



The following is a list of accomplishments from Washoe County departments and agencies during 2014.

Animal Services

- The number of licensed animals increased by 13% during FY 13/14.
- The number of animals reunited with their owner increased by 8%.
- Through community partnerships and collaborations, a 93.9 % live release rate sustained, meeting our goal in the FY 14/15 Strategic Plan.
- Washoe County Regional Animal Services (WCRAS) became a stand-alone department.
- Responded to 38,971 calls in 2014
- In 2014, Animal Services had 8,414 dogs, 3,922 cats, 683 birds, 31 livestock, and other like reptiles, fish 725

Alternative Sentencing

- Added two new specialty courts to our workflow for misdemeanor diversion
 - Reno Justice Court Young Offender Court
 - Community Court
- The department's Electronic Monitoring program has diverted 5625 jail days at a cost savings of \$618,750, actual jail days saved.
- Continued Citation Warrant Resolution "Pilot" Program with Reno Justice Court. 80% of the individuals contacted have returned to compliance status with their payment obligations resulting in minimum arrests and minimum impact on jail bed days.
- Conducted several informational/outreach programs at University of Nevada Reno, Truckee Meadows Community College and local High Schools.
- 423 successfully completed cases and at a 12% recidivism rate.
- Conducted over 21,000 alcohol and drug tests resulting in 474 arrests. Conducted over 3,100 home visits.
- Utilized a Reserve Force of sworn peace officers for approximately 164 hours at no cost to Washoe County Department of Alternative Sentencing (WCDAS).
- Collected \$185,000 in supervision and electronic monitoring fees.

Clerk

- Partnered with the business license divisions of Reno and Sparks to facilitate filing of fictitious firm names for customers, alleviating the need for the customer to physically come to the office and offering more of a one-stop shop.
- Began accepting credit cards on-line for copy requests.
- The first time since 1977 had an uptick in the sale of marriage licenses. Issued 198 more licenses in 2014 than in the prior year, an increase of 2.38%.
- Issued first same sex marriage license in Washoe County on October 9, 2014 at 5:02 pm.





Community Services

- Implemented the consolidation of the Water Utility with Truckee Meadows Water Authority (TMWA).
- Finalized a contract with Accela for a new licensing and permitting software application that will replace the out dated Permits Plus system for County licenses and permits.
- Processed a combined total of 257 Board of County Commissioner staff reports.
- Developed and adopted codes in the Business License Ordinance (WCC Chapter 25) and the Development Code (WCC Chapter 110) to regulate medical marijuana establishments (MME) in Washoe County. Code provisions pertaining to Miscellaneous Crimes (WCC Chapter 53) were also added to exclude medical marijuana for registered patients and caregivers as a crime.
- Reviewed and wrote 29 MME zoning information letters to assist applicants for a Nevada MME certificate.
- Updated the County's Liquor and Gaming Ordinance (WCC Chapter 30) to include NRS provisions adopted in 2013, including adding provisions to license craft distilleries.
- Created liquor manufacturing use type to allow brew pubs, breweries and craft distilleries in unincorporated Washoe County, and expanded the definitions of eating and drinking establishments to allow the sale and serving of alcohol at certain businesses (Liquor and Gaming Ordinance, WCC Chapter 30).
- Incorporated a new Article in the Development Code (WCC Chapter 110) to provide regulations for public school facilities design standards in response to 2013 legislation mandating common design standards between the County and the two Cities.
- Adopted amendments to the existing standards on cargo containers within the Development Code (WCC Chapter 110) to provide more options for property owners to visually mitigate cargo containers permitted as a permanent detached accessory structure.
- Added provisions in the Development Code (WCC Chapter 110) to reduce regulatory barriers to increase opportunities for local, small scale food production (community gardens).
- Doubled the capacity for Tahoe Regional Planning Agency (TRPA) building plan reviews and scored a 90% on the yearly audit.
- Adopted the 2012 Wildland Urban Interface Code.
- Established a North Valleys satellite Roads yard to more efficiently serve customers in the area.
- Completed more pavement maintenance than in any year since 2010 for a total of over \$1.8M in preventative maintenance alone not including the slurry program.
- Promotions and new-hires impacted 27% of entire workforce in 2014, without adding any new positions.
- Volunteerism in Parks grew by 20% in 2014, for a total of 28,531 volunteer hours with a value of over \$625,000.





