

Chester County Government and Courts - Programs and Services during the Green Phase

| DEPARTMENT | ON-SITE | REMOTE | SUSPENDED |
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| Aging | One on one visits by appointment only. | <ul style="list-style-type: none"> • Protective Services after hours on-call • Resuming in-person visits for: <ul style="list-style-type: none"> ○ Protective Services ○ OPTIONS Program ○ Resuming Caregiver Support Program • Accepting new referrals for OPTIONS, Assessment and Caregiver Support Program • APPRISE phone consultations | <ul style="list-style-type: none"> • Ombudsman Nursing Facility Visits • APPRISE face to face visits • Senior Centers |
| Archives | Office is open for research visits by appointment only. Staff are also available via email, phone, and postal mail inquiries. | | |
| Assessment | Public lobby is open but request prior appointment by telephone for in-person services. | | |
| Clerk of Courts | Services continue as normal. | | |
| Community Development | Office is closed. | All services except CareerLink will be conducted remotely. | CareerLink services are suspended |
| Conservation District | Open 8AM-2PM Monday –Friday | | |
| Courts | All court functions of the Court of Common Pleas and Magisterial District Courts were restored June 2, 2020 . The only exception to this order is the continued suspension of jury trials. No jury trials shall begin sooner than August 3, 2020. | | |
| Children, Youth and Families | 24/7 mandated contacts with children and families to provide: <ul style="list-style-type: none"> • Child protective services investigations and general protective services assessments • Ongoing in-home protective services to children living with their own families • Ongoing out-of-home protective services to children in CYF custody | Receipt of child abuse and general protective services referrals. Reports of suspected child abuse and neglect can be made at any time by calling ChildLine, the statewide toll free hotline at 1-800-932-0313. | In-person contacts at the Government Services Center are being scheduled by appointment only. Call 610-344-5800. |
| Coroner | Office is open. Services as normal unless otherwise noted. | | |
| District Attorney | Office is open. Services as normal unless otherwise noted. | | |

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| District Justices | Open | | |
| Domestic Relations | Open. We request clients have an appointment so we can maintain distancing. Many appointments are done telephonically. Email CS-Chester@pacses.com or call 800-221-INFO if you cannot reach your assigned caseworker. | | |
| Drug and Alcohol | Essential staff on-site. | <ul style="list-style-type: none"> • Most office functions • Service oversight, funding authorization, court related assessments and other service related functions. | |
| Emergency Services | <ul style="list-style-type: none"> • 9-1-1 and Emergency Operations Services • Safety and Security services • Law Enforcement mandated qualifications | <ul style="list-style-type: none"> • Fire Marshal's investigations • Incident Support Team support • Hazardous materials responses • County Animal Response Team (CART) • Mass-casualty incident response • Interviews and hiring | <ul style="list-style-type: none"> • Public Safety Training, including PSTC and off site training • Outreach programs including 9-1-1 tours |
| Finance | Office is closed. Risk management support and fleet-related services will remain intact. | <ul style="list-style-type: none"> • Budget preparation • Budget management and control • Cash and debt management | |
| Health | <ul style="list-style-type: none"> • Public Health emergency preparedness • Disease investigation surveillance • WIC Voucher Replenishment • STD/HIV Clinic – Thursdays for high priority populations • Immunizations Clinic – Wednesdays for overdue vaccines (Health Department will make contact with individuals) | <ul style="list-style-type: none"> • Water & sewage inspections/permitting • Food and institution inspections/licensing • Nurse Family Partnership home visiting • Healthy Moms, Healthy Families (Title V) home visiting • Tuberculosis telehealth and treatments • Daycare inspections & licensing • Housing complaint investigations • Public bathing places inspections & licensing • Mobile home park inspections & licensing • Professional licensing • Mosquito-borne Disease program | <ul style="list-style-type: none"> • Outreach and education • School licensing and inspections • Long term care licensing and inspections • Temporary food events |
| Human Services | Open by appointment only. | Phone reception for all human service departments | |

