quickly handle another matter. When this occurs, use the following steps:

Step 1: Ask your customer if you may put him/her on hold. Be sure to wait for your customer to respond.

Step 2: Tell your customer approximately how long he/she will be on hold.

Step 3: Thank your customer for being patient and then put him/her on hold.

Step 4: Once you return, make sure to thank your customer for waiting.

Try to minimize the amount of time you leave customers on hold. The longer customers have to wait, the more dissatisfied they will become. If a situation arises where you need your customer to be on hold longer than originally intended, return to the line and ask your customer if he/she would like to continue to hold or if he/she would prefer to have you call him/her back at a later time.

Transferring Customers

If you are unable to provide the information or service that your customer requires, you may need to transfer the call to a co-worker who can help. To provide effective customer service when transferring customers, use the following steps:

Step 1: Explain to your customer why you are transferring him/her.

Step 2: Provide your customer with the co-worker's name and phone number.

Step 3: Obtain your customer's permission before transferring the call.

Step 4: Thank your customer for his/her patience.

Step 5: Transfer your customer to the appropriate destination.

In this situation, you should focus on providing effective customer service to both your customer and your co-worker. When possible, you should let your co-worker know that you will be transferring the call, particularly if it covers a complex or unique subject area. This will allow you to provide your co-worker with an overview of your customer's concern and any other information that may be useful. Additionally, this may reduce the amount of information your customer has to repeat.

Taking Messages

On occasion, a customer may ask you to take a message for one of your co-workers or your supervisor. If this occurs, be sure to ask if you can assist the customer yourself or ask if the customer would like to leave a voicemail message instead. If the customer still wants you to take a message, then record the:

- Customer's name and contact information.
- Best time to reach the customer.
- Customer's question or concern.

Verify that the information you recorded is correct by repeating it to the customer. If you are not in a private office setting (e.g., an office or empty conference room) and the message contains confidential information, do not repeat the information out loud to the customer. Instead, ask the customer to repeat the information to ensure you have the correct message. When finished, deliver the message and any relevant information to your co-worker or supervisor when he/she returns.

Email

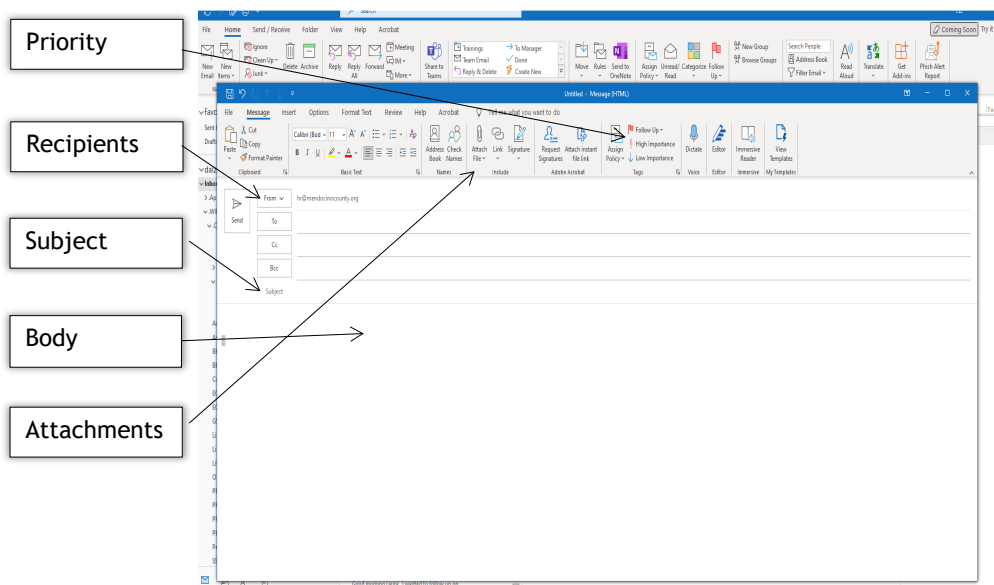
Email is a form of communicating with your customer through writing, but when compared to composing and sending a letter, email is more immediate and dynamic. This makes it a particularly useful tool for quickly resolving customer concerns. Listed below are some additional advantages to using email to provide customer service:

- Email is a useful way to record contact attempts and the specific information provided to or discussed with your customers.
- Email messages can be used to confirm information and decisions discussed in person or over the telephone.

- You can use email messages to share files, notes, and other work-related materials.
- If your customer is difficult to reach by telephone (e.g., you have made several unsuccessful attempts to contact your customer or your voicemail messages have not been returned), email can provide a useful back-up to help ensure that your customer knows that you are trying to make contact.

Understanding the Parts of an Email

How you construct an email can affect the way customers receive, understand, and act upon the information it conveys. When you compose an email, you will need to consider the subject, the recipients, its priority, the main body, and any attachments you include.



Note: The above image is based on Microsoft Outlook 365. Other email programs may have a different appearance and/or set-up.

Subject

The subject is a one-line summary of the email that customers can view before opening the actual message. Effective subjects contain a clear, concise phrase that reflects the content of your message. In order for customers to open your message in a timely manner and retrieve it with ease, write a subject that will be meaningful and easy to understand. For example, "Customer Service Improvement Project" is a more meaningful subject than "Project." Additionally, avoid using acronyms or phrases that are unfamiliar to customers.

Recipients

There are three ways to indicate which customers will receive your message:

- **To:** Customers who are *directly* involved in, or affected by, the subject of your email message.
- **CC (carbon copy):** Customers who may be *indirectly* involved, or affected by, the subject of your email message or those who you would like to receive a courtesy copy of your email message.
- **BCC (blind carbon copy):** Similar to courtesy copy, but the names and email addresses of these customers are kept private from the "To" and "CC" recipients.

Be careful when selecting your list of recipients. Make an effort to ensure that recipients are limited to only those involved with the subject. This will reduce confusion and unnecessary or inappropriate communication. Additionally, list the names in alphabetical order, by order of relevance to the subject, or by title as a sign of courtesy and respect to each recipient.

Priority

When you have an important or urgent message, you can mark it as "high priority." This option flags your message so that customers know it should be opened before other email messages. Avoid overusing this option because it will lose its intended effect over time. Not all email programs have this feature.

Body

The body of your email contains the actual message you are sending. The information should be well organized and easy for customers to read. The following format guidelines will help ensure customers are able to read and understand your message:

- Use a font with a professional or neutral appearance (e.g., Times New Roman or Arial).
- Keep paragraphs short and separated by an extra blank line.
- Give directions or emphasize points with bullets or numbering.
- Avoid using acronyms or abbreviations whenever possible unless you know that your customers will understand them.
- DO NOT CAPITALIZE ENTIRE SENTENCES OR PARAGRAPHS BECAUSE IT CAN BE INTERPRETED AS SHOUTING AND IS OFTEN DIFFICULT TO READ.
- Create examples of messages you frequently send to save time and ensure consistency.

In addition to having a proper format, your messages should be clear, concise, and effective. They should convey all the necessary information in a manner that leaves a favorable impression on your customers. This can be a challenging task, and entire books have been written on this topic. In general, your emails to customers should include the following content:

- Greeting (e.g., Hello, Good Morning, Dear, etc.)
- Information about your understanding of the customer's concern
- Relevant information about the concern (e.g., case number)
- Recommendations of what can be done to resolve the concern
- Agreed upon actions that you have taken or will take to resolve the concern
- Your contact information
- Closing (e.g., Sincerely, Best Regards, Have a nice day, etc.)

Keep in mind that the information you put in an email can easily be shared and stored by your customer. It is best to read what you wrote at least twice to ensure that you stated accurate information and, in a style, and tone that is appropriate. Additionally, you should ensure that your emails follow any organizational policies and procedures about email writing style, format, or content.

According to Karen Leland, an expert in business communication and customer service, using the “GREAT” elements in your emails can help ensure that they appropriately convey your message and achieve effective customer service. You should always consider the:

- **Goal** – Why are you sending the email?
- **Relevance** – Did you include enough information without over-explaining?
- **Emotional Tone** – Is the message friendly and respectful?
- **Action** – Will your customer know *what* to do after reading your message?
- **Timeframe** – Will your customer know *when* to respond?

Once you have written the message, make sure to check it for punctuation, spelling, and grammatical errors and re-read the message one last time before sending it.

Attachments

When necessary, you can attach related files to your email message. For example, a customer may ask you to send him/her a form or document through email. Be sure to obtain your supervisor’s approval if your customer requests a form or document that you do not usually send by email. Listed below are some additional suggestions for sending files through email:

- Be sure the file size is manageable, so it loads quickly and does not take up too much space in your customer’s mailbox.
- Explain the reason why you are sending the attachment.
- Inform your customer of the type of file contained in the attachment. Some of the commonly used files include
 - Word processor documents (.doc).
 - Portable document files (.pdf).
 - Scanned photographs or images (.jpeg or .tiff).
- Follow-up with your customer after sending a file to verify that he/she received it and was able to open it. Offer to answer any questions he/she may have.

Common Features

Most email programs come with time-saving features you can use when providing customer service through email. Refer to the User Manual or consult with information technology staff to determine the specific features your email system offers. Some common features include:

- **Address Books/Distribution Lists** – These allow you to send emails to a group of customers, which eliminates the need to separately key each email address. The emails can be set up to automatically assign customer groups as “To”, “CC”, or “BC” recipients.
- **Filters** – These automatically sort incoming email into predetermined folders so you can quickly locate, and access needed information related to specific topics.
- **Signature line** – This is a block of text that automatically appends at the bottom of your email message. You can use this feature to display your name, office contact information, and/or a privacy statement when sending confidential information.

Knowing When to Avoid Email

In some situations, email is not an effective or appropriate means of communicating with your customers. You should avoid using email when you need to communicate:

- **Complex Information** – email is most effective when it is used for routine business and for questions with quick, simple responses. Discuss complex information in person or over the telephone so you can answer questions and provide additional explanation, if necessary. In some situations, it may be appropriate to send an email after you have discussed complex information in person or over the telephone to clarify information, confirm actions to be taken, or provide additional explanation.
- **Confidential or Sensitive Information** – email is not completely secure, private, or confidential. Discuss sensitive or confidential information in person or over the telephone in a private office setting (e.g., an office or empty conference room). If must send or forward emails that contain confidential or sensitive information; double check that you have included the correct recipient(s) and be aware of the sensitivity of the subject matter – reconsider sending or forwarding.

Section Summary

This section presented specific suggestions for providing customer service in person, over the telephone, or through email. While many of the fundamental communication techniques remain the same, be aware that you will need to adapt your approach in order to provide effective service when you assist customers in these types of interactions.

RESOLVING CUSTOMER CONCERNS

Resolving customer concerns is an important aspect of customer service. This task can be challenging. However, if you are prepared to respond effectively, you can work to resolve the concerns and provide effective customer service.

In addition to the information discussed in the previous sections, there are several techniques to use when resolving customer concerns. This section will define customers’ “implied expectations” and how to address them, describe a step-by-step process for resolving customer concerns, and provide suggestions on what to do if you cannot resolve the concerns.

Meeting Implied Expectations

Implied expectations refer to the treatment customers expect when receiving your assistance. Though customers rarely verbalize these expectations, most customers will have them to some degree regardless of their specific concern. The following table provides information on the types of implied expectations and suggestions for how to address them effectively in order to promote successful customer service interactions:

Customers’ Implied Expectation	What It Means	How You Can Help
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<i>Information</i>	Customers want to know how their concern will be resolved and why it will be resolved in that manner.	Provide relevant information (e.g., explain policy) and describe the steps you will take to resolve the concern.
<i>Alternatives</i>	Customers want to be given options about what to do if you cannot resolve their concern the way they initially request that it be resolved.	Offer additional options that may resolve the situation.
<i>Fairness</i>	Customers want to feel that they are being treated the same way as other customers with similar concerns. They also want the solution that you propose to seem fair and reasonable.	Treat customers consistently and explain what you have provided in similar situations. Provide explanations for your proposed solutions, as necessary.
<i>Respect</i>	Customers want to feel that you are taking their concerns seriously and that you value their impression of the interaction.	Be friendly and respectful, using language that is appropriate for your customers' levels of understanding (i.e., neither too complex nor overly-simplified).
<i>Empathy</i>	Customers want you to be sympathetic to their situations.	Acknowledge customers' concerns and try to see the situation from their perspectives.
<i>Control</i>	Customers want to have some say or influence over the outcome of the interaction.	Empower your customers by providing options and asking for permission before taking action. This may prevent customers from feeling helpless or discouraged.

The 5-Step Process for Resolving Customer Concerns

The following 5-step process for resolving customer concerns builds on the concepts discussed in the previous sections of this Guide (e.g., communicating effectively, responding appropriately to the different types of customer service interactions, and meeting customers' implied expectations). As you resolve customer concerns, be sure to incorporate the following steps into your approach.

STEP 1: Allow customers to express their frustration.

It is common for customers to want to express their feelings of frustration. Allowing them to talk about these feelings, or "vent" as it is sometimes called, shows them that you care and are interested in working with them to resolve their concerns. Actively listening to their concerns (e.g., maintaining eye contact, asking appropriate questions, paraphrasing, etc.) will likely reduce their level of frustration and help build their trust in your ability to resolve their concerns. Ignoring their feelings or telling them to "calm down" often makes the situation worse and escalates their level of frustration.

STEP 2: Empathize with customers and be supportive.

Empathy is a form of listening that focuses on recognizing or understanding your customers' points-of-view, or in other words, "putting yourself in their shoes." It is helpful to show your support by acknowledging the problem and expressing empathy. Empathy is strongly communicated through the tone of your voice. Be genuine and use language that is appropriate for your customers' levels of understanding (i.e., do not "talk over" or "talk down" to your customers). Listed below are some phrases that may help to show empathy:

- "I can understand why you feel that way."
- "I know that this can be very frustrating."
- "I can see where you're coming from."

Do **not** use the following phrases as they tend to reflect a lack of care or interest:

- "I'm only following the rules."
- "I just work here."
- "This isn't my fault."
- "This isn't my problem."

Additionally, if the problem is the result of an error made by the organization, apologize for the inconvenience and avoid making excuses, blaming others, or becoming defensive.

STEP 3: Resolve the concern.

Once you understand the concern, you can begin to work towards developing a solution. Your solution should focus on meeting your customers' needs, while staying within the policies and procedures of the organization. Listed below are some additional suggestions for resolving customer concerns:

- When possible, give customers choices and explain the pros and cons of each option. If appropriate, ask the customer to describe the solution he/she seeks. This approach empowers your customers and helps them believe that you are working with them rather than forcing them to accept your solution.
- After you agree on a solution, confirm it with your customers to ensure that they clearly understand it. When customers understand the actions you are taking and the processes related to the situation, they will be more likely to work with you and accept the results you can achieve.
- Do not lie, misrepresent information, or promise things you cannot deliver in order to reduce customers' frustration. While this strategy may satisfy customers at first, it will ultimately damage their trust in you and damage their opinion of the organization. It is critical to be realistic about what you can or cannot do.

If your customer raises a complaint about an action taken by your supervisor, you should still attempt to show empathy for your customer's situation. However, you should not express your own opinion on the issue. Instead, explain to your customer that you will pass the information on to an appropriate staff member to help resolve the situation. This will allow your customer to receive assistance without putting you in a position to criticize the actions of your supervisor.

STEP 4: Thank your customer for sharing his/her concern(s).

Thanking your customer for bringing problems to your attention demonstrates the value you place on the customer experience. Be sure to notify your supervisor if you notice any themes or common issues in customer concerns. The information

collected from customer concerns can help to improve current and future organizational policies and procedures.

STEP 5: Follow up with the appropriate individuals.

After a solution has been agreed upon, work to ensure that it is put into action. This will require you to follow-up both with your customer and with any other individuals who may have been involved in implementing the solution. Be sure to also ask your customer if the solution was effective in resolving his/her concern.

When You Cannot Resolve Your Customer's Concern

Even when you cannot resolve your customer's concern, you can still provide effective customer service by meeting the implied expectations discussed at the beginning of this section. When this occurs, be considerate when explaining the situation to your customer and offer alternative solutions that can still be helpful. For example:

- Explain that you are unsure of the answer to his/her question but will find out and follow up with him/her within a reasonable timeframe. Depending on the complexity of the concern, tell the customer when he/she can expect to receive a response from you.
- Inform your customer that you are unable to perform the service and offer to refer him/her to a co-worker who can provide the desired service or a similar service that may resolve the concern(s). Depending on the complexity of the concern, tell the customer when he/she can expect to receive a follow-up response from you.
- Explain that a specific request is against policy, collect any additional information to help understand your customer's exact concern(s), and explain other possible solutions that are within policy.

Section Summary

This section presented information regarding implied expectations and a step-by-step process for resolving customer concerns. Each step is an important part of providing effective customer service that must not be skipped. At times during the

process, you may need to revisit previous steps to ensure that you are effectively resolving the concern(s).

Additionally, remembering customers' implied expectations and following the 5-step process helps you to remain calm, patient, and professional when interacting with customers who are upset, critical, or rude. These customers are most likely frustrated with an organizational policy, human error, or miscommunication rather than being personally angry with you. By resolving their concerns in a professional manner, you can promote a positive outcome for them.

UNDERSTANDING CULTURAL DIFFERENCES

You will likely interact with individuals with diverse backgrounds as you provide customer service. This provides an opportunity to learn and expand your understanding but may also require you to make adjustments to ensure that you are providing effective customer service to all of the people you assist. Although there are many similarities in how all customers want and expect to be treated, it is important to be sensitive to cultural differences when providing customer service.

You should never assume customers will adhere to typical characteristics associated with their culture; however, it is important to recognize these differences (where appropriate) so you are able to adapt your customer service techniques to provide the highest level of service to each customer.

Cultural Differences to Consider

Listed below is an overview of some possible cultural differences you may encounter and general suggestions for accommodating them:

- **Personal Space.** Your customer may have different preferences on the amount of personal space to use when communicating in person. Be sensitive to these potential differences and look for non-verbal cues (e.g., the customer takes a step away from you) that may indicate that your customer is uncomfortable.

- **Eye Contact.** Your customer may avoid eye contact during a conversation. Do not assume that this means he/she is shy or trying to avoid the conversation. Similar to personal space, pay attention to non-verbal cues and make appropriate adjustments (e.g., avoiding direct eye contact) if you perceive that a customer is uncomfortable.
- **Communication.** Your customer may not be familiar with certain terms and/or gestures. Use plain language and common terms when speaking, avoid using gestures to communicate, and clarify with your customer, if necessary.
- **Time.** Your customer may place a higher priority on promptness than other customers. For example, someone may view agendas or schedules as goals that do not necessarily have to be achieved while another may view them as commitments that should always be kept. Be flexible and considerate when addressing time arrangements with your customers.
- **Formality.** Your customer may place a greater emphasis on formality as a sign of respect than other customers. Refer to your customer using a title (e.g., Mr., Ms., Dr., Sgt., etc.) and his/her last name unless you receive permission to use his/her first name.

A general rule for helping to promote positive customer service interactions when you perceive cultural differences is to avoid judging and communicate with your customers to ensure that you share the same understanding.

Section Summary

This section presented an overview of cultural differences as they relate to providing customer service. Awareness of cultural differences and points of consideration were discussed. Remember to be sensitive and respectful of potential differences by treating each customer as an individual and to be flexible and adapt your customer service techniques when appropriate.

CONCLUSION

Developing your understanding of customer service is essential for your success in today's organizations. This Guide provided a general definition of customer service and an introduction to some of the techniques, strategies, and suggestions used to 1) communicate effectively with customers; 2) interact in person, by telephone, and through email with customers; 3) resolve customer concerns; and 4) understand cultural differences.

Additional Resources

Reading this Guide is a first step to helping you develop effective customer service skills. To help you gain a deeper understanding of customer service, you may consider seeking additional information about the topics presented in this Guide. Other resources (e.g., books, workshops, seminars, Internet resources, etc.) are available to expand your understanding of effective customer service.

Your Feedback

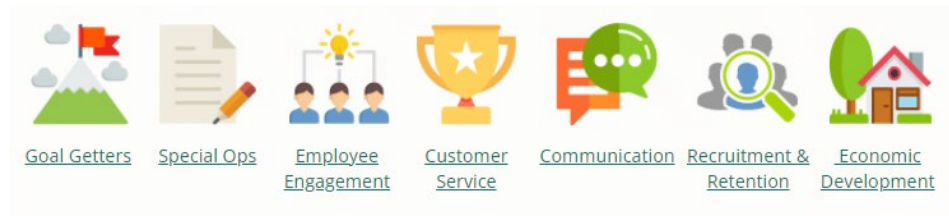
In order to assist us in enhancing this document, we would greatly appreciate any feedback you would like to provide. Please visit the Customer Service website @ <https://www.mendocinocounty.org/government/human-resources/leadership-initiative/leadership-initiative-project-teams/customer-service>. Thank you in advance for your response.