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- Opened and had a successful inaugural season for the North Valley Water Splash Park.
- Acquired 12 acre parcel in Lower Truckee River Canyon that was important to Tahoe Pyramid Bikeway.
- Acquired 67.41 acre parcel on Silver Lake for avian habitat, natural resource protection and passive recreation in which purchase cost was shared with Nevada Department of Wildlife (NDOW).
- Updated Sun Valley Regional Park Master Plan and worked with Reno Disc Golf Association to build a new 27 hole disc golf course.
- Received nearly \$500,000 in grants for playgrounds, Bowers pool, noxious weed reduction, open space fuels reduction, and corridor management.
- Continued implementation of infrastructure preservation projects in the amount of \$1.5M.
- Furthered our energy policy by upgrading more Washoe County facilities with high efficiency LED lighting and lighting controls.
- Heating ventilating and air conditioning (HVAC) retrofit for Housing Unit 3 at 911 Parr Boulevard.
- Recognized for the second year in a row as a Top 100 Fleet by Governing Magazine.
- Continue to hold ASE Blue Seal Certification.
- \$2M reconstruction of Eastlake Blvd.
- \$1.5M on Roads corrective maintenance/slurry program (most since 2011).
- Implemented online utility billing.

County Manager

Administration

- In support of the Board of County Commissioners
 - Coordinated 1,190 BCC agenda items
 - Produced 37 BCC agendas
 - Coordinated the issuance of 32 proclamations and 22 resolutions
 - Organized 39 public hearings

Communications & Engagement

- 253 press releases & media advisories
- 400 media stories were based off releases & advisories
- 521 Media inquiries/interviews
- 17 million viewers of Washoe County related stories
- \$1.3 million worth of publicity value
 - \$5.3 million viewers of TMFPD related stories
 - \$400,000 worth of publicity value
 - 158 all employee communications email/Manager's Memo

Social Media stats:

- 503 Tweets/Retweets
- 1,213 new Twitter followers
- 441 Facebook likes





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Website:

- More than 154 million hits
- 3.4 million unique web visitors

Constituent Services

- Request Tracker email/tickets – 523 tickets
- Proclamations and Resolutions - 49
- CAB & Community Forum Meetings

Emergency Management and Homeland Security

- During calendar year 2014, the Regional Emergency Operations Center (REOC) hosted 281 training and exercise events involving attendance from 4,000 public safety officials, first responders, business owners, and volunteers from throughout the County.
- In 2015 thus far, conducted another 50+ events and hosted about 750 officials, responders, and private sector partners.
- Providing leadership to update the Statewide Emergency Alert System (EAS) plan in a public warning and information project; as well as updating school district, private, charter, and parochial schools emergency plans.
- Organized and led a multi-jurisdictional Integrated Emergency Management Course (IEMC) at the FEMA Emergency Management Institute in Emmitsburg, MD to improve emergency preparedness; supported the triennial Airport Disaster drill with over 500 regional responders to increase community preparedness; and facilitated the Regional Active Assailant Response Protocol development with the Sheriff and Police Chiefs.
- Updating Department Continuity (COOP) plans, and working with the County Safety Officer to bring Employee Safety planning into the Emergency Preparedness Council (EPC).
- Collaborating with regional partners to include the Local Emergency Planning Committee, the Washoe County business and local government partnership “PREPARE Washoe,” the Volunteer Organizations Active in Disaster (VOAD), the Amateur Radio Emergency Services (ARES); and the Community Emergency Response Team (CERT).
- Managing 19 emergency management grants totaling \$1,306,550 dollars to improve regional preparedness of citizens, the private sector, and local government
- Continuing public outreach at Citizen Events, Tribal Council meetings, service clubs, and local media programs to reinforce a culture of readiness for citizens to “Make a Plan, Assemble a Kit, and Stay Informed.”

Government Affairs

- Hired Government Affairs Manager in September 2014 for coordinating efforts at federal, state and local level government on behalf of Washoe County.





