



*The following is a list of accomplishments from Washoe County departments and agencies during 2013.*

### Alternate Public Defender

- **CASES:** In Fiscal Year 12-13, we received 1,900 cases from the Public Defender's Office. We opened 1,000 of those, including 40 Class A felonies, which are felonies that carry a life sentence. In covering those cases, the 8 attorneys made more than 3,000 court appearances and completed four trials. The numbers are trending up this year, and we expect to see an increased case load in FY 13-14.
- **STAFF:** Two lawyers left the office in 2013, including Mike Mahaffey, who left this office after dedicating thirty years to public service in this office and the District Attorney's Office. In addition to the 14 full-time positions, our office is aided with some fantastic volunteers, including a gifted and talented high school student, a former county employee, and a licensed attorney.
- **CASE MANAGEMENT SYSTEM:** Since this office was started, in 2007, we have used Managed Record Systems (MRS) as a case management system. However, because Tech Services was no longer going to be able to support it, we started the process to transition to JUSTWARE. We should have the new system up and in place by March of 2014 as the result of the hard work of staff here and in Tech Services.
- **MISCELLANEOUS:** The APD staff has numerous social events during the year, including potlucks, an Annual APD BBQ Bash (complete with a bounce house for the kids!), a Holiday Dinner, and Christmas Caroling through the Courthouse.

### Alternative Sentencing

- The departments House Arrest program has diverted 6653 jail days at a cost savings of \$731,830.
- Initiated a Citation Warrant Resolution "Pilot" Program with the Reno Justice Courts'. 70% of the individual contacted have returned to compliance status with their payment obligations. No arrest, No impact on jail bed days.
- Recidivism 11.72%
- Conducted several informational/outreach programs at University of Nevada Reno, Truckee Meadows Community College and local High Schools.
- Conducted over 12,700 alcohol and drug test resulting in 168 arrest.
- Utilized a Reserve Force (sworn peace officers) approx 400 hours at no cost to WCDAS.

### Clerk

- The Clerk's Office issued 8,316 marriage licenses in 2013.

### Community Services

- Implemented the 2012 building code series in conjunction with other local building departments.
- Completed the following projects for the benefit of residents:
  - Fire ecosystem restoration projects
  - Verdi Ponds at the Crystal Peak Park
  - Bowers Pool Rehabilitation and re-opening
  - North Valleys Water Play Park
  - Modifications to the headworks at the South Truckee Meadows Water Reclamation Facility
  - Sparks Justice Court Renovation



- Approximately \$5,000,000 in infrastructure preservation projects for roadways, parks, buildings, and water/sewer infrastructure.
- Entered into the Lake Tahoe Total Maximum Daily Load Agreement with the State of Nevada Department of Environmental Protection.
- Equipment Services achieved the Blue Seal certification from the National Institute of Automotive Service Excellence (ASE) for the sixth straight year.
- Volunteerism for County Parks grew 15% from 2012 to 21,153 hours in 2013.
- Updated changes to the County's Administrative Enforcement Ordinance with continued de-criminalization of nuisance, land use, and licensing codes as well as a streamlined process for administrative hearings.

## County Manager

### *Administration*

In support of the Board of County Commissioners (BCC):

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

### *Community Relations*

#### **Outreach and Events – Supporting Strategic Objective # 4 *Public Participation, Open Transparent***

##### ***Communication:***

- Produced/wrote 223 news releases and media advisories and disseminated them to media outlets, CABs and cMail lists. 88 percent of the releases received media coverage.
- Received more than 10.6 million viewers (Nielsen TV ratings/TV eyes media monitoring) for Washoe County-generated media coverage with a publicity value of \$645,085.
- Re-launched Washoe County's Citizen Advisory Board program, which currently supports 6 CABs and the production of a quarterly newsletter for Sun Valley residents
- Organized 36 events, community forums and special meetings in 2013 including AB 46 workshops, Countywide events, Commissioner Forums, etc.

