

DEPARTMENT	ONSITE	REMOTE	SUSPENDED/CANCELLED
Ag Preserve Board	<ul style="list-style-type: none"> Fiscal paperwork processing Limited easement monitoring functions to support remote work Limited easement acquisition functions to support remote work 	<ul style="list-style-type: none"> Customer support via phone Easement monitoring functions Easement acquisition functions Customer support via email 	<ul style="list-style-type: none"> Walk-in meetings with public APB Monthly Meetings Committee Meetings Off-site meetings and trainings
Aging	<ul style="list-style-type: none"> Routing telephone calls Scan/forward documentation to remote workers Provide Information/Assistance to callers Personnel/Fiscal/Information management as needed 	<ul style="list-style-type: none"> OPTIONS/CSP/Assessment/Ombudsman care managers will perform consumer related contacts from home. Protectives Services will provide 24 hr coverage from home. Senior Center administration functions from home. APPRISE Counseling will be performed by telephone from home. 	<ul style="list-style-type: none"> Lancaster's 8 Senior Centers closed effective Tuesday, March 17. Employment, Information & Referral, and APPRISE walk-in services suspended. Use of volunteers for APPRISE and Ombudsman programs suspended.
BH&DS	<p>Effective 6/19/20</p> <ul style="list-style-type: none"> Crisis Intervention Services are available via call center; Effective June 15th community outreach as necessary if it can be done practicing social distancing and using masks; no face to face contact with public on site without an appointment. Fiscal/management support of agency (partial on-site and partial remote) Full clerical onsite support by routing calls and voice mails from general phone numbers to BHDS employees, processing mail (M, W, F), and other essential supports to BHDS departments (Partial on site and partial remote) Maintaining of electronic health records (partial on-site and partial 	<ul style="list-style-type: none"> Mental Health, Early Intervention and IDD intakes will be done over the phone if possible, schedule on site appointments if virtual or telephone not possible. Phone support to people open with Mental Health Case Management, IDD Supports Coordination and EI Supports Coordination, Limited face to face visits by appointment only. Communication with general public about availability of services, supports and/or resources during crisis Intellectual Disabilities' incident management investigations via phone or electronic communication Providing Intellectual Disabilities Administrative Entity oversight All meetings will primarily be done via electronic web meetings and/or teleconferencing. <p>Maintaining BHDS website with up to date information about Crisis and COOP</p>	<ul style="list-style-type: none"> MH, IDD and EI providers have been reopening services on a limited basis, maintain this information on BHDS's website. All Providers must follow PA's guidelines on COVID. Physical attendance of BHDS staff at any external meetings and trainings will be by Management approval. All such meeting attendance will be conditional on size of group (must be under 25) and social distancing capability.

	<p>remote)</p> <ul style="list-style-type: none"> • Agency personnel functions • Only scheduled appointments with general public will be held on site. All other appointments will be done virtually or telephone. All public required to wear mask on site. Employees are required to wear masks when interacting with public. • Limited face to face by Case Managers/Supports Coordinators with people open with BHDS, by appointment only. No transportation will be provided by Case managers or supports Coordinators. • Effective June 22 MH Intakes may be scheduled to occur in person if requested. Intakes can occur via telecommunication (phone or video) if health or safety reasons prevent in-person intake. • Intakes for IDD and EI will continue to occur via telecommunication. 	<p>plan.</p>	
Budget Services	<ul style="list-style-type: none"> • Support Commissioners, Controllers, and Purchasing offices if and when needed. 	<ul style="list-style-type: none"> • Managerial, fiscal, and clerical activities can continue; • Emailing of communications with agencies can continue; • Monitoring of spending plans can continue; • Limited Budget production impact until after Mind-April 	<ul style="list-style-type: none"> • Potential of large group training would be limited/curtailed until further notice.
Children & Youth Agency	<p>Updated 8/14/20</p> <ul style="list-style-type: none"> • Receptionist on site to accept and rout all calls to staff. Assist any 	<p>Updated 8/14/20</p> <ul style="list-style-type: none"> • Will continue to work remotely on a rotating office schedule through September to minimize large staff 	<p>Updated 8/14/20</p> <ul style="list-style-type: none"> • In office, in person meetings that can't be held in compliance with

