

NOVEMBER 2013



Scotland County, NC

A newsletter for the Scotland County community

Halloween event attendance exceeds expectations

There were two reasons to celebrate at the James L. Morgan Recreation Complex on Halloween.

The first-ever Halloween in the Park exceeded attendance expectations, and new lights were turned on at the Moses Family Soccer Field.

The lights, which took about a week to install, were funded through donations to the Parks and Recreation Foundation.

Halloween in the Park attracted kids 12 and under and their families. Admission was \$2 a vehicle.

Between 1,300 and 1,500 people attended the two-hour event from 6 p.m. to 8 p.m.

Cars began lining up to the Morgan Center entrance as early as 5:30 p.m., and the last vehicle was admitted shortly before 8 p.m. From the time the gates opened, traffic into the Morgan Complex remained steady.

Children received washable tattoos, candy and other prizes. There were games to play.

Local storyteller Tyris Jones delighted children and their families with ghost stories and scary tales.

Dragon Park was transformed into a haunted maze populated by ghosts, monsters and ghouls.

"We were anticipating a good crowd, but we were overwhelmed by the response from the community," said Parks and Recreation Director Shannon Newton.

The event was so well-received that Parks and Recreation will begin discussions for a 2014 event, which would include more activities for children six and younger.

Volunteers from St. Andrews University, the Chamber Young Professionals Network, the Storytelling and Arts Center and Scotland

see Halloween, page 3

Economic development turns to public/private venture

County Manager Kevin Patterson, Economic Development Director Greg Icard, Chairman Guy McCook and Commissioner John Alford traveled to Pinehurst to meet with NC Department of Commerce Secretary Sharon Decker.

"The purpose was for Commerce to very briefly describe the transformations happening in Department of Commerce because they are doing some very significant changes," said Patterson.

"The Department of Commerce hasn't fully defined exactly what all the changes are going to be," Patterson added. "As they're finalizing aspects of it they wanted to let people know."

Patterson said what Commerce is hoping to do is a lot more of a private/public partnership in economic development.

"Commerce is going to make industry recruitment more of private side partnerships, although they did not go into full details on what exactly that's going to be," Patterson explained.

Government and business officials were invited to the Pinehurst gathering to listen and ask questions and share their ideas about commerce and what it takes to grow the regional and local economy.

Patterson said the group in attendance was generally supportive of the Commerce plan. "Everybody thought the changes at Commerce could generate some positive opportunities."

Patterson added, "I think Commerce will become more aggressive about potential investment than it has in the past."

The County Manager said the Commerce plan is expected to be a boost for rural regions of the State.

"Commerce wants to do more marketing, and they are looking at marketing rural North Carolina. Not everyone can go into the large metropolitan areas. Not everyone can afford to go into the large metropolitan areas."



Dr. Timothy Moses turns on the lights for the first time at the Moses Family Soccer Field. With him, left to right, are Parks and Recreation Athletic Director Al Blades, Theresa Moses and Public Buildings and Grounds Supervisor Mike McGirt.

Inspections among first to issue customer satisfaction survey

Inspections is one of the first among County departments to develop a customer service survey, which is available on its website and at the counter.

"If you want to look at improving something, you have to measure where you are so you will know where you want to be," explained County Manager Kevin Patterson.

Inspections started off quickly with the customer service project, one that was identified as a priority by the Commissioners.

Patterson said the County hopes to get a baseline on exactly what level of customer service people are receiving. "Hopefully from that we can show a positive growth in our customer service

experience and help identify areas where we have weaknesses that we can focus additional emphasis on."

Patterson said the Health Department in May conducted its customer satisfaction survey. He expects all departments to follow suit, but not all at one time. "We'll probably rotate each department throughout the County. If you try to gather all the information at once it would become too cumbersome a project to handle without a person dedicated to it."

