



Dena Murphy
Director

August 22, 2019

Kern County Department of Human Services New Lobby Hours

(Kern County, CA) –

Beginning September 30, 2019, the Kern County Department of Human Services' offices throughout Kern County will open at 7:30 a.m. and close at 4:00 p.m. These offices include: Bakersfield, Delano, Columbus Center, Lake Isabella, Lamont, Mojave, Ridgecrest, Shafter & Taft. Additionally, our Call Centers' (on Wilson Road in Bakersfield) hours for receiving calls will be 8:00 a.m. – 4:00 p.m.

The purpose of this change is to enhance our customer services. It is our hope that opening our lobby to the public at 7:30 a.m. will reduce outside wait time and more effectively begin the provision of service delivery. Closing our lobby at 4:00 p.m. supports our efforts to provide same-day assistance.

We have also upgraded our lobby experience, by training (8) eight of our existing Eligibility Staff as Lobby Navigators. The Lobby Navigators monitor the lobby in our Bakersfield office, talking to our customers & ensuring that each individual receives the proper information and service as soon as possible. Our Lobby Navigators are skilled & knowledgeable in all of our assistance programs.

For more information about our services to the public, please view our website at www.kcdhs.org.

For media inquiries, please contact, Jana Slagle in the Division of Outreach & Communication Services at 661.633.7104.

#

Tel 661.631.6000 Fax 661.631.6631 TTY 800.735.2929
100 E. California Avenue P.O. Box 511 Bakersfield, CA 93302 www.KCDHS.org

Kern County Department of Human Services is an equal opportunity employer.