	<p>visitors/walk-ins.</p> <ul style="list-style-type: none"> • Clerical support. • Fiscal and management staff will have a rotating schedule for office coverage/presence. • Managers rotate office day schedule daily. • Casework staff, supervisors will have office rotation days. Every staff person will be in the office a minimum of one day a week. • In-person attendance by caseworker at all court hearings. • Court-ordered parent-child visitation are in-person effective 6/29/20 in adherence with CDC guidelines for the safety of all participants. • New hires start. • D & A screenings conducted in the office and in the field. • Client evaluations by contracted providers conducted at CYA offices effective 7/15/20. 	<p>numbers having frequent contact.</p> <ul style="list-style-type: none"> • Accept and respond to all child abuse and neglect referrals/reports, caseworkers will continue to conduct home or site visits to assess safety of children. • Continue to provide mandated 24/7 coverage. • Caseworkers provide protective services and caseworker services in-person in the field to assess and assure safety of children. • Remote access to CWIS, CAPS and CPCMS. • All consults with other professionals done via phone, Teams, Life Size etc. from home. • Field/home visits to assess child safety will be conducted in-person • Fiscal and personnel operations. • Conduct job interviews by Life Size. • Conduct case reviews as required. • Ongoing case supervision and coaching. • Conduct mandated stakeholder meetings (MDT) via conference call. • Completion and submission of all required legal filings. • Attend/participate in child dependency court proceedings remotely via Lifesize application through 7/12/20. • Community stakeholder meetings via Life Size through August. • ALL staff meetings and trainings will be conducted using LifeSize or Teams. • Parental evaluations by contracted services via advanced communication technology. • In-home support services will be done 	<p>CDC guidelines.</p> <ul style="list-style-type: none"> • In person supervision meetings and trainings that are unable to meet the CDC guidelines. • IL life skills groups. • All staff meetings and trainings.
--	--	---	--

		<p>in-person in the field.</p> <ul style="list-style-type: none"> • Conduct resource home/kinship care home assessments in-person, in the field. • Family Group Conferences will be conducted via zoom . • Resource Parent Orientation using applied communication technology. 	
Clerk of Courts	<ul style="list-style-type: none"> • Continue accepting and processing filings from attorneys and the public via PacFile system • Limited office hours 8:30 am- 4:00 pm 	<ul style="list-style-type: none"> • Remote access to the County and CPCMS through VPN. Accepting and processing filings. • Encourage court's use of CPCMS to access files instead of pulling them for court. • Process of sealed warrants through email. 	<ul style="list-style-type: none"> • Discontinue accepting requests for documents at the front counter. Email or fax requests only. • Emergency documents filed at the front desk only • Discontinue the pulling of files for court unless specifically requested • Modified schedule suspended, limited staff • Court staff may be unavailable • In the event the court closes, continue to accept filings through electronic filing system • Front desk operations
Commissioners' Office	<ul style="list-style-type: none"> • Front desk presence, providing information/assistance to callers • Normal oversight of County departments and operations • Commissioner's Work Session/Action on motions and resolutions 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Milestone Luncheon • Active Shooter Training
Controller's Office	<ul style="list-style-type: none"> • Process accounts payable invoices and checks (using limited staff or schedule if needed). • Process payroll and issuing paychecks (using limited staff or schedule if needed). • Process monthly pension annuity payments (using limited staff or schedule if needed). 	<ul style="list-style-type: none"> • Supporting PeopleSoft programs and applications. • Enter invoices into Peoplesoft (would need to pick up invoices from the county). • Performing reporting, journal entries, and reconciliations (would need to pick up information from the county). • Banking transactions. 	<ul style="list-style-type: none"> • Internal county audits. • Scanning invoices into PeopleSoft. • Calculating pension quotes for employees. • Handing out Payroll, AP, and Pension checks at the office window. All checks would be mailed. • Off-cycle payroll checks.

