

FREQUENTLY ASKED QUESTIONS

Floyd County Courthouse

Is the Courthouse open for business?

The Floyd County Courthouse is open to the public beginning 6/2/2020. The Courthouse may be closed in the future if the Board of Supervisors determine a risk of being open to the public.

You are not required to wear facemasks while at the Courthouse but are highly recommended. Each Department will have their own rules such as: How many people can be in the office at one time, making sure the counter tops are sanitized after each use, and all departments will have hand sanitizers available for use. Continued use of the internet for services that were provided during the shutdown will still be available and encouraged if possible.

County Assessor- 641-257-6152

Is the County Assessor's Office continuing to provide service for Assessment Notices, Valuations and GIS requests?"

The County Assessor's office is continuing to offer assistance via phone by calling 641-257-6152 if you have any questions regarding assessments, notices, valuations, or any other questions. If you need to sign up for a credit or exemption, you may call the office and request the forms be mailed OR can find the forms by following the links below to the Iowa Department of Revenue website at:

<https://tax.gov/tax-credits-exemptions>

[https://tax.iowa.gov/sites/default/files/2020-01/PetitionLocalBoardReviewSessio\(56064\).pdf](https://tax.iowa.gov/sites/default/files/2020-01/PetitionLocalBoardReviewSessio(56064).pdf)

Forms can be submitted by mail, email, in person at the Assessor's Office or left in locked drop box in north entrance of courthouse.

County Auditor- 641-257-6131

If I am expecting a payment on an invoice, how do I collect?

Original claims should be submitted by mail unless online/email services are approved. Submit documents to Floyd County Auditor, 101 S. Main St, Ste302, Charles City, IA 50616. If you have questions, call 641-257-6131 or email auditor@floydcoia.org.

How can I get an absentee ballot for an election?

Vote by mail is highly recommended! Absentee Ballot Request forms for the November 3, 2020 General Election are available through the Floyd County Auditor's webpage at www.floydcoia.org/172/Election-Voter-Registration-information, the Iowa State Secretary of State at <https://www.sos.iowa.gov/elections/electioninfo/absenteeinfo.html> or hard copies are located in the north entrance of the courthouse. Completed forms can be mailed to Floyd County Auditor, 101 S. Main St. Ste302, Charles City, Iowa 50616, or placed in the Courthouse drop box, or emailed to the Auditor's office at auditor@floydcoia.org (but original form must be received in the Auditor's office by Election Day in order for mailed ballot to be counted).

How can I register to vote?

There are five ways for you to register to vote:

- 1) Download a voter registration form from the Floyd County Auditor's webpage at www.floydcoia.org/172/Election-Voter-Registration-information;
- 2) Download a voter registration form at the Iowa Secretary of State website at <https://www.sos.iowa.gov/elections/electioninfo/absenteeinfo.html>
- 3) Pick up a hard copy located in the north entrance of the courthouse, (completed forms can be mailed to Floyd County Auditor, 101 S. Main St, Ste302, Charles City, IA 50616, or placed in the drop box at the north entrance of the courthouse.)
- 4) You may be eligible to use the Iowa Department of Transportation's Iowa Electronic Voter Registration process at [https://nymvd.iowadot.gov/Account/Login?ReturnUrl=%2fVoter Registration](https://nymvd.iowadot.gov/Account/Login?ReturnUrl=%2fVoter+Registration) or,
- 5) On Election Day provide appropriate proof of identity and residency at your designated polling place.

Can I apply for a new application or get assistance with renewing my current passport?

The Department of State advises U.S. citizens to avoid all international travel due to the global impact of COVID-19. Many countries are not allowing access for non-citizens. The typical 6-8 week processing of passports may now take up to four months for applicants to receive their passport. Because of the unknown duration of the pandemic and some U.S. citizens having future travel plans, the Floyd County Auditor's Office is open to accept passport applications and assistance to renew passports.

