Available County Services During Winter Recess

The County is taking a winter recess between Christmas and New Year’s during which most County offices and facilities will be closed. Below shows the status of each department’s offices and services from Thursday, December 24, 2020 through Sunday, January 3, 2021. If any department is not listed, please check that department’s website or contact them. The list of departmental websites is at https://www.kerncounty.com/government/departments

Fire and Sheriff emergency services will be fully staffed throughout the holidays. In case of an emergency, call 911.

Aging and Adult Services
- Meals on Wheels deliveries will continue as normally scheduled.
- Senior centers will be closed for senior nutrition this period. Previously scheduled reservations at the senior center will be honored.
- Some Adult Protective Services and Conservatorship Program staff will be working for emergency purposes.

Airport
- Administrative offices will be closed 12/24-1/3
- Commercial flights will continue as regularly scheduled.

Agriculture and Measurement Standards
- Closed to the public during winter recess.
- On all days which are not either actual holidays (12/24-12/25 and 12/31-1/1/21) or Sundays, we will have minimal field staff that will be responding to certain service calls.

Animal Services
Closed to the public during winter recess.

Assessor
Closed for “Winter Recess” beginning on December 24, opening again on Monday, January 4.

Auditor-Controller/County Clerk/Elections
Closed to the public during winter recess.

Behavioral Health & Recovery Services
- All KernBHRS service clinics will be open and available to the public as usual during the holiday break.
- The Substance Use Disorder Access Line will be available 24/7 at 1-866-266-4898.
- Crisis Hotline services will also be uninterrupted and available 24/7 at 1-800-991-5272.
On Christmas Eve, Christmas Day, New Year’s Eve and New Year’s days, please call the Crisis Hotline or the Substance Use Disorder Access Line to be connected to services.

If you are in need of immediate in-person behavioral health services, please visit the Psychiatric Evaluation Center located at the back entrance to our Mary K. Shell site at 2151 College Ave.

Clerk of the Board
- Closed during Winter Recess.
- Agendas for the January 4 and 5, 2021 Board meetings will be posted around December 30.

Farm and Home
The Farm and Home Advisors office will be closed from Dec. 24 through Jan 3. The office will reopen on Jan. 4 with COVID safety procedures in place.

Fire
The Kern County Fire Department continues to staff all stations and respond to emergencies and requests for service. Requests for emergency services - call 911.

To protect our workforce and our ability to provide services, we have implemented the following policies:
- All of our facilities, including fire stations are closed to the general public for tours and routine matters that can be handled by phone, video conference or through our department websites.
- Matters that require on site interaction with fire department personnel will be handled by appointment only, with mandatory temperature screening, use of face coverings, hand sanitizer and social distancing.

Human Services
- All offices will be closed during the normal holidays of December 24th – 25th, and December 31st – 1st.
- The Department of Human Services main building in Bakersfield at 100 East California will be open during the 3 days of Winter Recess from 7:30 am to 1:00 pm.
- All other outlying offices will be closed.
- Our phone lines, including the CPS hotline, will continue to be available, as well as online application services.

Libraries
- The Kern County Library will observe winter recess by closing on Thursday, December 24, through Friday, January 1, 2021.
- Select branches will resume for curbside & express services on Monday, January 4, 2021.
Probation

Probation Department locations and status during the winter recess:

- Juvenile Probation (2005 Ridge Road) Closed to the Public, available by appointment only (868-4100).
- Southeast Center (1600 E. Belle Terrace) Closed to the public. The building is open for clients to submit monthly reporting forms.
- Stockdale Office (5121 Stockdale Hwy) Closed to the Public.
- Juvenile Programming Unit (1809 Ridge Road) Closed.
- Day Reporting Center (500 Baker Street) Closed to the public, but open by appointment.

Juvenile Facilities will remain open during Winter Recess, with the following exceptions:
- Juvenile Hall, 1831 Ridge Road, Bakersfield, CA 93305, (661) 868-4300; visitors’ lobby will remain open.
- Kern Crossroads Facility, 17824 Quality Road, Bakersfield, CA 93308, (661) 391-2200, visitors’ lobby will be closed to the public.
- Camp Erwin Owen, 14401 Sierra Way, Kernville, CA 93288, (760) 376-2844, office will be closed to the public.

Public Works

- Building Permits, Inspection, and Plan Check will be operating during normal hours with reduced staff with exception of the Ridgecrest office. The Ridgecrest office will be closed, due to its location within the City’s building, and the City of Ridgecrest is closed.
- Code Compliance will be operating during normal hours with reduced staff.
- Flood, Drainage, and Grading will be operating during normal hours with reduced staff.
- County Service Areas will be operating during normal hours with a full staff.
- Sanitation Districts will be operating during normal hours with a full staff.
- Waste Operations will be operating during normal hours with exception of the normal closure on Christmas Day and New Year’s Day.
- Construction Projects will be operating during normal hours with exception of the normal closure on Christmas Day and New Year’s Day.
- Road Maintenance will be on call for emergencies including impacts related to weather.
- Traffic Signals and Sign Maintenance will be on call for emergencies including impacts related to weather.
- Encroachment Permit Inspection will be operating during normal hours as needed.
- Transportation and Encroachment Permits will be operating during normal hours with reduced staff.
- Cashier Counter will be operating during normal hours with a full staff.
- Kern Transit will be operating on a normal schedule with exception of the normal closure on Christmas Day and New Year’s Day.
Recorder/Hall of Records
- Closed Christmas Day and New Year's Day; open 8:00 to noon on Christmas Eve and New Year's Eve.
- Open at regular hours for the three workdays between Christmas and New Year's Eve, December 28, 29 & 30.

Sheriff
While we will be available to respond to calls for service, many of our lobbies/counters will be closed to the public.
- Communications Center is available 24/7. Non-emergency: 661-861-3110 Emergency: 9-1-1.
- Coroner will respond as usual; however, public lobby is closed December 24th through January 1st. Phone: (661) 868-0100

The following will be open December 28th, 29th and 30th:
- Records Arrest Records: (661)391-7624
- Crime Reports: (661)391-7623
- Central Receiving Facility Clerks' Office
- Courts Unit (Metro and Justice)
- Electronic Monitoring Program and Work Release
- Licensing Unit (by appointment only)

The following will be closed from December 24th through January 1st:
- Property Room
- Civil Processing Unit
- Public Administrator’s Section

Public visitation at Lerdo Detention Facilities and the Central Receiving Facility is cancelled due to the Governor’s Stay at Home Order issued on December 6, 2020. The public visitation cancellation will remain in effect until further notice.

All substations will be closed on the actual holidays (December 24th and 25th and December 31st and January 1st).

Treasurer/Tax Collector
Closed to the public during this period. Taxpayers can get property tax information and pay their property taxes on-line on our website at: www.kcttc.co.kern.ca.us

Veterans’ Services
Closed through the winter recess reopening on Monday January 4, 2021 by appointment, adhering to safety and social distancing guidelines, as we have shifted most of our services on-line or via telephone from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m.