



April 22, 2020

Dear Executive Team Members,

Thank you.

Thank you for your patience. Thank you for your hard work. Thank you for your commitment to serving the residents of Summit County.

While we continue to monitor the COVID-19 pandemic locally, at the State level, and at the Federal level, we know that this situation is impacting you and your families every day. Whether you are working from home, coming into the office every day, or staying home to take care of your families, the strain of this crisis may have you feeling especially challenged. Please know there are a wide variety of resources available to educate you and help you and your family at:

<https://scene.summitoh.net/index.php/component/content/article/85-updates-a-news/250-covid19>

All of our directors in the Office of the Executive are in continual communication about how the new schedules, shifts, and staffing levels are working. The overwhelming feedback I've received is that you are all doing a fantastic job of working through this difficult situation. Moving forward, we are continuing to develop a plan that will restore in-person services from the workplace, but only when it is safe and healthy to do so. These circumstances, while challenging, also provide each of us with the opportunity to evaluate how we might be able to transform our workplace and reengineer our operations to better meet the needs of our community.

I know you may have questions about the continuing status of working from home and employees who are currently at home on paid administrative leave and what the County will do to offset the significant revenue shortfall this crisis will have on our budget. While I am not able to fully answer all of those questions yet, I assure you that I am working closely with our senior leadership to plan for the coming days, weeks and months. While we do not know exactly what our future holds, we do know that the residents of Summit County will continue to rely on us for essential services, perhaps more so than ever. How we meet these needs may change and we are exploring a variety of options while incorporating lessons learned during this crisis. We will take great care to be as thoughtful and careful as possible in evaluating the impact of any future changes. Of utmost importance is making sure we have the support that is needed to maintain the continuity of services to our community. There are difficult decisions to be made as we adjust to our new financial reality. You have been incredibly patient throughout the last month and I ask you to continue to be patient as we progress through this ever changing situation.

Please know that you will hear from us directly when we are ready to start moving forward into this next chapter of serving our community. We will continue to follow the directives from our State and local health directors and will fashion a plan that allows for a responsible phase-in to directly serving the public again.

Check in on each other. Continue to practice social distancing recommendations, and monitor your own physical and mental health. I am proud of the work that you are all doing and know that our community is grateful for the services we are providing.

Stay healthy,

A handwritten signature in blue ink that reads 'Ilene Shapiro'.