I need a document notarized. Where can I find a notary?

All staff in the Auditor's office are notaries. Please call 641-257-6131 or stop by the Auditor's Office. We are considering new rules to provide remote notary services but have not yet been set up to do so.

I'm doing some research and need to review public records in the Auditor's office. Am I able to come to the office?

At this time the Auditor's office would request calling 641-257-6131 for an appointment to set up a time to review records. All requests are subject to screening criteria related to COVID-19 symptoms as well as the urgency to view records at this time. As an alternate, staff may be available to do searches for first 15 min at no charge; beyond that charges will apply.

If I need information related to property transfer records, need plat maps or have other questions regarding property, where do I go?

Deeds are processed in the Auditor's office within two business days of the Recorder's office initial recording of documents; the Assessor's office then follows up with updating their records which then pushes to the Vanguard website. Pending what you need, any of the three offices would be able to direct you to the best person to answer questions. Reach the Recorder at 641-257-6154 or e-mail recorder@floydcoia.org, the Auditor at 641-257-6131 or e-mail auditor@floydcoia.org, or the Assessor at 641-257-6152 or e-mail assessor@floydcoia.org.

Where do I file a manure management plan update?

MMPs can be e-mailed to auditor@floydcoia.org, dropped off to the Auditor's Office, or placed in the drop box in the entrance of the courthouse. If you don't have any changes to your MMP, try filing it electronically with the Iowa DNR at www.iowadnr.gov/emmp. Call the Floyd County Auditor's office if you have more questions.

I'm in a drainage district and I have a tile issue or questions about the district or an assessment.

If you have a tile issue, try calling the Secondary Roads Superintendent at 641-257-6215 or the Engineer's office at 641-257-6151. If you have questions about the district or an assessment, contact the Floyd County Auditor's office at 641-257-6131 or e-mail auditor@floydcoia.org.

How do I apply for a liquor license?

Liquor licenses are required to be filed online at <https://licensing.iowaabd.com>. If you are required to file supporting documents with your license, those documents can be e-mailed to auditor@floydcoia.org or placed in the drop box in the north entrance of the courthouse. Call the Floyd County Auditor's office at 641-257-6131 if you have additional questions.

How can I get a fireworks permit in the unincorporated area of the county or a permit to use county property?

Contact the Floyd County Auditor's office at 641-257-6131 or e-mail auditor@floydcoia.org for an application. Completed applications may be mailed to Floyd County Auditor, 101 S. Main St, Ste 302, Charles City, IA 50616, dropped off at the Auditor's Office, or placed in the drop box at the north entrance of the courthouse. Both types of licenses are subject to certificate of insurance liabilities criteria and may be subject to additional criteria. Fireworks permits have a \$10 permit fee. Once all required information is provided, both types of permits require Board of Supervisor approval prior to the event and will be addressed at a formal board meeting.

County Board of Health - 641-257-6145

Can I still get a water test and how do I schedule a one?

Yes, from an outside faucet. You can schedule a test by calling 641-257-6145 or on the County Website under the how do I tab: <https://www.floydcoia.org/FormCenter/Septic-Permit-4/Request-a-Free-Privet-well-water-test-57> .

Can I still get a septic permit?

Yes. Call the office at 641-257-6145 on the County Website: <https://www.floydcoia.org/FormCenter/Septic-Permit-4/Floyd-County-IA-Septic-Permit-Applicatio-64>

How do I request a new 911 sign.

Call 641-257-6145 or on the County Website: <https://www.floydcoia.org/FormCenter/E911-7/E911-Sign-Request-51>

County Board of Supervisors

With access to the courthouse restricted, how can I watch or participate in board of supervisor meetings?