	<ul style="list-style-type: none"> Process retirees and issuing pension checks (using limited staff or schedule if needed). 		<ul style="list-style-type: none"> Daily accounts payable checks.
Countywide Communications (911)	<ul style="list-style-type: none"> Fully operational 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
District Attorney	<ul style="list-style-type: none"> DA will continue to cover all court functions as scheduled by the court via video/audio technology. 	<ul style="list-style-type: none"> ADAs - Respond to and advise Law Enforcement, assist with investigations, draft legal memoranda, file motions and responsive pleadings in Court of Common Pleas through PacFile, draft briefs, access and provide E-Discovery, trial prep for cases currently continued due to COVID-19 "Reports" to Duty Detective will be handled by obtaining contact info and gathering info via telephone 	
Emergency Management	<ul style="list-style-type: none"> Emergency Operations Center staffed with county employees. Will only use outside agencies and volunteers as needed. All normal office functions to support incident support and coordination. 	<ul style="list-style-type: none"> Provide support and coordination to all public safety agencies in Lancaster County. Process resource and unmet needs requests to PEMA. 	<ul style="list-style-type: none"> All meetings and training held in facility. Limiting staff attending outside meetings and training.
Drug & Alcohol	<ul style="list-style-type: none"> Process provider paperwork Answer phone calls Direct the public to drug and alcohol treatment Payroll Process invoices 	<ul style="list-style-type: none"> Respond to emails 	<ul style="list-style-type: none"> Trainings, presentations, outside meetings
Facilities Management	<p>UPDATED 12/11/2020</p> <ul style="list-style-type: none"> Maintenance & Repair of all Facilities, Bridges, Parks & Trails <ul style="list-style-type: none"> On-going routine maintenance and repair Office Management <ul style="list-style-type: none"> On-going routine office tasks 	<p>UPDATED 12/11/2020</p> <ul style="list-style-type: none"> Professional Services <ul style="list-style-type: none"> Architects Engineers Construction Projects <ul style="list-style-type: none"> Project Management Remote video/phone meetings 	<p>UPDATED 12/11/2020</p> <ul style="list-style-type: none"> Non-Essential Vendor Escorts/Visits <ul style="list-style-type: none"> Cold Call Visits Non-Facilities Related Non-Essential Face to Face Meetings <ul style="list-style-type: none"> Staff meetings that can be remote

	<ul style="list-style-type: none"> • Outside Vendors <ul style="list-style-type: none"> • Must wear a mask when on site • Must follow all CDC, State and County guidelines. • Construction Projects <ul style="list-style-type: none"> • Courthouse • Bridges • Coordination of COVID-19 shields & barriers • Staggered shifts, breaks and lunches to limit staff to staff exposure • Masks will be worn at all times as defined by the CDC, State and County guidelines. • Building Maintenance staff will stay in their respective buildings and not enter other sites without prior approval and planning. • Any visits to the office must be preplanned and arraigned ahead of time. 	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ Job meetings ▪ Supervisor meetings • General staff meetings that can not be conducted in compliance to CDC & State requirements. • Rotation of any staff who can operate from home while continuing to preform their duties with minimal disruption. • Bid Openings, Job Conferences, Pre-Construction meetings and similar events will be remote and planned/coordinated on a case by case basis. 	<ul style="list-style-type: none"> • Grounds work inside facilities <ul style="list-style-type: none"> ○ Prison – grass areas inside the wall ○ YIC – grass areas inside the wall • Non-Facilities related program and project support that can not be completed in a remote setting. •
Human Resources	<ul style="list-style-type: none"> • Processing paperwork for payroll • Processing paperwork for retirement-meetings by appointment only (there may be delay in processing new retiree checks) • Employee & labor relations when necessary onsite • Processing leave processing paperwork when necessary onsite 	<ul style="list-style-type: none"> • Posting positions • Leave processing • Time sensitive benefit actions • Employee & labor relations (when possible from home) • Merit Hire processing/decisions • Policy guidance • Salary Board processing • Unemployment responses 	<ul style="list-style-type: none"> • Non-essential in-person training. Some training will continue virtually. • Wellness in-person activities. Virtual wellness activities and dissemination of wellness information will continue.
Information Technology	<ul style="list-style-type: none"> • Support staff onsite daily for hardware & network repairs and deliveries • Staff onsite in Archives for records research & support (masks required) • Employees onsite in GIS for support • Employee onsite daily for clerical work 	<ul style="list-style-type: none"> • Application, security, hardware and system support • Project management • Peoplesoft activities • Help Desk activities • GIS data creation & maintenance 	

