



Department	Service/Program	Location / Office	Best Method to Contact Program	Public Contact	Public Phone Contact
<b>Health and Human Services Agency (HHS)</b>					
HHS	Animal Services	West Slope and South Lake Tahoe animal shelters	The public should call and make appointments unless it is an emergency. Some services already provided online like licensing and lost/found through PetHarbor.	animal.services@edc.gov.us	530-621-5795
HHS	Child Welfare Services	SLT/Briw Rd.	Continues to operate a 24/7 hotline and respond to reports of child abuse, neglect & exploitation on both slopes. Staff remain available during regular office hours to answer questions and direct calls.		West Slope - 530-642-7100 South Lake Tahoe - 530-573-3201
HHS	Veteran Services	Veteran's Memorial Building	Call for appointments and information.	veterans.questions@edc.gov.us	(530) 621-5892
HHS	Self-Sufficiency Programs (CalWORKs, CalFresh, Medi-Cal; CMSP; General Assistance	3368 Sandy Way SLT; 3047 Briw Rd; 3057 Briw Rd; Ponderosa Rd	The public should be notified to call ahead to speak to their worker if they need to use the Employment Resource Room. No other change in service. However, the public should use online program access, if able, such as C4Yourself.com, IVR, eSignatures and phone/mail application processes will be done.	Online through the El Dorado County Human Services Contact Request Form; <a href="https://www.edc.gov.us/Government/HumanServices/WebForms/Pages/contact_request_form.aspx">https://www.edc.gov.us/Government/HumanServices/WebForms/Pages/contact_request_form.aspx</a>	For the Employment Resource Centers - Tahoe 530 573 3200, Placerville 530 642-4850 - For the Self-Sufficiency Division (CalWORKs, Medical, CalFresh, CMSP and General Assistance) programs Western Slope 530-642-7300; South Lake Tahoe (530)573-3200
HHS	Adult Protective Services	SLT/Briw	Continue to operate a 24/7 hotline and respond to reports of older and dependent adult abuse, neglect & exploitation on both slopes.		(530) 642-4800
HHS	In-Home Supportive Services	SLT/Briw	Applicants/recipients should reach out to program staff directly or through intake at (530) 642-4800.		(530) 642-4800
HHS	IHSS - Public Authority	Spring Street	The public should call for information and appointments will only be available on a needs basis.		(530) 621-6287
HHS	LIHEAP - Weatherization Program	Spring Street	Please call for information and appointments. Applications for Weatherization services can be downloaded online from the HHS website and emailed or dropped off at the Senior Center in Placerville.	heap@edc.gov.us	(530) 621-6150
HHS	LIHEAP - Home Energy Assistance Program	Spring Street	Please call for information and appointments. Applications for Energy Assistance services can be downloaded online from the HHS website and emailed or dropped off at the Senior Center in Placerville.	heap@edc.gov.us	(530) 621-6150
HHS	Public Housing Authority (West Slope)	Briw Road	Please call for information and appointments. Appointments to determine program eligibility or to complete paperwork will be conducted over the phone in most cases.	edcha@edc.gov.us	(530) 621-6300

HHSA	Public Housing Authority (South Lake Tahoe)	Johnson Blvd	The public needs to be advised that walk-in appointments will not be accepted. Individuals are advised to call program staff for an appointment or when needing to sign paperwork.	edcha@edcgov.us	(530) 573-3492
HHSA	Community Corrections Center	Probation in Shingle Springs	There are no appointments or gatherings at the Probation office.		(530) 621-5625
HHSA	LIHEAP (Energy Assistance/WX) Programs	Johnson Blvd, SLT	The public needs to be advised that walk-in appointments will not be accepted. Individuals are advised to call program staff for an appointment.	HEAP@edcgov.us	(530) 573-3492
HHSA	South Lake Tahoe Behavioral Health	Lake Tahoe Blvd	Services will be completed via phone. Wellness Center and group activities have ceased until further notice. Please call for phone appointments and questions. 24/7 crisis line is available. Crisis services will continue.		(530) 573-7970
HHSA	West Slope Behavioral Health	Pleasant Valley Rd	Services will be completed via phone. On site requests/services are discouraged. Wellness Center and group activities have ceased until further notice. Please call for phone appointments and questions. 24/7 crisis line is available. Crisis services will continue.		(530) 621-6290
HHSA	Public Guardian	Pleasant Valley Rd	The public should call for questions, appointments, and needs. In addition, staff will reach out to clients via phone.		(530)621-6219
HHSA	Senior Legal	Spring Street (West Slope)	Please call for an appointment or information		(530) 621-6369
HHSA	Health Insurance Counseling and Advocacy Program (HICAP)	Spring Street (West Slope)	Please call for an appointment or information		(530) 621-6370
HHSA	Senior Information & Assistance Program	Spring Street (West Slope)	Please call for an appointment or information		(530) 621-6371
HHSA	Senior Health Education Program (SHEP)	Spring Street (West Slope)	Please call for an appointment or information		(530) 621-6372
HHSA	Senior Nutrition	Spring Street (West Slope)	The Senior Nutrition Program will continue to operate the Home Delivered Meal Program to serve homebound older adults. Senior Nutrition congregate meal sites will be closed for dine-in lunches. Meals will be available for pick-up only, by reservation, at designated congregate meals sites. Seniors may reserve a meal for pick-up by calling (530) 621-6160.	For information please see: <a href="https://www.edcgov.us/Government/hhsa/Documents/Congregate%20Mealsites%2c%2003-13-20.pdf">https://www.edcgov.us/Government/hhsa/Documents/Congregate%20Mealsites%2c%2003-13-20.pdf</a>	(530) 621-6160.
HHSA	Senior Nutrition	South Lake Tahoe	The Senior Nutrition Program will continue to operate the Home Delivered Meal Program to serve homebound older adults. Senior Nutrition congregate meal sites will be closed for dine-in lunches. Meals will be available for pick-up only, by reservation, at designated congregate meals sites. Seniors may reserve a meal for pick-up by calling (530) 621-6160.	For information please see: <a href="https://www.edcgov.us/Government/hhsa/Documents/Congregate%20Mealsites%2c%2003-13-20.pdf">https://www.edcgov.us/Government/hhsa/Documents/Congregate%20Mealsites%2c%2003-13-20.pdf</a>	(530) 621-6160
HHSA	Senior Day Services "The Club"	Spring Street (West Slope)	Temporarily closed		