In effort to reduce the spread of COVID-19, Board of Supervisor meetings have been relocated from the Board Room to the Assembly Room on the ground floor of the courthouse. Attendance at meetings are limited to a maximum of 10 people. The public can participate in meetings through a conference call system. Agenda information, including conference call information, is available at www.floydcoia.org/AgendaCenter and located on a bulletin board in the north entrance of the courthouse. The Charles City Press normally provides agenda information, at their discretion but due to the COVID-19 pandemic, they are reducing the number of days they will be publishing newspapers.

When are Board of Supervisor meetings held?

Currently, there is no change to meeting times. Typically Workshop meetings are held every Monday at 9 a.m., Regular (action) meetings are held the 2nd and 4th Tuesday of each month, and on occasion, special meetings are held when necessary. Agenda information, including conference call information and meeting location, is available at www.floydcoia.org/AgendaCenter and located on a bulletin board in the north entrance of the courthouse.

County Conservation - 641-756-3490

Can we still reserve cabins, shelters or lodges with County Conservation?

All Floyd County reservable facilities (cabins, shelters, lodges) have been made non-reservable to the public on the online reservation system until May 1st.

Are upcoming public events still scheduled?

All public events and programs are cancelled until further notice.

Are wildlife areas and trails still open?

Parks, wildlife areas, and trails will remain open to the public for general use.

County Emergency Management - 641-257-6144

How can I get assistance with groceries and medications?

For senior citizens, those with compromised immune systems, and are residents of Floyd County, Floyd County Public Health is working with American Medical Response (AMR) and the Charles City Fire Department and will help you get food, prescription medicines, and supplies. Please call 641-257-6111 or 641-257-6147 Monday-Friday 8:30AM to 2:30PM.

Who can I call if I have COVID-19 related questions?

- 1) *The Iowa Department of Public Health has set up a hotline to answer COVID-19 questions. You can dial 2-1-1 and a representative will assist you. For local questions you can call Floyd County Public Health at 641-257-6111. <https://www.sos.iowa.gov/elections/electioninfo/absenteeinfo.html>*

How do I get tested for COVID-19?

Please call your provider and they will ask you some screening questions and give you advice on what your next steps should be. It is extremely important to call your provider, do NOT just show up at their office.

How can I assist?

Donations of face masks, homemade face masks, face shields and other PPE can be dropped off at the Floyd County Public Health office located at 1003 Gilbert St. Charles City. Please call 641-257-6111 prior to arrival and staff will discuss drop off time with you.

Are there requirements for making Homemade Face Masks?

The guidance and requirements can be found here https://idph.iowa.gov/Portals/1/userfiles/7/Homemade%20Mask%20Design%20Guidance%203_28_20.pdf

What are the Isolation recommendations for Iowans ill with fever or respiratory symptoms (like cough or difficulty breathing)?

Approximately 80% of Iowans infected with COVID-19, will experience only a mild to moderate illness. Most mildly ill Iowans do not need to go to their healthcare provider or be tested to confirm they have COVID-19. Sick Iowans must stay home and isolate themselves from others in their house.

Stay home and isolate from others in the house until:

- You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)

AND

- other symptoms have improved (for example, when your cough or shortness of breath have improved)

AND

- at least 7 days have passed since your symptoms first appeared.

If you think you may need healthcare, call first. Your provider can assess whether you need to be seen in the office or if you can recover at home. Also, there may be options for you to talk to a medical provider from home using technology.

What are the Isolation recommendations for well Iowans with potential COVID-19 exposure?

Iowans should stay at home and isolate themselves from other people and animals in the home in the following situations. Isolation should be in place for 14 days after the last exposure.

- Traveled outside of Iowa for business or vacation in the last 14 days.
- Taken a cruise anywhere in the world in the last 14 days.
- Traveled internationally to a country with a level 3 travel warning in the last 14 days.
- Live with someone who has symptoms of COVID-19 or has tested positive for COVID-19.

What should I do if I'm feeling anxious?