Management Services and Budget

- Transformed the small grants to nonprofit programs, a program which focuses on more direct support on specific projects which address an identified need in the community that is within the mission and goals of one or more Washoe County departments. The Community Special Projects implemented in 2014:
 - Glenn Duncan Community Garden
 - Make it Clean – Keep it Safe
 - Rancho San Rafael Park Greenhouse
 - Hydration Stations for Washoe County public areas
- Community Building at Gepford Park -- Assisted with the development, submission, and implementation of a Community Development Block Grant (CDBG) from the State of Nevada for \$211,515 for the Community Building at Gepford Park. Additional funding for the building was provided by Residential Construction Tax for Neighborhood Park Development, and the Sun Valley General Improvement District. The new Community Building replaces the old bathrooms and the Snack Shack built in the 1970's.
- Gerlach Fire Station Expansion -- The Gerlach Fire Station expansion is attached to the back of the existing fire station located at 395 Sunset Boulevard in Gerlach, NV. The addition of approximately 112 square feet includes a second bathroom with a "roll-in shower", a laundry area with a heavy duty washer and dryer, and space for an office area and cots. The Fire Station previously had no laundry facilities or showers, necessary in case of toxic contamination.
- Lois Allen School Sidewalk Project – Assisted with the development, submission, and implementation of a Community Development Block Grant (CDBG) from the State of Nevada for \$76,087 to cover design and construction of 400 lineal feet of sidewalk along First Avenue, and the cost of design for curb, gutter and sidewalk on Second Avenue. The First Avenue sidewalk was completed and additional grant funding secured from CDBG, \$205,304, and Nevada Department for Transportation, \$200,000, to complete the construction of 1,200 lineal feet of sidewalk on Second Avenue.
- Recognized by the Government Finance Officers Association with a Distinguished Budget Presentation for 13th year for Fiscal Year 2014-15 Budget.

District Attorney

- Criminal Division
 - Won 89% of criminal trials, 96% of appeals, and 92% of post-convictions.
 - Expanded use of JustWare case management system into Civil Division and added Justice Web for digital transfer of discovery.

Notable Convictions

- Arturo Bolanos convicted for the Freight House District gang-related murder.
- Jeffrey Rodriguez killed wife on freeway median US 395. Fired upon good Samaritans who were pulling over.
- Paul Revell convicted of killing a 4-month-old baby.





- The Fraud Check Program collected \$286,771 in restitution for victims of bad checks
- CARES/SART Program
 - Opened Child Advocacy Center using funds raised from local foundations
 - Assisted with a mock sexual assault drill for the military
- Civil Division
 - \$304,436 Guardian's costs awarded to the General Fund.
- Child Welfare
 - 132 abused or neglected children freed to be adopted into homes
 - 440 protective custody hearings for 658 children
- Family Support
 - \$26,005,599 collected in child support
 - 7,280 cases in the office
- 100% on nearly all categories of the FY2014 audit:

• Case Closures	• 100%
• Establishment of paternity and support orders	• 100%
• Enforcement of orders	• 100%
• Disbursement of collections	• 97.56%
• Securing and enforcing medical support orders	• 93.60%
• Review and adjustment	• 100%
• Intergovernmental services	• 97.30%
• Expedited processes	• 100%

- 16 new employees
- 18 interns, externs, and volunteers provided 2,990 volunteer hours
- The office and our personnel have given back to the community through support of many local programs:
 - Reno Rodeo Foundation Denim Drive
 - Northern Nevada Food Bank
 - Boys and Girls Club of Truckee Meadows
 - Safe and Health Homes
 - Mt. Rose Elementary School
 - 4th Street Christmas on the Corridor





Health District

- Completed a Fundamental Review of the Health District and embarking upon implementation of the recommendations contained in the review.
- Expanded access to on-site services for vital records and immunizations (IZ) to 5 days per week, and offered evening hours for IZ.
- Moved forward with the cities and county through a formalized inter-local agreement to develop a new regional Internet platform for permitting and inspection activities.
- Negotiated an amended and restated franchise agreement with REMSA that improved our oversight capabilities and eliminated the controversial “evergreen” clause.
- Established a new Regional Emergency Medical Services (EMS) Oversight Program through an inter-local agreement with the cities, county and Truckee Meadows Fire Protection District.
- Worked collaboratively with Renown Health and other regional partners to develop a Community Health Needs Assessment and planned the Truckee Meadows Healthy Communities Conference held on January 8th.
- Responded to the West African Ebola Outbreak by developing a local response plan and monitoring travelers.
- Ensured public health protection to residents and visitors attending the region’s numerous special events.
- Received the EPA Clean Air Excellence Award – Gregg Cooke Visionary Program for the Keep it Clean Campaign.