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| Library | <ul style="list-style-type: none"> All Chester County libraries have scheduled curbside non-contact hold pickup or in-person hold pickup (depending on location). Some libraries will have collection browsing access and/or computer access, contact the individual library for available services. | <ul style="list-style-type: none"> Library resources available from home <ul style="list-style-type: none"> Overdrive – e books and e-audio Flipster – Magazines Information Databases Virtual programming (Storytimes, Summer Reading Clubs, other topic programs) continue. Access through Library Facebook pages or register through the events calendar. | <ul style="list-style-type: none"> Meeting rooms are unavailable across the system In-person group programming is unavailable. |
| Mental Health /Intellectual & Developmental Disabilities | <p>Office is closed.</p> <p>Phone calls through the County information and referral line and intermittent receipt of physical mail.</p> <p>Telecommunication support and services are being provided.</p> | <p>Mental Health Administration, Early Intervention administration, Intellectual Disability Supports Coordination and Intellectual Disability/Autism staff are working remotely.</p> <p>Early Intervention Service Coordination - evaluations and direct service delivery by phone.</p> | |
| Parks and Preservation | <ul style="list-style-type: none"> Office is closed for walk ins – by appointment only. Park Offices are closed for walk ins – by appointment only. All County Parks and Trails are open. Pavilion rentals begin July 1 (modified capacity and rules) Special Event Activity and Trails permits begin July 1 (modified rules and guidance) Playgrounds open July 1 | <ul style="list-style-type: none"> Park office phones and email are being answered and monitored in real time. All Agricultural Land Preservation operations – including settlements. All Preservation Partnership Program operations. All other department operations and land monitoring. | <ul style="list-style-type: none"> Park Ranger programs and Volunteer programs will start October 2020. Park Offices are closed for walk ins. |
| Planning | <p>Open for services with limited staff on-site.</p> <p>Appointments requested for plan endorsements or plan submissions</p> | <p>Staff is primarily working from home and will continue to provide services and answer questions.</p> | |
| Prison | <ul style="list-style-type: none"> Outside community professional visitation will be conducted in phone visitation room Appropriate notification provided to the public Expanded inmate telephone privileges | | <ul style="list-style-type: none"> All community visitation is suspended All community volunteers & related services are suspended Work Release suspended |
| Prothonotary | <p>Open. Appointments are being taken for passports.</p> | | |

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| Public Defender | Open, consistent with current safety measures and schedules of the Courts. | New client intake and initial attorney interviews will occur by telephone or video, as available. | |
| Recorder of Deeds | Open to the public. | | Search room is temporarily closed. Title searchers who need to utilize the search room can call 610-344-6330 to schedule an appointment. |
| Register of Wills/Orphan's Court | <ul style="list-style-type: none"> Open to the public Petition for Probate Estates and applications for Marriage Licenses are by appointment ONLY. | | |
| Sheriff's Office | <ul style="list-style-type: none"> Continue to serve Protection from Abuse orders and other documents requiring processing services. Continue to provide security for the three main county bldgs. | <ul style="list-style-type: none"> License to Carry permits by appointment only Fingerprint service by appointment only Sheriff's Sales held monthly | <ul style="list-style-type: none"> Passport photos New location Prothonotary's Passport Office by appointment Courthouse tours / K-9 demonstrations Until further notice |
| Tax Claim | Public lobby is open but please continue to make payments online or via mail; refrain from in-person cash payments. Telephone-only appointments to discuss payment arrangements. | | |
| Treasurer | Open with a limit of 3 visitors at a time. Others by appointment. | | All public services are suspended |
| Veterans' Affairs | Open for appointment only. No walk-ins. Flags or markers can be obtained by calling the office and arranging a time for pick up. | All client interviews | Walk-in referrals and client home visits suspended until further notice |
| Voter Services | Process new voter registration applications and changes in state elector database. | | All counter service is suspended |
| Water Resources | Office is open with a limit of one visitor at a time. Encourage visitors to call to schedule an appointment rather than drop-in. | Staff is working remotely unless required to be on-site for scheduled appointments and required activities. | |
| Youth Center | <ul style="list-style-type: none"> Open unless otherwise noted. Visitors will continue to be screened as outlined by the Health Department's guidance and limit non-regulatory programming. | | Evening Reporting Center. |