



County Manager Accomplishments

December 2021

A Year of Recovery AND Accomplishments





Enhanced Commissioner Support Program



Increased staffing levels for program effectiveness.



Increased Commissioner discretionary fund levels.



Revamped the Citizen's Advisory Board (CAB):

- **Broaden community discussion topics**
- **Improve local input on development plans before they reach the Planning Commission and BCC**



Implemented Zencity for data analytics and targeted citizen engagement.



Strong Financial Management

Regional Cost Share Agreements

- COVID response expenses
- Homelessness
- Alternative Care Sites
- Mask On Move On campaign

Accounting and Budget Management

- Award winning accounting, financial reporting and budgeting
- Clean independent financial audit and compliance
- Developed \$838M balanced Budget, established Homelessness Fund and expenditure review process
- Ended fiscal year 2021 with positive General Fund financial results



Strong Financial Management

Debt Management

- Successful \$9.1M Nevada Shared Radio System financing including interlocal agreements with all participating agencies,
- Implemented \$27M State Revolving Fund Loan financing for South Truckee Meadows Wastewater Reclamation Facility Project
- Achieved debt service savings through refinancing of several bond issues
- Received Moody's Aa2 stable and Standard & Poor's AA positive bond ratings

Recovery Funds

- Managed \$21M in CARES Act funds, \$7M in FEMA claims, and \$6.5M in Emergency Rental Assistance Funds
- Established regional program evaluation and fund disbursement process for \$91.6M in ARPA funds



Key Organizational Wins!

- **Established Washoe County as a sustainable flexible work environment.**
- **Successfully completed redistricting process**
- **Incline Village:**
 - **Successfully defended against WCSD legal action to avoid withholding of Incline Village payments**
 - **Property tax refund payments are underway and on schedule**
- **Developed and implemented a Short-Term Rental ordinance.**
- **Funded Affordable Housing Trust Fund.**
- **Collaborated with ARTOWN to bring a month of live performances to Rancho San Rafael.**
- **2021 Washoe Impact Awards dedicated to COVID-19 response.**

COVID-19 Response and Management





COVID-19 success stories!

- Support team for WCSD made up of ~40 WC employees.
- Allowed schools to remain open for Winter and Spring semesters.

Contact Tracing

- ### COVID help-line
- Joint venture with REMSA and WCHD.
 - Stood up in 5 days.
 - > 30,000 calls since onset of pandemic.

- COVID testing and immunization point of distribution at Livestock Events Center.
- Recognized as nationwide model of operational effectiveness.

WCHD POD's



On-Going Regional Management

Facilitated ongoing problem-solving discussions across Washoe County

Public/Private:

Children's Cabinet
WCSD
EDAWN
RTC
RSCVA
WNDD

Health:

WCHD
REMSA
Renown

Tribes:

Pyramid Lake
Paiute
Reno-Sparks
Indian Colony

Fire:

City of Reno
City of Sparks
Truckee Meadows

Public Safety:

City of Reno PD
City of Sparks PD
Sheriff's Office

Washoe County Strategic Plan





Moving the Strategic Plan *FORWARD!*

Fiscal
Sustainability

Economic
Impacts

Vulnerable
Populations

Innovative
Services



Moving the Strategic Plan *FORWARD*

Fiscal Sustainability

- Updated WCSO crime lab interlocal agreement with the City of Reno to more fully recover operating costs.
- Updated homeless services interlocal agreement with the City of Reno and the City of Sparks.
- Dedicated ARPA funds management team focused on one time costs where possible.
- Regional P25 radio system implementation continues on track for completion by 2026.
- Fiscal stability from immediate impacts of COVID-19 restored through fiscal teams.



Moving the Strategic Plan *FORWARD*

Economic Impacts

- Continued public health response and recovery focused on minimizing economic impacts:
 - Unemployment and statewide gaming revenues back at pre-pandemic levels.
- Master Plan update continues with regional collaboration with a focus on North Valleys.
- Storm and flood water mitigation needs identified.



Moving the Strategic Plan *FORWARD*

Vulnerable Populations

- Established Washoe County as the lead agency for the provision of homeless services in the region.
- CARES Campus – 9/1/2021 WC assumed operational control with initial regional investment of \$17M.
- Fundraising for Phase II (\$38M) and Phase III.
- Safe Camp – opened July 2021 with increased investment in infrastructure on the way.
- Our Place – expanded services and infrastructure.
- Launched regional dashboard on washoecounty.gov.



Regional Dashboard

Shelter Census

Summary

Total Beds

Cares Campus

Safe Camp

Our Place

Total Filled Beds



Total Beds

Total Empty Beds: 30

Updated on Wednesday November 10, 2021.

Cares Campus Filled Beds

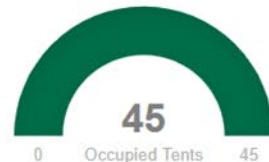


Cares Campus Emergency Shelter

Total Empty Beds: 20

Updated on Wednesday November 10, 2021.

Safe Camp Tents Occupied

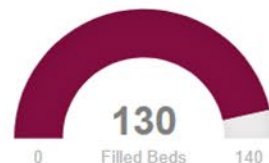


Cares Campus Safe Camp

Total Empty Tents: 0

Updated on Wednesday November 10, 2021.

Our Place Filled Beds



Our Place

10 Total Empty Beds

10 Empty Beds for Women

0 Empty Rooms for Families

Updated on Wednesday November 10, 2021.



Moving the Strategic Plan *FORWARD*

Innovative Services

Technology:

- Upgraded technology infrastructure to support teleworking.
- Initiated Technology Planning with departments focused on improving the customer experience and reducing costs.
- Vonage phone system for improved reporting and remote capability.
- Completed .GOV domain name conversion.

Community Engagement:

- Redesigned CAB program.
- Launched Commissioner Support Program.

Employee Development:

- HR focus on Training – three tier approach – executive leadership, future leaders and employee growth.
- Engagement through Diversity, Equity and Inclusion → foster a culture of belonging at Washoe County.

Awards





Washoe County is only 1 out of 43 and only 1 of 17 counties in the US to receive consecutive accreditation.



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



Public Relations Society of America
Communication Awards

Tami Cummings – Internal Comms

Nancy Leuenhagen – Lifetime Achievement

Scott Oxarart – External & Crisis Comms



Hope • Strength • Life

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.



Tammi Davis / WC Treasurer
Participatory Community Service



Community Service Award –
Commissioner
Kitty Jung
County Manager
Eric Brown

The Year Ahead 2022





Continued Recovery And Expansion

Citizen Experience

- Embrace technology for service delivery enhancements.
- Improve staff responsiveness to constituent needs.
- Citizen Academy program.
- 2022 Primary and General Election.
- Rural broadband expansion.
- Wastewater planning.

Employee Experience

- Employee professional development.
- Update employee association agreements.
- Implementation of Technology solutions at the department level.
- Employee wellness center.
- Workplace of the Future planning.

Financial & Regional Collaboration

- Leverage ARPA, Federal and State funds to improve Washoe County pandemic recovery efforts.
- Complete transition of Homeless Services.
- FEMA Regional Exercise in Maryland.
- Cost saving ROI for technology investments.



2022 Key Goals

- **Successfully renew employee association agreements**
- **Continue to improve staff responsiveness to constituent and Commissioner requests**
- **Complete transition of Housing and Homeless Services from Reno/Sparks interlocal agreement**
- **Improve WC development planning and permitting process**
- **Strengthen BDR development**
- **ARPA Administration**
- **Strengthen and expand Commissioner support program**

Thank you

Questions/Comments?

