



Gary Caldwell, Mayor  
Julia Freeman, Mayor Pro Tem  
Interim Town Attorney  
Jon Feichter, Alderman  
Anthony Sutton, Alderman  
Chuck Dickson, Alderman

Robert W. Hites, Jr. Town Manager  
Martha Bradley, Town Attorney

8/31/22

Ms. Nicole Kott, President  
Helping Hands of Haywood  
217 Assembly Street  
Waynesville, North Carolina 28786

Re: Delivery of Services

Dear Ms. Kott:

I am saddened to hear that you have been injured. I know that you have been in considerable pain and face a period of rehabilitation. Given your medical situation, we need to know how your organization plans to continue providing services to its constituency. Would you please provide us with a service delivery plan going forward that considers changes in staff or service delivery that may change as a result of your disability. The plan should include the following:

- 1 List of officers of Helping Hands and their contact information
- 2 Name and title of person who will be administering day to day services for the organization and an explanation of how day to day services will be provided.
- 3 Name, title and contact information of person who serves in the position of interim director during periods when the director is not available.

Please provide Jesse Fowler with this information so that he can include it with the material used by the Town to justify its quarterly disbursement of funds.

Thank you for your help in this matter.

Robert W. Hites Jr.  
Town Manager