

The South Carolina Department of Administration's (Admin) COVID-19 Response Efforts

In mid-March, Admin began redirecting human capital and resources to assist with the state's response to COVID-19. Many of these efforts focused on human resources, technology, partnering with other agencies for the procurement of supplies, and communication to state agencies and the public.

Specifically, in response to COVID-19, Admin has provided the following support:

State human resources support:

- Provided support to agencies to reduce the number of employees physically present in the workplace for all agencies while increasing telework opportunities.
- Developed the State Employee Re-entry Plan.
- Built necessary reporting mechanisms to help agencies track COVID-19 related leave requests and leave pay.

CARES Act funding implementation:

- Served as the lead entity for the Resources Component for the Governor's accelerateSC initiative.
- Conducted a statewide survey to determine the estimated impact to state agencies, higher education institutions and local government entities.
- Worked with state agencies to establish COVID-19 funds in the state's accounting system.
- Contracted with Guidehouse, Inc. to manage the reimbursement process for the Coronavirus Relief Fund at the direction of the General Assembly.

State employee cleaning services and Personal Protective Equipment (PPE):

- Collaborated with the State Fiscal Accountability Authority (SFAA) to secure a statewide contract for electrostatic cleaning services to disinfect surfaces and offices.
- Implemented enhanced cleaning measures in state owned buildings where essential employees continued to report to work.
- Collaborated with SFAA, South Carolina Emergency Management Division (SCEMD), Department of Transportation (DOT) to procure and provide state agencies with PPE such as cloth masks, hand sanitizer and gloves.

Department of Education cleaning services and Personal Protective Equipment:

- Collaborated with SC Department of Education (DOE), SFAA, SCDOT and the SCEMD to obtain and distribute PPE and other necessary supplies needed to reopen to school districts throughout the state.
- Distribution of items provided by SCEMD and SCDOT have been completed and remaining orders have been placed by Admin with the assistance of SFAA with deliveries scheduled through September 8, 2020.

Statewide information technology support:

- Expanded the state's network for thousands of additional users during the work from home transition.
- Deployed Desktop Virtualization for 700+ personnel and deployed 2,000 devices to enable a remote workforce.
- Expanded Secure Remote Connectivity with Virtual Private Network (VPN) to more than 5,000 users.
- Assisted the South Carolina Department of Employment and Workforce with addressing its increased unemployment call volume.

accelerateSC:

- Developed and deployed acceleratesc.gov, a one-stop-shop, ombudsman-style website, established associated social media pages, and deployed a Call Center for citizens to access COVID-19 related information.