Human Resources

- Staff coordinated project of grading and updating written examinations used in the hiring process.
- All testing/processing of applicants and new hires were handled by HR staff.
- Staff project to replace classroom training with self-paced, on-line training was put in place. This project reduces time away from the job, as well as, travel time for employees who previously had to travel to 9th and Wells for training.
- 2,541 employees attended 84 training programs representing 249 program hours.
- HR/Labor Relations assisted Truckee Meadows Fire Protection District (TMFPD) in securing the first full agreements with IAFF 3895 and the TMFPD Chief Officers Association.
- All 11 Washoe County Associations completed negotiations by July 1, 2014, in time for FY 14/15 budget plan.
- Planning started for a Hay Group review of the Washoe County classification system. This will be the first complete review in over 10 years.
- Retiree Health Plan participation grew 1,250 to almost 1,500 participants.
- Staff completed the technology improvement of entering all retiree health data from a separate system into SAP, improving efficiencies in record keeping.
- The health program was updated in order to meet all Affordable Health Care requirements.





- Staff completed all processes needed to establish contracts for Insurance Broker/Consultant Services and EAP Services which are in place through FY 16/17.

Juvenile Services

- 91% of youth placed on probation supervision did not commit a gross misdemeanor or felony offense in a subsequent twelve month period.
- Average daily population in detention in 2014 was 33; it is currently running at 44 during 2015.
- Juvenile Services has approximately 1,200 open cases per day at all points of contact.
- Juvenile Services collected \$30,621 in victim restitution.
- Work Program provided 9,894 man hours of service to Washoe County Parks.
- 706 teenage drivers completed traffic safety school in partnership with Juvenile Traffic Court and the Nevada Highway Patrol.
- Wittenberg Nursing Clinic provided 312 vaccinations for detained youth.
- Continued partnership with Regional Gang Unit.
- Two Outreach workers have assisted 155 families of children with serious mental health challenges to access treatment services in the community.
- Juvenile Services provided Juvenile Justice training to international delegates from Venezuela, Russia, Saudi Arabia, France and Africa.
- Juvenile Services enjoys a cooperative learning environment with the University of Nevada's School of Social Work, Criminal Justice, Human Ecology, HDFS and School of Medicine.
- Opened new Sparks office location offering case management, assessment and resource referral.
- Participated in Project One, a progressive court model designed to streamline the court, juvenile justice and child protective services to better meet the needs of families involved in multiple systems.
- Developed and implemented automated juvenile justice case management system.

Library

- Computer use for Jan and Feb 2015 - 48,154. Daily items borrowed mean - 5,709.
- 502 volunteers donated 11,900 hours; 34 volunteers gave enough hours to receive a Presidential Volunteer Service Award.
- Patrons donated 20,069 pounds of food for the hungry through the Library's Food for Fines.
- Friends of Washoe County Library donated \$140,000 in December, to be used for both system-wide and individual branch projects.
- Patrons borrowed 2.2 million items, it was the eighth straight year in which that level of activity was reached or exceeded.
- 977 people attended 139 computer basics classes which were held at the Downtown Reno, Sparks and Sierra View libraries and taught by Library staff.





- The Library obtained an \$89,659 Library Services and Technology Act grant to purchase early- literacy computer workstations containing more than 60 educational applications, plus games, puzzles, and interactive educational toys in support of Science, Technology, Engineering and Math (STEM) learning.
- Through a contract with Collaborative Design Studio, a local consulting firm, a new Facility Master Plan was substantially completed in December.

Medical Examiner/Coroner

- Washoe County Medical Examiner continued to handle very high caseloads during 2014:
 - 3,468 cases reported to WCMECO
 - 57 Homicide autopsy protocols were performed
 - 20 pediatric autopsy protocols were performed
- Revenues to Washoe County of more than \$700,000 were invoiced for services provided to more than 17 other agencies within Nevada and California.
- Washoe County's Information Technology department facilitated the purchase and implementation of a new case management systems specifically designed for Medical Examiner Offices - VertiQ®.
 - System provides reports and statistical analyses essential for professional accreditation by the Nation Association of Medical Examiners.
 - Program is web-based allowing investigator to initiate case entry from the death scenes.
 - Employee time per case will be reduced.
- Education and training remain a priority in providing great regional services.
 - UNR medical students and Nevada and California law enforcement agents participated in training at the Medical Examiner's Office.
 - Medical students receive credit/hours for elective rotations.
 - Three medical student rotators intend to specialize in Pathology and one student plans to sub specialize in Forensic Pathology.
 - Law enforcement agents are awarded 40 POST approved hours for "boots-on-the-ground" week-long rotations through the Washoe County ME Office.
 - ME employees participated in numerous trainings including a week-long regional Integrated Emergency Management course at FEMA headquarters in Emmitsburg, Maryland.
 - Multiple power point lectures and other presentations were provided (Northern Nevada Law Enforcement Academy; California Donor Transplant Network; Nevada Donor Network, other agency sheriff's offices; local high schools, UNR, etc.).
- Nationwide recruitment for a 3rd Medical Examiner is underway.
 - The 3rd Medical Examiner position was approved commencing January 2015.
 - Additional staff position was justified to accommodate high caseloads in anticipation of meeting case to staff ratios for professional accreditation.