LEADERSHIP INITIATIVE

Mendocino County Executive Leadership Team (MCELT)

Established in January 2017, MCELT's function is to develop, implement and maintain policies and programs that align with the County's Leadership Philosophy. Seven project Teams were created by MCELT in the areas of communication, operational processes, employee engagement, economic development, customer service, performance plans and recruitment and retention.

These project teams are made up of employees at various levels of employment within the County and work under the guidance of MCELT members.



About the Mendocino County Leadership Initiative

At its core, the purpose of the Leadership Development Initiative is to transform our organizational culture by cultivating "leaders at all levels" within the organization by engaging, developing, supporting, and utilizing our employees to their fullest potential.



To learn more about our leadership initiative, contact:

Mendocino County Human Resources

501 Low Gap Road, Room 1326
Ukiah, CA 95482
Phone: 707.234.6600
hr@mendocinocounty.org

Visit us online @ www.mendocinocounty.org/government/human-resources/leadership-initiative



MENDOCINO COUNTY

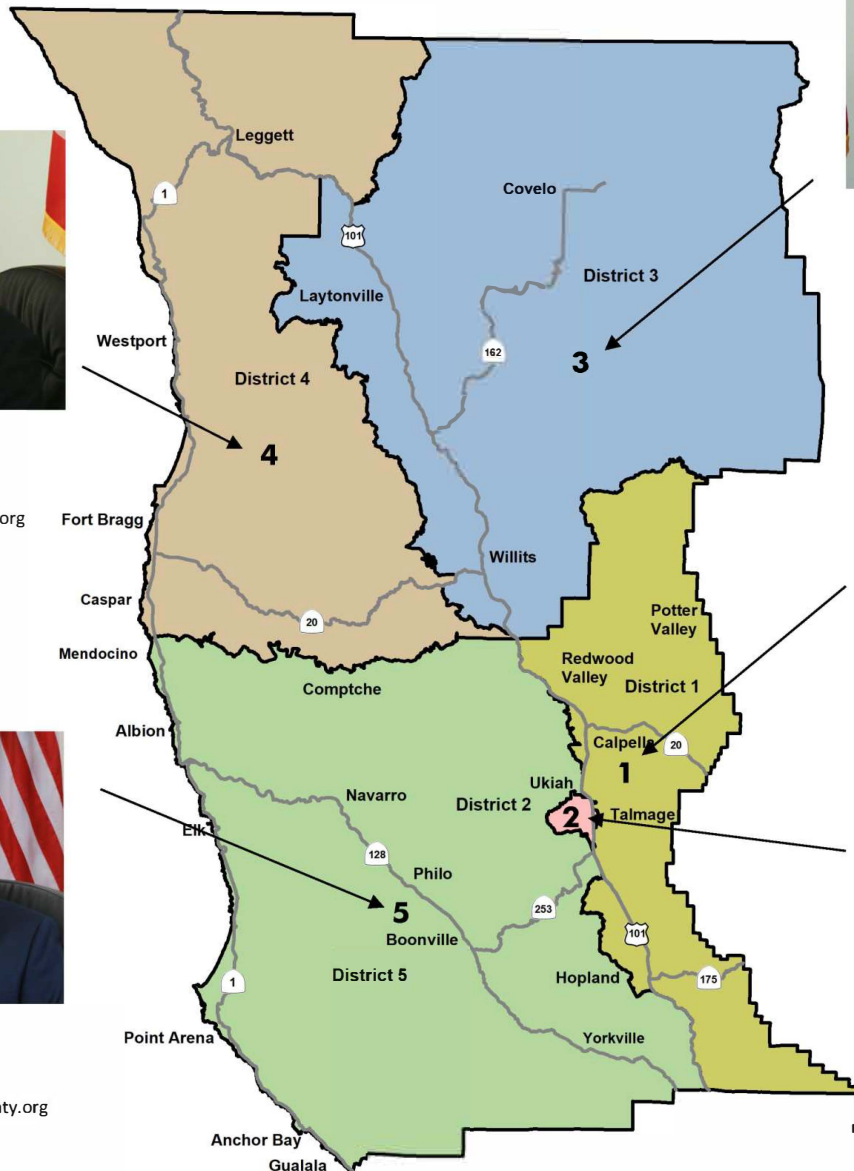
BOARD OF SUPERVISORS



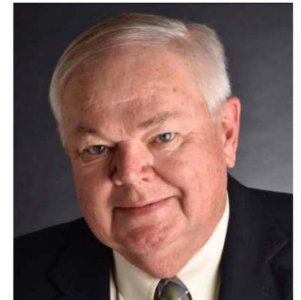
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COUNTY ADMINISTRATION CENTER • 501 LOW GAP ROAD • ROOM 1010 • UKIAH, CALIFORNIA 95482 TELEPHONE:
(707) 463-4221 • FAX: (707) 463-7237 • BOS@MENDOCINOCOUNTY.ORG WWW.MENDOCINOCOUNTY.ORG/BOS

Mission Statement:

The Mendocino County Board of Supervisors' mission is to create and maintain a responsive and responsible government that enhances the quality of life of the people of Mendocino County. The County's mission is to deliver services that meet: Public safety, health, social, cultural, education, transportation, economic, and environmental needs of our communities.

Principles of Office:

Supervisors will adhere to the following principles; they will:

- Work in harmony to support the County's mission.
- Devote time, thought and study to their duties as board members, so that they may render effective and credible public service for the citizens of the County.
- Work with fellow board members in a spirit of cooperation so all issues, especially those which are controversial, may be debated openly and fairly, thereby protecting the dignity of the individuals involved in the public forum and decision making process.
- Base decisions on all available facts, voting with conviction, without bias, and ultimately abiding and upholding the final majority decisions of the Board.
- Represent the entire County of Mendocino, while being sensitive to the special characteristics of each District.
- Respect the Ralph M. Brown Act, taking official actions in public sessions, yet maintaining the confidentiality of closed session deliberations.
- Remember an individual board member has no legal authority outside the meetings of the Board of Supervisors, thus they will conduct business with the citizenry, media, and County staff on this basis.
- Under all circumstances the primary function of the Board of Supervisors is to establish the policies by which the County of Mendocino is to be administered.
- Use the powers of the office honestly and constructively, communicating and promoting the needs of the community to the County and the needs of the County to the community.
- Encourage employee and citizen involvement in regulatory and policy development and to consider the perspectives of others as issues are discussed.
- Be responsible for professional growth by participating in educational conferences, workshops, and training sessions offered by local and State organizations.
- Be informed of the State and Federal government activities and the positions taken by Supervisor organizations regarding these matters.

Contact:

501 Low Gap Road, Room 1010
Ukiah, CA 95482
Phone: (707) 463-4221
Email: bos@mendocinocounty.org

COUNTYWIDE DIRECTORY

Department	Phone #	Fax #
AGRICULTURE - 890 N. Bush Street, Ukiah	234-6830	463-0240
AIR QUALITY - 306 E. Gobbi Street, Ukiah	463-4354	463-5707
ASSESSOR – COUNTY CLERK - RECORDER 501 Low Gap Road, Ukiah	234-6800	463-6597 463-4257
AUDITOR - CONTROLLER - 501 Low Gap Road, Ukiah	234-6860	467-2503
BEHAVIORAL HEALTH & RECOVERY SERVICES Ukiah - 1120 S. Dora Street Willits - 474 E. Valley Street	472-2300 456-3850	472-2306 456-3808
CANNABIS PROGRAM - 125 E. Commercial Street, Willits	234-6680	463-5709
CHILD SUPPORT - 107 S. State Street, Ukiah	866-901-3212	472-2820
COUNTY COUNSEL - 501 Low Gap Road #1030, Ukiah	234-6885	463-4592
COURTS - 100 N. State Street #303, Ukiah	463-4285	468-3459 468-3459
DISTRICT ATTORNEY Ukiah - 100 N. State Street, #10 Fort Bragg - 700 S. Franklin Street	463-4211 964-5624	463-4687 961-2429
EXECUTIVE OFFICE/CLERK OF THE BOARD OF SUPERVISORS 501 Low Gap Road #1010, Ukiah Information Technology - 501 Low Gap Rd #1440, Ukiah Risk Management - 501 Low Gap Road #1010, Ukiah	463-4441/463-4221 234-6000 234-6061	463-5649/463-7237 463-5477 468-3390
FARM ADVISOR - 890 N. Bush Street, Ukiah	463-4495	463-4477
General Services 841 Low Gap Road, Ukiah Central Services – 841 Low Gap Road, Ukiah Fleet & Facilities – 851 Low Gap Road Ukiah	 234-6050 234-6068	 463-4784
GRAND JURY - P.O. Box 939, Ukiah	463-4320	
HUMAN RESOURCES - 501 Low Gap Rd #1326, Ukiah	234-6600	468-3407
CULTURAL SERVICES AGENCY (CSA) LIBRARY Ukiah - 105 N. Main Street Covelo/Round Valley – 23925 Howard Street Fort Bragg – 499 Laurel Street Pt. Arena – 225 Main Street Willits – 390 E. Commercial Street MUSEUM - 400 E. Commercial Street, Willits	234-2873 463-4490 983-6736 964-2020 882-3114 459-5908 459-2736	463-6951 463-5472 961-2623 459-7819 459-7836
PLANNING AND BUILDING SERVICES Ukiah - 860 N. Bush Street Fort Bragg - 120 W. Fir Street	234-6650 964-5379	463-5709 961-2427

Department	Phone #	Fax #
PROBATION - Administration/Adult Court Services Ukiah - 589 Low Gap Road Adult Probation -579 Low Gap Road Juvenile Probation – 589 Low Gap Road Juvenile Hall – 585/598B Low Gap Road Fort Bragg - 700 S. Franklin Street, # 107 Adult Probation Juvenile Probation Willits – 472 E Valley Street Adult Probation Juvenile Probation	234-6910 234-6900 234-6930 234-6368 961-2622 964-6975 234-6910 456-3892	234-6925 234-6901 463-5749 463-6353 961-2400 961-2400 453-7899 459-7899
PUBLIC DEFENDER Ukiah -175 S. School Street Fort Bragg – 700 S. Franklin Street, Suite E ALTERNATE DEFENDER Ukiah - 880 N. Bush Street	234-6950 964-0606 234-6990	463-5435 467-2582 463-5435
PUBLIC HEALTH Ukiah Public Health - 1120 S. Dora Street Environmental Health – 860 North Bush Street Fort Bragg Public Health – 120 West Fir Street Environmental Health - 120 West Fir Street Willits – 474 E. Valley Street	472-2600 472-2700 234-6625 964-4713 961-2714 456-3800	472-2773 463-4038 961-2720
MENDOCINO COUNTY EMPLOYEES' RETIREMENT ASSOC. 625 B Kings Court, Ukiah	463-4328	467-6472
SHERIFF-CORONER Ukiah - 951 Low Gap Road Jail – 951 Low Gap Road Fort Bragg – 700 S. Franklin Street #100 Willits – 470 E. Valley Street	463-4411 463-4423 964-6308 459-6111	468-3404 961-2662 459-7840
SOCIAL SERVICES Ukiah Family & Children's Services – 727 S. State St Family & Children's Services - 10 Cherry Ct Employment & Family Assistance Services - 737 S. State St Adult & Aging Services- 747 S. State St Fort Bragg – 764 & 790 South Franklin Street Willits – 472 E. Valley Street	463-7990 467-5810 463-7700 463-7900 962-1000 456-3700	463-7960 468-3492 463-7859 463-7979 961-1110 456-3741
TRANSPORTATION - 340 Lake Mendocino Drive, Ukiah	463-4363	463-5474
TREASURER - TAX COLLECTOR - 501 Low Gap Road, Ukiah	234-6875	463-4166

MENDOCINO COUNTY GOVERNMENT

Administration

- Board of Supervisors
- Executive Office
- County Counsel
- Human Resources_

Phone Numbers

(707) 463-4221
(707) 463-4441
(707) 234-6885
(707) 234-6600

Community Services

- Agriculture
- Animal Care Services
- Cannabis
- Grand Jury
- Library
- Museum
- Office of Emergency Services
- Parks

(707) 234-6830
(707) 463-4427
(707) 234-6680
(707) 463-4320
(707) 463-4490
(707) 495-2736
(707) 467-6497
(707) 234-2875

Business, Building Services & Transportation

- Economic Development
- Planning and Building Services
- Transportation

(707) 234-6650
(707) 234-6650
(707) 463-4363

Finance & Records

- Assessor - Clerk - Recorder - Elections
- Auditor - Controller
- Treasurer - Tax Collector
- Public Records Request

(707) 234-6800
(707) 234-6860
(707) 234-6950
(707) 463-4441

Law & Justice

- District Attorney
- Probation
- Public Defender
- Sheriff's Office

(707) 463-4211
(707) 234-6900
(707) 234-6950
(707) 463-4111

Human Services

- Behavioral Health & Recovery Services
- Child Support Services
- Environmental Health
- Public Health
- Social Services
- Veterans Services

(707) 472-2300
(866) 901-3212
(707) 234-6625
(707) 472-2600
(707) 463-7700
(707) 263-4226



COMMON PERMITS AND LICENSES

Popular Permits and Licenses	Contact Information
<u>Air Quality Management District</u> • Burn Permit • Diesel Engine Permit • Grading Permit • Renovation and Demolition Notification	306 East Gobbi Street Ukiah, CA 95482 Phone: (707) 463-4354
<u>Animal Care Services</u> • Pet License	298 Plant Road Ukiah, CA 95482 Phone:(707) 463-4427
<u>Assessor - Clerk - Recorder</u> • Marriage License	501 Low Gap Rd., Room 1020 Ukiah, CA 95482 Phone: (707) 234-6822
<u>Cannabis Program</u> • Cannabis Cultivation Permit • Cannabis Nursery Permit	579 Low Gap Road Ukiah, CA 95482 Phone: (707) 234-6680
<u>Environmental Health</u> Consumer Protection: • Body Art Permit • Body Art Practitioner • Community Event Permit • Cottage Food Permits • Facility Permit to Operate • Swimming Pool/Spa Permit • Temporary Food Vendor Permit	Ukiah Office: 860 North Bush Street Ukiah, CA 95482 Phone: (707) 234-6625 Fax: (707) 463-4038 Fort Bragg Office: 120 West Fir Street Fort Bragg, CA 95437 Phone: (707) 961-2714 Fax: (707) 961-2720

Land Use: • Septic Tank Replacement Permit • Water Well Permit Hazardous Materials: • UST Removal Permit • UST Repair or Construction Permit	
<u>Planning and Building Services</u> • Boundary Line Adjustment • Building Permit • Certificate of Compliance • Coastal Development Permit • General Plan Amendment • Subdivision • Use Permit • Variance	Ukiah Office: 860 North Bush Street Ukiah, CA 95482 Phone: (707) 234-6650 Fort Bragg Office: 120 West Fir Street Fort Bragg, CA 95437 Phone: (707) 964-5379
<u>Transportation</u> • Encroachment Permits • Street Closure Permits • Transportation Permits	340 Lake Mendocino Drive Ukiah, CA 95482 Phone: (707) 463-4363
<u>Treasurer Tax - Collector</u> • Business License • Cannabis Tax Registration • TOT Registration	501 Low Gap Rd, Room 1060 Ukiah, CA 95482 Phone: (707) 234-6875

MENDOCINO COUNTY
COUNTY SERVICES
REFERENCE GUIDE



MENDOCINO COUNTY SERVICES

REFERENCE GUIDE

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DIRECTORY

Uncategorized	Departments	Phone
Adult Bail	Probation	(707) 234-6910
Air Quality	Air Quality Management District	(707) 463-4354
Asbestos Info & Regulation	Air Quality Management District	(707) 463-4354
Asphalt Production Permit	Air Quality Management District	(707) 463-4354
Grand Jury Reports	Executive Office	(707) 463-4320
Museum Tour Request	Museum	(707) 459-2736
Public Records Request	Executive-Office	(707) 463-4441
Recycling	Solid Waste Authority	(707) 468-9710
Refuse Disposal	Environmental Health	(707) 234-6625
Renovation/Demolition Authorization	Planning and Building Services	(707) 234-6650
Restaurant Inspections	Environmental Health	(707) 234-6625
Retirement Funds & Info.	Retirement	(707) 463-4328
Transportation Permit	Transportation	(707) 463-4363
Agriculture	Departments	Phone
Agricultural Information	Agriculture	(707) 234-6830
Insect Identification	Agriculture	(707) 234-6830
Organic Program	Agriculture	(707) 234-6830
Plant Identification & Diseases	Farm Advisor	(707) 463-4495
Plant Quarantines	Agriculture	(707) 234-6830

Air Quality	Departments	Phone
Aggregate Mining Operation Permits	Air Quality Management District	(707) 463-4354
Air Quality Complaints	Air Quality Management District	(707) 463-4354
Burn Day Information	Air Quality Management District	(707) 463-4354
Sand Blasting Permits	Air Quality Management District	(707) 463-4354
Animal Services	Departments	Phone
Abandoned Animals	Animal Care Services	(707) 463-4427
Animal Adoption	Animal Care Services	(707) 463-4427
Animal Shelter	Animal Care Services	(707) 463-4427
Pet License	Animal Care Services	(707) 463-4427
Board of Supervisors	Departments	Phone
Agenda, Board of Supervisors	Board of Supervisors	(707) 463-4221
Board of Supervisors	Board of Supervisors	(707) 463-4221
County Code	Board of Supervisors	(707) 463-4441
Boards and Commissions	Departments	Phone
Assessment Appeals Board	Assessor-Clerk-Recorder, Board of Supervisors	(707) 463-4441
Boards and Commissions	Board of Supervisors	(707) 463-4441
Planning Commission	Planning and Building Services	(707) 234-6650
Budget	Departments	Phone
County Budget	Executive Office	(707) 463-4441
Building	Departments	Phone
Building Permits	Planning and Building Services	(707) 234-6650
Coastal Development Permits	Planning and Building Services	(707) 234-6650

Demolition/Renovation Authorization	Air Quality Management District, Planning and Building Services	(707) 463-4354
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Planning Commission	Planning and Building Services	(707) 234-6650
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Business	Departments	Phone
Bids/Requests for Proposal/RFPs	General Services	(707) 234-6050
Cannabis Permits and Licenses	Planning and Building Services	(844) 421-9333
Purchasing for County	General Services	(707) 234-6050
Real Estate Properties Auction	Treasurer-Tax Collector	(707) 234-6875
Request for Proposals/Bids	General Services	(707) 234-6050
Vendor Registration	Executive Office	(707) 234-6050

Cannabis	Departments	Phone
Cannabis Cultivation	Cannabis Program	(844) 421-9333
Cannabis Permits and Licenses	Cannabis Program	(844) 421-9333

Child Support	Departments	Phone
Child Support	Child Support Services	(866) 901-3212

Collections	Departments	Phone
Debts to County-Courts	Treasurer-Tax Collector	(707) 234-6850

Complaints	Departments	Phone
Swimming Pool Complaints, Public Pools	Environmental Health	(707) 234-6625

County Clerk	Departments	Phone
Fictitious Business Names	Assessor-Clerk-Recorder	(707) 234-6819

County Operations	Departments	Phone
Special Districts Information	Auditor-Controller	(707) 234-6860
Theft of County Funds	Auditor-Controller	(707) 234-6860

Criminal Justice	Departments	Phone
Criminal Defense	Criminal Justice	(707) 234-6950
Elections	Departments	Phone
Absentee Ballots	Assessor-Clerk-Recorder	(707) 234-6819
Candidate for Public Office	Assessor-Clerk-Recorder	(707) 234-6819
Elections	Assessor-Clerk-Recorder	(707) 234-6819
Polling Place	Assessor-Clerk-Recorder	(707) 234-6819
Precinct Information	Assessor-Clerk-Recorder	(707) 234-6819
Voter Registration	Assessor-Clerk-Recorder	(707) 234-6819
Employee	Departments	Phone
Employee Benefits	Human Resources	(707) 234-6600
Employee Retirement	Retirement	(707) 463-4328
Employment Training	Human Resources	(707) 234-6600
Employment Verification	Human Resources	(707) 234-6600
Labor Relations	Human Resources	(707) 234-6600
Workers' Compensation	Executive Office	(707) 463-4441
Enforcement	Departments	Phone
Code Enforcement	Planning and Building Services	(707) 234-6650
Fees	Departments	Phone
Master Fee Schedule	Executive Office	(707) 463-4441
Finance	Departments	Phone
Affidavit/Lost Warrants	Auditor-Controller	(707) 234-6860
Financial Data	Auditor-Controller	(707) 234-6860
Payroll	Executive Office	(707) 463-4411