When symptoms associated with your anxiety have affected your ability to function in some part of your life, it is time to reach out. Does worry cause you to lose sleep or does the fear of becoming sick cause you to isolate? Reach out to your healthcare provider and discuss your concerns. If you or a loved one are facing problems with alcohol, drugs, gambling, mental health or suicidal thoughts, contact Your Life Iowa by live chat, text (855-895-8398) or phone (855-581-8111).

Other resources can be found here:

<https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus>

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

County Engineer – 641-257-6151

Is the County Engineer's office and employee's still working around the County?

The engineer's office is open and can still be reached at 641-257-6151 directly or at the shop at 641-257-6215. Emails are still an important mode of access for the Engineer's Office for communication, permits, work orders, emergency road conditions or problems.

Is the Collection Site still operating as normal?

The collection site is still open at normal times, but everyone needs to do a verbal check in with the attendant and stay in vehicle until you get to the area to unload your trash. For the time being we are asking for one vehicle only at a time to unload the trash. We want everyone to be patient during this time.

County Planning & Zoning – 641-257-6144

Can I still get a building permit during COVID-19?

Yes. Floyd County Zoning Administrator is still working and can process building permits. Permits can be submitted on the Floyd County website www.floydcoia.org

How long will the building permit take to get approved?

Building permits will be slightly delayed, but they will get processed between COVID-19 efforts. If you have questions, please call 641-257-6144 and talk with Lezlie.

How do I pay for my permit?

I ask that you please send check, made out to Floyd County Treasurer, to Lezlie Weber, Floyd County Zoning Administrator, 101 S. Main St, Suite 206, Charles City, 50616. Lezlie will get the payment and mail a receipt back to your address.

What if I need a conditional use or zoning change that require a board meeting?

Both the Zoning Commission and Board of Adjustments can do virtual meetings, although certain requests, we may ask if we can hold off on doing right away. Each request will be a case by case basis, please call Lezlie at 641-257-6144 to discuss further.

How can I assist with COVID-19 efforts?

Donations of face masks, homemade face masks, face shields and other PPE can be dropped off at the Floyd County Public Health office located at 1003 Gilbert St. Charles City. Please call 641-257-6111 prior to arrival and staff will discuss drop off time with you.

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Where can I find the most accurate up to date information?

Floyd County Iowa Emergency Management Agency Facebook page (<https://www.facebook.com/FloydCOIAEMA/>) shares most recent posts from Governor Reynolds, Iowa Department of Public Health, CDC and Iowa State Department of Emergency Management. (which all have Facebook pages as well)

*You can also go to IDPH's website: <https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus>
<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>*

I have lots of questions regarding COVID-19, where can I call?

Please call 211, they are staffed call center ready to answer any questions you might have.

County Public Health – 641-257-6111

How can I get assistance with groceries and medications?

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How do I get tested for COVID-19?

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Are there COVID-19 cases in Floyd County?

Yes there have been cases identified so, it is extremely important to continue to practice social distancing and proper hand hygiene.

How can I assist?

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<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

County Recorder – 641-257-6154

How can I record documents?

You can stop by the Recorder's Office, mail through the USPS, record electronically through Iowa Land Records, or drop off in locked box at Courthouse. You may call for details.

How can I obtain certified copies of birth, death or marriage certificates?

Mail through the USPS or in person at the Recorder's Office.

If customers need to order in an expedited manner, they should apply using www.vitalchek.com and choose the mailing of their choice. They may also call 1-800-809-0290 to speak to a VitalChek representative. We will also process through the mail or utilize the locked drop off box at Courthouse. Customers may obtain applications on the county website (under vital records), we can mail or email. We do have a system in place for notarization of signatures on applications at the courthouse. Signatures may be witness through the glass, ID must be presented. Completed applications & payment may be placed in locked drop box at Courthouse. Certified copies will then be mailed to customer. (Arrangements can be made if needed same day).

How can I obtain a marriage license?