##### **Community Feedback Supporting Strategic Objective #3 *Safe, Secure Healthy Communities:***

- Conducted the 2013 Citizen Survey with Info Search. 86 percent of citizens surveyed reported that Washoe County is a good or better place to live, 74 percent indicated they have a good or better sense of safety in Washoe County and 81 percent reported they have a good or better sense of safety in their respective neighborhoods.

##### **Community Assistance - Supporting Strategic Objective # 4 *Public Participation, Open Transparent***

##### ***Communication:***

- Front desk staff handled 2,046 citizen calls and emails and responded to 1,132 RequestTracker email/tickets submitted from citizens through the Washoe County website and 152 Webteam requests from the public

**Web Projects – Supporting Strategic Objective # 4 *Public Participation, Open Transparent Communication*:**

- In coordination with Technology Services, kicked off projects to:
  - Redesign Washoe County’s website to be a more effective, easy-to-navigate resource for the community
  - Implement a new web content management system to replace existing software that was created in-house over a decade ago

**Social Media**

- 85% growth in social media likes/followers in 2013, which led to surpassing our social media growth goal by 12%
- Wrote/generated 587 tweets
- Ended the year with more than 3,500 likes/followers on Facebook/Twitter

***Emergency Management***

- During calendar year 2013, the Regional Emergency Operations Center (REOC) hosted 277 training and exercise events involving attendance from 5881 public safety officials, first responders, business owners, and volunteers from throughout the County.
- Providing leadership in a region-wide public warning and information project to refine how Washoe County interacts with citizens to inform them regarding preparedness actions, and communicates in times of crisis. This resulted in new Emergency Alert System (EAS) hardware and software, and a comprehensive regional public warning plan.
- Organizing and supporting the Washoe County School District in conducting a region- wide exercise for School disaster recovery. The 6-month exercise series, known as Urgent Solidarity, involved an earthquake scenario, table top exercise, functional exercise, assisting first responders to conduct drills, and concluded with a full-scale exercise involving over
  - 500 first responders and public safety officials in multiple county locations.
  - Developing an overarching regional Emergency Management strategic plan, finalizing initial Department Continuity (COOP) plans, and upgrading the Regional Emergency Operations Center (REOC) technology.
  - 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 began an outreach to the Deaf and Hard of Hearing (DH/H) to provide special smoke detectors to children and the elderly.
  - Managing 20 emergency management grants totaling \$1,734,952 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.

**District Attorney**

- Criminal Division
  - Won 87% of trials, 95% of appeals, and 98% of post-convictions
  - Installed new case management system: JustWare; department paid for a portion of the system and most of the computer refresh needed.
- Notable Convictions



- Convictions for Ernesto Gonzalez, Cesar Villagrana, and Gary Rudnick in connection to the killing of Jeffrey Pettigrew (Hells Angels case).
- Thomas Brant received life for murder of Kimberly Seaton.
- Donald Jackson received life for murder of 1 year old Jayden Marion.
- Salvador Rico-Rivas sentenced to 20 years for murdering his wife Marisol Galinda-Rico.
- Shaunna Dodd received life for the murder of Brad Dodd.
- The Fraud Check Program collected \$230,608 in restitution for victims of bad checks
- CARES/SART program
  - Developing a Child Advocacy Center: raised funds from local foundations and grants for remodel of McGee Center plus the necessary furniture and equipment.
  - Debbi Robison, CARES SART Medical Coordinator passed her SANE P certification.
  - Dr. Cathy Wagoner passed her certification test for Child Neglect and Abuse. Our other pediatrician, Dr. Kristi MacLeod, is already certified. We have the only two certified pediatricians in Nevada.
- Civil Division
  - \$231,749 Guardian’s costs awarded to General Fund
  - Purchased new case management system: JustWare; department paid for system.
- Child Welfare Division
  - 127 Abused or neglected children freed to be adopted into new homes
- Family Support Division
  - \$26,229,096 collected in child support
  - 7,650 cases in the office
  - 100% of case files scanned – no paper files – Attorneys go to Court “paperless”
  - 100% on nearly all categories of the FY2013 audit:

Case Closure	100%
Establishment of Paternity and Support Orders	96.67%
Enforcement of Orders	100%
Disbursement of Collections	100%
Securing and Enforcing Medical Support Orders	100%
Review & Adjustment	100%
Intergovernmental Services	100%
Expedited Processes	100%

- 28 new employees, all without a glitch
- 11 interns, externs, and volunteers provided 1875 volunteer hours.
- The office and our personnel have given back to the community through support of many local programs, including:
  - Reno Rodeo, Denim Drive
  - Northern Nevada Food Bank
  - Boys and Girls Club
  - Cookie Party for C.A.C.
  - Aly’s Prom Closet
  - Safe and Healthy Homes
  - CASA
  - Mt. Rose Elementary School
  - 4th Street Christmas on the Corridor
  - Salvation Army Bell Ringing



## District Courts

- Refer to the Supreme Court's Annual Report to gather information about the District Court's accomplishments

## Finance

- The Finance Department received awards for excellence over the past year from the Government Finance Officers Association for the Comprehensive Annual Financial Review (CAFR), the Public Annual Financial Report (PAFR), and the Budget Book. All of these awards are based on a number of reporting and presentation criteria.
- The Purchasing Division earned the Achievement of Excellence in Procurement from the National Procurement Institute based on criteria including professionalism and innovation in Purchasing.

## Health District

- Responded to a multi-state Hepatitis A Outbreak. Contacted hundreds of individuals who consumed the contaminated product and administered prophylaxis to prevent the disease.
- Responded to investigate and control Norovirus Outbreaks occurring in school and childcare facilities.
- Added capacity to dispense vaccines or medications to an additional 50,000 individuals or families in event of emergency through agreements for private points of dispensing (PODs) in the community.
- Received national recognition for innovative improvements to the Health District clinical management system, which enhanced the quality of electronic medical records.
- Monitored pollution from the American and Rim fires, informing the public of pollution levels and actions to protect their health.
- Issued a federal air pollution control permit for a natural gas fired power plant to support the technology park development in the East Truckee River Canyon.
- Provided oversight and prevented any food-borne illness outbreaks from occurring at the regions numerous special events.

## Human Resources

### HR-Benefits

- Health benefits enrollment/change processes saw increased efficiency through an online implementation, making all employee transactions electronic, saving paper and processing time.
- Health Benefits provides a diverse blend of employee benefits to support our engaged valuable workforce as they work together to provide a safe, secure, and healthy community.

### Recruitment

- Washoe County continues to be an employer of choice in our region as demonstrated by the high number of applications received for position openings. Following last year's (FY 2012-2013) five year high, recruitment and selection activity continues to be strong with 242 requisitions submitted to fill vacancies resulting in 84 recruitments/lists, and 5868 applications received and screened for minimum qualifications from July 1, 2013 to December 31, 2013. FY 2012-2013 stats were: 420 requisitions; 179 recruitments/lists; and 9338 applications received.

### Labor

- Agreements reached with nine Employee Association Groups for FY13/14.



## Justice Courts

- Please refer to the Supreme Court's Annual Report for Sparks Justice Court accomplishments.

## Juvenile Services

- Maintained collaborative with the University of Nevada, Reno which provided undergraduate and graduate level interns, psychiatric fellows and medical consultation.
- In 2013, 729 victims were served by the Victim Services Coordinator and \$42,581.03 was paid to victims of juvenile delinquency.
- Maintained collaborative with the Regional Gang Unit to provide probation supervision, intervention and suppression strategies for gang involved youth to support Safe and Healthy Communities.
- Maintained a safe and secure juvenile detention center meeting State and County requirements for licensure and certification.
- Developed community-based services to serve at-risk youth with intense mental health needs.
- Participated in Project One under the direction of the 2nd Judicial Court and the National Council of Juvenile and Family Court Judges.
- Continued implementation of the Pueblo Project whose goal is to provide culturally sensitive interventions to Latino youth and their families.
- In 2013, 19,103 man hours were provided by youthful offenders to Washoe County Parks through graffiti abatement and recreational park beautification. Revenue generated was \$22,050.



