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Craven County



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Amber M. Parker, Human Resources Director
Craig Warren, Finance Director

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Manager 252-636-6600
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FOR IMMEDIATE RELEASE
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Contact: Amber M. Parker
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Alternative Service Delivery Options Available for Craven County Services

New Bern, NC – County Government is offering alternative methods for the public to obtain services in order to encourage social distancing in County offices in compliance with North Carolina Governor Roy Cooper's mandate regarding mass gatherings and other critical guidance provided by federal and state partners.

Residents who need to conduct face-to-face business with Craven County should call the Department to set up an appointment before visiting in person to see if alternative service delivery options are available.

A list of all Craven County departments and their telephone numbers and other contact information is available on Craven County's website at <https://www.cravencountync.gov/directory.aspx>.

While this is not an exhaustive list, the following face-to-face service alternatives are available. Please call ahead to the department prior to arriving in person to determine if additional alternative service delivery options are available.

Craven County Department of Social Services

Craven County Department of Social Services is encouraging the use of the electronic application process, EPass, for both Medicaid applications and Food and Nutrition Services applications <https://epass.nc.gov/CitizenPortal/application.do>. Staff members are available via telephone to assist should applicants experience any difficulty in completing the online application. Clients still have the choice of applying for these services in person at the Craven County Department of Social Services Office.

To report concerns regarding child abuse, neglect or dependency call Child Welfare at 252-636-4948.

To report concerns regarding adult abuse, neglect or exploitation call Adult Services at 252-636-4900.

Craven County Department of Health:

For questions about appointments with any of the Craven County Health Department clinics please call 252-636-4920.

Craven County Register of Deeds:

Citizens can find out how to obtain a majority of services through the Register of Deeds website at <https://www.cravencountync.gov/303/Register-of-Deeds>, including applying for copies of various forms and vital documents. Using the online Get Certificate Now system to obtain copies of vital records is strongly encouraged <https://www.getcertificatenow.com/Craven>. ALL document submitters are also encouraged to take full advantage of eRecording through one of the online eRecording vendor partners – Simplifile <https://simplifile.com/> or CSC erecording.com. Citizens needing assistance from the Register of Deeds will need to call ahead to schedule an appoint 252-636-6617.

Craven County Tax Administration:

Call the Craven County Tax Administration office at 252-636-6604 for any questions regarding tax collections, billing, and assessments. Payments can be paid online, with a fee, through Official Payments at <https://www.cravencountync.gov/230/Official-Payments-Corporation-Credit-Car>.

Payments can also be mailed to the address listed on the tax bill or dropped off in the drop box located on the corner of the building at 226 Pollock Street New Bern, NC.

Craven County Veterans Services:

Craven County Veterans Services will begin utilizing online and telephone services to serve the Veterans and their dependents. All Veterans are encouraged to register and use <https://www.va.gov/> or www.ebenefits.va.gov to access their VA claims folder. This will provide updated information about pending claims, apply for new claims, and other eligible benefits. For those who do not have internet access, call the Department of Veterans Affairs 1-800-827-1000 for claims information.

Craven County Water Department:

Online services include submitting applications, work orders, updating contact information, and making payments. Customers will be required to create an online services account and then they can fill out the forms available and submit them to Craven County Water. Services can be accessed at <https://www.cravencountync.gov/192/Water-Department>. Please contact Jessica Martinez at 252-636-6615 with any questions.

“Craven County has a desire to maintain continuity of service to the maximum extent possible while also abiding by all public health protection directives and we are continuing to work to extend the availability of services through methods other than in person. County government is unique in its responsibility to provide essential life services for its residents and Craven County will continue to be available to its citizens in their time of need,” stated Craven County Manager, Jack B. Veit, III.

Craven County has also developed a web page dedicated to COVID-19. Citizens can access that website at <https://www.cravencountync.gov/2095/COVID-19>.

Craven County citizens are encouraged to use reputable sources of information to learn more about coronavirus. Reputable sources of information include the Centers for Disease Control and Prevention and NC Division of Public Health websites and the NC Division of Public Health’s Coronavirus call line 1-866-462-3821.

Craven County Government COVID-19 updates will appear on the Craven County website at www.cravencountync.gov, on the Craven County Facebook page [@cravencounty](https://www.facebook.com/cravencounty) and the Craven County Twitter account [@cravencountync](https://twitter.com/cravencountync). Residents are also encouraged to register to receive notifications via the Craven County website and to register to receive emergency notifications via text, email and phone calls through the CodeRed Emergency Notification System.

For more information on COVID-19, please visit the Centers for Disease Control and Prevention website at <https://www.cdc.gov/coronavirus/2019-ncov/about/index.html> and the North Carolina Department of Health and Human Services Division of Public Health website at <https://ncdhhs.gov/coronavirus>.

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