Welfare Checks (Held)	Auditor-Controller	(707) 234-6860
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Health	Departments	Phone
Alcohol & Other Drug Programs	BHRS – Behavioral Health & Recovery Services	(800) 555-5906
Emergency Medical Services	Public Health	(707) 463-7700
HIV/AIDS Program	Public Health	(707) 472-2600
Immunization Clinic	Public Health	(707) 472-2700
Mental Illness Treatment	BHRS – Behavioral Health & Recovery Services	(800) 555-5906
WIC Program	Public Health	(707) 472-2600

History	Departments	Phone
Historical Information	Museum	(707) 459-2736

Inspections	Departments	Phone
Food Facility Inspections	Environmental Health	(707) 234-6625
Restaurant Health Inspections	Environmental Health	(707) 234-6625

Jobs	Departments	Phone
Employment Application	Human Resources	(707) 234-6600
Jobs	Human Resources	(707) 234-6600
Recruitment	Human Resources	(707) 234-6600

Library & Museum	Departments	Phone
Bookmobile	Library	(707) 234-2874
eBooks & Entertainment	Library	(707) 463-4490
Library	Library	(707) 463-4490
Library Services	Library	(707) 463-4490
Microfilm/Fiche Readers	Museum	(707) 459-2736

Permits	Departments	Phone
Auto Body Shop Permits	Air Quality Management District	(707) 463-4354
Boiler Permits	Air Quality Management District	(707) 463-4354
Building Inspection	Planning and Building Services	(707) 234-6650
Building Permits	Planning and Building Services	(707) 234-6650
Burial Permits	Assessor-Clerk-Recorder	(707) 234-6823
Burn Permits	Air Quality Management District	(707) 463-4354
Business License	Treasurer-Tax Collector	(707) 234-6875
Cannabis Cultivation	Cannabis Program	(844) 421-9333
Cannabis Permits and Licenses	Cannabis Program	(844) 421-9333
Cement Storage/Concrete Production Permits	Air Quality Management District, Planning and Building Services	(707) 463-4354
Coastal Development Permits	Planning and Building Services	(707) 234-6650
Concealed Weapon permit	Sheriff-Coroner	(707) 463-4411
Construction and Building Permits	Planning and Building Services	(707) 234-6650
Demolition/Renovation Authorization	Air Quality Management District, Planning and Building Services	(707) 463-4354
Diesel Engine Permits	Air Quality Management District, Environmental Health	(707) 463-4354
Dry Cleaning Facility Permits	Air Quality Management District	(707) 463-4354
Encroachment Permits	Transportation	(707) 234-2850
Explosives Permit	Sheriff-Coroner	(707) 463-4411
Filming Permits	Planning and Building Services	(707) 234-6650
Gasoline Station Permits	Air Quality Management District	(707) 463-4354
	Planning and Building Services	(707) 234-6650

Generator Permits	Air Quality Management District	(707) 463-4354
	Planning and Building Services	(707) 234-6650
Grading Permits	Planning and Building Services	(707) 234-6650
Gravel Extraction	Planning and Building Services	(707) 234-6650
Permit Processing	Planning and Building Services	(707) 234-6650
Pond Permits/Exemptions	Planning and Building Services	(707) 234-6650
Sand Blasting Permits	Air Quality Management District	(707) 463-4354
Septic Tank Permits	Environmental Health	(707) 234-6625
Use Permits for Land Development	Planning and Building Services	(707) 234-6650

Pets	Departments	Phone
Pet License	Animal Care Services	(707) 463-4427

Planning	Departments	Phone
Agenda, Planning Commission	Planning and Building Services	(707) 234-6650
Agricultural Preserve Application	Planning and Building Services	(707) 234-6650
Archaeological Commission	Planning and Building Services	(707) 234-6650
Boundary Line Adjustments	Planning and Building Services	(707) 234-6650
Cannabis Cultivation	Planning and Building Services	(844) 421-9333
Certificates of Compliance	Planning and Building Services	(707) 234-6650
Coastal Development Permits	Planning and Building Services	(707) 234-6650
Filming Permits	Planning and Building Services	(707) 234-6650
General Plan	Planning and Building Services	(707) 234-6650
Lot Line Adjustments	Planning and Building Services	(707) 234-6650
Maps	Planning and Building Services	(707) 234-6650
Planning Commission	Planning and Building Services	(707) 234-6650

Population & Housing Estimate	Planning and Building Services	(707) 234-6650
Prisoner Information	Sheriff-Coroner	(707) 463-4423
Rezoning of Land	Planning and Building Services	(707) 234-6650
Subdivision of Land	Planning and Building Services	(707) 234-6650
Zoning	Planning and Building Services	(707) 234-6650

Probation	Departments	Phone
Adult Probation Services	Probation	(707) 234-6900
Juvenile Hall	Probation	(707) 463-6368
Juvenile Probation	Probation	(707) 234-6900

Programs	Departments	Phone
Hazardous Materials Program	Environmental Health	(707) 234-6625
Livestock Management	Farm Advisor	(707) 463-4495
Veteran Benefits	Veteran Services	(707) 463-4226

Property	Departments	Phone
Deeds of Property	Assessor-Clerk-Recorder	(707) 234-6823
Dimensions of Property	Assessor-Clerk-Recorder	(707) 234-6823

Public Health	Departments	Phone
Rabies Control	Environmental Health	(707) 234-6625
Water Testing	Environmental Health	(707) 234-6625
Well Permits	Environmental Health	(707) 234-6625

Public Safety	Departments	Phone
Abandoned Vehicles	Sheriff-Coroner	(707) 234-6650
Fire Recovery	Executive Office	(707) 234-6303
Office of Emergency Services	Executive Office	(707) 467-6497

Prevention, Recovery, Resiliency, & Mitigation	Executive Office	(707) 467-6497
Prisoner Information (Jail)	Sheriff-Coroner	(707) 463-4423
Report a Crime Anonymously	Sheriff-Coroner	(707) 234-2100
Victim Witness	District Attorney	(707) 463-4218

Regulations	Departments	Phone
House Numbering	Planning and Building Services	(707) 234-6650
Pesticide Use	Agriculture	(707) 234-6830
Plant Quarantines	Agriculture	(707) 234-6830
Sanitation	Environmental Health	(707) 234-6625
Storm Water Regulations	Planning and Building Services	(707) 234-6650
Vehicles, Abandoned	Planning and Building Services	(707) 234-6650

Reports	Departments	Phone
Fingerprinting	Sheriff-Coroner	(707) 463-6241

Risk Management	Departments	Phone
Claims Against the County	Board of Supervisors	(707) 463-4221

Roads	Departments	Phone
Adopt-A-Road	Transportation	(707) 463-4363
County Roads	Transportation	(707) 463-4363
Road Maintenance	Transportation	(707) 463-4363

Services	Departments	Phone
Marriage Ceremonies	Assessor-Clerk-Recorder	(707) 234-6822
Mental Illness Treatment	BHRS – Behavioral Health & Recovery Services	(800) 555-5906
Merger/Un-Merger of Parcels	Planning and Building Services	(707) 234-6650

Microfilm/Fiche Readers	Library	(707) 467-2590
Organic Program	Agriculture	(707) 234-6830
Parcel Maps	Assessor-Clerk-Recorder	(707) 234-6823
Parks Information	General Services	(707) 234-2875
Property Exemptions	Assessor-Clerk-Recorder	(707) 234-6823
Public Defense (Indigent)	Public Defender	(707) 234-6950
Surveyor, County	Transportation	(707) 463-4363
Use of County Facilities	Executive Office	(707) 463-4441
Weights & Measures	Agriculture	(707) 234-6830
WIC Program	Public Health	(707) 472-2600

Social Services	Departments	Phone
Adult Protective Services	Social Services	(877) 327-1799
CalWORKs	Social Services	(707) 463-7700
Child Abuse Reporting	Social Services	(866) 236-0368
Child Protective Services	Social Services	(707) 463-7990
Conservator	BHRS – Behavioral Health & Recovery Services	(800) 555-5906
Elder Abuse Reporting	Social Services	(707) 463-7900
Employment and Family Assistance Services	Social Services	(707) 463-7700
Food Stamps	Social Services	(707) 463-7700
In Home Supportive Services	Social Services	(707) 463-7900
Medi-Cal/CMSP Eligibility	Social Services	(707) 463-7700
Public Guardian	Social Services	(707) 468-7056

Taxes	Departments	Phone
Property Tax	Treasurer-Tax Collector	(707) 234-6875
Property Tax Collection	Treasurer-Tax Collector	(707) 234-6875
Transient Occupancy Tax	Treasurer-Tax Collector	(707) 234-6875

Training	Departments	Phone
Employment Training	Human Resources	(707) 234-6600

Vital Records	Departments	Phone
Birth Certificate Copies	Assessor-Clerk-Recorder	(707) 234-6823
Birth Registration	Assessor-Clerk-Recorder	(707) 234-6823
Death Certificates & Copies	Assessor-Clerk-Recorder	(707) 234-6823
Marriage Certificates & Copies	Assessor-Clerk-Recorder	(707) 234-6823
Marriage License-Issued	Assessor-Clerk-Recorder	(707) 234-6823
Recorded Documents	Assessor-Clerk-Recorder	(707) 234-6823

MENDOCINO COUNTY

BUSINESS GROUPS

OVERVIEWS, SERVICES & PROGRAMS



MENDOCINO COUNTY BUSINESS GROUPS

OVERVIEWS, SERVICES, AND PROGRAMS

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Mendocino County

Business Groups

Adult & Aging Services

Introduction

Our Mission: In partnership with the community, the Health and Human Services Agency will support and empower families and individuals to live healthy, safe, and sustainable lives in healthy environments, through advocacy, services and policy development.

Services & Programs

Adult Protective Services (APS)

APS helps elders (65 years and older) and dependent adults (18-64 who are disabled) when these adults are unable to meet their own needs, or are victims of abuse, neglect, or exploitation. APS investigates allegations of abuse and neglect, including self-neglect, and provides information and referral, assessment, and short term case management. These services are available to any elder or dependent adult regardless of income.

General Assistance (GA)

GA benefits offer financial assistance and emergency homeless assistance to disabled or unemployed single adults. GA also provides SSI advocacy, employment services, and burial assistance.

In-Home Supportive Services (IHSS)

IHSS is a program that provides services to low income elderly and disabled individuals and couples who need assistance in order to remain safely in their own homes. Disabled children with extraordinary need may also be eligible for IHSS.

Public Authority

The Public Authority in Mendocino County helps to manage planning and delivery of IHSS services to those eligible recipients by maintaining the provider orientation and enrollment process.

The Public Authority provides the following services:

- Background check and fingerprints
- Provider orientation and complete enrollment process
- A provider registry that provides lists of pre-screened workers to IHSS recipients/consumers and seniors seeking to hire home care workers

- For more information about the provider registry, please call your local office and ask for the Public Authority
 - Fort Bragg: (707) 962-1102
 - Ukiah: (707) 463-7900
 - Willits: (707) 456-3700
 - Toll Free: (877) 327-1799

Public Guardian/Public Administrator

The Public Guardian / Public Administrator Unit initiates the Court process to invoke and renew conservatorships, handles the affairs of individuals who die without family to administer their estates, and provides case management for conserved persons with mental health disabilities, dementia, or severe frailty.

Veteran's Services

The Veteran's Services program provides financial benefits, medical care, and counseling to eligible veterans and their dependents.

Continuum of Care for the Homeless

The Mendocino County Homeless Services Continuum of Care (MCHSCoC) is a collaborative of over thirty-one agencies throughout Mendocino County. The Collaborative Applicant for the MCHSCoC with monthly meetings at Mendocino County HHSA in Ukiah. Continuum activities include the Point in Time Census and Survey of individuals and families experiencing homelessness, Coordinated Entry, Permanent Housing, and collaboration toward securing and maintaining HUD funded housing projects for addressing homelessness in Mendocino County.

Ombudsman

The Lake and Mendocino County AAA Ombudsman Program provides a free and confidential service that maintains and improves the quality of life for residents in long-term care facilities.

Area Agency on Aging

The Area Agency on Aging carries out a wide range of functions (advocacy, inter-agency linkages, information sharing, etc.) designed to develop or enhance comprehensive and coordinated community-based services for all older persons, under the leadership and direction of the California Department of Aging.

Locations & Contact

Please note: Some programs and services may not be available at office locations listed below. Contact us at (707) 463-7900 to verify locations and office hours.

Adult Protective Services:

Ukiah

747 S. State Street

P.O. Box 839

Ukiah, CA 95482

Phone: (707) 463-7900

Toll Free (including 24-Hour Emergency Line): (877) 327-1799

IHSS Fax: (707) 463-7979

APS Confidential Fax: (707) 467-5886

Willits

472 E. Valley Street

Willits CA 95490

Phone: (707) 456-3700

IHSS Fax: (707) 456-3741

APS Confidential Fax: (707) 467-5886

Fort Bragg

764 S. Franklin Street

P.O. Box 1306

Ft Bragg CA 95437

Phone: (707) 962-1102

IHSS Fax: (707) 962-1140

APS Confidential Fax: (707) 467-5886

Public Authority:

Fort Bragg: (707) 962-1102

Ukiah: (707) 463-7900

Willits: (707) 456-3700

Toll Free: (877) 327-1799

Supportive Housing Program:**Ukiah**

Ukiah Community Center

888 N. State Street

Ukiah, CA 95482

Phone: (707) 462-8879

Fax: (707) 462-0654

Willits

Willits Community Services
229 E. San Francisco Street
Willits, CA 95490
Phone: (707) 459-3333
Fax: (707) 459-0850

Ft. Bragg

Hospitality House
460 S. Franklin Street
Fort Bragg CA 95437
Phone: (707) 961-0172
Fax: (707) 961-0217

Agriculture

Introduction

To serve the citizens of Mendocino County by providing animal regulation services that promote public safety, health and responsible pet ownership and delivers these services in a timely, courteous, professional and cost effective manner.

Services & Programs

Agriculture Division:

- Crop Statistics
- Links
- Pesticide Use Enforcement
- Newsletters
- Certified Farmer's Market
- Informational Presentations
- Nursery
- Organic
- Pest Projects

Weights and Measures Division:

- Devices
- Weighmaster
- Petroleum
- Quantity Control
- Service Agent
- Links
- Forms

Contact

890 N. Bush Street

Ukiah, CA 95482

Phone: (707) 234-6830

Fax: (707) 463-0240

E-mail: agcomm@mendocinocounty.org

Hours: 8 am to noon; 1pm to 5pm. Our front counter is closed on Mondays from 3 to 5 pm for staff meetings.

Air Quality Management District (Affiliated Agency)

Introduction

The mission of the Mendocino County Air Quality Management District is to protect and manage air quality, an essential public resource upon which the health of the community depends. Mendocino County Air Quality Management District is one of 35 local Air Districts in California.

Contact

306 E. Gobbi Street

Ukiah, CA 95482

Phone: (707) 463-4354

Fax: (707) 463-5707

Website: <http://www.co.mendocino.ca.us/aqmd/>

Animal Care Services

Introduction

To serve the citizens of Mendocino County by providing animal regulation services that promote public safety, health and responsible pet ownership and delivers these services in a timely, courteous, professional and cost effective manner.

Services & Programs

The Animal Care Services (ACS) program areas include: Shelter Services providing; education outreach, adoption, volunteer opportunities, fostering, lost & found services, feral cat trap-neuter-release programs and licensing.

Additional services and community supports are available through Clinic Services providing; veterinary care and surgery for shelter animals, community clients with animal health education, rabies vaccination clinics, micro-chipping and low cost spay/neuter options to the local rescue groups and low income individuals.

Contact

298 Plant Road
Ukiah, CA 95482
Phone: (707) 463-4427
Fax: (707) 468-3338

Hours:

Sunday & Monday - closed
Tuesday - 10:00 a.m. to 1:00 p.m. / 1:30 p.m. to 5:00 p.m.
Wednesday - 10:00 a.m. to 1:00 p.m. / 1:30 p.m. to 7:00 p.m.
Thursday - 10:00 a.m. to 1:00 p.m. / 1:30 p.m. to 5:00 p.m.
Friday - 10:00 a.m. to 1:00 p.m. / 1:30 p.m. to 5:00 p.m.
Saturday - 10:00 a.m. to 1:00 p.m. / 1:30 p.m. to 5:00 p.m.

****From 1:00 pm to 1:30 pm every day the Animal Shelter will be closed to the public for lunch.****

****All financial transactions have to be completed 30 minutes prior to closing.****

****All dog kennel, cat adoption and the cat colony room areas will close 20 minutes prior to closing.****

Arts Council of Mendocino County

Introduction

The Arts Council of Mendocino County promotes the arts and cultivates creativity to benefit and enrich the lives of residents and visitors. Objectives include expanding opportunities for artists and arts organizations, supporting art education, promoting the role of the arts in the local economy and increasing public awareness of the value of the arts. We support and promote the arts throughout Mendocino County, and we advocate for artists and arts organizations with government, business, and tourism leaders. ACMC celebrates multi-cultural art, music, dance and food from Mendocino County's children, artists, and residents to share and increase public awareness of one another's cultural values, visibility, diversity and beauty.

Services & Programs

The Arts Council of Mendocino County promotes the arts and cultivates creativity to benefit and enrich the lives of residents and visitors. This mission guides and shapes ACMC programs and community partnerships. From partnering with the Mendocino Coast Botanical Gardens on an annual outdoor Sculpture Gallery, to inspiring the creativity of K-12 students through our Get Art in the Schools Program, the diverse programs of ACMC form the heart of how we pursue our mission to cultivate creativity in Mendocino County. Programs include:

- Arts Administrators Roundtable Meetings
- Annual Mendocino County Art Champion Awards

- Creative Place Making Projects
- Contemporary Art Reading Room
- Fiscal Receiver and Sponsorship
- Gallery at the ACMC Office / Historic Ukiah Depot
- Get Arts in the Schools Program (GASP)
- Curriculum Resource Library, A GASP Resource
- Member Artists in the Spotlight
- Mendocino County Alliance for Arts Education
- Mendocino County Celebrates American Craft Week
- Poetry Out Loud
- Publicity Support for Members
- Sculpture Gallery at the Botanical Gardens

Contact

309 E. Perkins Street

Ukiah, CA 95482

Phone: (707) 463-2727

E-mail: acmc@artsmendocino.org

Website: <http://www.artsmendocino.org/>

Assessor

Introduction

The **Assessor** is responsible for determining the assessed value of all taxable Real and Personal Property located within Mendocino County. Some of the many duties of the Assessor's office are listed below:

- Discover, Locate, Map and Value All Taxable Property Within the County
- Prepare the Assessment (Tax) Roll
- Review & Application of Appropriate Exemption
- Perform Mandatory Audits of Businesses (Whose Property Statements have Exceeded \$400,000 for the Last Four Years)
- Represents the County at Local Assessment Appeal Hearings

Services & Programs

County Clerk Division:

The County Clerk Division performs a variety of mandated duties, including:

- Issuing Marriage License
- Filing Fictitious Business Name Statement (FBNs)
- Processing Notary Registrations and Bonds
- Handling Environmental Documents
- Performing Civil Marriage Ceremonies (in our office on weekdays and at your location on weekends)

- The County Clerk Division also issues certified copies of Marriage, Birth and Death Records
- Filing of Conflict of Interest Statements (for County Departments, Agencies, Boards and Commissions)
- Accepts Oath of Office for filing and Maintains Roster of Public Officers
- Registrations of Private Professional Photocopiers, Process Servers & Unlawful Detainer Assistants

Recorders Division:

The Recorders Division of the Assessor-Clerk-Recorder's office performs the mandated duties of recording documents and filing maps, maintaining cross-reference indexes to these records.

Document Transfer Tax is collected on transfers of real property.

A few examples of typical recorded documents are:

- Real Property Records – Deeds, Leases, Notices of Completion
- Issue certified copies of Marriage, Birth and Death records
- Financing Documents – Deeds of Trust, Notices of Default, Re-conveyances, Financing Statements
- Maps – Subdivisions, Parcel Divisions, Surveys
- Military Discharge Papers
- Declaration of Homestead
- Mechanics' Liens
- Tax Liens, Release of Liens

Elections:

The Elections Division of the office of Assessor-County Clerk-Recorder performs duties as mandated by state, federal and local laws. Listed below are some of the many duties performed by the Elections Office:

- Register Voters and Maintain the Voter Registration file.
- Administers and Conducts all Federal, State, County, School District and Special District Elections
- Administers and Conducts Municipal Elections under agreement with each City
- Procure Polling Places, and Recruit Poll Workers in Mendocino County
- Provide Information to Candidates Regarding the Nomination Process
- Accepts for filing & maintains for public access, Campaign Statements of candidates for each election and for Elected Officials required to file the forms.

