



# **WASHOE *IMPACTS***

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## 2016-17 ANNUAL REPORT

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## VALUES



### INTEGRITY

We are dedicated to uncompromising honesty in our dealings with the public and each other in conformance with our code of conduct.



### EFFECTIVE COMMUNICATION

We believe in simple, accurate, and clear communication. We encourage the open exchange of ideas and information.



### QUALITY PUBLIC SERVICES

The County exists to serve the public. We put the needs and expectations of citizens first and take pride in delivering services of the highest quality.

## MORE THAN WORDS

Throughout this Annual Report, our goal is to illustrate the many ways our Commissioners, staff and volunteers work to bring this plan to life, to enrich our communities' life, every day. More than merely a document, our Strategic Plan is the foundation and guide for the work we do to ensure we meaningfully steward and maximize the resources of our community. It is our privilege to share with our citizens exactly how *Washoe Impacts*.

## MISSION

Working together regionally to provide and sustain a safe, secure and healthy community.

## STRATEGIC DIRECTION

Washoe County will be the social, economic and policy leadership force in Nevada and the western United States.





**IN A WORLD FULL OF 'NO'  
WE ARE A COUNTY OF 'YES'**

## **LEADERSHIP IMPACTS**

### **A Letter from Washoe County Commission Chair, Bob Lucey**

Each day, I am deeply honored for the opportunity to serve the citizens of Washoe County in the beautiful region we call "home". Over the past year, our Board of County Commissioners has worked to listen to our citizens, through public meetings, citizen advisory boards, online feedback and our Board of Commissioners meetings on a variety of issues. We value and appreciate an engaged community, and are committed to making policy and decisions that are responsible, fiscally sound and continue to promote a thriving community.

It is with excitement we share just a few of our accomplishments from the past year with you through this report. While we are thrilled with the progress this year, we are dedicated to striving toward a better Washoe County for generations to come.



### **A Letter from Washoe County Manager, John Slaughter**



I am proud to share Washoe County's 2016-17 Annual Report, Washoe Impacts. This report highlights a few of the larger initiatives that serve to engage and impact our constituents that have been driven by the vision of our Strategic Plan. Thanks to a committed staff team, and the stellar leadership of our Board of County Commissioners, our goal is to provide superior services to all residents of Washoe County, ensure responsible stewardship of public funds and position ourselves to support the economic growth of the area.

This year we have seen our share of success and challenges; from fires to floods, to an economic boom and re-organization. We remain dedicated to a fiscally conservative approach in our financial management practices, which served us well this year and in the years to come.

As we continually strive to meet the demands of today, while plan for the challenges of tomorrow, we hope you see through the pages of this report, our commitment to integrity, quality public service and effective communication in every department and with each Washoe County team member.



# STRATEGY IMPACTS

STRATEGIC OBJECTIVE:

Stewardship of our Community



## FROM FIRES TO FLOODS:

UNFORESEEN WEATHER RAINED DOWN ON OUR REGION

The fall and winter months of 2016-2017 brought with it some unforeseen challenges, including a wildfire season and unprecedented snow and rainfall not seen in nearly 100 years. In October, as the Little Valley Fire sparked, the Truckee Meadows Fire Protection District along with Washoe County and other partner agencies fought to keep citizens safe, set up evacuation sites, and worked around the clock to fight

what would grow to engulf over 2,200 acres of Washoe Valley. Just months later, two federal states of emergency were declared in January and February of this year, due to record snowfall and 16 atmospheric rivers pouring into the Northern Nevada region and hitting the entire West Coast. Our team worked together to provide life and structure protection, flood mitigation, snow removal, sandbag distribution and more.

### COMMUNICATIONS DURING CRISIS:

To communicate quickly with residents, Washoe County garnered 33,337 impressions on Twitter in October for the Little Valley Fire alone.