- The Washoe County Medical Examiner's Office continues to recruit and retain highly qualified excellent employees, who provide compassionate professional case investigation and follow up. For 2014 (February 2015 awards ceremony) the Office received:
 - 3 Trauma Intervention Programs (TIP, Inc.) Heroes with Heart finalist nominations.
 - 1 Trauma Intervention Programs (TIP, Inc.) Heroes with Heart semifinalist nomination.

Public Defender

- Change in law allows office to retain additional cases through new conflict policy.
- Started representation of parents in Protective Custody hearings in May of 2014.
- Conducted over 45,000 court appearances on behalf of persons represented by the Public Defender's Office.
- Recruited and managed interns/volunteers who logged 2,548 hours of assistance in 2014.
- Increased representation in Civil Commitment filings.
- The Family Court Division conducted training of law enforcement CIT officers and CASA volunteers.
- Continued an externship program with the University of Nevada's School of Social Work. (School of Journalism scheduled for 2015)
- Staffed Bail Project with UNR School of Criminal Justice at Washoe County Jail.
- Increased use of desktop video visiting with inmates at the jail.
- Presented 12+ programs to schools and other organizations, totaling 130 hours, educating the public as to their rights and duties related to the criminal justice system.
- Represented over 1,200 persons in Specialty Courts in the Justice Courts and District Courts.
- Sponsored 8 CLE programs allowing attorneys to achieve over 417 hours of mandatory legal education credits. The CLE programs featured public and private attorney presenters and helped reduce travel and training expenses for the office.
- Transitioned to new case management system - JustWare.
- Developed Agreement with Nevada Federal Defender's Office to co-sponsor trainings for state practitioners and utilize Public Defender's training room.
- Established membership with National Association of Public Defenders allowing office to host webinar training programs for public/private defense counsel.

Recorder

- Remediation efforts undertaken with historical microfilm used for the permanent preservation of official records dating back to 1861.
- Established workflow process changes to promote one-stop provision of services to the public coming into either side of the Recorder's Office.





Registrar of Voters

- Filed 121 Candidates for office during the designated filing periods.
- Two Successful Elections – June 10 Primary and November 4 General.
- Successful Recount of Assembly District 26 – Not even one vote changed.
- Implemented first version of on-line poll worker training.
- Utilized on-site poll worker training center for first time.
- 41 County Workers volunteered for the Primary Election and 46 for the General Election.
- Ran both elections with record-low number of temporary employees, approximately 25% lower than most election years.
 - 13 for Primary
 - 24 for General
- Verified signatures on two initiative petitions - over 3,500.
- Ran 16 Early Voting sites for the Primary Election and 21 for the General Election.
- Early Voting continues to be the strongest of the three methods of voting.
 - 48% of those who voted, voted early for Primary
 - 45% of those who voted, voted early for General
- Maintained, set-up tested and programmed total of 1,889 touch-screen voting machines over two elections.
- Issued over 16,000 absentee ballots.
- Mailed over 450,000 sample ballot.
- Drastically improved production of Election Day rosters – with help of Reprographics, ran these each Saturday immediately prior to Election Day for increased accuracy and up-to-date voting records.
- Added over 7,000 voters to the rolls between July 1 and Oct 15.
- 4,000 voters inactivated based on postal service records from the General Election Sample Ballot mailing.

Senior Services

- The background research for the *Washoe County Master Plan for Aging Services* was completed, and draft Goals and Objectives were used to develop the Department's 2016 Budget.
- A new Congregate Meal Site was opened at the Cold Springs Neighborhood Center.
- Legal services for seniors returned to 2007 service levels after years of decline.
- The Department's Aging and Disability Resource Center (ADRC) services were expanded to Sparks, Sun Valley, Neil Road, and Cold Springs senior centers.
- The annual number of food insecure seniors served by the Department's Nutrition Program increased for the first time since 1992, to 285,000 meals, a 34% increase.