Contact

Department	Telephone	Fax
<u>Assessor</u>	(707) 234-6800	(707) 463-6597
<u>County Clerk</u> (FBN, & Marriage Licenses)	(707) 234-6822	(707) 463-4257
<u>Recorder</u> (Birth, Death & Marriage Copies)	(707) 234-6823	(707) 463-4257
<u>Elections</u> (Registrar of Voters)	(707) 234-6819	(707) 463-4257

501 Low Gap Road - Room 1020

Ukiah, CA 95482

Phone: (707) 234-6800

Fax: (707) 463-6597

E-mail: acr@mendocinocounty.org

Website: <https://www.mendocinocounty.org/government/assessor-county-clerk-recorder-elections/assessor-services-forms>

Hours: Monday – Friday, 8 am – 5 pm, open during the lunch hours. (Copy orders processed until 4:45)

Auditor-Controller

Introduction

As the Chief Financial Officer of the county, I exercise general supervision over the accounting of all organizations under the control of the Board of Supervisors as well as those special districts and school districts whose funds are maintained by the County Treasury.

Services & Programs

In addition to maintaining all basic financial information, the Auditor-Controller analyzes accounting reports, supplies fiscal information and acts as financial counsel to the Chief Executive Officer and Board of Supervisors. An integral function of the Auditor-Controller's Office is the administration of the property tax rolls. Please use the link below to access an explanation about the property tax process in Mendocino County. We hope this information is very helpful and we welcome any comments you may have.

Property Tax Information:

- [Property Tax Process](#)
- [How To Calculate Your Taxes](#)
- [Tax Rates & Descriptions](#)
- [Redwoods JC Bond](#)
- [Supplemental Tax Refunds](#)
- [Special & Direct Assessments & Levies](#)
- [Property Tax Relief](#)
- [Frequently Asked Questions](#)
- [Contact Information](#)
- [Sales Tax Jurisdiction Locator](#)
- [Change of Address](#)

Contact

501 Low Gap Road - Rm 1080

Ukiah, CA 95482

Phone: (707) 234-6860

Fax: (707) 467-2503

E-mail: auditor@mendocinocounty.org

Website: <https://www.mendocinocounty.org/government/auditor-controller>

Behavioral Health and Recovery Services

Introduction

All programs are focused and dedicated to providing consumer oriented treatment to the community.

Specialty Mental Health Services Mission Statement:

Behavioral Health & Recovery Services (BHRS), Mental Health program cares for the people of Mendocino County whose lives are affected by mental illness. Behavioral Health & Recovery Services, Mental Health Services strives to:

- Deliver services in the least restrictive, most accessible environment within a coordinated system of care that is respectful of a person's family, language, heritage and culture.
- Educate ourselves, individuals, families and the community about mental illness and the hopeful possibilities of treatment and recovery.
- Maximize independent living and improve quality of life through community-based treatment.
- Maximize the resources available and attend to concerns for the safety of individuals and the community.
- Manage our fiscal resources effectively and responsibly while insuring that productivity and efficiency are important organizational values which result in maximum benefits for all concerned.

Substance Use Disorders Treatment (SUDT) Mission Statement:

The Substance Use Disorders Treatment program of Mendocino County is committed to providing services to residents of Mendocino County of diverse backgrounds. We offer a culturally competent, gender responsive, trauma informed system of care for adults and adolescents while striving to meet linguistic challenges. Utilizing holistic, person-centered recovery, we promote healthy behaviors through prevention and treatment strategies that support our community's need to address alcohol and other drug abuse, addictions and related conditions. Please see Substance Use Disorders Treatment section for more information.

Compliance

IF YOU WITNESS A VIOLATION of federal or state standards, you can report this by telephone, e-mail or letter to the Mendocino County Mental Health Plan which has a policy prohibiting retaliation against a person reporting non-compliance. Reporting may be done anonymously.

Contact

Please note: Some programs and services may not be available at office locations listed below. Contact us at (707) 463-7900 to verify locations and office hours.

1120 S. Dora Street

Ukiah, CA 95482

Phone: (707) 472-2300

Fax: (707) 463-2306

Website: <https://www.mendocinocounty.org/government/health-and-human-services-agency/behavioral-health-and-recovery-services>

Crisis Line: 1-855-838-0404

Access Line: 1-800-555-5906

Administration: 1-707-472-2300

Medication Services: 1-707-467-9065

Compliance Hotline: 1-866-791-9337

Presumptive Transfer: 1-707-472-0350

Board of Supervisors

Introduction

The Mendocino County Board of Supervisors' mission is to create and maintain a responsive and responsible government that enhances the quality of life of the people of Mendocino County. The County's mission is to deliver services that meet: Public safety, health, social, cultural, education, transportation, economic, and environmental needs of our communities.

Principles of Office:

Supervisors will adhere to the following principles; they will:

- Work in harmony to support the County's mission.
- Devote time, thought and study to their duties as board members, so that they may render effective and credible public service for the citizens of the County.
- Work with fellow board members in a spirit of cooperation so all issues, especially those which are controversial, may be debated openly and fairly, thereby protecting the dignity of the individuals involved in the public forum and decision making process.
- Base decisions on all available facts, voting with conviction, without bias, and ultimately abiding and upholding the final majority decisions of the Board.
- Represent the entire County of Mendocino, while being sensitive to the special characteristics of each District.
- Respect the Ralph M. Brown Act, taking official actions in public sessions, yet maintaining the confidentiality of closed session deliberations.
- Remember an individual board member has no legal authority outside the meetings of the Board of Supervisors, thus they will conduct business with the citizenry, media, and County staff on this basis.

- Under all circumstances the primary function of the Board of Supervisors is to establish the policies by which the County of Mendocino is to be administered.
- Use the powers of the office honestly and constructively, communicating and promoting the needs of the community to the County and the needs of the County to the community.
- Encourage employee and citizen involvement in regulatory and policy development and to consider the perspectives of others as issues are discussed.
- Be responsible for professional growth by participating in educational conferences, workshops, and training sessions offered by local and State organizations.
- Be informed of the State and Federal government activities and the positions taken by Supervisor organizations regarding these matters.

Contact

501 Low Gap Road - Room 1010

Ukiah, CA 95482

Phone: (707) 463-4221

Fax: (707) 463-7237

Website: <https://www.mendocinocounty.org/government/board-of-supervisors>

CalWORKs Job Services

Introduction

The CalWORKs Job Services Program provides employment and training services to TANF recipients and applicants to find employment. Clients receive guidance and support in career assessment, continued educational development, skills training for upward mobility, budget and money management counseling and life skills training. CalWORKs Job Services works in collaboration with Mendocino Works partners and businesses in the community to provide employment training, rapid re-employment services, one-on-one mentoring services and job retention services.

CalWORKs Job Services contracts for services with local agencies that provide substance abuse and mental health treatment to clients and coordinates closely with local domestic abuse treatment and counseling services providers. CalWORKs Job Services can pay the cost of transportation, childcare and other expenses to facilitate the participant's ability to get and keep employment.

Contact

Ukiah

2550 N. State Street - Suite 3

Ukiah, CA 95482

Phone: (707) 467-5500

Fax: (707) 467-5561

Fort Bragg

764 S. Franklin Street
Fort Bragg, CA 95437
Phone: (707) 962-1001
Fax: (707) 961-2490

Willits

472 E. Valley Street
Willits, CA 95490
Phone: (707) 456-3760
Fax: (707) 456-3701
Website: <https://www.caljobs.ca.gov/vosnet/Default.aspx>

Cannabis

The County activated a Cannabis Information Hotline 1-844-421-WEED (9333) for all cannabis related inquiries, questions, and/or to be directed to the appropriate department associated with the inquiry. All interested parties will call one number for cannabis related inquiries. This hotline includes options on how to register cannabis complaints, where to apply for permits, where to pay cannabis related taxes, information regarding the building permit process, as well as general information regarding the County's Cannabis Cultivation Program.

*Contact***Willits**

125 E Commercial Street
Willits, CA 95490
Phone: (707) 234-6680
Fax: (707) 463-5709
Hours: Monday-Friday, 8:00 am to 5:00 pm *(Permits are not issued after 4:30 pm)

Fort Bragg

120 W. Fir Street
Fort Bragg, CA 95437
Phone: (707) 964-5379
Fax: (707) 961-2427
Hours: Monday-Friday, 8:00 am to 12:00 pm and from 1:00 pm to 5:00 pm *(Permits are not issued after 4:30 pm)

Cannabis Cultivation Program

860 N. Bush Street

Ukiah, CA 95482

Phone: (707) 234-6650

Toll Free: 1-844-421-WEED (9333)

E-mail: cannabisprogram@mendocinocounty.org

Website: <https://www.mendocinocounty.org/government/planning-building-services/cannabis-cultivation>

Central Services

Introduction

The Central Services Division's primary responsibility is the cost-effective acquisition of materials and equipment on behalf of County departments. Aside from Purchasing, the services provided to County departments include processing formal bids and requests for proposal/qualifications, mail courier, fixed asset tracking, real property acquisition and management, parks administration and surplus equipment disposal.

Services & Programs

One of the most important things you can do as a vendor desiring to supply goods or services to Mendocino County is to be placed on the Purchasing Agent's Bidder's List.

Green Procurement

The County of Mendocino promotes environmentally preferable purchasing in its acquisition of goods and services and consider life cycle effects from pollution, waste generation, energy consumption, recycled material content, depletion of natural resources, and potential impact on health and nature in its procurement decisions.

General Terms and Conditions

The standard terms and conditions are typically used on every County solicitation. However it is important to note that in most circumstances due to the nature of the goods/services, supplemental terms and conditions of a solicitation will be developed and included as an addition to the standard terms and conditions.

Contact

841 Low Gap Road

Ukiah, CA 95482

Phone: (707) 234-6050

Child Support Services

Introduction

Mendocino County Department of Child Support Services' (DCSS) mission is to serve children and their families by establishing parentage and enforcing support orders in a fair and equitable manner.

Services & Programs

What we can do:

- Establish paternity
- Locate a parent
- Establish and enforce medical support orders
- Establish, modify and enforce a court order for child support

What we cannot do:

- Handle divorces
- Establish spousal support orders
- Obtain or enforce restraining orders
- Handle custody or visitation matter

Customer Service

Ombudsperson Program Is Here to Help YOU! Who is the Ombudsperson?

The Ombudsperson helps you resolve issues with your child support case, explains your rights and responsibilities, and tells you the ways you can get child support services. An Ombudsperson is available in each county to assist parents, employers, and other members of the community.

What are the Ombudsperson's responsibilities?

- To help you with child support issues.
- To assist you in understanding the Complaint Resolution Process before, during, and after the complaint is filed.
- To assist you in preparing for a State Hearing

Contact

107 S. State Street

P.O. Box 970

Ukiah, CA 95482

Phone: (866) 901-3212

Hours: Monday – Friday: 8 AM- Noon; 1 PM- 5 PM

Clerk-Recorder

Services & Programs

The County Clerk Division of the Assessor-Clerk-Recorder's office performs a variety of mandated duties, including:

- Issuing Marriage License
- Filing Fictitious Business Name Statement (FBNs)
- Processing Notary Registrations and Bonds
- Handling Environmental Documents
- Performing Civil Marriage Ceremonies (in our office on weekdays and at your location on weekends)
- The County Clerk Division also issues certified copies of Marriage, Birth and Death Records
- Filing of Conflict of Interest Statements (for County Departments, Agencies, Boards and Commissions)
- Accepts Oath of Office for filing and Maintains Roster of Public Officers
- Registrations of Private Professional Photocopiers, Process Servers & Unlawful Detainer Assistants

Contact

501 Low Gap Road - Room 1020

Ukiah, CA 95482

Phone: (707) 234-6822

Fax: (707) 463-6597

County Budget

Introduction

County Budget and Fee Schedule:

The annual adopted budget serves as the County's primary policy and budget document. It communicates the Board of Supervisors' priorities and how departments align their program goals and objectives to achieve them. The budget is structured to provide both high-level context and line item detail on Mendocino County's operations and how the County strives to serve the community. Mendocino County's budget corresponds to a fiscal year that begins on July 1 and ends the following June 30.

Services & Programs

In an effort to provide a more inclusive and transparent budget, Mendocino County is pleased to present our **County Budget Portal**.

Mendocino County partnered with **OpenGov.com** to provide a new web-based financial transparency and business intelligence tool that dynamically presents the County's revenues and expenses, from multi-year trends to line item level details.

Budget Process:

- **July - December:** The newly-adopted budget is monitored and quarterly reports are presented, to the Board of Supervisors.
- **February - March:** A mid-year report is presented, parameters for the following year's budget are established, budget workshops begin and budget instructions are distributed to departments.
- **April - May:** Budget requests are submitted by departments, the Board of Supervisors conducts budget workshops, a 3rd quarter report is presented to the Board and recommendations for a proposed budget are prepared.
- **June:** The County Executive Office presents a proposed budget for the Board of Supervisors to consider and the Board of Supervisors holds final public hearings and adopts the budget for the next fiscal year.

Contact**Executive Office:**

501 Low Gap Road - Room 1010

Ukiah, CA 95482

Phone: (707) 463-4441

Fax: (707) 463-5649

E-mail: <http://mendocinocounty.org/eo>

Hours: Monday – Friday 8:00 a.m. - 5:00 p.m.

Board of Supervisors:

501 Low Gap Road - Room 1010

Ukiah, CA 95482

Phone: (707) 463-4221

Fax: (707) 463-7237

Website: <https://www.mendocinocounty.org/government/board-of-supervisors>

County Counsel

Introduction

The office of Mendocino County Counsel is committed to providing the highest quality legal representation and advice, in a timely, responsive and cost-effective manner; to assist the County through its governing Board of Supervisors and other departments as needed to promote the public service objectives of Mendocino County, while at the same time protecting the County from risk and loss.

The Office of County Counsel is the legal adviser to the board of supervisors, and shall attend and oppose all claims and accounts against the county he or she deems unjust and illegal. County

Counsel shall defend or prosecute all civil actions and proceedings in which the county or any of its officers is concerned or is a party in his or her official capacity. (CA Gov't Code §§ 26526 & 26529.)

Mendocino County Counsel provides legal advice and representation to the Mendocino County Board of Supervisors, County officials and their departments. The Office directly serves the Board of Supervisors and works to understand and further the needs and goals of the Board. The Office provides legal guidance, support, and strategies, gives training, drafts and reviews legal documents and opinions, analyzes legislation and resolutions and represents the County in litigation. Upon request, the Office also acts as legal advisor for the Grand Jury and various Special Districts.

Services & Programs

Public Information:

The Office of the County Counsel does not provide legal advice to the general public. If you have suffered personal injury or property damage, which you believe was caused by the County or one of its employees you must first start by filing a claim with the Clerk of the Board of Supervisors, located at 501 Low Gap Road, Room 1010, Ukiah, CA 95482.

Please note that the law governing claims against public entities is complex and has short deadlines. You may need to seek the services of an attorney for your own protection. In any event, you should present your claim without delay. (See California Government Code section 910 et. seq.)

For **Requests for Public Records**, please use the link and instructions provided on the website. Do not send records requests to County Counsel directly.

Contact

501 Low Gap Road - Room 1030

Ukiah, CA 95482

Phone: (707) 234-6885

Fax: (707) 463-4592

Website: <https://www.mendocinocounty.org/government/county-counsel>

Hours: Monday-Friday - 8am-12pm, 1pm-5pm

Court Collections

Introduction

Located in the County Administration building, the collections office oversees the collection of installment payment plans and delinquent payments of court ordered debt including fines, fees, and restitution for the Superior Court of Mendocino County, Probation, and Public Defender.

Services & Programs

For traffic school matters please contact the Traffic Division of the Superior Court at (707) 463-4660.

Payment Options - payment can be made in four ways:

1. **Payment by mail should be sent to P. O. Box 8509, Ukiah, CA 95482-8509.** Write your docket number or account number on your check as well as on all correspondence. Make checks or money orders payable to Mendocino County Collections at the above address. To receive a copy of your receipt you must include a self-addressed stamped envelope.
2. **Payment in the office:** For payments in the office see the Court Collection department located in the County Administration building at 501 Low Gap Rd, Room 1060. You may pay by cash, check, money order, debit or credit card. Collections will not accept payment by coin (Government Code 24353).
3. **Credit Card or Electronic Check Payments** are accepted online (see website below).
4. **Pay by Phone:** Call 844-323-4111 to make a payment on your account. You may call 24 hours a day, 7 days a week.

Have your debtor number ready when making your payment. If you do not have this information, contact the Collection department for your amount due and your account number. Funds are verified while payment is made and electronically deposited to our bank within 72 hours from the transaction date.

Please note: You will be charged a 2.38% transaction fee for credit card payments (\$2 minimum) or \$1.50 for electronic check payments.

Failure to Pay:

Failure to pay your account by the due date may result in one or more of the following:

- Penalties and assessment of up to \$300 per case;
- Intercept of a California tax refund;
- Wage garnishment or bank levy;
- Referral to Franchise Tax Board or a private collection agency; and/or
- Abstract of Judgment on Real Property.

Franchise Tax Board (FTB):

The Franchise Tax Board assists the Collection department with delinquent debt collection in two ways:

1. Franchise Tax Board Tax Intercept Program.

Delinquent accounts or accounts with large outstanding balances are referred to the Franchise Tax Board to intercept any State tax refund or lottery winnings due to the debtor.

2. Franchise Tax Board Court-Ordered Debt (COD) Collection Program.

Delinquent accounts may be transferred to FTB for further collection action. Once assets are located by FTB, levies are issued to garnish wages or withhold bank accounts. FTB may also seize real or personal property.

Contact

501 Low Gap Road - Room 1060

P.O. Box 8509

Ukiah, CA 95482

Phone: (707) 234-6850

Fax: (707) 463-4166

Website: <https://www.mendocinocounty.org/government/collections>

If your account is with FTB COD Collection Program, you may contact them or mail payments to:

FTB -Court Ordered Debt Collections

P.O. Box 1328

Rancho Cordova, CA 95741-1328

Phone: (916) 845-4064

Cultural Services Agency

Introduction

Welcome to the Cultural Services Agency! Discover our many educational and unique programs and services. Connect with your community and enjoy the best Mendocino County has to offer.

Services & Programs

Library

Mendocino County Library is comprised of five vibrant Library branches and a Bookmobile.

- Coast Community Branch (Point Arena)
- Fort Bragg Branch
- Round Valley Branch (Covelo)
- Ukiah Branch
- Willits Branch

The Library will soon be opening another branch in Laytonville!

- Visit our branches for a multitude of events, access to digital media, and a large selection of books and audiovisual materials for checkout.

Museum

Discover our history - discover our museum! The Mendocino County Museum collects, conserves, and celebrates the stories, artifacts, and archives of the people and places in Mendocino County.

Contact

Cultural Services Agency Administration

105 N. Main Street

Ukiah, CA 95482

Phone: (707) 234-2873

Fax: (707) 463-6951

<https://www.mendolibrary.org/>

Museum

400 E. Commercial Street

Willits, CA 95490

Phone: (707) 459-2736

Fax: (707) 459-7836

District Attorney

Introduction

The Mendocino County District Attorney's Office is dedicated to ensure the safety of our communities through the prevention and the vigorous prosecution of crime, at all times maintaining high ethical standards to ensure that justice is accomplished in all cases.

Mission Statement:

The District Attorney of Mendocino County, as a constitutional officer and the public prosecutor acting on behalf of the people, is vested with the independent power to conduct prosecutions for public offenses, to detect crime and to investigate criminal activity. The District Attorney advises the Grand Jury in its investigations. By law, the District Attorney sponsors and participates in programs to improve the administration of justice.

The District Attorney fulfills these responsibilities through the efforts of the employees of the Office of the District Attorney. Each employee of the District Attorney's Office shall adopt the highest standards of ethical behavior and professionalism. Each employee, moreover, is integral to achieving the mission of the Office and shares the District Attorney's obligation to enhance the fundamental right of the people of Mendocino County to a safe and just society. At all times, the mission of this District Attorney's Office is to carry out the law in a fair, evenhanded and compassionate manner.

Services & Programs

- Asset Forfeiture
- Bad Check Program
- Criminal Program:
 - Anti-Drug Abuse Division
 - Consumer Fraud and Economic Crimes Protection

- Gang Prosecution
- Juvenile Division
- Elder Abuse Outreach
- Investigative Services
- Prelims and Trials
- Witness Services

Contact

Ukiah:

Courthouse
100 N. State Street - Room G-10
P.O. Box 1000
Ukiah, CA 95482
Phone: (707) 463-4211
Fax: (707) 463-4687

Victim Witness
100 N. State Street - Room 501
P.O. Box 144
Ukiah, CA 95482
Phone: (707) 463-4218

Fort Bragg:

700 S. Franklin Street
Fort Bragg, CA 95437
Phone: (707) 964-5624
Fax: (707) 961-2429

Economic Development

Introduction

To identify and initiate solutions to improve local economic, social, and environmental issues in order to build a healthy, sustainable, economically viable and resilient community.