**@WASHOECOUNTY**

### DURING THE JANUARY & FEBRUARY FLOODING, PUBLIC OUTREACH PEAKED:

 1,971,293 Twitter impressions

 3,585,158 Facebook impressions

 5,724,709 TV viewers

 29 press releases

 11 videos produced

## FAST FACTS

In the **2016-17** fire season,



**1/4 Million** Acres  
Burned

**2017** has been the wettest  
water year on record for the  
northern Sierra since **1922**



\*Source: NWS Reno/CA DWR



**16** "atmospheric rivers" plummeted the area

\*Source: NWS Reno. 16 atmospheric rivers that were  
measured as **strong** or **extreme**



Washoe County departments  
established a **Command  
Center** to deploy resources to  
affected communities **7 days**  
a week

Over **1 million** sandbags from Washoe County  
were distributed into the community



Washoe County Human  
Services housed **51 people**  
displaced by flooding



VIDEO

On **August 4, 2017** Washoe County and  
City of Reno crews re-opened portions of  
Lemmon Drive



VIDEO

## NEW MEDICAL EXAMINER FACILITY

January 18, 2017 marked an exciting day as the new, state-of-the-art Washoe County Regional Medical Examiner facility was unveiled to the community. Since the original construction in 1959, the Medical Examiner's Office was in need of an expansion and renovation while they worked diligently to serve an expanding population and a caseload that has more than doubled since 2007, while also serving 18 additional counties. Built on Washoe County-owned land, the new site was constructed for \$10.77 million and was paid for by the Washoe County Capital Improvement Program. In addition to the new Medical Examiner's Office equipped with modern capabilities to better serve citizens, it was also designed to help ease the potential grief when visiting the office, with the new building offering two rooms specifically designed for meeting with decedents' families.



DR. LAURAKNIGHT



MAIN AUTOPSY ROOM



RIBBON CUTTING

# A BALANCED BUDGET *IMPACTS*

With the 2016-17 fire and flood incidents hitting our community, and our budget, this 2017-18 budget serves to fund the repairs and recovery associated with these disasters. Despite these unforeseen circumstances, we are proud that our budget is once again balanced. In addition, we are able to add 14 new positions and expand our programs by \$3 million.



## *HIGHLIGHTS OF FY18 BUDGET*

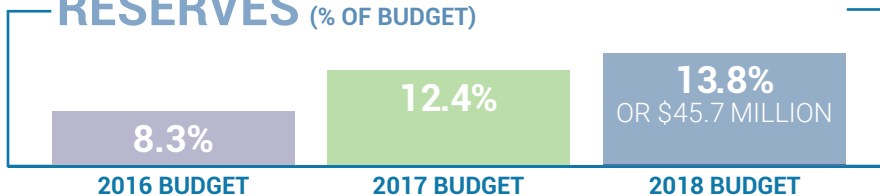
### GENERAL FUND TOTAL



**\$332,874,855**

- Balanced General Fund Budget  
(Revenues = Expenditures)

### RESERVES (% OF BUDGET)



- Strong Reserves Funded

### CONTINGENCY FUND TOTAL



**\$2,280,893**

- Contingency Account increased to help cover flood disaster expenses



**\$3 MILLION**

- Through re-allocation of budget, the following enhancements were budgeted:
  - 14 new positions
  - \$3 million of new or expanded programs

# BUDGET PRIORITIES

## 1ST

Cover disaster-related costs



## 2ND

Cover costs of currently unknown impacts

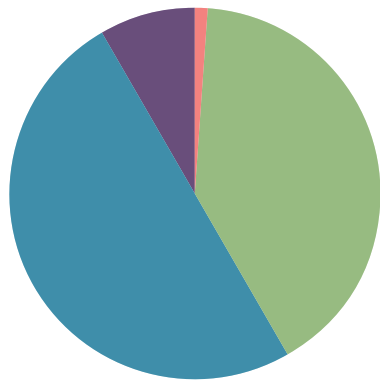


## 3RD

Fund critical above-base enhancements to departments' budgets

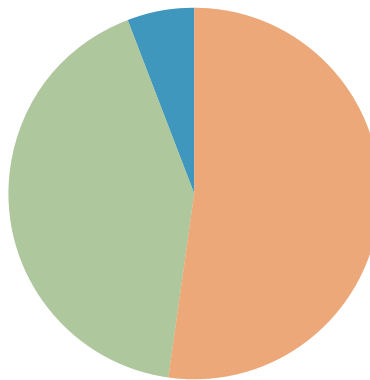


**ESTIMATED  
DISASTER COSTS**



	LITTLE VALLEY FIRE	<b>\$107,943</b>
	JANUARY 2017 FLOOD	<b>\$3,612,701</b>
	2017 NORTH VALLEYS FLOOD	<b>\$4,426,471</b>
	MOSQUITO SPRAYING REQ'D	<b>\$740,360</b>
<b>TOTAL</b>		<b>\$8,887,475</b>

