



# **Washoe County Accomplishments – 2020 December 8, 2020**



# 2020 – A Year of Unprecedented Innovation

- *The onset of the Covid-19 pandemic immediately changed the trajectory of Washoe County's focus and work for 2020.*
- *Under Executive Leadership team guidance and innovative leadership from our Department Heads and Elected Officials, Washoe County and its employees were able to bring forward much needed process innovations throughout the organization.*





# COVID-19 Response and Crisis Management





# COVID Response & Crisis Management

- Took lead with regional (signatory) partners – Health, IMT, Reno, Sparks
- Lead agency on Regional Information Center
  - To date, 9 Press Conferences, 41 media briefings, daily press releases
  - Community town halls
  - Creation of [www.covid19washoe.com](http://www.covid19washoe.com) website; Twitter @COVID19Washoe
  - Launch of Community COVID education and awareness campaign:

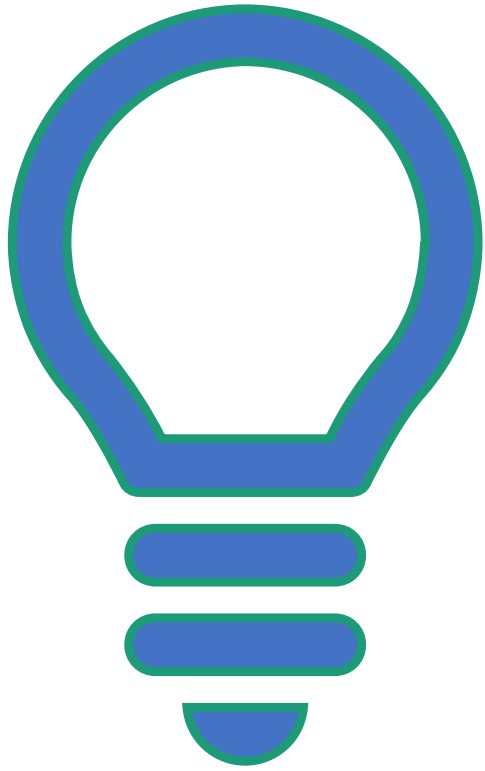




# COVID Financial Management

- Executed regional cost share agreements for Covid response expenditures, homelessness, alternative housing and care sites.
- Through establishment of internal Review Committee, worked with departments to maintain fiscal management of FY20 and FY21 budgets.
- Managed a balanced expenditure of \$20.2M in CARES funding.





# Innovations



# WC has moved to *Digital* operations

- Washoe County is now a telecommuting organization
  - ✓ Allows WC to move into the future for environmental sustainability
  - ✓ Fiscally responsible model for the future
  - ✓ Reduces redundancy in processes for faster service delivery to our citizens





# Major *Digital* improvements

## Courts (2<sup>nd</sup> Judicial, Incline, Reno, Sparks Justice)

- ✓ Virtual Civil, Criminal and Traffic arraignments and hearings.
- ✓ Virtual Court Calendar processes.
- ✓ New and enhanced Case Management System implementation.
- ✓ Digital access to law library.

## Community Services

- ✓ All Building Permits and Drawings are submitted online & digitally.
- ✓ Building Inspections are 90% online using WC Building App (no more phone)
- ✓ Code Enforcement Complaints online.
- ✓ Soft launch of online Planning Applications.

## County-wide Communications

- ✓ Virtual New Employee Orientations.
- ✓ Quarterly County Manager All Employee town hall's on Teams.
- ✓ Utilization of Teams and Zoom for "lunch and learns."
- ✓ Expansion of content on Inside Washoe to keep all employees informed.

## Technology Services

- ✓ Expanded use of Seamless Docs throughout the County.
- ✓ Hardware, software and equipment upgrades to County infrastructure for efficient telecommuting.
- ✓ Enhanced use of Accella (WCHD).
- ✓ Document digitization projects to eliminate paper.