## Library

- The Library benefited from 13,408 hours of service donated by volunteers.
- Nearly 2,500 individuals and families filed their taxes at their local libraries through partnerships with IRS Certified Volunteer Preparers from AARP and Volunteer Income Tax Assistance Programs.
- Patrons borrowed nearly 2.1 million items and used library computers over a quarter of a million times (252,220)
- 94,774 individuals attended library programs, including 28,759 who used libraries for Early Voting or Election Day voting
- Computer class attendance: Downtown Reno--71 classes and 786 attendees, Sparks--16 classes and 117 attendees; grand total of 87 classes and 903 attendees
- The Friends of Washoe County Library donated \$114,600 to the Library in 2013.
- The Library received a Library Services and Technology Act grant to purchase fax/scan machines for public use. With an investment under \$3,000, an average of 90 patrons per week are sending faxes or scanning documents onto flash drives.



- Through a generous family donation, the Sparks meeting room was remodeled and now offers:
  - A separate exterior exit and the ability for community groups to hold meetings after the library closes
  - Almost 1/3 more usable multipurpose space, plus a portable stage
  - Integrated audio/visual equipment
  - Projection paint on one wall, eliminating the need for set-up and take-down of projection screens
  - Greatly improved lighting; and
  - A new sink and cabinet for refreshments and family craft projects
- The Downtown Reno Library was added to the National Register of Historic Places

### Medical Examiner/Coroner

- The Washoe County Medical Examiner's Office embarked upon the planning and design phases for the New Washoe County Regional Medical Examiner's Building Project, meeting with local architects, County planners and engineers and specialty architect firms for the purpose of creating a "state of the art" Medical Examiner facility to serve Washoe County and up to 18 other counties throughout northern Nevada and northeastern California.
  - The New Medical Examiner's facility is the first within Washoe County developed as a "CMAR" (Construction Manager at Risk) project and will also consider LEED (Leadership in Energy and Environmental Design) concepts.
  - As such, the Medical Examiner's New Building is a landmark project for Washoe County, to be celebrated by the community and all of Northern Nevada.
  - The new project most definitely supports and promotes Washoe County's strategic objectives for Economic Development and coincides with the Washoe County Medical Examiner's Office vision of "Scientifically sound and consistently compassionate death investigation as a community standard"!
- The Washoe County Medical Examiner's Office handled an unprecedented 3,499 death investigations during 2014, including:
  - Approximately 500 autopsies,
  - Approximately 400 medical examinations,
  - More than 400 high level consultations,
  - (and) MANY other scene responses and case investigations
  - While maintaining budget efficiencies, producing the "lowest ever" cost per case rate.
- The Washoe County Medical Examiner's Office was awarded back one additional full time Investigator/Technologist -
  - Increasing the total number of full time employees to 14 as of October, 2014.
- The Washoe County Medical Examiner's Office provided POST certified training to Deputy Coroners from many northern Nevada counties.
  - The Office provided 40 hour work week - "hands on, boots on the ground, in house" training to law enforcement Officers from Douglas, Elko, Carson City, and many other agencies for which Washoe County conduct case examinations.
  - The Office continues to receive requests (weekly) from law enforcement agencies that pursue this training, and anticipates accommodating many more of these requests as time permits.
- The Washoe County Medical Examiner's Office developed a plan, training workshops and functional exercises to develop:
  - The Northern Nevada Disaster Victim Recovery Team.
  - These trainings and Team development have received valued support from grant funding through partnerships with the Washoe County Department of Health and the State of Nevada.