We can email, mail applications or in person at the Recorder's Office. Signatures must be notarized (which can be handled at Courthouse, see details above), payment must be included and either mailed through USPS or placed in locked drop box at Courthouse. Applications will be process and marriage certificates mailed after waiting period.

How can I register a new boat, snowmobile, ATV or ORV?

You can mail the application and paperwork through the USPS or in person at the Recorder's Office. Registrations will be mailed to customer after processing. Call for fees.

How can I renew a boat, snowmobile, ATV or ORV?

We can take renewal orders by telephone, mail or in person at the Recorder's Office. Customers may also use the DNR website, but turnaround time will be much longer to receive registration & decals, www.iowadnr.gov

How can I buy a hunting/fishing license?

We can take customers information & issue licenses by telephone, mail or in person at the Recorder's Office. They can also go to any license vendor or www.iowadnr.gov (allow plenty of time to get tags/licenses by mail from the DNR)

How can I get a copy of a recorded document?

You may request by telephone or email or in person at the Recorder's Office. Copies can be emailed to customer at no charge or in person at the Recorder's Office for a copy fee.

How can I get a copy of my DD214?

Customers may mail a request with copy of current photo ID to the office, in person at the Recorder's Office or leave in the locked drop box located at the north entrance of the Courthouse. Veterans Affairs director may also obtain a copy for customer. Copies will be mailed to customer.

County Sheriff – 641-228-1821

What is the best way to communicate with the County Sheriff's Office?

Best form of communication is by phone, fax, email or regular mail service. The Sheriff is requesting all to call the Sheriff's Office first before conducting any business. The Sheriff's Office will still be available 24/7.

Can I still obtain a weapons permit?

At this time weapons permits can be downloaded online at our Floyd County website, Sheriff's Office, Forms. These can be mailed in until 6/25/2020.

Is there still inmate visitation?

Jail visitation starts 6/5/2020. Anyone else required to check in or needing civil service, needs to call the Sheriff's Office first as we may be able to handle some issues over the phone.

Will you be supporting civil service needs?

Anyone required to check in or needing civil service, needs to call the Sheriff's Office first as we may be able to handle some issues over the phone.

County Social Services - 641-257-6199

Will my heat be shut off April 1?

Due to COVID-19 pandemic, all electric & natural gas utilities, including municipal, cooperative and investor-owned and all investor owned water utilities are restricted from disconnecting any customers until the public health emergency is lifted by written statement of Governor Kim Reynolds. In addition, the LIHEAP program winter moratorium has been extended to May 1, 2020.

Can I be evicted?

Iowa Governor Kim Reynolds has enacted a temporary suspension of some evictions and paused the commencement of foreclosure proceedings and the prosecution of ongoing foreclosure proceedings on residential, commercial, and agricultural real property located in the state of Iowa. The new rules are part of a state of public health disaster emergency plan set to expire on April 16, 2020, unless extended.

How do I apply for assistance with limited access to the office?

Call 641-257-6363, 641-257-6199 or 855-266-1257. We can send applications by mail or email and can answer questions on the phone. Also, applications are located in the entry way lobby of the DHS building and there is a drop off slot at the DHS building.

How do I access mental health services?

*Your Life Iowa 24/7 crisis line 855-581-8111 or text 855-895-8398.
Prairie Ridge -641-424-2391
County Social Services # 641-257-6199 or 855-266-1257 – help to access services needed*

General Questions about services and supports for individuals with disabilities?

Call the County Social Services office 641-257-6199 or 855-266-1257

How do I file for unemployment benefits?

Head to IowaWorkforceDevelopment.gov and click on Apply for Unemployment, then follow the instructions. You can also call 866-239-0843. Besides basic information, you'll need your Social Security number, your start and end dates with your most recent employer and your reason for leaving

County Treasurer- 641-257-6118- treasurer@floydcoia.org

The Floyd County Treasurer's office is not open for normal operations. A measured and gradual path to restore ordinary services to the public is being followed. Since the closure of the building the public has utilized an internet payment site, www.iowataxandtags.org as well as the postal service and E-Mail to conduct necessary business. Floyd County Treasurer Frank Rottinghaus explained that "Going forward some services requiring physical interaction will be available only by appointment until the health and safety of the public and county employees can be assured. Your patience and understanding will be appreciated".

