



April 9, 2020

**Board of Commissioners Update
Administrator's Report – COVID-19**

ENGAGEMENT

Training – Allegan County arranged with several vendors to offer training opportunities that could be considered to supplement staff work day while increasing their skills. Training opportunities available for employees:

- KnowledgeCity is a comprehensive learning library with over 14,000 videos across 5 categories: Business, Compliance, Finance, Computer and Safety. Currently, the county has purchased 100 licenses for remote workers.
- A FREE training resource: Think HR, which covers many topics related to safety, compliance, leadership, human resources, computers, and customer service.
- Our EAP vendor site contains modules on, stress, mental health etc.

Screening – To protect health and safety in the workplace the County is continuously monitoring the COVID-19 pandemic and suggested processes. Recently, our Health Department sent out new guidance for employers. Therefore, the County is implementing Mandatory Employee screening process for on-site work.

Employee Self-Service – In light of the ever changing world we are, due to COVID-19, the EDEN Employee Self Service has been deployed sooner than planned. Employees will have the ability to access and review all of their personal information in the other areas, but HR is asking employees to limit questions and inquiries at this time to just how to register and access their pay statement.

Hiring New Employees – Human Resources is working with departments to ensure we can continue hiring essential workers.

Families First Act Coronavirus Response Act and Public Health Emergency FMLA Leave – Guidance was provided to employees on March 31 as to the benefits available relative to the Coronavirus. At this time no employees have been exempted from the changes.

Layoffs/Furloughs – Analysis continues to be conducted relative to staffing through the Coronavirus Pandemic. It remains Administration's position that continued employment with emphasis of remote work to keep services available is the appropriate path. We continue to monitor potential revenue impacts and changes to unemployment law relating to Coronavirus. The County's fiscally prudent and proactive financial policies remain in place for times such as what we are experiencing right now. Increased compensation for those continuing to work, no-work pay and layoff/furloughs represent different reactions that have longer term repercussions and are not recommended. Continuing to make stable decisions and maintaining the course to come out better in the end, has worked well for us in past times of challenge. Investing in innovation currently will likely serve us and our citizens better in the long-run.

OPERATIONS

Custodial and Maintenance Update – In efforts to increase cleaning services, the County has re-engaged an outside firm to add additional temporary workers. During the week of March 23rd, the County received our order of Clorox wipes and sanitizer station refills. Wipes were delivered to each department of the courthouse and distributed to other service areas of the County.

However, several offices in the Courthouse have begun turning away custodial services in order to increase physical separation. In place of the County's custodial staff, these service areas are performing their own cleaning and collecting their own trash. Necessary maintenance and repair of these spaces are still being maintained by Facilities Management in order to preserve the safety and security of the building.

The federal government (FEMA) took over control of managing and distributing the Gojo and Clorox brand inventories from our supplier. This affects the County's use and spare inventory of hand soap, sanitizing wipes, and sanitizing station refills. Currently, Facilities Management has 27 containers of Clorox disinfecting wipes on hand, a good supply of the industrial wipe bags and disinfecting spray. Due to decreased traffic in most buildings, the inventory of hand sanitizer station refills is at a sufficient amount for the foreseeable future at this point.

Other deep cleaning projects such as tile floor scrubbing, window cleaning and carpet cleaning have occurred. Through the month of March, 747 light bulbs have been replaced, which is more than what was replaced throughout all of 2019.

Technology Solutions and Services – The County continues to make strides in mobilizing the workforce and increasing connectivity.

- At least fifty (50) additional employees have been able to connect to the County's available mobile technology and are now working remotely, whereas before they could not. At least 65% of the organization is setup of be able access the County's system remotely. To accommodate the increased number of remote workers:
 - The County's Internet router has been reconfigured to give priority to teleworkers,
 - The Netmotion VPN solution has been upgraded and a second server is being configured to help load balance and provide greater redundancy,
 - An order was placed with the County's Internet provider to increase bandwidth.
- The County's local phone service will be upgraded in the next few weeks. Currently, at peak times of the day, the County's phone system is operating at 86-90% capacity.

FINANCIAL

Paperless Accounts Payable Process – Prior to the “Stay Home, Stay Safe” Executive Order, the Accounts Payable process was dependent upon paper invoices being delivered to departments, who then relayed them to Finance staff. Within the space of two weeks, the majority of departments had successfully transitioned to scanning the invoices. This workflow will provide benefits even after staff return to their normal workplaces.

Federal Emergency Management Agency (FEMA) Registration – While the first goal in the County's pandemic response is to protect lives, Finance staff is ensuring that the County's fiscal position is protected as well. The County is now registered an agency that may submit reimbursement requests to FEMA, through the State of Michigan, once the pandemic has subsided. Finance is participating in all State Emergency Operations Center conference calls for funding and record-keeping updates.

SERVICES

Economic Development, Small Business Relief Program – Lakeshore Advantage reported a total of 852 applications for the Michigan Small Business Relief Program for both Ottawa and Allegan counties.

758 of those were grant applications and 94 of those were loan applications. Lakeshore Advantage received over 150 phone calls and more than 325 emails regarding the program and/or the application. Lakeshore Advantage, in tandem with all the chambers of commerce for the two counties, will be awarding 30-40 grants based on available funding. The names of the businesses and the amount of funding per business will not be released to the public.