# New ways of serving our citizens

- **WCRAS - Launch of drive-thru pet food events and vaccine clinics**
  - Beginning December 1, moving to an appointment- based booking system to move services back inside with a managed process.
- **Implemented Appointments for in person services – Clerk, CSD, Recorder.**
- **Library System**
  - Utilized reservations and drive thru pick-up book services.
  - Community programming went virtual – story hour, galleries, digital library, events





# New ways of serving our citizens

- **Updating Community Advisory Board structure and scope**
- **Implemented Appointments for in person services – Clerk, CSD, Recorder.**
- **Library System**
  - Utilized reservations and drive thru pick-up book services.
  - Community programming went virtual – story hour, galleries, digital library, events





# New ways of serving our citizens

- **2020 Primary and General Elections**
  - All mail in ballot General election
  - Same day voter registration
  - Implementation of new technology
    - Wait time App
    - Ballotrax
    - Interactive sample ballot
    - Results reporting dashboard





# New ways of serving our citizens

- **Washoe County Health District**
  - Accela based automated COVID-19 testing and reporting of results
  - Developed and support WCHD call center
  - Developing COVID-19 vaccination scheduling and reporting
  - Assisting WCSD with contact tracing and IT support
  - Upgraded Virtual Private Network infrastructure



A decorative graphic on the left side of the slide features several interlocking gears of different sizes and shades of blue and grey. Each gear contains a white icon representing various business and technology concepts: a line graph, a calendar with the number 31, a bar chart, a storefront, a lightbulb, a credit card, a briefcase, and a group of people. The gears are arranged in a cluster that overlaps a large, dark grey circular shape on the right side of the slide.

# Launched Initiatives

---





# Internal Initiatives

- **Human Resources Management**

- Established mandatory Supervisor training program
- Mandatory employee training on Covid safety in the workplace
- Renewed focus on obtaining 85% compliance on performance management across *all* departments

- HR driven completion challenge to departments
- 4 Departments originally at 85% or greater compliance

*(Animal Services, Assessor, Clerk, Sheriff's Office)*

- One month after challenge, 85% or greater compliance increased to 13 Departments

*(Alt. Public Defender, Animal Services, Assessor, Clerk, Finance, Manager, Medical Examiner, Purchasing, Recorder, Registrar, Risk Management, Sheriff's Office, Treasurer)*

*\*Excludes the Courts, Constable, Juvenile Probation, Elected Officials, and Attorney's in the DA's Office*





# Internal Initiatives

- **Community Services**
  - Launch of Envision Washoe 2040 Planning Master Plan update
  - All Star program has recognized 695 CSD staff since January 2018
  - Building website has been updated for digital process innovations; including flyers, customer guides and “how to” videos.





# Internal Initiatives

- **Communications**
  - Moving Digital Communications from In plant to Print Management
  - Worked with Voters on mail-in ballot test run with WC employees
  - Essential Worker video series posted to Inside Washoe
  - Revamped and diversified County Manager Advisory Committee
  - First ever virtual “Coffee with the County Manager” all employee town halls
  - Expansion of Washoe 311 to meet citizen demand





# Homelessness



# Moving toward a Regional Solution

- **Launched Built for Zero regional effort**
- **Received grant for River Clean-up project w/ Karma Box**
- **Executed regional Cost Share Agreement for Men's shelter**
- **Our Place campus opened for Women and Families**
- **Working with regional partners on a "Super Site" for Men**







# Extended Outreach Efforts

- **Incline Village Settlement**
- **Unincorporated Town Ballot Initiative for North Valleys**





# Awards

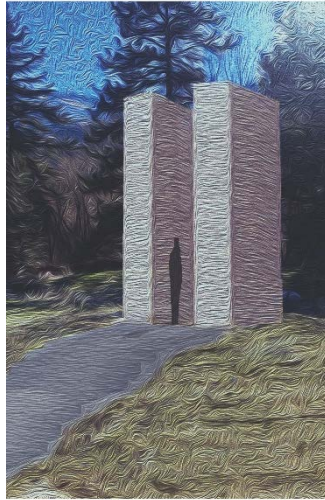


# Department Awards



## ArTrail Chrystal Peak Sculpture

- Received the Northern Nevada American Institute of Architects (AIA) Merit Award in Nov. 2020.
- Submitted for State AIA award.



Regional Medical Examiner received the Nevada Donor Network's *Hope Strength Life* award for 2020 in support of organ and tissue donation in Northern Nevada.



Washoe County's Budget team received the GFOA Distinguished Budget Presentation Award for FY20.





2021 and beyond



# Additional Priorities for the next year:

## Community Outreach

- ✓ North Valleys
- ✓ Incline Village
- ✓ CAB program
- ✓ Effective social media presence
- ✓ Underserved
- ✓ CBO involvement

## Technology Enhancements

- ✓ Innovative uses
- ✓ Operational efficiencies
- ✓ Improve service delivery
- ✓ Capture fiscal benefits

## Employee Development

- ✓ Expand professional training
- ✓ Emphasize leadership development

## Process Improvement

- ✓ Improve Commissioner/constituent follow up
- ✓ Emphasize accountability
- ✓ Mitigate operational and financial risk