**FY18 BUDGET,  
BY FUND TYPE**

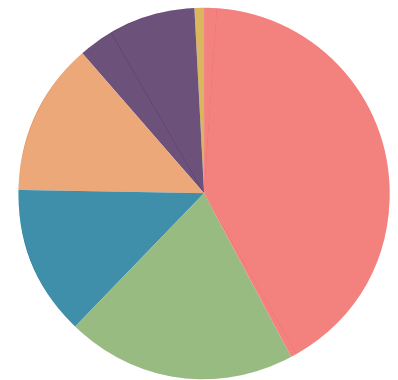


	GENERAL FUND	<b>\$332,874,855</b>
	OTHER FUNDS	<b>\$265,352,231</b>
	CAPITAL PROJECTS / DEBT SERVICE	<b>\$36,898,006</b>

**TOTAL**  
**\$635,125,092**

*This illustrates all revenue*

**GENERAL FUND  
EXPENDITURES**



	PUBLIC SAFETY	<b>\$140,661,456</b>
	JUDICIAL	<b>\$66,664,798</b>
	GENERAL GOVERNMENT	<b>\$44,049,363</b>
	TRANSFERS TO OTHER FUNDS	<b>\$43,933,234</b>
	OTHER	<b>\$35,285,111</b>
	CONTINGENCY	<b>\$2,280,893</b>

**TOTAL**  
**\$332,874,855**

# STRATEGIC SPONSORSHIPS IMPACT

STRATEGIC OBJECTIVE:

**Proactive Economic Development & Diversification**

With signature events serving as a driver of Economic Development, Washoe County is proud to support our economy's growth through community sponsorships that continue to place Washoe County on the map.



Washoe County helps support a total combined Economic Impact: over **\$290 million** to the region.

## **PROUD SPONSOR:**

Great Reno Balloon Race, the largest free hot air ballooning race in the world.

**ECONOMIC IMPACT: OVER \$6.6 MILLION**

*\* source: Reno Balloon Race media kit*

## **PROUD SPONSOR:**

Hot August Nights, the largest nostalgic car show in the world.

**ECONOMIC IMPACT: OVER \$250 MILLION**

*\* source: 2015 RGJ media kit*

## **PROUD SPONSOR:**

Barracuda Championship, professional golf tournament on the PGA tour.