Allegan County Services – Operational Status

April 8, 2020

(below in alphabetical order)

Animal Shelter

- Hours are the same – Appointments Only.
- Lower numbers of people, but adoptions are still high.

Central Dispatch

- No changes to hours.
- Administrative staff remote work.
- Call volumes are lower than normal.

County Central Services (Admin, Finance, Facilities Management, Human Resources, Information Services)

- All services continue to be available, any remote work is being exercised to the fullest extent.
- Facilities Management continues to provide onsite services following all appropriate precautions.

Circuit Court

- Same hours, no public traffic.
- No one in court rooms.
- Staff working from home.
- Successfully using Zoom for public meetings.

Clerks – Vital Records

- Open on a case-by-case basis, appointments must be made.
- Down to almost no people in-person, all phone calls/emails.

District Court

- Same hours, no public traffic, volume down a lot.
- Staff rotates days in the office.
- Successfully using Zoom for public meetings (i.e. sobriety meetings).

Drain Office

- All business can be done by phone, currently no walk in traffic.
- Limited staff in the office and some working from home.
- Staff currently continues to work in the field.

Equalization

- Building is open, no public traffic.
- Two staff remain on site others working remotely.

Friend of the Court

- All business can be done online, by mail (address on website), fax, or via phone when possible. Phone: 1-877-543-2660, email: AlleganFOC@allegancounty.org.
- The website lists alternate ways to pay child support by cash, check, cashier's check, money order, and credit card.
- Open to the public: M-F, 2pm-4pm to accept cash payments and will also accept any forms unable to submit via email, fax, or mail.

Parks

- Office is closed (still in off-season), staff working remotely, still can be contacting at home.
- Season pass sales suspended until April 17th (will most likely extend into May).
- Campground/Pavilion Online Reservation System.

- Online system still operating as normal; except reservations for:
 - Campsites - cannot be made until after April 13 (this will probably be extended out into May)
 - Pavilions - cannot be made until after May 22
- County Parks remain in off season status
 - They remain accessible to the public for recreational use of the open areas, trails and lakes.

Prosecutors Office

- Normal hours –
 - Staff rotates 9 in office Mon/Tues/Wed a.m.,
 - Staff rotates 9 in office Wed p.m., Thurs/Fri – Available 24/7 for law enforcement needs,
 - Staff works from home as well.
- Only have people in the courthouse when there is a victim and the case is a sentencing, the court is still holding.
- High levels of telephone traffic
 - Victims, witnesses, experts are calling in to check on cases that were scheduled. Law enforcement calls and comes in with warrants.
 - Have received a great deal of increased calls and emails regarding violations of the Executive Orders which we can prosecute.
- The number of warrants being reviewed and authorized are greatly reduced.

Public Defender's Office

- Most all services being done remotely or limited by appointment only.
- Staff working alternate weeks in the office.

Public Health

- Ongoing response to COVID-19.
- Clinic remains open for limited services.
- Environmental Health and Personal Health continue to provide mandated services.

Public Transportation

- Volume low, service for essential medical, food shopping and workers continues.
- Masks provided to all drivers and to seniors and those at high risk.
- To help minimize trip for food, customers are encouraged to purchase a two week supply of groceries and transit is supply boxes to hold more on the bus safely.

Senior and Veteran Services

- All staff working from home – All appointments conducted over the phone.
- Have processed the first round of Veteran Relief Fund emergency applications and the process worked very well.
- 5 Services Breakdown:
 - Adult Daycare: Most clients have been placed temporarily on hold and family is providing their care and welfare checks are done regularly. There are approximately 5 clients that are still attending the Day Center due to the fact that they don't have the supports to remain at home without this service. They are maintaining social distancing and sanitization measures to ensure these folks are as safe as possible.
 - Home Delivered Meals: Meals are still being delivered daily but should there be any unforeseen issues, each meal client has 14 days of emergency meals in their home. *Priority 1 clients are called daily and *Priority 2 clients are called twice weekly to ensure they have what they need and referrals are placed for In-Home supports if needed.
 - In-Home Supports: This service has been modified a bit to ensure client safety. Personal Care clients continue to receive their normal services but is housekeeping is minimal. Homemaking has been reduced to only the clients that are in need of shopping and errands to get food and other essential items, but also includes a welfare call on the non-service week and trash removal and mail collection can be added as long

as it can all be placed at the front door unless special arrangements need to be made for specific needs.

- PERS: No change to this service.
- Transportation: Limited to essential medical trips (i.e. dialysis, etc.).

Sheriff's Office

- The Lobby continues to be closed to the public. The foyer is open for FOIA request forms and FOIA drop off, Pistol sales records drop off, and access to the intercom to reach the Control Center.
- The inmate services kiosk is open in the Bond Lobby located on the south end of the building.
- Request for services, such as pistol purchase permits, are by appointment only. Many services can/are being handled remotely via email.
- Road patrol has experienced a slight decrease in call volume.
- The goal of reducing the number of inmates in the Corrections Center has been working. We had 182 inmates in the facility a week ago, today we are at 142.

Treasures Office

- The office is closed to public.
- Directions for the drop box are provided for customers that come to the building.
- All staff is working from home, and 2 rotating staff come in daily to do deposits and banking.