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- The number of homebound seniors served by the Meals on Wheels program increased to 700 seniors, a 55% increase, thanks to a partnership with Washoe County Social Services.
- A 2nd meal is now provided to 40% of homebound seniors reporting that Meals on Wheels services were their only meal of the day.
- Security and disaster preparedness has been improved at Washoe County Senior Center, 9th and Sutro, including exercises that evacuate the building in less than two minutes.
- A contract with Nevada Medicaid has increased Daybreak Adult Day Health Services revenue by \$160,000 per year, effectively putting it “in the black.”
- Senior Services home nursing and medication management program was restored thanks to a Department of Social Services contract with Nevada HOPES; a Social Services contract with the Veteran Resource Center provides Veteran Services Officers at all the Department’s senior centers.

Sheriff

- Streamlined the on-line reporting for citizens and established procedures for fraud and identity theft reports resulting in staff time savings throughout the organization.
- Implemented GovPay, a web-based solution, allowing our customers the option of paying their fees by credit or debit card. Washoe County Sheriff’s Office has partnered with the State of Nevada, Westcare Nevada and Armor Correctional Health Services to provide comprehensive mental health services for those most in need. We have established relationships within the community which have produced a 77% reduction in recidivism among those being tracked, 84% reduction in jail bed days, a cost reduction of 84% and a reduction in hospital bed days of 77%.
- The Alternative to Incarceration Unit requires sentenced defendants to perform community service and our Community Work Program works with numerous Agencies to provide these workers on a daily basis. The total cost savings in 2014 as a result of this program was \$1,100,206.
- The Detention Bureau has continued to expand its Jail Counseling Unit to provide a wide range of rehabilitative and self-help programs to incarcerated inmates. The total cost savings as a result of this program was \$369,075.
- Success rate of 80% of grant applications having been awarded 20 new grant awards at a total dollar amount of \$1,471,611.54.
- RAVEN – Acquired a 3rd Kiowa OH-58 Helicopter from DRMO to be used for parts. This negated the immediate need to overhaul the 2nd Kiowa’s engine saving the County approximately \$150,000.00.
- Formed the WCSO Cold Case Unit consisting of 2 retired Homicide Investigators hired as part-time intermittent employees. Needed equipment (computer and work centers) were purchased with seizure funds.
- Partnered with the RSCVA and the Silver Legacy to host the Safariland Conference bringing law enforcement professionals from all over the world to network and train for modern day public safety issues.





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- Northern Nevada Law Enforcement Academy continued to provide excellence and professionalism in developing the newest generation of 60 law enforcement officers and deputies in our region.
- The Crime Lab received international accreditation by the American Society of Crime Laboratory Directors, Laboratory Accreditation Board (ASCLD/LAB) according to ISO 17025 and the 2011 ASCLD/LAB supplemental standards.
- The Crime Lab worked on a post-conviction case with new DNA evidence which led to the release of an incarcerated individual and cases being linked to a serial killer from California.

Social Services

Children's Services Division

- Audit
- Participated in 3 year-cycle Statewide Federal Title IV-E foster care placement audit, conducted in Las Vegas, which resulted in zero audit findings to Washoe County.
- Permanency Innovations Initiative
- WCDSS is entered its final year of research for the multi-million research project through the Children's Bureau. To date, 185 cases have been randomized to the Treatment group. Four (4) fidelity reviews were completed during the fiscal year demonstrating increased staff competencies in the new child welfare Safety Model. This model is being implemented statewide and WCDSS is leading the way in implementation, policy development, and practice improvement guidelines.

Quality Parenting Initiative

- WCDSS is the only QPI site that has been successful with implementation of ABC-V, a pilot research project led by Dr. Mary Dozier, University of Delaware. ABC-V changes the focus of parent visitation practices by supporting parent's efforts to follow the lead of their children; engage with substitute caretakers to help understand the child's needs, behaviors, and likes; and promote positive relationships between substitute caregivers and biological families.
- Significantly expanded Just-In-Time web-based training for foster and relative caregivers to support placement stability and promote substitute care professionalism.
- Continued staff assistance with Substitute Caregiver Support Group.

Foster Care Recruitment

- Implemented an exciting recruitment campaign with Wolf Pack Sport featuring adoptive parents Coach Brian and Laura Polian (football). Foster care was highlighted in football and basketball promotions with very strong results to date. Supporting campaign includes taxi-cab "wraps" promoting the Wolf Pack themes and Have a Heart Campaign.