**ECONOMIC IMPACT:  
OVER \$20 MILLION**

*\* source: RGJ*

## HOT AUGUST NIGHTS

## **PROUD SPONSOR:**

Artown

**ECONOMIC IMPACT:  
OVER \$15 MILLION**

*\* source: Truckee Meadows Tomorrow*



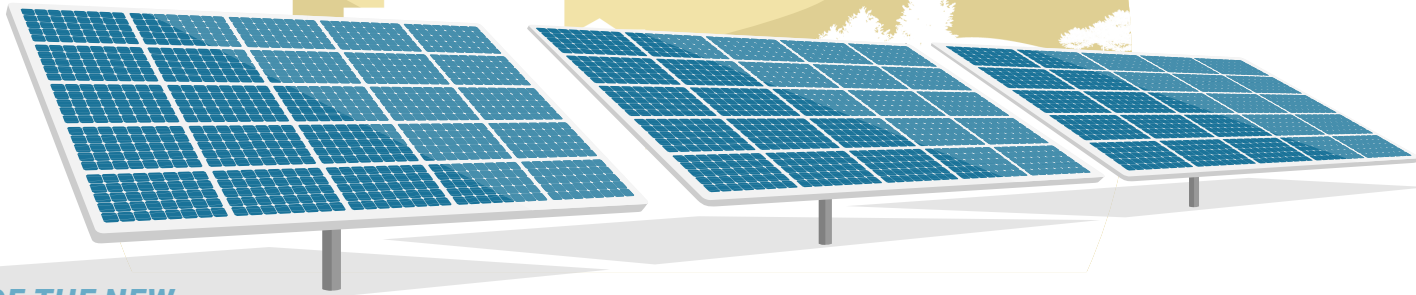




# A BRIGHT FUTURE



**+7,700** jobs than during the pre-recession peak



## JUST ONE OF THE NEW BUSINESS ADDITIONS TO WASHOE COUNTY:



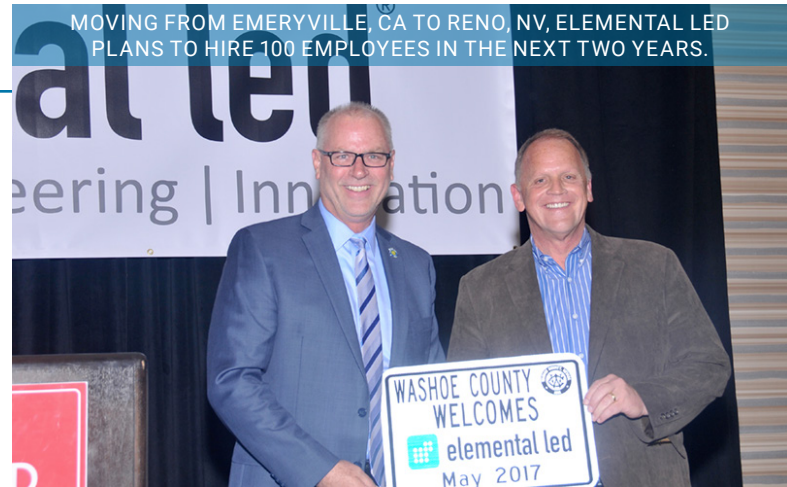
**elemental led**

In addition to Tesla, Google and Panasonic, some of the world's largest brands are relocating to Washoe County, and this year added more. With a commitment to fiscally conservative management and creating a business friendly environment, Washoe County was pleased to welcome yet another new business to the region, Elemental LED.

With a County Commission and County Manager who welcomes economic development to the area, northern Nevada has seen 7,700 more jobs added since the pre-recession peak.

## BUILDING & PLANNING FOR THE FUTURE

Internally, we are always looking for ways to streamline, maximize and reduce costs. With this thinking in mind, executive leadership took a look at the Planning Division and the Building Division of the Community Services Department. With the region booming and the need for permitting growing, the strategic decision was made to save the taxpayer time and money by reorganizing and combining these two Divisions.



By creating a new Planning & Building Division, processes have become faster and more efficient allowing the public to benefit from a customer service culture that is centered around them.





# CUSTOMER SERVICE



# ONE WASHOE

## INTRODUCING... WASHOE 3-1-1



Since June of 2016, Washoe 311 has received **4,389** customer service requests

We've all been there – we've reached the wrong department and are being re-routed...again. As a government entity that prides itself on excellent public service, we wanted to change this conversation, literally.

More than a call center, Washoe 311 is a customer service center, the hub of Washoe County that aims to serve our residents by providing accurate, helpful information they need 24 hours a day, 7 days a week.

SERVICE *IMPACTS*

311

CONNECTED.

With a county as large as ours, covering 6,600 square miles, our goal was to make getting the information our community needs as easy as dialing 3-1-1. With the launch of Washoe 311, the information embedded into dozens of county departments and divisions - including everything from finding out what time the summer concert series begins, where and how to pay property taxes or where to get a marriage license, to what the Senior Center is serving for lunch - is now centralized into

those three easy numbers or with the click of an email.

With plans to grow Washoe 311 in the coming years and expand our customer service capabilities, we will continue to work together with our residents, to make living in Washoe County even better.