Services & Programs

This online directory contains information that is most requested by the community and others interested in or performing local economic development.

1. Business Improvement District

On May 15, 2006, the Board adopted Ordinance No. 4170, adding Chapter 5.140 to Title 5 of the Mendocino County Code to create the Mendocino County Lodging Business Improvement District (BID)

2. Business Services

The County of Mendocino works to obtain local, state and federal resources to provide services to new and expanding businesses

3. Film Permits

- **Film Permit Application Form**
- **Permit Instructions and Information**

The County of Mendocino has a permitting process for commercial photography within the unincorporated area of County of Mendocino. All production activity that takes place on Mendocino County rights-of-way requires a film permit

4. GIS Mapping

This Industrial Land Survey was prepared using the County's Geographic Information System. It identifies properties that have an industrial land use classification.

The County's Geographical Information System contains several layers of parcel information, including land use classification, property ownership, topography, census track data, and other information. The Industrial Land Survey is an example of the type of parcel coverage that the County is able to identify. The County does not offer public access to interactive GIS information, but you may contact the County's Information Services Department at (707) 234-6000 and ask for 'GIS' for more information regarding GIS data layers.

Contact

Office Location:

County of Mendocino
Planning and Building Services
860 N. Bush Street
Ukiah, CA 95482
Phone: (707) 234-6650
Fax: (707) 463-5709
E-mail: pbs@mendocinocounty.org

Elections

Introduction

The Elections Division of the office of Assessor-County Clerk-Recorder performs duties as mandated by state, federal and local laws. Listed below are some of the many duties performed by the Elections Office:

- Register Voters and Maintain the Voter Registration file
- Administer and Conduct all Federal, State, County, School District and Special District Elections
- Administer and Conduct Municipal Elections under agreement with each City
- Procure Polling Places, and Recruit Poll Workers in Mendocino County
- Provide Information to Candidates Regarding the Nomination Process
- Accepts for filing & maintains for public access, Campaign Statements of candidates for each election and for Elected Officials required to file the forms

Contact

501 Low Gap Road - Room 1020

Ukiah, CA 95482

Phone: (707) 234-6819

Fax: (707) 463-4257

Employment & Family Assistance Services

Services & Programs

CalWORKs and Temporary Assistance to Needy Families (TANF)

Provides a temporary cash grant to eligible low-income families. The cash grants are based upon income and resource levels and medical costs are covered through Medi-Cal. Services that are designed to promote self-sufficiency are also provided with cash benefit programs.

CalFresh

Available to eligible low-income individuals and families. CalFresh benefits may be used to purchase food in markets that accept food stamps. CalFresh benefits are issued on an EBT card.

Electronic Benefit Transfer (EBT) Cards

EBT is the distribution of benefits on a debit card, making the issuance of state public assistance and federal food stamp benefits faster and easier through the use of electronic transactions. You use your EBT card just like you would any bank issued debit card. There is currently a program in Mendocino which allows our Farmers Markets to accept the EBT card.

Medi-Cal and the County Medical Services Program (CMSP)

Payment for medical costs is available to eligible individuals who meet income and resource standards. Payment for medical costs incurred may require a share-of-cost portion based upon household income levels.

CalWORKs Job Services

The CalWORKs Job Services Program provides employment and training services to TANF recipients to find unsubsidized employment.

Note: Program and Service availability varies by office location. If you have a question about service availability, please contact us to verify the services offered at a particular location, as well as the days and hours open.

Ukiah

737 S. State Street

P.O. Box 8508

Ukiah, CA 95482

Phone: (707) 463-7700

Toll Free: (877) 327-1711

Fax: (707) 463-7859

Fort Bragg

764 S. Franklin Street

P.O. Box 1759

Ft. Bragg, CA 95437

Phone: (707) 962-1000

Toll Free: (877) 327-1677

Fax: (707) 962-1010

Environmental Health & Sanitation Services

Introduction

The Environmental Health Division consists of 22 employees who carry out the mission to safeguard the public's health from environmental hazards. This is achieved through community education efforts and by enforcement of state and local laws to ensure safe supplies of food and water, to monitor the proper management of wastes and hazardous materials, to investigate environmental health-related causes of illness and to abate hazardous environmental health conditions.

Environmental Health programs fall into 4 categories: Land Use, Consumer Protection, Hazardous Materials, and Solid Waste. Environmental Health also handles Rabies Surveillance in collaboration with the county Animal Control Department and the Public Health Lab and the Paralytic Shellfish Poisoning Program in collaboration with the State Department of Health Services.

Regular inspections of permitted facilities and investigations of complaints are handled by technically trained and licensed Environmental Health Specialists (EHS). New trends and issues in the environmental health field are closely followed by EH staff.

Environmental Health

- Food Inspections
- Consumer Protection
- Land Use
- Hazardous Materials
- Solid Waste

Contact

Ukiah

860 N. Bush Street
Ukiah, CA 95482
Phone: (707) 234-6625
Fax: (707) 463-4038

Fort Bragg

120 W. Fir Street
Ft. Bragg, CA 95437
Phone: (707) 961-2714
Fax: (707) 961-2720
E-mail: enviroh@mendocino.org

Ocean Monitoring Hotline: (707) 234-6627

Executive Office

Introduction

The County Executive Officer (CEO) is appointed by the Board of Supervisors to oversee the administration of county government and implement decisions made by that Board of Supervisors.

The CEO is the day-to-day manager of county government and represents the County and its Board of Supervisors in a variety of activities. The Executive Office oversees the preparation, adoption, and administration of the County's budget and coordinates the activities of other county departments to ensure the effective accomplishment of the Board's directions and policies. The position of the CEO was established by the Board of Supervisors in Chapter 2.28 of County Code.

Services & Programs

The Executive Office Divisions includes:

- Clerk of the Board
- Prevention, Recovery, Resiliency, and Mitigation
- Information Technology
- Office of Emergency Services
- Risk Management
- Leadership Initiative
- Employee Health Benefits

Contact

501 Low Gap Road - Room 1010

Ukiah, CA 95482

Phone: (707) 463-4441

Fax: (707) 463-5649

Website: <http://mendocinocounty.org/eo>

Facilities and Fleet

Introduction

The Facilities and Fleet Division of General Services promotes a safe, healthy environment for County employees and visitors. It provides a full range of maintenance and custodial services for County owned buildings.

Services & Programs

Services are provided through scheduled maintenance programs and reimbursable projects.

- Maintenance
- Custodial
- Project Management
- Architectural Services

The maintenance staff provides support in many areas including:

- Building Renovations
- Grounds Maintenance
- Painting
- Roof Repairs
- Electrical Repairs
- Plumbing Repairs
- HVAC Systems
- Energy Management
- Security Systems

Facility Work Orders: This service is not available to the general public. For County employees wishing to submit a facility maintenance work order, visit the intranet site.

Contact

851 Low Gap Road

Ukiah, CA 95482

Phone: (707) 234-6050

Fax: (707) 463-4784

Family and Children's Services

Introduction

We are committed to excellence in the delivery of child welfare services in a child-focused, family-centered and culturally competent manner. We investigate reports of suspected child abuse and neglect, and intervene with families who are unable to ensure the health and safety of their child. Investigations are conducted in a thorough and professional manner and family interventions are completed in the least intrusive manner necessary for the protection of the child. It is our goal to work with families to help keep children safe at home. However, when that is not possible, we work to find a safe, permanent home for children.

Services & Programs

- Emergency Response Referrals
- Voluntary / Formal Supervision Cases
- Court Ordered Cases
- Family Reunification Services
- Family Maintenance Services
- Permanent Placement Services
- Supportive Transition Services (AB 12)
- Family Drug Dependency Court (FDDC)
- Residential Based Services (RBS)
- Wraparound Services
- Family Resource Centers
- Parenting Classes
- Independent Living Program
- Transitional Housing Program Plus (THP-Plus)

Contact

Ukiah

Main Office
727 S. State Street
P.O. Box 839
Ukiah, CA 95482
Phone: (707) 463-7990
Fax: (707) 463-7960

Ukiah Family Resource Center
10 Cherry Court
P.O. Box 839

Ukiah, CA 95482
Phone: (707) 467-5810
Fax: (707) 468-3492

Willits

Main Office
472 E. Valley Street (formerly 211 South Lenore Avenue)
Willits, CA 95490
Phone: (707) 456-3700
Fax: (707) 456-3701

Willits Family Resource Center
474 E. Valley Street (formerly 211-B South Lenore Ave.)
Willits, CA 95490
Phone: (707) 456-3710

Fort Bragg

790 S. Franklin Street
Fort Bragg, CA 95437
Phone: (707) 962-1100
Fax: (707) 962-1110

GIS Mapping

Introduction

The County's Geographical Information System contains several layers of parcel information, including land use classification, property ownership, topography, census track data, and other information. The Industrial Land Survey is an example of the type of parcel coverage that the County is able to identify. The County does not offer public access to interactive GIS information, but you may contact the County's Information Services Department and ask for 'GIS' for more information regarding GIS data layers.

Contact

501 Low Gap Road
Ukiah, CA 95482
Phone: (707) 234-6000
E-mail: farri@mendocinocounty.gov
Website: <https://www.mendocinocounty.org/government/executive-office/information-services>
Hours: M-F 8am-5pm

Grand Jury

Introduction

The Grand Jury is a citizen organization established by California law to review and investigate government of a county and its cities.

Contact

501 Low Gap Road - Room 1500

P.O. Box 939

Ukiah, CA 95482

Phone: (707) 463-4320

E-mail: grandjury@mendocinocounty.org

Human Resources

Introduction

The Human Resources team is committed to fostering a culture where fairness, dignity and respect for our fellow employees combine to ensure quality services to our community. Our vision is to be the employer of choice in Mendocino County by providing a workplace that attracts and retains talented and passionate employees to serve our community.

Services & Programs

- County Employment
- Employee Benefits
- Employee Wellness Program (MCWOW)
- Employee Assistance Program
- Countywide Employee Trainings
- Leadership Initiative
- Labor Relations
- County Policies
- ADA Compliance

Boards and Commissions

- Civil Service Commission

Contact

501 Low Gap Road - Room 1326

Ukiah, CA 95482

Phone: (707) 234-6600

Fax: (707) 468-3407

Employee Assistance Program (EAP): (800) 535-4985

Information Technology

Introduction

Information Technology (IT) is responsible for the integration of efficient technology practices and policies across most county departments and several outside agencies.

Services & Programs

Information Technology for the County and is charged with delivery of ongoing information technology services for all County departments, including the following:

- Computer Operations
- Network Services
- Communications
- Computer Training
- Application Support and Development
- Desktop Support
- IT Acquisition
- Website Management
- Geographic Information System (GIS)
- Radio Tower support and maintenance

Contact

501 Low Gap Road - Room 1440

Ukiah, CA 95482

Phone: (707) 234-6000

Fax: (707) 463-5477

Jail

Introduction

Court:

Individuals who are arrested and booked into jail will be scheduled to appear in court within 48 hours. Court days do not include weekends and public holidays. We do not release information concerning the exact date and time an inmate is scheduled to appear in court.

Court information may be obtained by contacting the clerk of the Court of jurisdiction and/or the inmate's attorney.

Bail:

Bail may be posted by paying the entire amount in cash, by using a certified check, money order, or post a bail bond. Personal checks are NOT accepted. The certified check or money order must be made out to the Court of Jurisdiction. No other forms of bail will be accepted. Bail for out of county warrants may be posted in the same manner. You can find a list of bail bond agencies in the Yellow Pages of a phone book.

Releases:

The booking process may take several hours depending the workload in the jail. Individuals who were under the influence of drugs or alcohol at the time of arrest but are eligible for release on their own recognizance will remain in custody until they are no longer under the influence. Bail releases may take a little longer if the inmate has been moved to a housing unit.

Inmates who have been released by the courts are also processed as quickly as possible. Delays in obtaining paperwork from the courts will slow the release process. Normally inmates will be released two to four hours after their return from court.

Inmates who have completed serving their sentence are normally released between 5:00 AM and 7:00AM on their release date.

Visiting:In Person Visitation

To make an appointment to visit an inmate, please call (707) 463-6330 Monday-Friday 8:00 AM to 5:00 PM (closed from noon to 1:00 PM).

Video Visitation

In partnership with Legacy Inmate Communications, the Mendocino County Sheriff's Office has initiated a remote video visitation program. Remote video visitation allows the outside party to schedule and visit with an inmate via computer, tablet, and most smart phones. Video visitation increases visiting opportunities to at least 6 days per week and will begin on December 15, 2015. Video visits can be scheduled only through Legacy Inmate Communications, online at www.legacyinmate.com or by calling (888) 729-4326.

For information regarding custody status, charges, bail or court information, phone: (707) 463-4423.

Services & Programs

Alternative Programs

Home Detention

Business Hours: 8:00 a.m. – 5:00 p.m.

Phone: (707) 463-4625

Home Detention will be provided to those who meet the criteria and are in custody for 15 days or longer. Must apply while in custody.

Work Release

Business Hours: 8:00 a.m. – 5:00 p.m.

Phone: (707) 463-4092

Application for the Work Release Program must be completed prior to incarceration.

Work Furlough

The Work Furlough Program is administered by the Probation Department. They may be contacted at (707) 463-4271.

Inmate Service Volunteer Program

The Mendocino County Corrections Facility offers a variety of educational, cognitive and recovery based programs to incarcerated individuals.

These programs include: Alcohol and Narcotics Anonymous, G.E.D. preparation and testing, Adult Education, Life Skills, Substance Abuse & Recovery Education, Anger Management, Horticulture and a variety of religious services.

If you are interested in either volunteering your services or donating educational, recreational, or spiritual materials please contact the Inmate Services Coordinator.

Inmate Services Coordinator

Phone: (707) 463-4565

Fax: (707) 463-6522

Jail Administration

Mendocino County Sheriff's Office

Corrections Division

951 Low Gap Road

Ukiah, CA 95482

Mendocino County Sheriff's Office
Corrections Division
951 Low Gap Road
Ukiah, CA 95482
Inmate Services
Inmate Services Coordinator
Phone: (707) 463-4565
Fax: (707) 463-6522

Chaplain
Phone: (707) 463-5471
Fax: (707) 463-6522

Law Library (Affiliated Agency)

Introduction

An Affiliated Agency, "A free public law library providing access to general legal resources to the citizens of Mendocino County."

This Website contains links to many full-text, primary documents such as statutes, cases, and regulations for California, the United States and beyond.

There are links to reference materials, legal forms, areas of specific legal interest, and local, state, and federal government agencies.

Services

- Codes & Statutes
- Courts and Case Law
- Forms
- Government Agencies/Documents
- Homework Helpers
- Local Links
- Reference
- Search Help
- Legal Self-Help
- Legal Topics
- Understanding the Courts

Contact

Mendocino County Courthouse
100 N. State Street - Room 307
Ukiah, California 95482
Phone: (707) 463-4201
E-mail: lawlib@pacific.net

Office of Emergency Services

Introduction

The Mendocino County Office of Emergency Services (OES) is the primary local coordination agency for emergencies and disasters affecting residents, public infrastructure, and government operations in the Mendocino County Operational Area. The Mendocino Operational Area includes the entirety of the County and its cities, towns, and special districts, in coordination with independent tribes. OES is charged with providing the necessary planning, coordination, response support and communications with all agencies affected by large-scale emergencies or disasters.

OES works in a cooperative effort with other governmental jurisdictions within the county; disciplines such as law enforcement, fire, and emergency medical services, state and federal agencies, utilities, private industry and volunteer groups in order to provide a coordinated response to disasters.

Contact

Emergency Services Coordinator

880 N. Bush Street
Ukiah, CA 95482
Phone: (707) 467-6497
Fax: (707) 463-4689
E-mail: OES@mendocinocounty.org

Planning and Building Services

Introduction

Mission Statement: To effectively manage existing and future development by facilitating the availability of adequate services and facilities, advocating the wise use of our natural resources, promoting an awareness and consideration of cultural resources, and facilitating the protection and enhancement of the quality of life in Mendocino County. While recognizing it is not always possible to reconcile the often-diverse interests of our clients (private applicants, interested citizens, general public, decision-makers, other agencies) we will strive to:

- Provide precise, up-to-date and innovative advice and technical expertise.
- Be problem solvers seeking solutions to issues within the framework of the regulations.

- Treat all members of the public, applicants, decision-makers and co-workers in a courteous, respectful and professional manner.
- Improve and maintain effectiveness and efficiency by forging working relationships within, and external to the County organizations.
- Develop and maintain a work environment that strives for excellence and exemplary customer service through teamwork, continuous training, career advancement, innovation, and a culture that encourages creative change.

Services & Programs

The Planning and Building Services Department's primary responsibilities are to:

- Administer, implement and enforce state and local building construction regulations in the unincorporated area of the County and the cities of Fort Bragg and Point Arena;
- Administer, implement and enforce state and local land use planning and zoning laws;
- Prepare, revise, update, implement and administer the County General Plan, Local Coastal Program and Airport Land Use Plans.
- Coordinate the abatement of abandoned vehicles in the unincorporated area of the County and the Cities of Willits, Fort Bragg and Point Arena.
- Coordinate preparation and dissemination of mapping and population information.

Code Enforcement:

Mendocino County Code Enforcement is concerned with complaints pertaining to Planning and Building codes and ordinances in the unincorporated areas of Mendocino County. Code Enforcement also handles complaints for the Medical and Non-medical Cannabis Ordinance(s), the Noise Control Ordinance, and the Abandoned Vehicle Abatement (AVA) program, as well as for Nuisance Abatement clean-up and removals as they occur.

Probation

Introduction

The mission of the Mendocino County Probation Department, as an integral part of the criminal justice system, is to promote public safety by reducing criminal behavior and its impact upon the community.

Services & Programs

- Adult Probation
- Juvenile Probation
- Juvenile Hall
- Community Corrections Partnership

Boards and Commissions

Juvenile Justice & Delinquency Commission

Contact

Adult Probation

Ukiah

585 Low Gap Road

Ukiah, CA 95482

Phone: (707) 234-6900

Fax – Adult Field: (707) 463-5749

Fax – Adult Court/Administrative: (707) 463-5461

Fort Bragg

700 S. Franklin - Room 107

Fort Bragg, CA 95437

Phone: (707) 234-6900

Fax: (707) 961-2400

Willits

472 E. Valley Street

Willits, CA 9549

Phone: (707) 234-6900

Fax: (707) 459-7899

Juvenile Probation

585 Low Gap Road

Ukiah, CA 95482

Phone: (707) 234-6900

Fax: (707) 463-4434

Juvenile Hall

585 Low Gap Road

Ukiah, CA 95482

Intake Phone: (707) 234-6368

Fax: (707) 463-6353

Public Defender & Alternate Defender

Introduction

Thank you for visiting our site. As your Public Defender, my office is responsible for representing those financially unable to employ counsel and who are charged with the commission of any contempt or criminal offense triable in the Superior Courts of the County at all stages of the proceedings.

As your Public Defender, my office and I are committed to protecting the constitutional rights of every individual we represent through our zealous advocacy and presence at every critical stage of the proceedings in every court and at every calendar. We are here to provide the crucible in determining whether charges brought are true in whole, in part, or at all. We take seriously our office motto: The Noblest Motive is the Public Good.

Jeffrey A. Aaron

Public Defender

Services & Programs

If you have been charged with a crime and cannot afford an attorney, you will be assigned an attorney from the public defender's office. Our office's practice consists predominantly of criminal defense litigation. We defend adults and juveniles charged with crimes ranging from petty-theft to capital murders. The office also defends individuals subject to involuntary psychiatric, civil commitments and conservatorships.

Additionally, our office represents individuals in certain specialty or collaborative courts, such as drug court and mental health court. Most collaborative courts look to alternatives to incarceration in order to provide individuals with the services and treatment that they need.

