



Last updated on April 27, 2020

Sandoval County services to continue with less staff

Public Safety unchanged/ Community Services

Modified

Sandoval County, NM – Based on the [updated public health order](#) issued by Health Secretary Kunkel, and in order to slow the spread of COVID-19, a select number of Sandoval County Employees will be working from home beginning March 17, 2020. The county is taking every step possible to ensure staff safety in the wake of the Coronavirus pandemic.

The County administration building will be **CLOSED** to the public, with limited access to county employees in each department, which still allows the county to run it's day-to-day operations successfully.

1. Essential – must report to work as normal
2. Essential and Non-essential – telework from home
3. Non-essential – remain at home but available for call-in as needed

Law enforcement, firefighters and rescue personnel, 911 dispatch, and the Sandoval County Detention Center (no in-person visitation) will work as normal. Additionally, Public Works and Community Services are working as normal with minor exceptions.

The closures and reductions are in an effort to control the spread of COVID-19 and limit personal contact between residents. Governor Michelle Lujan Grisham has asked residents to stay at home and if they do go out, to keep at least a six-foot distance to avoid contact.

Sandoval County operations from March 17 until a date to be determined:

Department schedules are as follows:

- **The Assessor's Office** will remain open for regular business hours from 8 a.m. to 5 p.m. Monday-Friday. No one is allowed in the office. All transactions will take place by appointment only. For more information call (505) 867-7562
- **Bureau of Elections** To ensure compliance with COVID-19 social distancing guidelines, the Bureau of Elections is closed to the public effective immediately. County residents can reach the Bureau of Elections by phone at (505) 867-7577.
 - **County Clerk** The Clerk's office is closed to the public on limited staff and will be available by appointment only. Phone (505) 867-7572
 - **Real Estate Department** is asking the public to mail in documents. The department is closed to the public until further notice.
 - **Marriage Licenses** will not be available until April 17th unless it's an emergency.
- **Community Services Department (CSD):**

CSD Senior/Community Center Programs:

- All Center activities scheduled through April 30th remain cancelled.
- **Beginning May 1st**, our drive-through and home-delivered meal services for Seniors will occur on *Mondays and Wednesdays and Fridays*. This still allows us to reduce frequency of contact in order to help mitigate spread as well as to conserve our Personal Protective Equipment (PPE) supply while also supporting essential staff. Please rest assured that quantity (and quality!) of meals will not be sacrificed as we will continue to ensure the same volume of meal distribution. And please additionally rest assured that continued and consistent check-in calls remain unobstructed.

- County-sponsored Food Pantries will continue but with strict mitigation modifications of outdoor distribution of pre-packaged “to go” boxes with proper social distancing at all times.
- Transportation services for Senior residents will continue for necessary appointments but with not more than two patrons at time in County vehicles per current State guidance. Vehicles are disinfected before and after each service and drivers are properly outfitted with recommended PPE.
- All Senior Volunteer Programs remain cancelled less those that can occur remotely *and safely* (such as mask-making from home with County-provided supplies, check-in calls from Senior Companions, and related examples).
- In Home services continue to be modified based upon a Center for Disease Control (CDC) screening tool with remote-based case management services while homemaker services remain suspended.
- For general questions regarding Senior Programs please phone 867-7547.

- **CSD Prevention and Intervention Programs:**

- The Old County Courthouse located at 711 Camino Del Pueblo in the Town of Bernalillo and where the County’s Prevention and Intervention Programs, select administrative Extension services, and the District Attorney’s Office are based will remain open for staff only so that they can continue to provide essential services in a modified and remote-based ways during this temporary period.
- All active clients of the Adult Misdemeanor Compliance Program will be contacted by their respective Compliance Officer about their case-specific reporting modifications during this temporary period.

- All active clients enrolled in Clinical Services will be contacted by their respective Counselor about their case-specific treatment modifications during this temporary period.
- All contracted Youth Providers will be contacted to confirm the temporary suspension of school-based services pending further notice from the Public Education Department, and/or CYFD-approved field based and remote services.
- Permanent Supportive Housing clients will receive remote services in addition to relevant modifications based upon the Center for Disease Control's (CDC) screening tool, and they will be contacted by their case manager to participate in a simple phone questionnaire.
- Administrative Extension Services by NMSU staff may be modified according to NMSU provisions, and patrons can phone 867-2582 for additional details.
- Services provided to members of the public by the District Attorney's Office will be modified to remote and/or field-based provisions and affected patrons may phone 771- 7400 for additional details.

CSD Health Commons:

- The Sandoval County Health Commons Facility will remain open for staff only so that they can continue to provide essential services in a modified way during this temporary period.
- Health Care Enrollment Specialists will be reaching out remotely to active clients to ensure continued coverage of their public plans.
- Those seeking public enrollments may contact the Community Health Program by phoning 867-2291 for remote enrollment services under presumptive eligibility provisions during this temporary period.
- Affected Presbyterian Medical Services (PMS) clients will be rescheduled and/or redirected to alternate PMS sites as appropriate. For additional details please phone the PMS Family Center at 896-7100.

- Department of Health clients will be contacted by a DOH staff member about modified service provisions during this temporary period and are also encouraged to call their respective practitioner or case manager for additional details.
- **Sandoval County Detention Center** is not allowing any non-essential personal or people into the facility at this time. Visitation will be permitted only via video conference from a remote location. The [link for video visitation](#) is available through a tab on the County's webpage. Personnel and vendors essential to the Detention Center's day-to-day operations will be permitted into the facility.
- **Economic Development Department** has closed the El Zocalo Visitor's Center to the public until further notice. Phone 505-867-8687
- **Human Resources** is closed to the public and we will be handling Services via telecommuting. The HR office in the admin building will not be staffed. For more information call Phone: 505-867-7505
- **Information Technology Department** will remain open from 9 a.m. to 3 p.m. Monday –Friday. The IT call in Help Desk will remain available from 8 a.m. to 5 p.m. Monday – Friday. No walk-ins are allowed, schedule appointments only. For more info call Phone: 505-404-5810
- **Planning and Zoning** will be open from 8 a.m. to 5p.m. Monday – Friday with a modified staff. Phone: 505-867-7628
- **Probate Judge** will continue to serve Sandoval County citizens using different methods. The Probate Office is encouraging citizens to file cases via mail and emails Monday thru Friday 8- 4:30 p.m. The Probate Clerk will be working remotely Monday Tuesday and Thursday. The Judge and Clerk will both be in office on Wednesday and Friday. Phone: (505) 867-7647 or (505) 867-7645
- **Public Works** facilities will continue as usual with minor office staff changes. Phone: (505) 771-8500
- **The Treasurer's Office**
The Treasurer's Office is closed to the public except by appointment. The Treasurer's Office can be reached by:
Pay By phone: 1-866-873-0944 (English and Spanish)

Online at www.sandovalcountynm.gov/paytaxes/

Drop box located at the North end of the Administration Building

Pay by mail: P.O. Box 40 Bernalillo, NM 87004 *Drop box or mailed payments must be by check or money order. Please include your coupon or account number. If you have any questions concerning your tax bill, please contact our office @ (505) 867-7581 or call our toll free number 1-800-332-8022.

Sandoval County asks all residents to be aware of their surroundings and others near them. Please adhere to the six-foot rule and try to stay at home as much as possible.