Patterson said for most departments he would expect the customer service surveys to be available on a short-term basis. "If

see Customer, page 4

PostScripts

Welcome to our newest County employees: **Samantha Ruiz**, Administration; **Elizabeth Velez** and **Shakiylla Gibson**, Jail; **Jeremy Peele**, Public Buildings; **Kathaleen Stewart**, **Sherika Elliott** and **Tonia Bailey**, DSS; **Jonathan Lemmond** and **Margaret McCaskill**, part-time with EMS.

the Birthday list for December

2 Kimberly Cheek (DSS); **5** Wendy Stanton (DSS) and David Newton and Gyivan Collins-Jackson (Sheriff); **6** Tracie Patterson (EMS); **7** Guy McCook (Commissioner); **8** James Nichols (Jail) and Kimmy Cannady (DSS); **9** Robert Jones (Transportation) and Richard Goforth (Cooperative Extension); **10** Gina Paul (EMS) and Kendria Finkley (Library); **11** Tammy Kellogg (DSS); **13** James Pegues (Sheriff); **15** James Brown (Tax) and Morrison Lockey (EMS); **17** Kathie Cox (Health) and Latisha Manning (DSS); **18** Nicole Peek (Health); **19** Louise Williams (Library) and Ronetta Hunt (EMS); **20** Earl Haywood (Sheriff), Gail Wright (Administration) and Wanda Hassler (Health); **21** Teresa Gorden (DSS); **23** Barbara Ledbetter (DSS), Charles Crifasi (Jail) and Hattie Ray (Elections); **24** Sandra Leonard (DSS); **26** John Alford (Commissioner); **27** Elfreda Chavis (DSS) and Holly Storey (EMS); **29** Maisha McLaurin (DSS); **30** Tracy Lytch (DSS); **31** Justin McNickle (Parks and Recreation).

Veteran's Day Proclamation signed



Chairman Guy McCook, seated center, signed a Veteran's Day Proclamation surrounded by veterans from each branch of service. They are standing, left to right, Mark Dombosky, Army; Robert Bowen, Army; Mitch Johnson, Marines; and Andy Kurtzman, Navy. Seated, left, are Heather Fontenot, Air Force; and Mildred Williams, right, Veteran Services Officer. A Veteran's Day Ceremony was held November 11 at Legion Park. Keynote speaker was Representative Garland Pierce. A presentation by the All Veteran Parachute Team followed the ceremony.

2014 Commissioners Meeting Schedule

January 6, 2014 at 6:30 p.m.
(Water Districts Board)

January 6, 2014

February 3, 2014

March 11, 2014 (Tuesday)

April 8, 2014 (Tuesday)

May 5, 2014

June 2, 2014 at 6:30 p.m.
(Water Districts Board)

June 2, 2014

July 8, 2014 (Tuesday)

August 4, 2014

September 2, 2014 (Tuesday)

October 6, 2014

November 3, 2014

December 1, 2014

NOTE: Meetings are scheduled for the first Monday of the month with the exception of March, April, July and September. All regular meetings begin at 7 p.m. in the A.B. Gibson Center Board Room, 322 S. Main Street, Laurinburg. Water Board meetings begin at 6:30 p.m. in January and in June.

Economic development activities bring challenges, frustrations and successes

Economic Development and industrial recruitment continue to keep Greg Icard busy. So far in 2013, the County Economic Development Director has pursued 12 new active queries in textiles, advanced manufacturing, recycling and the food industry.

Two expansions were announced in 2013 — FCC and Meritor.

Icard described his job as all about wealth-building, not just for a specific group but for everyone. When an industry sites in Scotland County or it expands, everybody wins.

Icard added that his job is not without its frustrations. There are companies who express a continued and strong interest in locating here only to eventually eliminate Scotland County as the site of choice.

Reasons for the elimination vary from the cost of utilities to the cost of retrofitting a building. Some companies decide not to proceed.

"Sometimes companies just don't give a reason, and it is difficult to get them to tell you why," Icard explained.

In 2011, Icard responded to 16 companies that expressed interest in Scotland County and 14 in 2012.

In the last five years, economic development activities resulted in \$114 million in new investment, \$5.5 million in grants and the creation of more than 400 jobs.

Icard said even though that is good news, industrial and business recruitment incorporates taking two steps forward and one step backward.

Icard explained that in the past five years, several manufacturers closed, the largest being QualPak.