Public Defender

Contact

175 S. School Street

Ukiah, CA 95482

Phone: (707) 234-6950

Fax: (707) 463-5435

Website: <http://www.mendocinopublicdefender.com>

Contact

700 S. Franklin Street, Suite E

Fort Bragg, CA 95437

Phone: (707) 964-0606

Fax: (707) 961-2407

Alternate Defender

Contact

800 N. Bush Street

Ukiah, CA 95482

Phone: (707) 234-6990

Fax: (707) 467-2582

Public Health

Introduction

In partnership with the community, our mission is to safeguard and promote the health and wellness of the people of Mendocino County

Services & Programs

- Public Health Nursing
- Immunization Programs
- Medical Marijuana Identification Card (MMIC)
- HIV/AIDS Information and Resources
- Comprehensive Perinatal Services Program (CPSP)
- Communicable Diseases (CD)
- Community Health, Education & Engagement (CHEE, formerly known as PAPU)
- California Children's Services (CCS)
- The Child Health and Disability Prevention Program (CHDP)
- Maternal, Child, Adolescent Health Programs (MCAH)
- Healthy Families Mendocino County
- Women, Infants & Children (WIC)
- Public Health Administration
- Rabies Information
- Foodborne Illnesses
- Public Health Emergency Preparedness (PHEP) and Hospital Preparedness Program (HPP)

Boards and Commissions

Public Health, Safety, and Resources Committee

Contact

Ukiah

1120 S. Dora Street

Ukiah, CA 95482

Phone: (707) 472-2600 or (707) 472-2700

Willits

474 E. Valley Street (formerly 221-B S Lenore Ave)

Willits, CA 95490

Phone: (707) 456-3800

Fort Bragg

120 W. Fir Street

Ft. Bragg, CA 95437

Phone: (707) 964-4713

Toll-Free: (800) 734-7793

Public Records Request

Introduction

The County of Mendocino is committed to transparency and accountability. This web portal is designed to provide the community unparalleled access to public records. You can review previous requests and responsive documents, or submit your own new request for public documents. Start your communication with the County of Mendocino!

Services & Programs

The County of Mendocino uses NextRequest to facilitate a public records request. In most cases your request will be fulfilled within 10 days. You can review previous requests and responsive documents, or submit your own new request for public documents. Start your communication with the County of Mendocino by submitting your request using our Public Records Request Portal at

<https://mendocinocounty.nextrequest.com>.

Retirement (Affiliated Agency)

Introduction

The Mendocino County Employees Retirement Association (MCERA) administers defined retirement plan benefits for Mendocino County, Mendocino County Superior Courts, and the Russian River Cemetery District pursuant to the County Employees Retirement Law Act of 1937 (CERL). MCERA is

governed by a Board of Retirement and is a separate agency from the County of Mendocino. MCERA is committed to working for our active and retired members.

Our Vision Statement

MCERA is a trusted, financially stable contributor to a strong Mendocino County economy.

Our Mission Statement

We collect, protect and grow assets to provide a secure retirement income for our members.

Our Guiding Principles

- We exist to serve our clients, sponsors and the taxpayers of Mendocino County.
- We act with integrity and respect for all.
- We think strategically and are continuously improving.
- We recognize people are our most valuable resource and our culture empowers staff.

Contact

625-B Kings Court

Ukiah, CA 95482

Phone: (707) 463-4328

Fax: (707) 467-6472

E-mail: retirementassociation@mendocinocounty.org

Risk Management and Safety

Introduction

Risk Management/Workers' Compensations administers the County's risk management program to minimize harm to the physical, human, fiscal and environmental resources of the County and to minimize the total cost of risk to Mendocino County.

Services & Programs

- Administer self-insurance programs and insured policies for workers' compensation and property/casualty.
- Conduct safety training, audits (safety, ergonomic, industrial hygiene) and loss control programs.
- Identify and evaluate physical, environmental, chemical and biological hazards in the workplace and devise ways to control or eliminate them.
- Administer claims in conjunction with third-party administrators and designated providers
- Conduct claim investigations to identify causes and develop preventive solutions to eliminate recurrences.
- Ensure compliance with local, state and federal legislation.
- Administer Workers' Compensation and return to work program.

County Employees with Workers' Compensation Injuries can find forms on the County Intranet at <http://gs.mendocino.gov/risk-management/forms-related-to-safety>.

Contact

501 Low Gap Road - Room 1010

Ukiah, CA 95482

Phone: (707) 234-6061

Fax: (707) 463-4673

Sheriff

Introduction

To be an effective, professional and community oriented public safety agency through cooperative efforts.

Services & Programs

- ABC Event Licenses
- Carry Concealed Weapon Permits
- Civil Division
- Explosives Permits
- Fingerprinting
- Clearance Letters
- Itinerant Permits
- Megan's Law
- Sex Offender Registration
- Corrections
- Funding
- Inmate Marriages
- Inmate Services
- Inmate Volunteers & Program Providers
- Visiting Inmates
- Work Release
- Work Furlough
- Home Detention
- COMMET
- Field Division
- K-9 Patrol
- S.A.L.
- Office of Emergency Services

Contact

951 Low Gap Road

Ukiah, CA 95482

Phone: (707) 463-4411

Fax: (707) 463-4085

Website: <http://www.mendocinosheriff.com/administration/contact-us>

Social Services

Introduction

Healthy People, Healthy Communities: In partnership with the community, our mission is to safeguard and promote the health and wellness of the people of Mendocino County.

Services & Programs

Adult & Aging Services

- Adult Protective Services (APS)
- General Assistance (GA)
- In-Home Supportive Services (IHSS)
- Public Authority
- Public Guardian/Public Administrator
- Veteran's Services
- Mendocino County Homeless Services Continuum of Care (MCHSCoC)
- Ombudsman
- The Lake and Mendocino County AAA Ombudsman Program
- Supportive Housing Program

Employment & Family Assistance Services

- CalWORKs and Temporary Assistance to Needy Families (TANF)
- CalFresh
- Electronic Benefit Transfer (EBT) Cards
- Medi-Cal and the County Medical Services Program (CMSP)
- CalWORKs Job Services

Family and Children's Services

- Emergency Response Referrals
- Voluntary / Formal Supervision Cases
- Court Ordered Cases
- Family Reunification Services
- Family Maintenance Services
- Permanent Placement Services

- Supportive Transition Services (AB 12)
- Family Drug Dependency Court (FDDC)
- Residential Based Services (RBS)
- Wraparound Services
- Family Resource Centers
- Parenting Classes
- Independent Living Program
- Transitional Housing Program Plus (THP-Plus)

Employment & Family Assistance Services

- CalWORKs and Temporary Assistance to Needy Families (TANF)
- CalFresh
- Electronic Benefit Transfer (EBT) Cards
- Medi-Cal and the County Medical Services Program (CMSP)
- CalWORKs Job Services

Contact

Please see each program's section for their contact information.

Solid Waste Management Authority (Affiliated Agency)

Introduction

Waste management service in Mendocino County, California

Services & Programs

Solid Waste Facilities

- Environmental Health staffs serve as the Local Enforcement Agency (LEA) for the California Integrated Waste Management Board (CIWMB), issuing permits and inspecting solid waste facilities for compliance with state laws.
- The Environmental Health Division regulates and inspects more than 50 solid waste facilities in Mendocino County, including: 5 closed/inactive municipal landfills, 3 wood waste disposal sites, 2 composting facilities, and 11 transfer stations.
- Approximately 200 inspections are conducted annually. Closed sites are inspected either annually or quarterly, while active facilities are inspected quarterly or monthly, depending on their size. These sites are required to maintain compliance with their permit conditions as well as State Minimum Standards.
- For information regarding recycling and disposal of hazardous materials and hazardous wastes, go to the Mendocino Solid Waste Management Authority website at: mendorecycle.org

Privately operated Transfer Stations

- Albion Transfer Station, 30180 Albion Ridge Rd., Albion, 707-459-4845
- Boonville Transfer Station, 18851 Mountain View Rd., Boonville, 707-459-4845
- Caspar Transfer Station, 15000 Prairie Way, Caspar, 707-459-4845
- Covelo Transfer Station, 90500 Refuse Rd., Covelo, 707-459-4845
- Laytonville Transfer Station, 1825 Branscomb Rd., Laytonville, 707-459-4845
- Potter Valley Transfer Station, 8293 Main St., Potter Valley, 707-459-4845
- South Coast Transfer Station, 40855 Fish Rock Rd., Gualala, 707-459-4845
- Ukiah Transfer Station, 3151 Taylor Drive, Ukiah, 707-234-6400
- Westport Transfer Station, 37551 Hwy 1, Westport, 707-459-4845
- Willits Transfer Station, 351 Franklin Ave., Willits, 707-459-4845

Contact

3200 Taylor Drive

Ukiah, CA 95482

Phone: (707) 468-9710

Fax: (707) 462-3517

Substance Use Disorder Treatment Programs

Introduction

Behavioral Health and Recovery Services, Substance Use Disorder Treatment programs assists participants who have substance use disorders to create and maintain a healthy, balanced lifestyle, free of alcohol and other drug abuse. In order to assist participants to make positive changes in their lives, staff utilize evidence-based curricula. All treatment staff are certified or registered by the State of California.

Services & Programs

Adult Treatment Programs

Adult treatment services are provided in individual and group settings. Individual counseling may include sessions focused on assessment, treatment planning, crises, collateral sessions with family members ultimately, discharge planning. All clients are scheduled for a minimum of 2 individual sessions per month. Individual sessions are a minimum of 50 minutes. Group sessions focus on a variety of relevant recovery related topics through an interactive group format.

Outpatient Treatment Program:

SUDT's Outpatient Treatment Program provides substance use disorder treatment for adults through individual and group counseling. Services are available in Ukiah and Fort Bragg. Services are on a sliding fee scale based on income. Medi-Cal may pay the cost of treatment for people with that coverage. (707) 472-2637 or (707) 961-2665

Women's Perinatal Treatment Program – WINDO:

WINDO provides treatment services to women with substance use problems who have children (including those in foster or out of home care), and to those who are pregnant. Participants in the WINDO program receive parenting classes and the group and individual services described above. While in the program, women may be a part of the cooperative child care program and get transportation or help with transportation. These services are in Ukiah, and are free to participants. SUDT bills Medi-Cal. Women in other areas of the county with this need may call our office (707-472-2637) for help in getting to our service.

OPTIONS:

OPTIONS Adult Drug Court provides treatment to individuals who are referred by the court system, usually those who have a drug-related felony charge and who are on Probation. OPTIONS is a collaboration between SUDT, Mendocino County Superior Courts, the Mendocino County Probation Department, and other treatment providers. This program offers treatment services similar to those of other SUDT programs. The program is geared to provide treatment for 18 or more months. Treatment for this program is free though Medi-Cal is billed. The program is offered in Ukiah. (707) 472-2637

Family Dependency Drug Court (FDDC):

FDDC is a grant funded program, (from the federal Administration of Children, Families and Youth). The program is a collaboration between the Mendocino County Superior Court's Juvenile Division, HHSA's Child Welfare Services and SUDT. It provides treatment for parents who are referred by Child Welfare. Residential treatment at several programs is available for some FDDC parents. Transitional housing is available at Ford Street for some FDDC parents. Program services are free, though CMSP and Medi-Cal are billed. The program is offered in Ukiah. (707) 472-2637

AB 109:

SUDT provides treatment for Probation referred Local Probation/Parole clients. Medi-Cal is accepted as payment.

Diversion Education Program:

Diversion Education is not, strictly speaking, a treatment program. This 14 week program of drug and alcohol education; meets the legal requirements of PC 1000 (low level drug crime) and is suitable for adults who do not have substance dependence. There are specific attendance requirements and a flat fee of \$525 with \$70 due at time of enrollment. The program is offered in Ukiah. (707) 472-2637

Adolescent Programs

New Beginnings Class

This campus meets the educational standards, while also offering individualized programs for each Juvenile Probation referred student. Services include individual counseling, group therapy, and alcohol and other drug treatment.

The program is a collaboration between the Probation Department, Mendocino County Office of Education (MCOE) and the Mendocino County Health and Human Services Agency (HHSA).

New Beginnings is a treatment program for students with significant behavioral, psychological and/or drug related problems that resulted in court interventions.

Other Intervention Programs for Youth

Substance Use Disorders Treatment (SUDT) facilitates several school-based prevention, intervention and counseling programs that enhances youths' internal strengths and resiliency while addressing patterns of substance abuse.

Current students are provided services at Ukiah High School, South Valley High School, River Community School, Pomolita, Eagle Peak, and West Hills School, in addition to The Arbor on Main, and street-based intervention services in collaboration with Behavioral Health and Recovery Services (Mental Health).

Prevention and education groups, individual and group counseling, and a variety of clean and sober health activities, along with community service projects are among the offerings of these services.

Please contact us at 707-472-2637 to verify locations and office hours.

Contact

1120 S. Dora Street

Ukiah, CA 95482

Phone: (707) 472-2637

Fax: (707) 472-2657

Website: <https://www.mendocinocounty.org/government/health-and-human-services-agency/substance-use>

Superior Court (Affiliated Agency)

Introduction

The Superior Court of California, County of Mendocino is a unified superior court with courthouses in Fort Bragg and Ukiah. Additionally, we hold court three times a year in Point Arena.

The Bench

The bench is comprised of eight judges and one commissioner. The Court employs approximately seventy support staff. The Hon. Ann C. Moorman is the Presiding Judge for calendar year 2019. The Hon. Jeanine B. Nadel is the Assistant Presiding Judge. The Court Executive Officer is Kim Turner.

Our Mission

The mission of the Mendocino County Superior Court is to provide quality equal justice for all by applying the law and Constitution in an impartial and fair manner; to provide an accessible forum to all segments of our community; to resolve disputes in a peaceful, dignified and timely manner; to maintain community respect and a leadership role in the administration of justice.

Services & Programs

Divisions

- Civil
- Criminal
- Family
- Juvenile
- Probate
- Records
- Small Claims
- Therapeutic Courts
- Traffic

Contact

Main Line (Ukiah): (707) 468-2000

Ten Mile Branch: (707) 964-3192

Jury Services:

Ukiah: (707) 463-4663

Fort Bragg: (707) 961-6288

Self Help Center:

E-mail: selfhelp@mendocino.courts.ca.gov

Monday: 9-12 and 1-4pm

Tuesday: 9-12 and 1-4pm

Wednesday: CLOSED

Thursday: 9-12 and 1-4pm

Friday: CLOSED

Family Court Services:
Phone: (707) 463-4484

Drug Court:
Phone: (707) 468-2055

Court Clerk's Offices:
Office Hours: 8:30am-3:00pm
Phone Hours: 8:30am-1:00pm

Court Administration:
Executive Office: (707) 463-4664
Human Resources: (707) 463-4285
100 N. State Street
Ukiah, CA 95482
Phone: (707) 468-2000
Website: <http://www.mendocino.courts.ca.gov/>

Transportation

Introduction

The Department is responsible for the maintenance and operation of 1,014 miles of County maintained roads, 137 bridges, and numerous related features including: surface drainage facilities, traffic control signs and signals, and pavement markings. We handle land development applications that impact our County roads, issue transportation and encroachment permits, oversee two County airports - Round Valley and Little River Airports, and oversee our County landfill closures. Our Surveyor office provides maps, legal description review and other services.

Services & Programs

The Department of Transportation consists of four Divisions:

- Administration & Business Services
- Engineering - ensure the Department of Transportation activities are conducted in accordance with applicable laws, regulations, and procedures.
- Land Improvement - land improvement applications with a primary focus on project access (private roads, driveways, and County maintained roads); transportation and encroachment permits; County landfills; County airports - Round Valley & Little River Airports; County Surveyor office - maps checking, legal description creation/review, research and archive.
- Roads - road maintenance crews operate out of 7 yards throughout the County: Boonville, Covelo, Fort Bragg, Laytonville, Point Arena, Ukiah, and Willits. There is also a bridge crew which operates out of the Ukiah yard.

Contact

340 Lake Mendocino Drive

Ukiah, CA 95482

Phone: (707) 463-4363

Fax: (707) 463-5474

Hours: Monday - Friday, 8 am to 4:30 pm

Treasurer – Tax Collector

Introduction

The Treasurer is responsible for the collection, custody, investment, and disbursements of the funds of the County, School Districts, Special Districts, and Trust Funds. All monies collected by the aforementioned entities are deposited in the County Treasury and pooled for investment purposes, while segregating the individual account transactions for interest apportionment purposes. The guiding principles of the investment policy are always in this order: (1) Safety, (2) Liquidity, and (3) Yield. Investments are placed with the objective of obtaining a respectable rate of return, not attempting to maximize yield at the expense of safety, liquidity, or availability.

The Tax Collector administers the billing, collection, and reporting of property tax revenues levied annually; this includes secured, unsecured, and supplemental tax assessments. The Tax Collector annually mails approximately 55,000 secured tax bills and approximately 7,000 unsecured tax bills. In addition, numerous supplemental tax bills are issued due to change of property ownership or new construction completed. In the most severe cases, properties that remain tax delinquent for five or more years may be sold at Public Auction. The Tax Collector also administers the collection of transient occupancy taxes, Business Improvement District assessments, and business licenses. It is our intention to efficiently collect current and delinquent taxes, licenses, and assessments, while treating each citizen in a dignified, fair, and equitable manner.

Services & Programs

- Secured Property Tax
- Pay Miscellaneous Tax Bills Online
- Tax Defaulted Property Auction
- Transient Occupancy Tax and Business Improvement District Assessment
- Cannabis Taxes and License
- Apply for a Business License
- Investment Holdings and Investment Policy
- Court Collections

Contact

501 Low Gap Road - Room 1060
Ukiah, CA 95482
Phone: (707) 234-6875
Fax: (707) 463-4166

Office Hours: Monday-Friday

8:00 a.m. to 5:00 p.m.

Telephone Hours: Monday-Friday

9:00 a.m. to 4:00 p.m.

UC Cooperative Extension (Affiliated Agency)

Introduction

The Division of Agriculture and Natural Resources (ANR) is a statewide network of University of California researchers and educators dedicated to the creation, development and application of knowledge in agricultural, natural and human resources. Our local farm advisors stem from UC Davis.

Links

- Cal-Pac Section of the Society for Range Management
- Lake County UCCE
- UCCE Livestock and Natural Resources Web Pages
- USDA Food Security Site
- Integrated Hardwoods Range Management

Contact

890 N. Bush Street
Ukiah, CA 95482
Phone: (707) 463-4994
Fax: (707) 463-4477
Website: <http://cemendocino.ucanr.edu/>

Ukiah Valley Basin Groundwater Sustainability Agency (Affiliated Agency)

Introduction

The Ukiah Valley Basin Groundwater Sustainability Agency (UVBGSa) was created by a Joint Powers Agreement to serve as the official Groundwater Sustainability Agency for the Ukiah Valley Basin required by the Sustainable Groundwater Management (SGMA) Act of 2014.

SGMA seeks to provide sustainable management of groundwater basins, enhance local management of groundwater, establish minimum standards for sustainable groundwater management, and provide local groundwater agencies with the authority and the technical and financial assistance necessary to sustainably manage groundwater.

The purpose of this Agency is to take actions deemed necessary to ensure sustainable management of the Basin, as required by SGMA. The Agency is charged with developing a Groundwater Sustainability Plan (GSP) for the Ukiah Basin.

Sign-up online for Ukiah Valley Basin GSA e-notification for up-to-date information on GSP development and upcoming Board and Technical Advisory Committee meetings.

Contact

501 Low Gap Road - Room 1010

Ukiah, CA 95482

Phone: (707) 463-4441

E-mail: uvbgsa@mendocinocounty.org

Website: <https://www.mendocinocounty.org/government/affiliated-agencies/ukiah-valley-basin-gsa>

Veterans Services

Introduction

Our Veterans Service Representatives are thoroughly trained and accredited by the United States Department of Veterans Affairs to represent you. Mendocino County Veterans Services Representatives are not employees of the federal government; they are county employees ready to assist you with any veterans claim. They will assist you in securing the maximum benefits. Your representative works closely with service officers from a veteran's organization of your choice such as:

- American Legion
- California Department of Veterans Affairs
- Disabled American Veterans
- Military Order of the Purple Heart
- Paralyzed Veterans of America
- Veterans of Foreign Wars
- Others may qualify, for a full list - please contact the Veterans Affairs Office

Services & Programs

We can assist you with:

- Compensation for service related disabilities.
- Pension for veterans with non-service connected disabilities.

- Education benefits and vocational rehabilitation (application and information).
- Medical treatment at VA Medical Centers (application and information).
- Home loan benefits (application and information).
- Government Life Insurance.
- Burial Benefits.
- Pension for non-service related deaths.
- Proceeds of government life insurance.
- Military Survivor Benefits Plan (SBP).
- Medical benefits.
- Educational benefits including the California College Fee Waiver Program.

We can provide information and referral for:

- Agent Orange programs.
- Alcoholism and drug treatment programs.
- State of California Veterans benefits.
- Veterans home loans.
- Outpatient medical and dental care.

Transportation Services to SFVA Medical Center from Fort Bragg:

Our van leaves from the Avila Center at 5:00 am on Tuesdays and Thursdays, and requires a reservation, call Gary at (415) 379-5612.

Veteran's ID Cards

The Mendocino County Veterans Services Office will issue identification cards as proof of service in the United States military. Proof of service is needed to access services, benefits, and receive veteran's discounts at many local businesses. With the ID, veterans will no longer need to carry a copy of their military discharge papers (DD-214) to show proof of service.