**DIAL 3-1-1**  
washoe311@washocounty.us

# STRATEGY IMPACTS

## STRATEGIC OBJECTIVE:

Safe, Secure & Healthy Communities



### CHILD ADVOCACY ACHIEVES ACCREDITATION

We are passionate about protecting our most vulnerable, which is why the Washoe County Child Advocacy Center is an innovative and critical part of what we do. A collaborative program under the Washoe County District Attorney's Office, the Washoe County Child Advocacy Center provides direct services to victims of child abuse. Set in a friendly environment where law enforcement, child protection, prosecution, mental health, medical services and victim advocacy can work together to help children heal from abuse and hold offenders accountable.

In February of 2017, the Washoe County Child Advocacy Center was awarded accreditation by the National Children's Alliance (NCA) after an extensive application and site review process. As the accrediting agency across the nation, NCA awards levels of accreditation and membership to centers that respond to allegations of child abuse in effective and efficient ways that put the child first. Washoe County is excited to share the Washoe County Child Advocacy Center received the highest-level of accreditation possible.



Since opening in 2014 over 1,200 forensic interviews of children have been conducted. In 2015, the Child Advocacy Center introduced on-site crisis counseling through grant funding. In 2016, over 600 counseling sessions were provided to children who were victims of abuse – with no cost to their families. In addition, the Washoe County District Attorney's Office secured 60 life sentences for child predators with the aid and participation of the multidisciplinary team approach to these cases.

GET A FIRST HAND LOOK AT THE CHILD ADVOCACY CENTER HERE:



VIDEO



Since **2014**,  
**1,200+**  
forensic  
interviews  
have been  
conducted

The Child  
Advocacy  
Center has  
led to **60 life  
sentences** for  
child predators



#### A PARTNERSHIP BETWEEN:

Washoe County District Attorney's Office • Reno Police Department • Sparks Police Department  
Washoe County Sheriff's Office • Washoe County Human Services Agency • Washoe County School District Police  
University of Nevada-Reno Police • Child Advocacy Medical Unit • Child Advocacy Therapy Unit • Crisis Call Center



# READY, SET, EXPLORE!



## WALK WITH WASHOE

Walk with Washoe, a program created and launched by John Slaughter, County Manager, stepped into action for the second year in an effort to invite the community to get active by exploring the stunning parks and trails Washoe County has to offer.

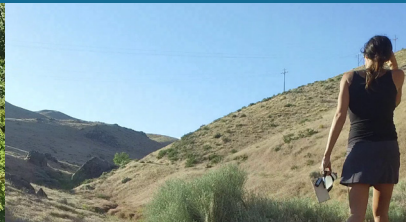
“We believe getting out and getting active is a great way to connect with the beauty of the outdoors here in Washoe County as well as with our community. We want to invite the

public to come out, see Washoe County’s wonderful park system and get some exercise” remarks John Slaughter.

And come out they have - since last year participation has nearly doubled with newcomers joining each walk. With guided walking hikes through parks & trails, our Washoe County Park Rangers are always ready to share some history, point out a unique plant or offer helpful tips to make your next hike more enjoyable.



BOWERS MANSION



KEYSTONE CANYON TRAIL



LAZY 5 WATERPARK



WILBUR D. MAY ARBORETUM

### OUR REGIONAL PARKS AND OPEN SPACE OFFER:



10,000 acres of open space

49  
PARKS

- 2 golf courses
- 1 tennis complex
- 1 shooting range
- 1 archery facility
- 3 aquatics facilities



161 miles  
of trails



8  
trailheads



2.8 million  
visitors per year

# HUMAN SERVICES AGENCY CREATES NEW NAME, EFFICIENCIES

While looking out for the most vulnerable, this year the departments of Social and Senior Services made a bold move – merge departments to provide streamlined care to the community.

Joining forces to create the Human Services Agency, the new unified agency is comprised of three divisions: Children's Services, Adult Services and Senior Services. The Human Services Agency provides seamless services and assistance to residents across the continuum of care, whether the need be shelter, nutrition, case management, medical, legal, counseling or other supportive services.