Court Statistics

- 476 Protective Custody Hearings involving 65 children
- 363 Initial petitions filed
- 927 Drug Court hearings
- 79 Termination of Parental Rights petitions filed





Case Information

- 5,668 referrals received and 1,524 were investigated
- 963 children were alleged victims of maltreatment
 - 61% Neglect
 - 37% Physical Injury Abuse/Neglect
 - 1.1% Sexual Abuse
 - .9% Emotional Abuse
- 728 children entered care and 562 exited care during
- 150 children achieved permanency through adoption
- 473 children were reunified with a parent

Child Care

- # of new, initial child care licenses (all types) from July 1, 2013 through June 30, 2014 = 40
- # of child care licenses as of 6-30-14 = 253 (which consists of 154 homes and 99 centers)

Coordination and Collaboration

- Adult Services and Children's Services staff collaborated to improve services to families including streamlined eligibility to include Social Security Income and Social Security Disability resulting in approved claims for back months totaling \$88,921.10, and ongoing monthly claims of \$14,660.00. There were 71 SSI/SSD claims total with 43 approved and 28 denied. There are currently 50 claims in pending status.
- Participated in opening of Child Advocacy Center with other departments and community partners, providing and co-locating one social work unit, medical and support personnel in support of operations.

Grants and Contracts

- Successfully bid and renegotiated several large contracts with options for future renewals in support of on-going mental health services and daily operations of the children's emergency shelter.
- Received in excess of \$15,000 in private party donations in support of Child Welfare.
- Recipient of \$100,000 gift from a local church organization
- Received additional Child Abuse and Neglect grant awards and Adoption Incentive grant awards and funded an additional adoption position.

Adult Services Division

- Completed construction, sign off, and have full occupancy in Zephyr low income housing project.
- Expanded indigent funding resources in support of:
 - Registered Nurse who visits homebound seniors
 - Addition of 3 child welfare attorneys and support staff
 - Children's emergency shelter
 - Adult homeless shelter and winter overflow shelter in collaboration with the cities
 - Increased the Crossroads Program to 120 clients
 - Contracted with Veterans Resource Center for two Veterans Services Officers who have been fully integrated into our community and conduct weekly outreach
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- Community Health Needs Assessment sponsored by the Nevada Public Health Foundation, in collaboration with the Health District and other community partners
- Truckee Meadows Healthy Communities Conference
- Addition of Deputy Sheriff in support of transitional housing program
- Rural senior volunteers program
- Received grant in support of Behavioral Health Program, funding one full time Behavioral Health Program coordinator working on community mental health service and needs.

Technology Services

BSI - Business Solutions and Integration

- Acquisition and implementation of JustWare Defender for Public Defender and Alternate Public Defender. Included conversion of all data.
- Acquisition and implementation of Telestaff staffing solution for Washoe County Sheriff's Office.
- Upgrade to FireRMS system for Truckee Meadows Fire Protection District.
- Analysis, design and implementation of electronic weekend probable cause process for WCSO and Courts. Eliminated need for courier service.
- Regional collaboration resulting in the acquisition of an Accela Automation Regional Platform for business licensing and permitting. Regional partners include Washoe County, City of Reno, City of Sparks and Health District.
- Completion of over a dozen critical print jobs to support Assessor's and Treasurer's business processes.
- Automated import of Payments and Adjustments into Revenue Results system for Collections group.
- Design, creation and implementation of NCP Animal program to send mailers to noncompliant animal owners.
- Acquisition and initial implementation stages of the Enterprise Print Management Systems Connect application to automate customer ordering for Reprographics Department.
- Implementation and training of new Hannon Hill Content Management System and subsequent beta launch of new public facing website using the new CMS.
- Acquisition and project kickoff for implementation of "The Beast" LIMS Forensic computer system for Washoe County Sheriff's Office Crime Lab.
- Acquisition and implementation of Selectron IVR system for Registrar of Voters Office for polling place reporting during elections.
- Acquisition and implementation of VertiQ system for ME's Office to replace their aging case management system.
- Upgraded all internally created and supported Washoe County Sheriff's Office applications from MSSQL2000 to MSSQL2005 to keep database engine technology current and to prepare for new Tiburon upgrade implementation.