Parks and Recreation	<ul style="list-style-type: none"> • Staff is working on-site • Park land and trails accessible with full public safety and maintenance services • Limited access to outdoor Park facilities (e.g. tennis courts, skate park, playgrounds, etc.) • Access to port-a-pots and Env Center restroom • Limited public access to Park Office • Limited indoor pavilion rentals • Tenant resident facility repairs (on-call; in coordination with Facilities Management) • Customer support, email communications and admin support at the Park Office. • Limited Shuts Library operations • Limited in-person Park Env. Ed. programming 	<ul style="list-style-type: none"> • Virtual Env. Ed. programming 	<ul style="list-style-type: none"> • Outdoor pavilion rentals, restrooms and ball fields have been closed for the season. • The Swimming Pool is closed for the season.
Planning Commission	<ul style="list-style-type: none"> • Customer support via phone and front desk receptionist only • Email communications • Processing of electronic recording of plans 	<ul style="list-style-type: none"> • Most staff works remotely • Hold necessary meetings through teleconferencing/videoconferencing • Phone message retrieval and routing • Email communications • Social media will be monitored remotely • Processing of electronic recording of plans • Plans and documents will be received via mail, electronic submissions, and hand delivery to receptionist only 	<ul style="list-style-type: none"> • All walk in meetings, off-site meetings, training and workshops cancelled • Any work that is not time sensitive suspended
Prison	<ul style="list-style-type: none"> • All persons entering facility will be required to have their temperature taken. Reading greater than 100 degrees will not be permitted to enter • All inmate workers will have temperature checks done before and after work details 	<ul style="list-style-type: none"> • Video Conference and conference calls will be used whenever possible • Records personnel will work with court offices to release inmates to house arrest when appropriate 	<ul style="list-style-type: none"> • All community visitation • All community volunteers and related services and programming • Prison Tours • Training • Clothing Exchanges • Effective Saturday 3/21/20 the