HHSA	Senior Day Services "The Club"	El Dorado Hills	Temporarily closed		
<b>Child Support Services</b>					
Child Support	All Services	Shingle Springs (West Slope)	The Office remains open, but we are limiting the number of customers in our lobby. Telephone and email communications are encouraged. Customers are able to drop off documents while still maintaining social distancing.		(866) 901-3212
Child Support	All Services	El Dorado Center (South Lake Tahoe)	The lobby will be closed to customers, a sign will direct customers to contact their caseworker via phone or email. Documents can be dropped off while still maintaining social distancing.		(866) 901-3213
<b>Library</b>					
Library	Administration, central services	Placerville	No changes to service.	library@edcgov.us	530-621-5540
Library	Placerville Library and Community Hub 3	Placerville	Programming and outreach to community partners halted as of 3/13/20. Library closed to public and volunteers as of 3/16/20. Hub partners unable to meet with clients at library site as of 3/16/20. All library materials renewed through closure.	library@edcgov.us	530-621-5540
Library	El Dorado Hills Library and Community Hub 1	El Dorado Hills	Programming and outreach to community partners halted as of 3/13/20. Library closed to public and volunteers as of 3/16/20. Hub partners unable to meet with clients at library site as of 3/16/20. All library materials renewed through closure.	lib- edh@eldoradolibrary. org	916-358-3500
Library	Cameron Park Library and Community Hub 2	Cameron Park	Programming and outreach to community partners halted as of 3/13/20. Library closed to public and volunteers as of 3/16/20. Hub partners unable to meet with clients at library site as of 3/16/20. All library materials renewed through closure.	lib- cp@eldoradolibrary.or g	530-621-5500
Library	Georgetown Library and Community Hub 4	Georgetown	Programming and outreach to community partners halted as of 3/13/20. Library closed to public and volunteers as of 3/16/20. Hub partners unable to meet with clients at library site as of 3/16/20. All library materials renewed through closure.	lib- gt@eldoradolibrary.or g	530-333-4724
Library	Pollock Pines Library	Pollock Pines	Programming and outreach to community partners halted as of 3/13/20. Library closed to public and volunteers as of 3/16/20. Hub partners unable to meet with clients at library site as of 3/16/20. All library materials renewed through closure.	lib- pp@eldoradolibrary.or g	530-644-2498
Library	South Lake Tahoe Library and Community Hub 5	South Lake Tahoe	Programming and outreach to community partners halted as of 3/13/20. Library closed to public and volunteers as of 3/16/20. Hub partners unable to meet with clients at library site as of 3/16/20. All library materials renewed through closure.	katharine.miller@edc gov.us	530-573-3311
Library	Bookmobile	Bookmobile (Placerville based)	Outreach services halted as of 3/12/20.	jackie.kneeland@eldo radolibrary.org	530-621-5540