## HERE'S HOW THE HUMAN SERVICES AGENCY HAS IMPACTED THE RESIDENTS OF WASHOE COUNTY IN FISCAL YEAR 16/17:

**376,254** free, nutritious meals were served to seniors 

Temporary Assistance to Displaced Seniors or **T.A.D.S.** program provides temporary housing to abused or neglected seniors

 **933** children in foster care

**364** children reunified with their families 

 **136** children found forever homes through adoption

Human Services Agency is looking forward to opening the new **Family Engagement Center** this fall





**HUMAN SERVICES AGENCY  
PROGRAM HIGHLIGHT:**

With many programs that impact our community, the Crossroads Program is one of the most innovative. Through a partnership between Washoe County and Catholic Charities along with the Sheriff's Office, Crossroads is a housing program that helps men and women transition from substance abuse and homelessness to a productive, drug-free lifestyle. Since 2011, the program has served over 600 clients with 100% of the participants now clean, sober and working toward personal goals. In addition to its life-changing results, Crossroads saves taxpayers \$15-18 million a year while helping these clients pursue productive lives.

# COMMISSIONERS IMPACT




























## STRATEGIC OBJECTIVE:

### Regional & Community Leadership



#### COMMISSION

#### MEMBER

- Community Assistance Center Transitional Governing Board..... 
- Economic Development Authority of Western Nevada..... 
- Nevada Association of Counties Board of Directors..... 
- Nevada Tahoe Conservation District Board of Supervisors..... 
- NevadaWorks..... 
- Regional Transportation Commission..... 
- Reno Sparks Visitors Authority..... 
- State Land Use Planning Advisory Council..... 
- Tahoe Prosperity Center Board of Directors..... 
- Tahoe Regional Planning Agency Governing Board..... 
- Tahoe Transportation District Board of Directors..... 
- Truckee Meadows Regional Planning Agency Governing Board..... 
- Truckee Meadows Water Authority..... 
- Truckee River Flood Management Authority..... 
- Vya Conservation District..... 
- Washoe County Criminal Justice Advisory Committee..... 
- Washoe County Debt Management Commission..... 
- Washoe County District Board of Health..... 
- Washoe County Internal Audit Committee..... 
- Washoe County Investment Committee..... 
- Washoe County Legislative Liaison..... 
- Washoe County Senior Services Board..... 
- Washoe County School District Oversight Panel..... 
- Washoe County School District Capital Funding Protection Committee..... 
- Washoe County Stadium Authority..... 
- Western Nevada Development District..... 
- Western Regional Water Commission..... 

As a regional leader, Washoe County and its Board of Commissioners are actively involved in collaborating with other local, state and federal entities on behalf of all of the citizens of Washoe County. They achieve this best by communicating and participating in other boards and committees. We are proud of the leadership displayed in our Commission and their willingness to roll up their sleeves and serve the public in a variety of capacities.



**BOB LUCEY**



**MARSHA BERKGIGLER**



**KITTY JUNG**



**VAUGHN HARTUNG**



**JEANNE HERMAN**



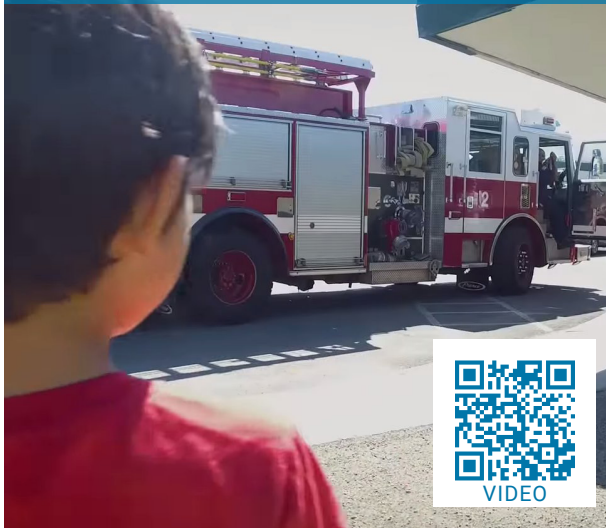




## GLENN DUNCAN CAREER & COMMUNITY HELPER DAY

As we look to positively influence our community, we couldn't help but give back to our most influential members and future leaders – our children. As a proud partner between the Education Alliance and its Partners in Education program, Washoe County gives back regularly to its partner school, Glenn Duncan Elementary School. On the heels of building a school garden, this year Washoe County leadership decided to host a Career and Community Helper Day to show kids firsthand the types of exciting career opportunities that await them. With collaboration from key departments including Animal Services, Sheriff's Office, Roads Crews and the Reno Fire Department, kids were able to experience many of the potential fields that may interest them.