	<ul style="list-style-type: none"> • Legal visits will continue • Communication will occur via Prison Website, posters, housing area kiosk • Phone privileges, commissary and mail service will continue • Extended cleaning • Limited inmate movement • All personnel declared essential • Isolation areas identified • Only professional Bail bonds will continue during M-F 9a-5p--No civilians 		public lobby will be locked, only employees and those conducting official business will be able to enter
Property Assessment	<ul style="list-style-type: none"> • Customer support – phone and email • Respond to any Exemption Requests 	<ul style="list-style-type: none"> . Processing Homestead Applications . STEB Sales Verifications . Clean & Green (Act 319) emails and phone calls . Deed Name Changes (when possible) 	<ul style="list-style-type: none"> • Suspend all public walk-in inquires • Suspend Appeal Hearings • Suspend Field Appraisers • All Data Entry and Clerical Duties • Land Maintenance • Deed Name Changes • Schedule and Process Appeals • Processing Clean & Green (Act 319) Applications and Rollback Issues
Prothonotary	<p>EFFECTIVE 8/24/2020</p> <ul style="list-style-type: none"> • Operating under normal hours of 8:30 am – 5:00 pm • Limited counter service for individuals and law firms who are unable to file via mail or e-Filing • Passport processing by appointment only • Continue encouraging filing by mail and E-Filing via File & ServeXpress • Continue to attend Court hearings as scheduled • Customer support via phone and email and limited counter service 	<p>EFFECTIVE 8/24/2020</p> <ul style="list-style-type: none"> • Use of remote staffing on an as-needed basis 	<p>EFFECTIVE 8/24/2020</p> <ul style="list-style-type: none"> • Passport processing by appointment only • Discontinued use of Attorney Mailboxes
Public Defender	<ul style="list-style-type: none"> • Continue to represent indigent and incarcerated clients at court 	<ul style="list-style-type: none"> • Research and draft legal briefs • Access clients' virtual files to prepare 	<ul style="list-style-type: none"> •

	proceedings at common pleas and MDJ as long as court in session	for trial and reach resolution of cases <ul style="list-style-type: none"> Utilize video conferencing to speak to incarcerated clients 	
Public Safety Training Center	<ul style="list-style-type: none"> Mission critical/mandatory training for emergency services and industrial teams. Training related to coronavirus response, PPE and mitigation SCTF MACC operations and support Emergency Services briefings Media/press briefings Support functions related to coronavirus response and mitigation efforts, regional supply and logistical distribution management. 	<ul style="list-style-type: none"> Administrative duties and functions Social Media updates Teleconferences/webinars Support LEMA/EOC Support off-site mission critical/mandatory emergency services training Support off-site training related to coronavirus response/mitigation efforts Deployment of LEMA/SCTF incident support equipment and trailers Support SCTF IMT deployments/requests 	<ul style="list-style-type: none"> On-site and off-site non-mandatory or mission critical training, events and meetings
Purchasing	Mail operations will commence 5 days per week beginning Monday May 4 Courier service will begin 5 days per week beginning Monday May 4 Buyers working remotely Receiving/deliveries	<ul style="list-style-type: none"> Purchase order processing Ordering supplies on CC Vendor calls Email communication Phone message retrieval Extend current contracts if needed Drafting of future bids and RFPs 	<ul style="list-style-type: none"> Vendor visits
Recorder of Deeds	<ul style="list-style-type: none"> Electronic Recording of documents and plans Scanning of paper documents but limitations in place as to time of recording Answering phone calls and email correspondence Mail Retrieval Notaries until further notice. (Waiting on direction from the State) 	<ul style="list-style-type: none"> Electronic Recording of Documents and plans Email communication Phone message retrieval 	<ul style="list-style-type: none"> Veteran's ID Cards Public searching Walk-in documents and plans (currently place in bin outside office and will be recorded within 3-4 days) Self-Service Kiosk
Register of Wills	<ul style="list-style-type: none"> Office hours 8:30 a.m. to 4:30 p.m. Customer support via phone and e-mail Process emergency incapacity petitions (By appointment) 	<ul style="list-style-type: none"> Respond to e-mails Administration of oaths for probate petitions via videoconference Marriage license applications via 	<ul style="list-style-type: none"> Certified copies of marriage licenses by MAIL ONLY Discontinued use of attorney's mailboxes (must provide SASE)

