

To: Jackson County Board of Commissioners
From: Heather Baker
Date: April 7, 2020
Subject: Acting County Manager's Report

In this challenging time of COVID-19 and the State of Emergency under which we are all operating, you will find it no surprise that County Department Heads and county staff have gone above and beyond to provide essential services to County residents and to the community.

Here are a few items happening in the County related to COVID-19:

1. **Emergency Management, Health Department and Sheriff's Office:** These essential Departments and Office will report to you tonight on their COVID-19 operations and I do not want to get ahead of them. There are not adequate words to describe how quickly and efficiently they are working together to implement Jackson County's plan. Todd Dillard, Shelley Carraway, Melissa McKnight and Sheriff Hall have provided excellent guidance and leadership in this emergency and in preparation for what may come.
2. **Department on Aging:** Eddie Wells and the Department on Aging continue to make sure seniors receive meals and that all of their regular participants are checked on regularly and receive food for the week. Please see this release form Eddie about what they did Monday, March 30th which will give you a good idea of how they are operating during COVID-19.

Good news share from our agency today!

- Over 1,300 meals were given out today for the elderly in need
- 115 Be Safe Bags were delivered to our homebound Meals on Wheels participants.
- An aluminum ramp was installed for a senior in need with mobility issues.
- Safety calls to multiple seniors in need

I am so proud of agency and how we are helping those in need during this difficult time. Thanks for everyone that is working hard to make sure those in need are served!

3. **Economic Development and Information Technology:** Rich Price worked with Kelly Fuqua and her IT team to provide external routers ("Hot Spots") in three County locations to provide wireless internet that the public can use during this Emergency to make sure that everyone has access to internet for school and work. From Rich Price: "The Jackson County Information Technology team will begin installing external router

equipment in the following locations, to provide wireless internet access in parking areas. They will begin at the Cashiers Rec Center on Thursday (4/2), and then will follow up at both the Cullowhee Rec Center and Mark Watson Park in the days to follow. Our goal will be to have all 3 of those sites operational by the middle of the following week(4/8 or 4/9), provided there are no unseen issues.”

4. **Public Works:** Chad Parker and his team have worked continuously throughout this Emergency. They have rearranged their shifts to allow for more social distancing so they can continue to work. The Housekeeping crew are the true heroes during this time. They wipe down everything daily and working in shifts to cover as much as possible.
5. **Department of Social Services and Building Inspections/Code Enforcement:** Both the Department of Social Services and Permitting Code Enforcement have been deemed essential services by the State and must remain open and offer all of their services. Jennifer Abshire has DSS fully operational but protects her staff by requiring most work to be completed by phone or over the internet. Social workers are still required to go out into the field and meet with families so we are trying to make sure they have masks and protection. Tony Elders meets his staff in the parking lot each morning. They are spaced out and practicing social distancing while receiving their daily assignments. They are doing a good job providing services while practicing social distancing.
6. **Register of Deeds and Tax Administration:** The Register of Deeds and the Tax offices are also open and providing all services using one or two employees only. They are utilizing drop boxes located in the front of the main entrance of the Justice Center and doing a lot of business by phone and internet, including e-recording.
7. **Human Resources:** Kathleen Breedlove has spent hours researching, reading and attending webinars related to the new federal sick leave and FMLA designated for COVID-19. The guidance and clarification on this leave have constantly changed since implementation and Kathleen is diligently keeping up with this so we can appropriately offer this to County staff.
8. **Finance, Administration and PIO:** Darlene Fox is working to be sure we are in compliance with FEMA and in good position to receive reimbursement for our time and equipment purchases related to COVID-19. Jan Fitzgerald is working remotely and has fielded a large amount of calls from Jackson County citizens and business owners related to the State’s Executive Order as well as the County’s Declarations. She refers many to the EOC helpline but answers several herself and I even received a voicemail expressing how much help she was to one individual caller. Angie Winchester has also been working remotely and working to take care of the agenda, minutes and related documents just as if she was here in the office. Thank you to Quintin Ellison who served as our PIO during this time for a week before she started her new job and now Thank you to Kelly Donaldson who is serving in this roll helping us to get information out to as many as possible.

Personnel Report

Jackson County Board of Commissioners Meeting - April 7, 2020

New Hires / Reclassifications / Promotions

Date	Department	Employee	Salary	Type	Grade	Step	%	Position	Replaced
03/30/20	Transit	Bradley, Christopher	\$ 25,340.22	New Hire	15	1		Transit Dispatcher	Motto, Jeffrey
03/30/20	Health	Gentry, Kaylan	\$ 25,340.22	New Hire	15	1		Office Assistant III	Armstrong, Chante
03/16/20	Public Works - Grounds	Norris, Spencer Channing	\$ 27,937.59	New Hire	17	1		General Utility Worker III	New Position

Resignations / Retirements / Terminations

Date	Department	Employee	Salary	Type	Grade	Step	%	Position
03/30/20	Emergency Management	Cagle, Heather	\$ 29,374.80	Resignation	16	6		Telecommunicator I
03/31/20	Sheriff's Office	Collins, William S	\$ 36,855.64	Retirement	SH48	6		Front Desk Senior Deput
03/31/20	Emergency Telephone Fund	Nicholson, Joanna	\$ 58,497.92	Retirement	22	26		GIS Mapping Specialist
03/15/20	Sheriff's Office	Stallings, Charles D.	\$ 36,518.57	Retirement	SH47	8		Detention Sergeant