FOR A VIDEO RECAP OF THIS EXCITING DAY, PLEASE SCAN THE QR CODE HERE



VIDEO



CHECK OUT A VIDEO OF THE CAREER DISCOVERY DAY IN ACTION

## CAREER DISCOVERY DAY

As one of the largest employer's in the region, we continually look for ways to better share with the community the many diverse fields and career opportunities we offer, as well meet the best and brightest ourselves. This summer, we were pleased to host our first Career Discovery Day inviting the community to meet and greet over twenty-four different departments and discover all the ways our employees impact our county each day.

From new college graduates, to retirees looking to get back into the workforce, our attendees were as varied as our opportunities. With each department showcasing what they do, Human Resources offered continuous ten-minute workshops sharing an inside look into the interview and hiring process.

As of **July 1, 2017** Washoe County employees reached **2,755**



Washoe County offers diverse careers ranging from seasonal opportunities for **students** and **high school graduates** to positions for **Ph.D.'s** and **medical doctors**.



# EMPLOYEES IMPACT

STRATEGIC OBJECTIVE:

Valued & Engaged Employee Workforce



## WASHOE COUNTY LEADERSHIP PROGRAM

Creating a culture of “how can we help?” and “yes, we can!” is the heartbeat of the Washoe County Leadership Program. By working to create an excellent public service experience with our community, this first starts with each and every person who calls themselves a Washoe County employee. This is where the Leadership Program was born. As a vision from the County Manager, through the Leadership Program, employees expand skills, are empowered to bring ideas to fruition and have an opportunity to lead a program or event. With the development of five committees: Events, Recognition, Employee Communication, Giving & Volunteering and Leadership & Training, employees are free to contribute to a Committee they feel most passionate about.

One of the ways the vision of this program has made a tangible difference in the community is through the Lemmon Valley Donation Drive, led by the Washoe County Giving & Volunteering Committee. After the devastating flooding in the first half of 2017, the committee was compelled to help. They worked with the community at large to put out the call for donations from household supplies, hygiene items, clothing, food and gift cards. The response was tremendous, at the end of the donation drive the committee raised over \$10K in gift cards, 14 pounds of water and pet food, and 15K pounds of clothing.



CHECK OUT ALL THE FUN FOR YOURSELF BY SCANNING THE CODE FOR A VIDEO OF THE DAY

## TAKE YOUR CHILD TO WORK DAY

Approximately 37 million parents across the country participate in Take Your Child to Work Day, and Washoe County was in the action. This year, Take Your Child to Work Day was an interactive experience with various county departments jumping in and providing an exciting day for our future leaders. With K-9 unit police dogs from the Sheriff’s Office, to Truckee Meadows Fire Protection District fire engines, parents and grandparents alike brought their children with them to give them a closer look at what they do for work and what future careers the children themselves may one day be interested in.

There are a combined total of **25,046** years of experience among full-time and part-time employees

Average years of service:  
over **10 years**

Average age of employee:  
**44.67**

Employees range from **20** to **77** years old





# WASHOE *IMPACT* AWARDS

We've always appreciated our Washoe County employees, but this year, we're taking it the next level by revamping the State of the County annual event and shifting to an event that focuses on our dedicated employees: Washoe Impact Awards.

The event will feature our new Awards for impactful programs in our county based on our Values: Integrity, Effective Communication and Quality Public Service.

All employees are eligible to submit an award nomination for a program they may be a part of that impacts our citizens. This year is just the tip of the iceberg, the vision for Washoe Impact Awards for subsequent years is that it will grow to offer employee workshops and enrichment leading up to the event to fully engage our entire Washoe County staff.





### **CONTACT US**

[www.washoecounty.us](http://www.washoecounty.us)



@WashoeCounty



/WashoeCounty



/WashoeCountyTV

### **DIAL 311**

