News Release

CORRECTION – DSS is closing to the public

COVID-19 Update

County Announces Operational Changes Effective March 20

FAYETTEVILLE – Cumberland County will implement operational changes starting Friday to help reduce the spread of COVID-19 and to protect the community and staff. Public access to citizens at most County facilities will be limited and customers will be directed to telephone numbers, email addresses and webpages.

"Our goal is to provide the best customer service possible, while limiting the exposure of our workforce and contributing to the potential spread of this virus," said County Manager Amy Cannon.

Details for each department are available on the County's COVID-19 Closures and Cancellations webpage at http://www.co.cumberland.nc.us/covid19closures. All departments are practicing social distancing and no one who is sick or showing symptoms of COVID-19 should enter a County facility.

Following the Administrative Order of the Senior Resident Superior Court Judge and the Chief District Court Judge, the court offices are operating on a limited basis. Information is available on the county's website at co.cumberland.nc.us.

The **Ann Street Landfill and all Solid Waste Management** sites will continue normal operations at this time.

The following county departments will be closed to the public. Staff will be available to assist citizens by telephone or email, and by appointments in some departments.

- **Animal Control** – No owner surrenders of animals are being accepted. Adoptions and owner reclaims will be made by appointment only
- **Board of Elections**
- **Child Support**
- **Clerk to the Board of Commissioners**
- **Community Development –** Clients will be seen by appointments.
- **Community Transportation program** is limiting services to essential, non-emergency medical appointments and services
- **Cooperative Extension**
- **County Attorney's Office**

- **County Manager's Office**
- **Emergency Services**
- **Engineering and Infrastructure**
- **Environmental Health**
- **Finance**
- **Human Resources**
- **Information Services Technology**
- **Libraries –** Fines and fees are waived until further notice**.**
- **Planning & Inspections –** Staff will meet with customers by appointment
- **Pre-trial Services**
- **Public Information Office**
- **Public Utilities -** Payments may be made online, by phone or by mail
- **Register of Deeds Office -** Marriage licenses will be processed by appointment.
- **Senior Employment Program**
- **Soil and Water Conservation**
- **Tax Administration**
- **Veterans Services**
- **Workforce Development/NC Works Career Center –** clients will be seen by appointment

The Department of Social Services will be closed to the public but encourages citizens to use the following self-service systems to apply for new and ongoing benefits:

- NC Electronic Pre-Assessment Screening tool (ePASS), an online application tool to apply for services such as Food and Nutrition (FNS) and Medicaid – (Adult or Family) https://epass.nc.gov/CitizenPortal/application.do

- Applications or Recertifications for benefit programs and any required documents can be:
    - mailed to P.O. Box 2429 Fayetteville, NC 28302-2429
    - FAXED to (910) 677-2885
    - Placed in Drop Boxes located at both the north and south entrances off Hillsboro Street.

For information on more operational changes and access to services, visit http://www.co.cumberland.nc.us/covid19closures.

The Department of Public Health is open to the public, but all clinical services will require an appointment. The Pharmacy is open. All health education programs are canceled. The WIC program is open at all three locations by appointment. For information on more operational changes, visit http://www.co.cumberland.nc.us/covid19closures.

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