	<ul style="list-style-type: none"> Accept probate documents, Orphans' Court filings, and marriage license payments by mail 	<p>electronic filing with videoconference</p>	<ul style="list-style-type: none"> Accept Inheritance Tax filings by MAIL ONLY (postmark will be used as date of filing) (must provide a SASE for time-stamped copy of return and receipt of payment) Drop box in lobby no longer available
Sheriff's Office	<ul style="list-style-type: none"> Maintain daily prisoner transports with restrictions, serve civil process, court security, post security (40, 50, 150), bench warrant services as necessary to include duty deputy, issue conceal carry permits, continue levies, and sheriff's sales of real estate. Continue essential daily office functions and services to the public and law enforcement agencies. 	<ul style="list-style-type: none"> Remote access to the County through VPN and our RMS through laptops in vehicles and spares. Updates via social media, Sheriff APP and website. Duty Deputy services continue. 	<ul style="list-style-type: none"> Suspension of daily public services. Limitations on prisoner transports, civil process, court security, service of warrants, and levies. Real Estate Sales postponed. Security for the Courts will continue as well as Security Posts at 40, 50, and 150 will continue to be manned. Assist local LE as needed.
Solicitor's Office	<ul style="list-style-type: none"> Attend emergency hearings on site at Courthouse only if necessary. Retrieve US and interoffice mail at a minimum twice weekly Increased solicitor presence in office as needed Mailed or faxed RTK requests processed as usual 	<ul style="list-style-type: none"> Prepare court petitions for emergency guardianships, C&Y shelter care Provide departmental and Commissioner support via remote VPN & CPCMS access, cell phone Participate in court hearings via Lifesize Access & respond to emailed RTK requests as to documents available electronically Report incoming insurance claims to broker/insurer via email Conduct Supervisor sexual harassment training 	<ul style="list-style-type: none"> Non-mandatory employee training Bail Bonds future correspondence
Treasurer	<ul style="list-style-type: none"> Provide assistance to callers and email inquiries 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Public office visits
Veterans Affairs	<ul style="list-style-type: none"> Effective as of 11/30/20: The office is open for casework and evidentiary document drop off and is closed for general walk-ins. We are operating with a daily rotating staff presence. 	<ul style="list-style-type: none"> All client interviews and appointments conducted via telephone, email and zoom (link provided as needed). PA Grants for Veterans in need of Temporary Monetary Assistance are first priority and are being processed 	<ul style="list-style-type: none"> Outreach Events Face-to-face client meetings Off-site meetings including committee meetings and trainings Walk-in inquiries

	<ul style="list-style-type: none"> • Document locker placed outside door for secure drop off of casework and evidence. 	<p>remotely via virtual means.</p> <ul style="list-style-type: none"> • Casework being conducted remotely when/if the specific assigned VSO is not physically in the office. • Incoming telephone inquiries routed to email which is accessible remotely- will continue indefinitely. • Real Estate Tax Exemption are being processed remotely by virtual means. • All Burial Claims should continue to be emailed or mailed into the office for processing. • Grave Markers for funerals are delivered by our staff when identified on a singular basis. Funeral homes continue to arrange pick up for large quantities. 	<ul style="list-style-type: none"> • Transportation to Leb. VAMC
Voter Registration and Elections	<ul style="list-style-type: none"> • Ballot Preparation – Hart Software • Prepare voting equipment for election • Prepare and order election day ballots • Process voter registration applications • Process absentee and mail-in ballot applications • Print and mail absentee and mail-in ballots • Change polling places in SURE • Order election supplies • Receive campaign finance reports • Update local election board sheets 	<ul style="list-style-type: none"> • Access and respond to e-mails and voice mail. • Update website and newspaper advertisements 	<ul style="list-style-type: none"> • In-person poll worker refresher training • Walk-in filings • Outreach events • Notarization of campaign finance reports
Youth Intervention Center	<ul style="list-style-type: none"> • Detention and Shelter Care services continue to operate. • Professional visitors are being asked to self-screen, wash hands and use hand sanitizer prior to proceeding past the lobby. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • In person family visitation for Detention and Shelter residents • Evening Treatment Center • PULSE Weekend Program • Volunteer programming • Off-site Shelter programming • Educational programming (SDoL)

Court of Common Pleas:

- Please see separate document.

General:

- Specific questions about availability of services should be directed to the appropriate County department.