What are the guidelines regarding Vehicle Registration and Titling?

All suspension of penalties or other deadlines previously proclaimed by the Governor have expired.

What are the guidelines in regard to Property Tax payments?

All suspension of penalties or other deadlines previously proclaimed by the Governor have expired. The 2020 tax sale was canceled and will not be rescheduled to an alternate date.

What are the guidelines to renew an expired or expiring driver's license?

Unless extended the current proclamation issued by the Governor causes all licenses bearing expiration dates more than 60 days prior to January 8, 2021 to expire on January 8, 2021. Certain commercial licenses may be affected by an extension of FMCSA's COVID-19 waivers which now last through February 28, 2021.

County Veterans Affairs – 641-228-1850

What's VA doing to deal with COVID-19?

We have activated VA's emergency management coordination cell (EMCC), and have started clinical screenings at all VA facilities.

What should I do if I have an upcoming VA health appointment?

For routine appointments, we recommend using telehealth (phone or video) for your scheduled appointment. Go to <https://www.myhealth.va.gov> to use the telehealth option. You can also cancel and reschedule your appointment for a later date. To do this, sign in to your VA.gov account.

*If you have a non-urgent elective procedure scheduled, you may be contacted to cancel or reschedule for a later date.
Note: Urgent and emergent procedures will continue as scheduled.*

Who do I contact if I am enrolled into the VA Healthcare and need assistance with primary care questions, appointments, specialty care needs, consultations, care in the community appointments, medication issues (extensions on refills), prosthetic devices and requests for in home care through the VA?

The MY Healthvet app.

Do I have a primary care VA doctor?

If you are enrolled into using VA Healthcare you have a primary care doctor assigned to you.

Where are the VA primary care locations in our area?

The locations are Decorah, Mason City, Waterloo, Cedar Rapids or Marshalltown.

Where are the locations of VA Hospitals in our area that provide specialized care?

The two areas are Des Moines and Iowa City.

Can I go to any VA for primary care?

No and yes. Depending on what VA you are enrolled into designs where your care is being provided. If you wish to use a different primary care location, veterans need to re-enroll into that particular loop of care and get a new primary care doctor assigned to them. You cannot bounce between two VA care facilities. You need to be established with one or the other.

How can I find my DD214?

If you have recorded it in a County Recorder's office, you can request it through that office. If you have not, you will need to fill out a SF-180 form and send to the address stated on the last page of the form.

Is the VA volunteer van service operating?

We have stopped the van service until further notice.

Can I ride the County VA van to my appointments? What does it cost?

There is no cost for this service. We only travel to VA authorized appointments.

Due to COVID-19 our van is indefinitely off the driving schedule.

Where can I retrieve information on the status of my service connected claims that have been filed?

<https://www.ebenefits.va.gov>

Where can I retrieve information on my own pertaining to VA letters (10pt or 15pt preference, proof of military service, proof of service connection percentage rate of pay?

<https://www.ebenefits.va.gov>

Where can I get updates on the Floyd County VA office?

At the Floyd County Iowa Veterans Affairs Facebook page.

How can I get a rundown of VA services or review VA benefits and services available?

Please visit our website at:

<https://www.floydcoia.org/153/Veterans-Affairs>

Where can I ask additional questions if I am not finding an answer?

Call your local VA Office in the county in which reside. For Floyd County Veterans call: (641) 228-1850.

Does all 99 counties in Iowa have an Accredited County Veteran Service Officer?

Yes. If your representative has served in the US Armed Forces, they have the title of Director. If they have not served, they have the title of Administrator.