On the other hand, FCC in announcing an expansion at its current facility in Laurel Hill and the construction of a new paper production operation next to the Small Business Innovation Center, marked the largest economic development investment in the County and one of the largest in the State.

Hand in hand with economic development is promoting tourism to Scotland County.

Tourism Development Authority Director Cory Hughes said since August more than 10,000 people visited the County for athletic and sporting events. On top of that, the annual Kuumba Festival, Highland Games and John Blue Cotton Festival attracted an additional 10,000 visitors.

Halloween in the Park is ghoulishly delightful

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Place Senior Center were credited for the success of the event.

Newton said, "We cannot thank St. Andrews, the Chamber, Storytelling, Public Buildings and Grounds, EMS and the Laurinburg Police Department enough for their participation."

She added, "Without them this event would not be possible on this scale."

"Also thanks to the Purcell Clinic, Carter L u m b e r , Scotland Place Senior Clubs and anonymous sponsors."



Upon entering the Morgan Complex, children received Mardi Gras beads and their choice of washable tattoo (above). Local storyteller Tyris Jones (left) was on hand to entertain kids and their families.



Student selected to honor veterans

Caitlin McMillan, granddaughter of Lynda McMillan, Health, was selected to place a wreath on the Tomb of the Unknown Soldier during a class trip to Washington, D.C. November 18 to 21.

Caitlin, 10, was pre-selected because of a paper she wrote about her grandfathers — Papa John McMillan and Granddaddy David Winchester — about their being veterans who served their country in Vietnam.

McMillan looks forward to reading the paper her granddaughter wrote along with a video of the event.

Caitlin, who lives in Wake Forest, is also the great niece of Nancy Bostick, Administration.

Test your knowledge of heart attacks

For better or for worse, things rarely happen in real life the way they do in Hollywood.

Heart attacks are no exception. Learning about them may save your life.

You might not feel any chest pain. The heart itself doesn't have pain receptors.

But nerves coming from the heart may trigger nerves in, say, your chest or arm. Or not.

Instead, you may notice unusual or extreme fatigue; atypical or prolonged disturbances in your sleep patterns; shortness of breath; indigestion; or pressure, tightness, aching, or burning in your upper back, neck, shoulders, arms, or even in your jaw or throat.

Cholesterol doesn't tell you much. Just one cholesterol number — total cholesterol — doesn't tell you everything.

It's better to know how much is artery-clogging lousy LDL (should be less than 100) and how much healthy HDL you have (should be higher than 50).

Cholesterol isn't the only number to watch. High blood pressure is a huge heart attack risk factor and is even more powerful than LDL. Your blood pressure should be 115/76 or lower.

Women are as vulnerable as men. The risk of dying from heart disease isn't just a guy thing.

What's on your mind really matters. Anxiety is hard on your heart. It's so hard, in fact, that highly anxious people with heart disease are twice as likely to suffer a heart attack or die compared with their more mellow-minded peers.

Health report cites improvement needs

Cancer and heart disease are the leading causes of death in North Carolina, and Scotland County follows the State trend. This information and other health issues were presented to the Commissioners as part of the State of the County Health Report, which was released in December 2012.

Health Educator Kathie Cox, who presented the annual report to the Commissioners, said cancer, hypertension, heart disease, teen pregnancy, diabetes and obesity were cited as priority health concerns in the Community Health Assessment.

Cox said although the teen pregnancy rate has decreased, the County rate is 81.3 per 1,000 population compared to a 56 State rate. Cox added that Scotland County ranks second in teen pregnancy behind Montgomery County.

Diabetes was the fourth leading cause of death in the County in 2009 and factored in other causes of death including heart disease and stroke.

Cox added that the percentage of youth and adolescents who are overweight has doubled in the past 30 years and has now reached epidemic rates due to lack of physical activity and poor nutritional habits.

"Most of us are challenged with doing more with less," Cox said, adding that the County has made progress but more community involvement is needed.

"Collaborative efforts must occur between agencies and representatives, organizations and community members to encourage more wellness and improve our overall health status."

Our condolences to ...