- **Who is eligible:** A person who served in the active military and who was discharged or released under Honorable conditions.
- **What you will need:** A copy of your Discharge Papers (DD-214) and A Photo ID

Note: If the veteran does not have a copy of their discharge papers, we can order a copy. Hours for processing ID Cards may vary. Please contact our office to set up an appointment.

Contact

Ukiah

405 Observatory Avenue
PO Box 839
Ukiah, CA 95482
Phone: (707) 463-4226

Toll Free: (800) 765-9975

Fax: (707) 463-4637

Ukiah office hours are:

Monday through Thursday (excluding County holidays)

8:00 AM- 4:00 PM (By appointment only)

8:00 AM- 5:00 PM (Telephone inquiries)

Fort Bragg

360 N. Harrison Street

Fort Bragg, CA 95437

(707) 964-5823

Fax: (707) 961-6396

Fort Bragg office hours are:

Monday and Wednesday (excluding County holidays)

8:00 AM- 5:00 PM

Willits

189 N. Main Street

Willits, CA 95490

Phone: (707) 463-4226

Toll Free: (800) 765-9975

Fax: (707) 463-4637

Willits office hours are by appointment only.

Other Phone Numbers

- CalVet: (916) 503-8359
- VA Direct Deposit/Change of Address: (877) 838-2778
- VA Educational Benefits: (888) 442-4551
- VA Life Insurance: (800) 669-8477
- VA National Pension Center: (877) 294-6380
- VA Outpatient Clinics:
 - Ukiah: (707) 468-7700
 - Santa Rosa: (707) 569-2300
 - Clearlake: (707) 995-7200

Visit Mendocino

Introduction

The Mendocino County Tourism Commission is the official destination marketing organization for Mendocino County.

Located two hours north of San Francisco and two-and-a-half hours west of Sacramento, Mendocino County is an ideal overnight getaway destination for residents in these major markets, as well as the millions of visitors that use them as gateways.

MCTC is a not-for-profit organization dedicated to representing all of Mendocino County as a tourism destination, providing long-term economic development around a sustainable and vibrant travel and tourism strategy. While a Chamber of Commerce promotes individual businesses, as a Destination Marketing Organization, MCTC is charged with promoting the region as a whole to the outside world, boosting overnight visitation and increasing overall revenue.

Contact

345 N. Franklin Street

Fort Bragg, CA 95437

Phone: (707) 964-9010

Toll Free: 866-466-3636

Website: <https://www.visitmendocino.com/>

Hours of operation: Monday – Friday, 8:30 AM - 5:00 PM

Mailing Address:

PO Box 89

Ukiah, CA 95482

Water Agency (Affiliated Agency)

Introduction

The Mendocino County Water Agency is a special district that encompasses all of Mendocino County and is governed by the Board of Supervisors sitting as the Board of Directors. The Water Agency is administered by the Executive Office. The Agency's roles include:

- The National Pollution Discharge Elimination System (NPDES) - municipal separate storm sewer system (MS4) Phase II permit, for the control of storm water runoff.
- The California State Groundwater Elevation Monitoring program (CASGEM) – statewide effort to track seasonal and long-term trends in groundwater elevations.
- Represent the County in the implementation of the Sustainable Groundwater Management Act by being a member of the Ukiah Valley Basin Groundwater Sustainability Agency (UVBGS) and collaboratively develop a Groundwater Sustainability Plan for the Ukiah Basin.

- Providing the public with information regarding water resources in Mendocino County, actively communicate with federal, state, and local water agencies with regards to water related legislation and policy.
- Provide technical assistance to other departments.

More information on the Water Agency is available in the Water Agency Action Plan, located online.

Contact

501 Low Gap Road - Room 1010

Ukiah, CA 95482

Phone: (707) 463-4441

Fax: (707) 463-5649

Website: <https://www.mendocinocounty.org/government/executive-office/mendocino-county-water-agency>

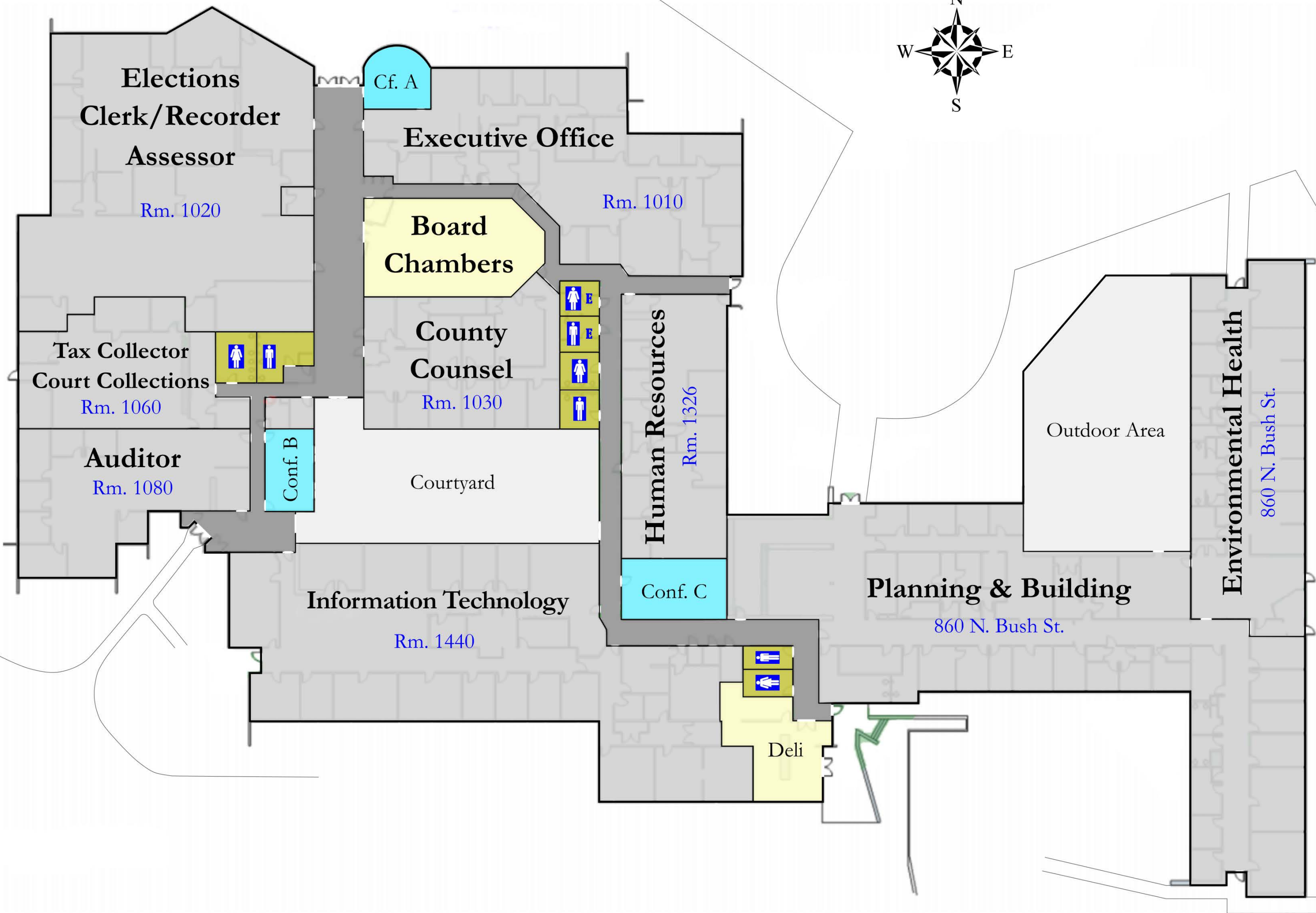
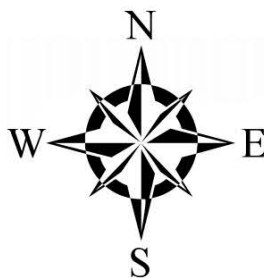
Hours of Operation: Monday – Friday, 8:00 AM – 5:00 PM

COUNTY OF MENDOCINO

ADMINISTRATION BUILDING



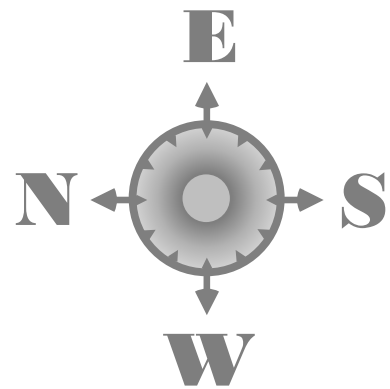
501 Low Gap Road



SOCIAL SERVICES
YOKAYO COMPLEX
727-747 S State Street
Ukiah CA 95482

PARKING MAP

DATE REVISION:
REVISED BY:



B Bank / Business Only
C Client
E Employee
H Handicapped Zone
V County Van Only
I County Car Back In Only
M County Car Only

DIRT
AREA

NO
PARKING

Social Services

Yokayo Complex Map - Ukiah

Reserved parking for
Community Garden

← PRIVATE RESIDENCES - NO PARKING →

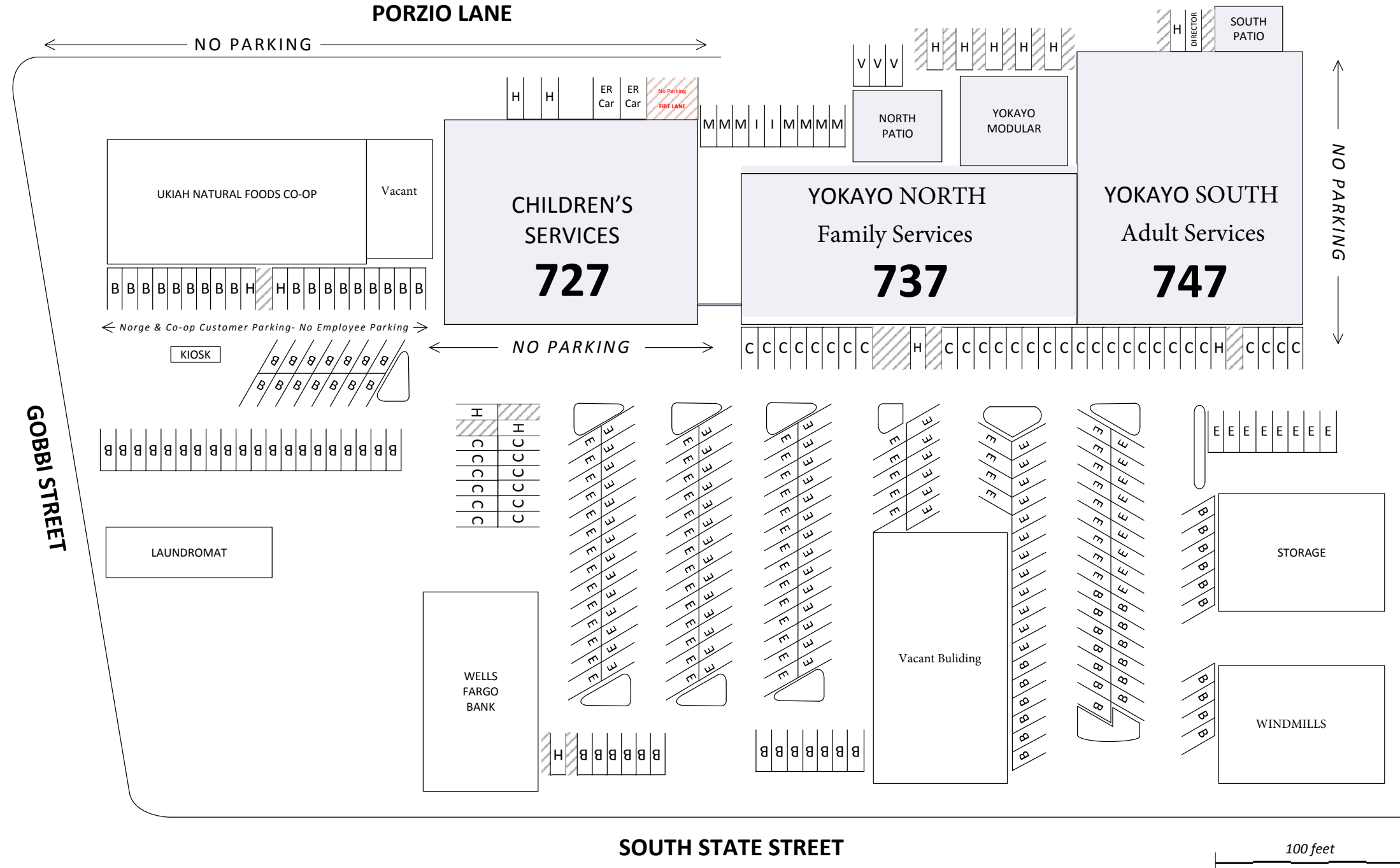
PORZIO LANE

← NO PARKING

GOBBI STREET

SOUTH STATE STREET

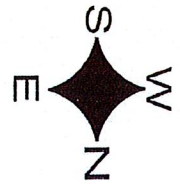
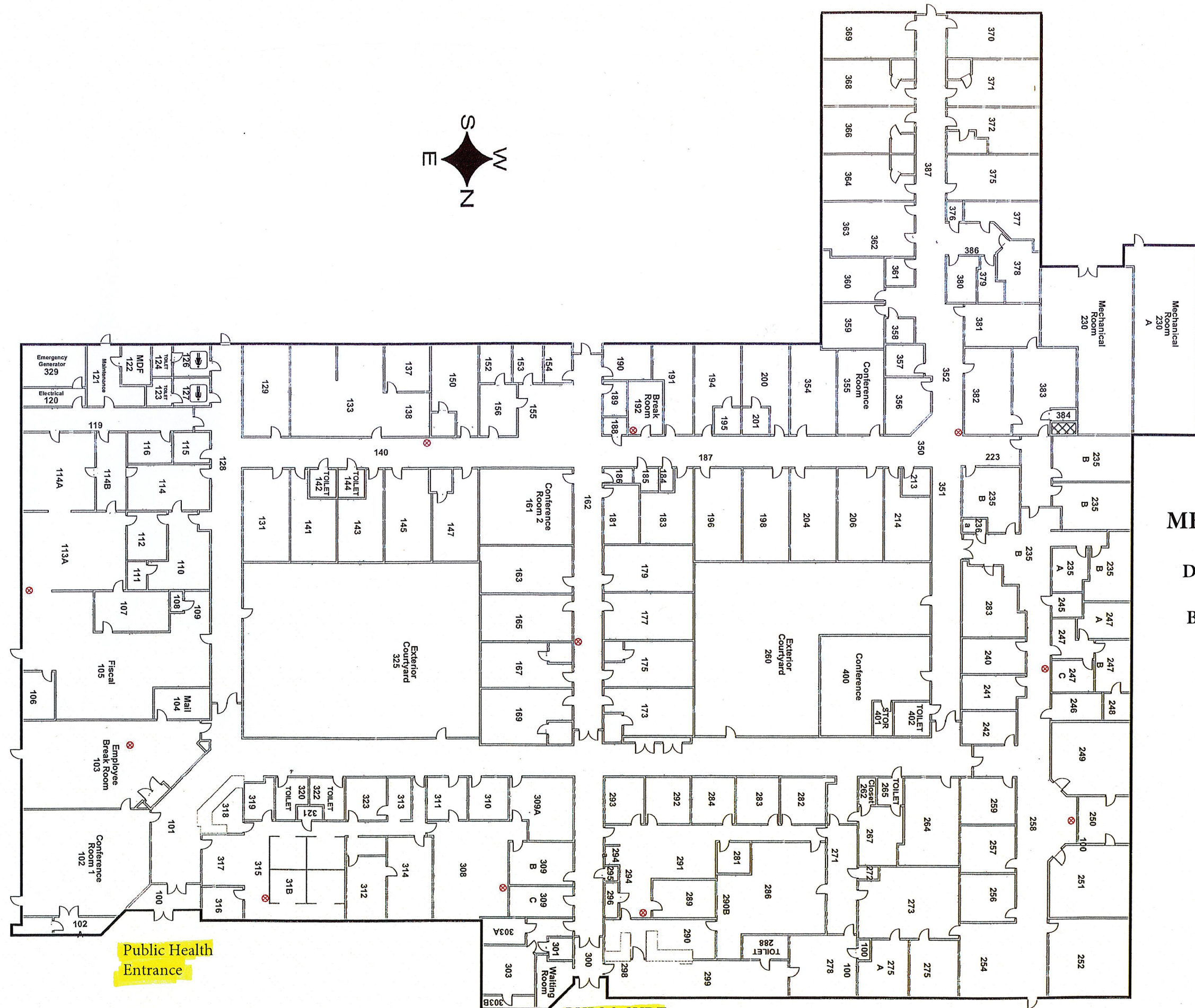
100 feet



MENDOCINO COUNTY

DEPARTMENT OF PUBLIC
HEALTH;
BEHAVIORAL HEALTH &
RECOVERY SERVICES

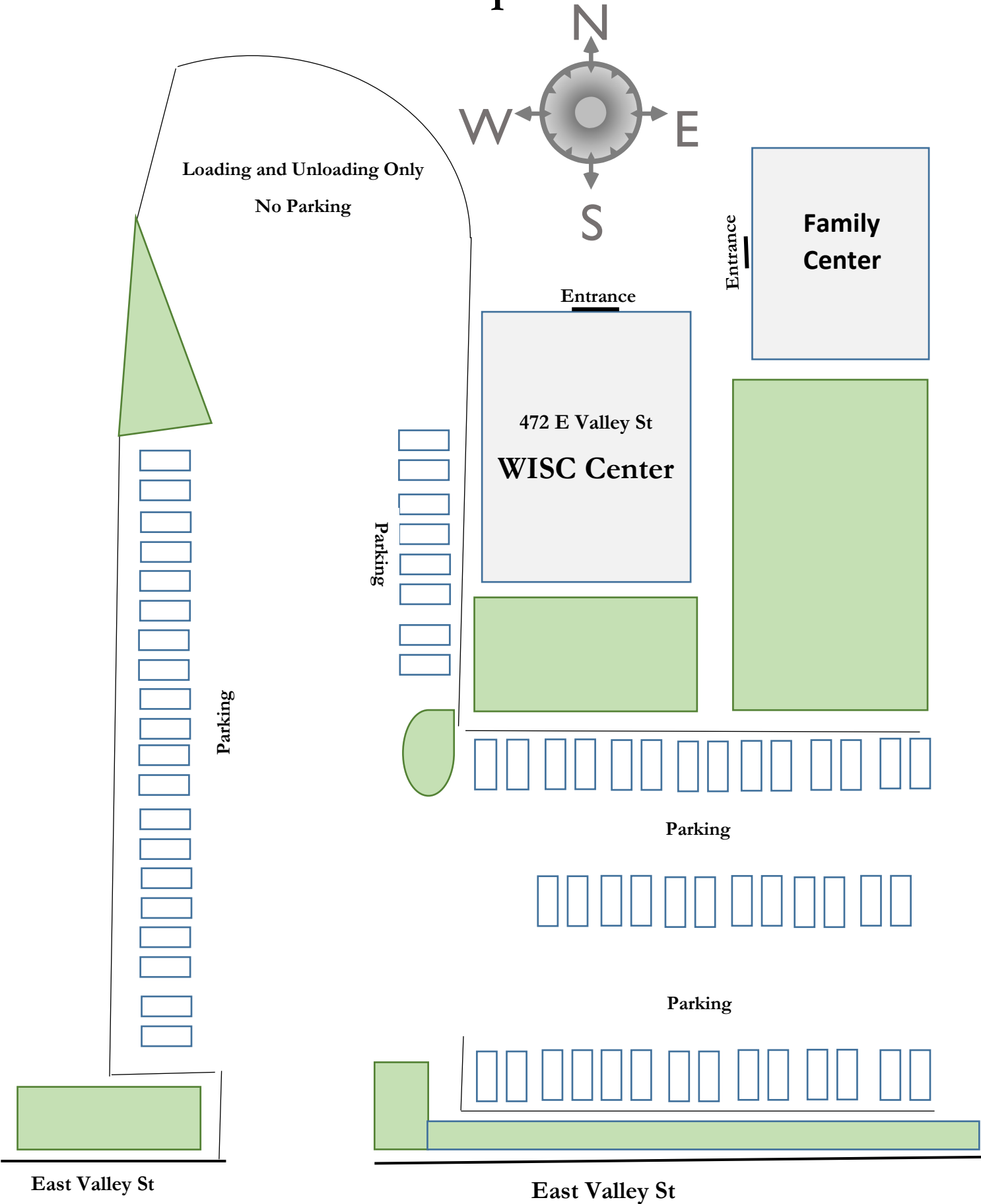
1120 S. DORA STREET
UKIAH, CA 95482



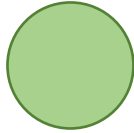
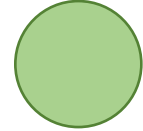
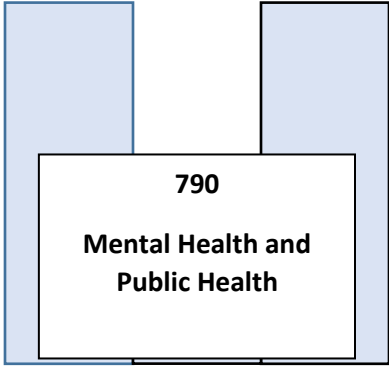
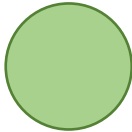
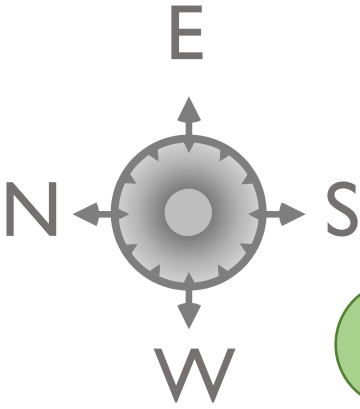
Public Health
Entrance

BHR & SUDT
Entrance

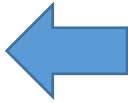
Willits WISC Center Map



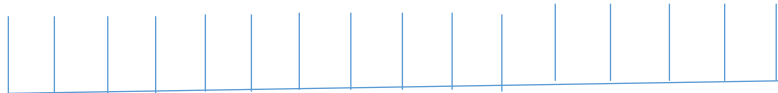
Avila Center Fort Bragg Map



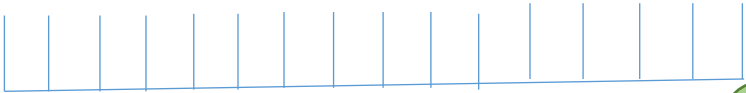
Parking



To Sheriff's Office
North of Avila Center



Parking



Parking



South Franklin St

South St

DISASTER RESOURCES

Preparing for a Disaster

- **Mendocino County Office of Emergency Services**
 - <https://mendoready.org>
- **Mendocino County Emergency Alert Notification Service**
 - <https://member.everbridge.net/892807736722865/new>
- **Ready.gov Check the site for additional resources**
 - <https://mendoready.org/>
- **American Red Cross**
 - <https://www.redcross.org/>

Disaster Response

- **Mendocino County Sheriff's Office**
 - Ukiah (707) 463-4411
 - Fort Bragg (707) 964-6308
 - Willits (707) 459-6111
- **OES - Office of Emergency Services**
 - <https://mendocinosheriff.org/> (707) 463-4080
- **FEMA - Federal Emergency Management Agency**
 - <https://www.fema.gov>
 - 1-800-621-3362

Disaster Recovery

- **Fire Recovery Mendocino**
 - www.mendocinocounty.org/community/fire-recovery



PREPARING MAKES SENSE

How well you and your family prepare for a disaster before it happens impacts how quickly you recover.