Library	El Dorado County Historical Museum	Placerville	Museum closed to public as of 3/14/20.	mary.cory@edcgov.u s	530-621-5865
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<b>Agriculture Commission and Weights and Measures</b>					
	All Services	Placerville	Office remains open, but conducting business via email, mail or phone. Needed in person services will be by appointment only.	eldcag@edcgov.us	530-621-5520
<b>Environment Management</b>					
	All Services (except Union Mine)	Placerville and South Lake Tahoe	Office remains open and is answering phone calls and responding to emails. Some field activities (eg., routine food facility inspections) curtailed for 2 weeks. Front counter closed to public. Implementing a drop box for document (eg., permit applications) and payment submittal. In person appointments available for public health and safety emergencies.	emd.info@edcgov.us	530-621-5300
	Union Mine Disposal Site	5700 Union Mine Rd	No change in service.	emd.info@edcgov.us	530-621-5300
<b>Planning/Building</b>					
Planning and Building	Public Counter - Planning, Building, Code Enforcement, Commercial Cannabis, Economic Development	Placerville and South Lake Tahoe	The public counter has been closed with the exception of serving those in need of emergency services related to immediate health life and safety concerns, such as a failed septic system, failed water heater, or a hazardous structure.	Planning - planning@edcgov.us Building - bldgdept@edcgov.us Code Enforcement - cdacode.enforcement@edcgov.us Commercial Cannabis - cannabisinfo@edcgov.us Economic Development - <a href="https://www.elevatetocolorado.com/">https://www.elevatetocolorado.com/</a>	Planning - 530-621-5355 Building - 530-621-5315 Code Enforcement - 530- 621-5999 Commercial Cannabis - 530-621-5355 Economic Development - 530-621-5595
Planning and Building	Inspections - Building & Code Enforcement	Placerville and South Lake Tahoe	Inspections will be limited to those needed only for immediate health life and safety issues including, but not limited to: generators, HVAC, water heaters, electrical, plumbing, and structural repairs.	Building - bldgdept@edcgov.us	Building - 530-621-5315

Planning and Building	Planning - Planning Commission	Placerville	At this time, Planning Commission meetings will be limited to hear only those items related to public health and safety.	julie.saylor@edcgov.us	530-621-5351
<b>Surveyor</b>					
Surveyor	Survey & G.I.S.	Placerville	The Surveyor's office public counter is closed. Our office remains operational with both onsite and teleworking staff. We are encouraging all hardcopy project submissions to be mailed. A "Contact Us" feature is now prominently displayed on our webpage to encourage electronic or telephone inquiries. A submittal dropbox is located outside our office door to collect all non-mailed packages.	<a href="mailto:surveyor@edcgov.us">surveyor@edcgov.us</a>	530-621-5440
<b>Transportation</b>					
Transportation	Engineering Construction Permits/Right-of-Way Admin/Contracts	Building C Office Emerald Bay Office	Customers are encouraged to contact the Department by telephone and email and utilize online application forms.	dotengineering@edcgov.us	530-621-5900
Transportation	Maintenance and Operation	Heading Yard Sakori Yard	Customers are encouraged to contact the Department by telephone and email.	road.maintenance@edcgov.us	530-621-5900
<b>Air Quality Management District</b>					
	All services	Building A	Customers are encouraged to contact district by telephone and email and utilize online application forms. Front counter rollup door remains closed but business can still be conducted with visual and verbal communication.	aqmd@edcgov.us	530-621-7501

Department	Service/Program	Location / Office	Best Method to Contact Program	Public Contact	Public Phone Contact
<b>District Attorney</b>					
District Attorney	Public Prosecutor, Investigations, Victim Witness	Placerville	Phone, email, go to office location.	Office location, phone number, fax number and a portal to email the office can be found here: <a href="https://www.eldora.doda.com/contact/">https://www.eldora.doda.com/contact/</a>	(530) 621-6472
District Attorney	Public Prosecutor, Investigations, Victim Witness	South Lake Tahoe	Phone, email, go to office location.	Office location, phone number, fax number and a portal to email the office can be found here: <a href="https://www.eldora.doda.com/contact/">https://www.eldora.doda.com/contact/</a>	(530) 573-3100
<b>Probation</b>					
Probation	Probation Office	South Lake Tahoe	Please call the department.		(530) 573-3083
Probation	Juvenile Treatment Center	South Lake Tahoe	Please call the department.		(530) 573-7980
Probation	Probation Office	Shingle Springs	Please call the department.		(530) 621-5625
<b>Public Defender</b>					
Public Defender	All services	Shingle Springs South Lake Tahoe	Please contact the department to make an appointment. Court appearances for clients have been continued, by order of the Superior Court; clients and families should consult <a href="http://www.eldoradocourt.org">www.eldoradocourt.org</a> for further information. Call the office for specific future court dates.	<a href="https://www.edcgov.us/Government/Public-Defender">https://www.edcgov.us/Government/Public-Defender</a>	West Slope - 530-621-6440 South Lake Tahoe - 530-573-7955 Ext. 6440
<b>Sheriff</b>					
Sheriff	Admin	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5655
Sheriff	Fiscal	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5656
Sheriff	PIO	Sheriff Headquarters	Please call the department.	<a href="mailto:press@edso.org">press@edso.org</a>	(530) 213-3899
Sheriff	Public Administrator	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5658
Sheriff	Coroner	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5659
Sheriff	Civil	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5660
Sheriff	Records	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5661
Sheriff	IT	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5662
Sheriff	Radio Communications	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5663
Sheriff	Personnel	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5664
Sheriff	Professional Standards	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5665
Sheriff	Reserves	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5666
Sheriff	Investigations & Narcotics	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5667

Sheriff	Vehicle Abatement	Sheriff Headquarters	Please call the department.		Non Emergency Number - (530) 621-5668
Sheriff	Support Organizations		Please call the department.		Non Emergency Number - (530) 621-5669