Jeannie Freeman, DSS, on the October 27 passing of her mother, Margaret Deese Locklear; **Susan Butler**, Administration, on the November 8 passing of her mother Sue Alford, who was a DSS retiree.

Local resources help navigate ACA

If you have questions about the ACA (Affordable Care Act) contact certified application counselor Linda Jordan with Robeson Health Care Corporation at 910-521-2900, extension 121 or linda_jordan@rhcc1.com.

ACA navigators are Francine Chavis at Legal-Aid of North Carolina, 910-521-2831 or francinec@legalaidnc.org and Corye Dunn at Disability Rights, 919-856-2195 or navigator@disabilityrights.org.

Food for Fine\$ program helps restock shelves at Church Community Services



Leon Gyles stacks boxes filled with Food for Fine\$ donations.

discovered a box of donated food left at the back door of the library.

He said, "Through the community's thoughtfulness, the Church Community Services food bank restocked its shelves from Food 4 Fine\$ donations."

Gyles added, "On behalf of the library staff, I would like to publicly thank the Board of Commissioners for enabling us to assist the community via our Food 4 Fine\$ program, while giving patrons their own opportunity to make a difference."

Each non-perishable food item was worth \$2 in exchange for an overdue book or DVD.

At the conclusion of the Scotland County Memorial Library Food 4 Fine\$ program, 280 non-perishable canned and more than 50 packaged food items were delivered to Church Community Services food bank.

The program was scheduled for one week but was extended for a second week thanks to a challenge from WLNC Radio. In exchange for the extension, WLNC promised to donate a case of food. The library was more than happy to accept the challenge.

"The staff of the Scotland County Memorial Library would like to express our gratitude to our customers and the community in general for participating in the Food 4 Fine\$ program," said Library Director Leon Gyles.

Fines totaling \$1,238 were waived as patrons paid for their overdue charges with non-perishable food items. Some patrons donated food items to help pay for overdue charges assessed other patrons. Gyles said one morning he



Donations are ready for transport to the Church Community Services food bank.

Shop local retailers, support your County



Decor at Brady's is colorful and festive.

"You can't buy happiness, but you can buy local, and that's kind of the same thing." This is the motto this year for the Shop Local campaign.

It's a cute saying on the surface. However, there is a deeper meaning — one that says, 'I can shop in Scotland County and purchase some great items, which makes me happy.'

'I will also make the people working in the stores happy that I shopped there because that helps with their job security.'

'It also makes the merchants happy, because it assists them in paying their bills and offering their products to our community.'

'It also makes for a happier community because the more successful a community is, the happier the community.'

There is a ripple effect. Don't ever think your purchase doesn't make a difference because it does.

You might have started your "Shop Local" journey to happiness November 24 during Christmas on Main.

Downtown Laurinburg was transformed into a winter wonderland to celebrate the kickoff of the Christmas

season.

There was entertainment and goods by local artists. Downtown shops were open.

Activities for children included train rides, bouncy houses and more.

Keep your receipts when you spend money locally throughout the Christmas season.

When you have spent \$250, bring the receipts to the Chamber. You will be eligible to put your name into a drawing to win a Kindle Fire. The drawing will be December 20.

In addition, celebrate "Plaid Friday" (most people call it "Black Friday"), when the Plaid Elf visits area stores to surprise shoppers in various locations with a gift or gift certificate valued at \$25 just to say thank you to shoppers who spend their money in Scotland County.

Customer satisfaction surveys available

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it is something that is there all the time it becomes invisible. You have to find ways to refresh the surveys, which is another reason why we would rotate departments."

"One of the things about the survey is not just finding out areas where we can improve but finding out areas where we're doing well," Patterson said.

"Management, department heads, the Commissioners and I receive the complaints, so we know when the people are upset," he added.

"It's rare for people to come up to you and say, 'I was treated the way I expected to be treated, which was in a professional and courteous manner' or 'I was treated well beyond what I was expecting.'"

Patterson added, "We want people to take the survey if they're happy, mad or indifferent."

"We think of the vast majority of transactions that we handle, which are thousands each month, we get a handful of complaints countywide," Patterson explained. "That does prove that we're doing something reasonably well. We just need to be able to quantify that."