KNOW YOUR RISK

Prepare for the risks where you live.

Visit [FEMA.gov](https://www.fema.gov) where you can input your location to get information about disasters in your area.

Visit [Ready.gov](https://www.ready.gov) to know how to prepare for disasters and what to do during an emergency.

Download the [FEMA mobile App](#) to receive **weather alerts** from the National Weather Service for up to five locations across the nation.



MAKE A PLAN

Prepare yourself and your family before disaster strikes.

Consider the specific needs of your household like medical needs or items for your pets.

Know how you'll receive emergency alerts and warnings.

Visit [Ready.gov/plan](https://www.ready.gov/plan) and fill out an emergency plan.

Practice your family's plan.



TAKE ACTION

Be ready to respond to and recover from a disaster.

Gather supplies that fit your family's needs.

Secure important documents.

Understand your insurance coverage and have the right insurance that covers specific hazards that may affect you.

Participate in community disaster preparedness events.



Go to [Ready.gov](https://www.ready.gov) for more information to help you be prepared!

Everyone Has a Role

As you prepare, adjust your plans and emergency supply kits to your own daily living needs and concerns.



BUILD A KIT

Get emergency supplies together before a disaster happens. During a disaster, you and your family will need specific items, including cash and supplies. Your emergency kit will be unique to you. Consider items your family may need such as medications and infant supplies, and remember to pack for your pet!

[Ready.gov/kit](https://www.ready.gov/kit)

YOUR BASIC KIT SHOULD INCLUDE ENOUGH ITEMS TO LAST FOR SEVERAL DAYS

- ☐ Water
- ☐ Non-perishable food
- ☐ Cash
- ☐ Battery-powered or hand crank radio
- ☐ Flashlight and extra batteries
- ☐ Non-electric can opener
- ☐ First aid kit
- ☐ Whistle
- ☐ Prescription medications
- ☐ Personal hygiene items
- ☐ Dust mask to help filter contaminated air
- ☐ Moist wipes, garbage bags and plastic ties
- ☐ Wrench or pliers to turn off utilities

LEARN MORE AND GET INVOLVED



Learn how to take action in emergency situations and provide lifesaving care before professional assistance arrives through **You Are the Help Until Help Arrives**.



Visit [Ready.gov/cert](https://www.ready.gov/cert) to find a Community Emergency Response Team program, and train to help your community respond and prepare for disasters.



Take a CPR and first aid class offered by a local community organization, so that you know what to do if a family member, neighbor or co-worker is hurt.



Go to [Ready.gov](https://www.ready.gov) for more information to help you be prepared!

Living with wildfire in Mendocino County



PREPARATION TIPS

Household Evacuation Plan

Assemble An Emergency "Go Bag"

EVACUATION PROCEDURES

Wildfire Approaching?

What To Do If You Become Trapped?

A DEFENSIBLE SPACE

Prepare Your Home

CONTACT INFORMATION

Local Organizations Serving You

www.firesafemendocino.org

The Fire Safe Council of
Mendocino County helps
residents protect their families
and homes from wildfire.

Through our programs and services we
foster fire preparedness and safety
throughout the county, while
encouraging community involvement.

Learn what you can do before, during,
and after a wildfire to stay fire safe and
be fire smart.

Helpful Websites



www.firesafemendocino.org



www.readyforwildfire.org



www.listoscalifornia.org



Emergency Supply Kit Checklist

Stock up on supplies to last a week and refresh them at least once a year. Put them in waterproof containers, and store them in an easy to reach place. Here's what you'll need:

Food and water



Drinking water

1 gallon of water per person, per day



Tools and utensils

Non-electric can opener and forks, spoons and knives



Food

Nonperishable and easy to prepare without power



Baby/pet food

Be sure to include food for all members of your household

Equipment



Flashlights

Do not use candles



Radio

Battery-powered or a hand-crank weather radio



Extra batteries

Include two extra sets



Mobile phone

Include a portable charger

Health and personal supplies



Basic first aid kit

From antibiotic ointments and bandages to cold packs and more



Medication and eyeglasses

Prescription and non-prescription



Blankets and clothing

Blankets, warm clothes, sturdy shoes and heavy gloves



Toiletries

Soap, toothbrushes, toothpaste, toilet paper, etc.



Activities for children

Toys, books, games and cards



Cash and credit cards

If possible, put aside at least \$100



Important documents

Copies of IDs, medical records, pet vaccinations and family photos



Other useful items

Paper towels, trash bags, multipurpose tool that includes a knife

For more information about how to keep your family and employees safe, visit [pge.com/safety](https://www.pge.com/safety).

THE POWER OF BEING PREPARED

PUBLIC SAFETY POWER SHUTOFF

Visit [PREPAREFORPOWERDOWN.COM](https://www.prepareforpowerdown.com) today to learn more about the power of being prepared.

THE THREATS OF WILDFIRE AND EXTREME WEATHER IN CALIFORNIA ARE REAL.

As a result, California's three largest energy companies, at the direction of the California Public Utilities Commission (CPUC), are coordinating to prepare all Californians for the threat of wildfires and power outages during times of extreme weather. To help protect customers and communities during extreme weather events, electric power may be shut off for public safety in an effort to prevent a wildfire. This is called a **Public Safety Power Shutoff**.

Shutting Off Power for Safety

As a safety precaution, San Diego Gas & Electric (SDG&E), Southern California Edison (SCE) and Pacific Gas and Electric (PG&E) monitor local fire danger and extreme weather conditions across California and evaluate whether to turn off electric power. The decision and action to turn off power is made by each individual energy company and is based on a combination of factors. **Factors include, but are not limited to:**



HIGH WINDS
(including Red Flag warnings)



LOW HUMIDITY



DRY VEGETATION
that could serve as fuel



FIRE THREAT
to electric infrastructure



ON-THE-GROUND OBSERVATIONS



PUBLIC SAFETY RISK

What You Can Expect

If a Public Safety Power Shutoff is needed due to extreme conditions, you can expect:

- **Early Warning Notification** – Your energy company will aim to send customer alerts before shutting off power.
- **Ongoing Updates** – Your energy company will provide ongoing updates through social media, local news outlets and their website.
- **Safety Inspections** – After extreme weather has passed, your energy company will inspect the lines in affected areas before power is safely restored.
- **Power Restoration** – Power outages could last multiple days depending on the severity of the weather and other factors. It is important that you and your family have an emergency preparedness plan in place.

SEE THE OTHER SIDE FOR SAFETY TIPS

[PREPAREFORPOWERDOWN.COM](https://www.prepareforpowerdown.com) provides a variety of resources, including tips for preparing for extreme weather, wildfires and Public Safety Power Shutoffs. An emergency preparedness checklist and additional resources are available on the reverse side of this fact sheet.

WORKING WITH CALIFORNIANS TO PREPARE

While Public Safety Power Shutoff events are more likely to occur in high fire-risk areas, all Californians could be impacted by emergency events and need to be prepared with a plan. Customers should also update their contact information with their energy company so they can receive notifications. Below are specific steps you and your family can take to be ready, should there be an extended power outage that lasts multiple days.

STAY SAFE. TAKE ACTION.

CREATE YOUR EMERGENCY PLAN TODAY BY FOLLOWING THE TIPS LISTED BELOW:

- **Update your contact information** with your local energy company
- **Identify backup charging methods** for phones and keep hard copies of emergency numbers
- **Plan for any medical needs** like medications that need to be refrigerated or devices that require power
- **Plan for the needs of pets and livestock**
- **Build or restock your emergency kit** with flashlights, fresh batteries, first aid supplies and cash
- **Designate an emergency meeting location**
- **Know how to manually open your garage door**
- **Ensure any backup generators are ready to safely operate**
- **Identify the unique needs of your family and loved ones in the area for your emergency plan**

Additional information on creating an emergency plan is also available at prepareforpowerdown.com.

LEARN MORE FROM YOUR LOCAL ENERGY COMPANY



sdge.com/wildfire-safety



sce.com/PSPS



pge.com/wildfiresafety

Additional Preparedness Resources:

- **ready.gov** – Disaster preparedness information from the U.S. Department of Homeland Security
- **readyforwildfire.org** – CAL FIRE's wildfire preparedness website
- **cpuc.ca.gov/wildfiresinfo** – Information on the CPUC's wildfire safety efforts
- **caloes.ca.gov** – California Governor's Office of Emergency Services website
- **firesafecouncil.org** – California Fire Safe Council website
- **noaa.gov** – National Oceanic and Atmospheric Administration website

8. Eliminate Hazards In Your Home and Workplace

Secure the contents of your home or office to reduce hazards, such as shaking from an earthquake or an explosion. Strap down large electronics, secure cabinet doors, anchor tall furniture, and secure overhead objects such as ceiling fans and pictures.

If you live in a high fire danger area be sure to take the necessary steps to protect your home against wildfires. Find out how you can make your home fire safe by contacting your local fire department or CAL FIRE.

9. Understand Terrorism Risks

In the event of chemical or toxic exposure, bombs or explosives — do not panic.

- If you hear an explosion, take cover under a sturdy table or desk, away from falling items. Exit as quickly and safely as possible.
- If there is a fire, stay low, cover your nose and mouth with a wet cloth, and seek a safe escape route, away from heat or flames.
- If you are trapped in debris, cover your mouth with clothing to avoid breathing dust. Whistle to alert rescuers or tap on a pipe or wall. Don't shout to conserve your energy.
- If you think you have been exposed to any chemical or biological substance, contact a physician or medical clinic as soon as possible.

10. Get Involved, Volunteer, Assume Responsibility

Donate blood, join a local Community Emergency Response Team (CERT), educate your neighbor, volunteer with your local American Red Cross or Fire Safe Council and other volunteer organizations in your area. Whatever you do to take part, get involved and assume responsibility for our state.



Each Family Member Should Carry The Following Card

Family Disaster Plan

Local Office of Emergency Services Phone Number

Emergency Meeting Place (outside your home)

Meeting Place (outside your neighborhood)

Phone Number

Address

Family Contact (name)

Phone Number (day)

Phone Number (evening)



10 ways you can be

DISASTER PREPARED



Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES



www.CalOES.ca.gov

1. Identify Your Risk

What are the hazards where you live and work? Find out which natural or human caused disasters pose a risk to you. Do you live or work in a flood plain, near a major earthquake fault or in a high fire danger area? Are you prepared for an unexpected human-made disaster that can strike at any time? Does your neighborhood or community have a disaster plan?

- Get the number of your local Office of Emergency Services (OES) or contact your local chapter of the American Red Cross and get informed.
- Check with your insurance company to see if your home is in a high risk area for fire, flood or earthquakes. Make sure your insurance coverage is updated annually.

2. Create a Family Disaster Plan

Your family needs a plan that tells everyone:

Where to meet if you have to evacuate

Designate a meeting place outside your home where family members can go. Have a backup meeting place in your neighborhood in case your first meeting point is inaccessible. Make sure your children's schools and day-care providers or caregivers have a disaster plan and that they schedule annual disaster drills with parents to ensure your children's safety. Call your local OES office for suggested meeting places in your community.

Who you have identified as the out-of-state family contact for everyone to check-in with — it is often easier to call long-distance following a disaster.

How to get important information in your community and how to talk to family members should you become separated. To enhance preparedness:

- Know your area's emergency alerting radio station. Make sure to have a portable radio with extra batteries so your family has access to important information about the emergency in your community.
- Keep a touch-tone phone that does not require

plugging into an electric outlet. Include the proper cord that can plug the phone into a home phone jack. After a disaster, cell phones and wireless phones may not be working. If you are able, use your touch-tone phone to call your out-of-town family contact. Try to be brief and to the point when contacting family members or your out-of-state contact. Phone lines are valuable communications channels for emergency response personnel.

- If you are in your car, find a safe place to pull over and stay in your car. Turn on the car radio for important information about the emergency.

How to take care of your family pets.

Store food and water for them in your disaster supply kit, keep their tags up-to-date, and call your local OES office for animal sheltering information.

3. Practice Your Disaster Plan

After you have sat down with your family and written your plan — practice it. Start by having family members meet at the designated spot outside your home — like you would after a fire or after the shaking stops. Know how to respond in the event of any disaster — whether to stay put indoors or whether to evacuate by car. If your family needs to evacuate, know the proper evacuation procedures and routes as determined by your local OES office.

4. Disaster Kit for Home and Car

If you are stranded in your car or have to be self sufficient at home until help arrives, you need to have a disaster kit with you. Your home disaster supply kit should have basic recommended items (listed below) and be kept in containers that can be easily carried or moved such as backpacks, plastic totes or wheeled trash cans. Carry a smaller kit in your car.

- Have at least a 3-day supply of non-perishable and canned food, and water for all family members. Replace water every six months. Don't forget to restock food items
- First Aid Kit.
- Battery-powered flashlight and portable radio with extra batteries. Replace batteries on a regular basis.

- Change of clothing and footwear, and a blanket or sleeping bag for each family member.
- Extra set of car keys, a credit card and cash.
- Extra medications.
- Sanitation supplies (such as soap, cleaning supplies, shampoo, toilet tissue, etc.)
- An extra set of prescription glasses.
- Keep important family documents in a waterproof container.
- Don't forget pet supplies and medications.

5. Prepare Your Children

Talk to your kids about what the risks are and what your family will do if disaster strikes. Practice your family disaster plan every six months. Empower your children to help write the family plan, build the disaster kit, and lead the drills. The more involved children are in disaster planning, the more prepared they will be.

6. Don't Forget Those with Special Needs

Infants, seniors and those with special needs must not be forgotten. Make sure that supplies are in your kit and that you have items such as medications, oxygen tank or other medical supplies that infants, seniors or persons with disabilities may need. Be sure that the assisted living facility where a family member resides has a disaster plan and that you know what it is.

7. Learn CPR and First Aid

Contact your local chapter of the American Red Cross and get trained on basic first aid and CPR. Your training could save a life.

MENDOCINO COUNTY *Library*



LIBRARY HOURS & LOCATIONS

COAST COMMUNITY BRANCH 707-882-3114
225 Main St. Point Arena 95468
Tue, Wed, Fri.....10 am - 6 pm
Thu.....10 am - 7 pm
Sat.....10 am - 5 pm

FORT BRAGG BRANCH 707-964-2020
499 E. Laurel St. Fort Bragg 95437
Tue, Wed, Thu.....10 am - 7 pm
Fri.....10 am - 6 pm
Sat.....10 am - 5 pm

LAYTONVILLE BRANCH - *coming soon!*

ROUND VALLEY BRANCH 707-983-6736
23925 Howard St. Covelo 95428
Tue, Wed, Fri, Sat.....10 am - 5 pm
Thu.....10 am - 7 pm

UKIAH BRANCH 707-463-4490
105 N. Main St. Ukiah 95482
Tue.....10 am - 7 pm
Wed, Thu.....9 am - 7 pm
Fri, Sat.....10 am - 6 pm

WILLITS BRANCH 707-459-5908
390 E. Commercial St. Willits 95490
Tue, Wed, Thu.....10 am - 7 pm
Fri.....10 am - 6 pm
Sat.....10 am - 5 pm

THE BOOKMOBILE VISITS OVER 30 STOPS
THROUGHOUT MENDOCINO COUNTY. PLEASE
VIEW SCHEDULE ONLINE:

www.mendolibrary.org/visit/bookmobile

Please Print

Mendocino County Library Card Application

Name:_____

Last

First

Middle

Birthdate:_____

Month/Day/Year

Phone Number:(____) _____

Mailing Address:_____

Address

City

State

Zip

Email Address (optional)_____

Please circle to receive notices by: PHONE or EMAIL or MAIL or TEXT (SMS)

I agree to follow all library rules, pay for any incurred library charges, and give prompt notice of change of address. I understand that I am responsible for all items checked out on this account. Applicants under the age of 18 must have a parent or guardian sign accepting responsibility for use of the library card.

Signature_____

YOUR LIBRARY ACCOUNT

Visit www.mendolibrary.org and click on My Account to:

- View items checked out and due dates
- Check status of items requested
- Update account information
- Items can be renewed up to three times, if not requested by another borrower
- Damaged and lost items incur replacement charges
- Pay fees or donate online

Or access your account by phone by calling 707-566-0281.

BORROWING

Use your Mendocino County Library card to borrow items for free:

- Books, DVDs, Audiobooks, and Music CDs check out for 21 days
- Check out up to 50 items at one time, including up to 20 DVDs
- Video and board games - check branch for checkout length and limits
- Borrow with your card at any branch of the Sonoma, Lake, or Mendocino County Library systems

www.mendolibrary.org

LIBRARY CATALOG

How to find items to check out:

- Visit the catalog with a PC browser at www.mendolibrary.org/find
- Download our mobile library app for your Android or iOS devices
- Browse our library stacks
- Use NoveList Plus for reading recommendations

EVENTS & PROGRAMS

Visit www.mendolibrary.org and click on Events. Some of the recurring events for all ages include:

- Storytime for babies and toddlers
- Art based programs
- Book discussions
- STEAM activities
- Annual Summer Reading Programs



OUTREACH

To request a visit from the library:

- Fill out the request form at www.mendolibrary.org/services/outreach
- Drop by one of our community event booths

DIGITAL COLLECTIONS

Use your library card to access thousands of eBooks, eEntertainment, and various online resources, including:

- Overdrive eBooks and eAudiobooks
- JobNow/VetNow
- Discover & Go: free and discounted tickets to northern California museums
- Britannica School information source
- Over 3000 digital magazines on OverDrive
- Consumer Reports articles through Ebsco
- Ukiah Daily Journal, Fort Bragg Advocate, Willits News and New York Times online
- GrantFinder



OTHER SERVICES

- Free public WiFi and computer stations
- Printing and copy machines available
- Free device charging stations
- Adult Literacy programs at most branches
- 1,000 Books before Kindergarten
- Seed Libraries at every branch
- Hotspots for check out