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- Created and implemented an automated error logging system for all internally created and supported Washoe County Sheriff's Office applications.
- Released new version of both iOS and Android Graffiti Reporting and Online Crime Reporting app for Washoe County Sheriff's Office.

EID - Enterprise Infrastructure Division

- Completed network/technology construction and high speed County connectivity for: the new Child Advocacy Center, the new Station 35, and Northwest Water Park.
- Completed Scada network segmentation and transition of fresh water sites to Truckee Meadows Water Authority.
- Completed conversion of 51 servers and associated software applications from Windows 2003 to Windows 2012.
- Completed countywide audit and cleanup of user permissions to shared data directories.
- Completed cooperative project with City of Reno which allowed dual 10Gigabit fiber links between 9th street and Downtown Reno.
- Completed internal network upgrades to Parr Blvd, Kids Kottage, Mills Lane Center, and Reno Senior Center, and fiber link upgrades to 10 Kirman Avenue and Incline Sheriff Station.
- Completed Phone conversion to VoIP at the Child Advocacy Center, Public Guardian, Northwest Library, Seniors, Treasurers, Comptrollers, Managers, and GIS.
- Completed network link improvements and security enhancements for all County library branches.
- Completed Wi-Fi upgrades at all County Libraries and Regional Public Safety Training Center.
- Completed new Wi-Fi access at all Fire Stations, Child Advocacy Center, Energy Way, and Reno and Sparks Senior Centers.
- Completed network rewiring for major remodels at 75 Court Street, Pagel Building, 9th Street Building D.
- Completed new redundant, diverse path 100MB internet link for County staff.
- Completed statewide connectivity for the Crime Lab STaCS system to provide for collecting DNA samples from statewide convicted felons.
- Responded to the major new security threat of the Shellshock vulnerability by updating Linux based systems countywide.

CES - Computer Enterprise Support Division

Field Services

- Completed the Countywide Windows 7 upgrade to replace Windows XP
- Completed vendor demos and the final selection of a new Mobility Management System: Airwatch

Imaging and Records

- Redox remediation project. Completed the inventory and inspection of 32500 rolls of Microfilm:
 - Identified 8235 rolls with redox.





- Scanned and digitized 52% of rolls with redox.

SAP Division

- Annual updates to SAP including foundational work for supporting the new Online Recruitment upgrade going live in 2015.
- Designed new SharePoint site for County intranet.
- Utilities Online Payments - Implemented online payments for Water Resources utility customers.

Treasurer

- Developed and implemented a process to streamline billing/payment for fees collected on properties owned by various governmental agencies.
- Converted to state-of-the-art Remittance Processing System which will provide better electronic management of payments and correspondence.
- Assisted with successful implementation of online electronic payment options to enhance service delivery for CSD – Water Resources and Clerk’s customers.

Truckee Meadows Fire Protection District

- Station 35 Mogul opened and resulted in decreased response times to Caughlin Ranch. This station replaced a dilapidated structure.
- The District acquired 3 new Brush Engines (Type III) and 2 new Structural Engines (Type I).
- Three new command vehicles were purchased to accommodate a 2nd Battalion Chief.
- A 2nd Command Officer (Battalion Chief) was added to the daily shift rotation. This added one Battalion Chief in the south and one in the north. This provides for improved command and control by reducing response time of the command officer and also provides improved coverage for simultaneous calls.
- The District initiated its own purchasing process and added an employee who is a certified purchaser in Nevada.
- The inaugural Kids Camp was a huge success.
- Station 30 Bowers was upgraded from a two person rescue to the three person structural engine. All stations at all locations now have the same crew size and equipment compliment.
- The District distributed over 500 smoke detectors to citizens free of charge, and assisted with the installation when necessary.
- FEMA awarded the District a SAFER grant for personal protective equipment for volunteers and a volunteer coordinator whose job function is to track compliance and coordinate fulfillment of volunteer needs.
- The District initiated discussions with District Board of Health to start open burning earlier in the season so that open burning could occur during optimal fire conditions. This increases defensible space in the community.
- The District signed an agreement with District Board of Health to allow its paramedics to dispense certain medicines and provide inoculations during national health emergencies.





WASHOE COUNTY

STATE OF THE COUNTY

2014 ACCOMPLISHMENTS



- Paramedic Joe Kammann was awarded the national honor of EMT of the year by the Veterans of Foreign Wars.
- Battalion Chief Jay Cwiak was recognized and awarded as a "Hero with Heart" by the Trauma Intervention Program of Northern Nevada.