- This group of experts will ultimately be certified and able to respond on behalf of the Medical Examiner during multiple fatality “events” such as were most recently endured by the community in the Sparks Middle School Shootings and the Physician’s Office Active Shooter incident.
- Team development is based partly upon “lessons learned” from other mass fatality events including the Reno Air Races Crash, the IHOP shootings and the Amtrak Train vs. Semi Truck Collision of 2011.
- The Washoe County Medical Examiner’s Office continues to retain and hire –
  - Highly qualified, diverse, and excellent employees.
  - All staff members are fully trained in Death Scene Investigations and Autopsy and Evidence (Forensic) Examinations.
  - Dual training establishes an exceptional ability to respond to, examine, and provide final disposition for cases.
  - Expertise within the Office includes: criminal justice graduates, fire fighters, physicians, paramedics, detectives, administrative services experts, medical transcribers, emergency room/trauma technicians, pediatric/trauma technicians, public health study graduates, and forensic odontologists (among others)!

## Public Administrator

- Distributed more than \$1.5 million to heirs of estates.

## Public Defender

- Conducted 46,128 court appearances on behalf of persons represented by the Public Defender’s Office.
- Sponsored 17 CLE programs, allowing attorneys to achieve over 390 hours of mandatory legal education credits. The CLE programs featured both public and private attorney presenters and has helped reduce travel and training expenses for the office.
- Recruited and managed interns/volunteers who logged 3,245 hours of assistance in 2013.
- The Family Court Division conducted trainings throughout the community including training of law enforcement CIT officers training of CASA volunteers.
- Continued an externship program with the University of Nevada's School of Social Work, becoming one of the top 3 requested placement for students. As a result of this partnership, the office has been asked to help develop a forensic social work curriculum for the university.
- Collaborated with the TMCC Paralegal program and secured two formal internships.
- Launched an internet based Wiki-page Practitioner’s Guide for immigration consequences of Nevada criminal conviction (first Wiki-page version the United States)
- Increased use of desktop video visiting with inmates at the jail.
- Presented 20+ programs to schools and other organizations, educating the public as to their rights and duties related to the criminal justice system.
- Helped craft legislation for the establishment of a Community Court Pilot Program in Washoe County, allowing non-violent misdemeanors to access social services and treatment resources and provide community service as a basis to have charge dismissed. Worked with Social Services and Reno Justice Court to stand up program.
- Presented GideonAt50 Celebration, highlighting the US Supreme Court case requiring the appointment of counsel for felony charges, with several guest speakers, including Senator Richard Bryan.

## Public Guardian

- Family Guardianship Training performed quarterly





- All wards (approx. 200) adopted and received Christmas Gifts donated by Home Instead, Sertoma Club, The Bridge Baptist Church
- County Food Drive winners with only 15 employees
- Washoe County Public Guardian noted in Utah Law Review article A Call For Standards by Karen E Boxx and Terry W. Hammond as “arguably one of the model guardianship offices in the United States.”
- Utilize Social Work Interns
- Provided community training on guardianships to various agencies

### Recorder

- Business workflow modification resulting in improved customer service and reduced mailing expenses. Previously, documents were recorded and then sent through the back office for remaining workflow steps before being mailed back to the customer. This workflow change allows the documents to be scanned and handed back to the customer while they are at the counter.
- Electronic recording. The Washoe County Recorder was one of the first 10 counties in the U.S. to adopt eRecording as a business model. We currently record nearly 60% of all recording in this manner. We are looking at government-to-government (G2G) applications that would allow us to increase the eRecording level to nearly 70%.
- Fiche to film. Permanent preservation of the Official Records is accomplished via microfilm with a life expectancy (LE) of approximately 1,000 years. In the past this was done to microfiche format and is now being done to microfilm roll format resulting in significant savings in both labor and materials.
- Centralized printing. We have removed numerous desktop printers throughout the office and replaced them with two strategically located networked copiers.

### Registrar of Voters

- Two of our largest database updating projects in years
  - Removed over 16,000 voters who have been inactive for more than 2 election cycles
  - Sent mailings to over 45,000 voters whose addresses have been changed with DMV or the Postal Service. We have begun receiving information thru an organized program with seven other states (known as ERIC) whereby voter registration information is shared. These two projects have resulted in reducing our active registration rolls by approximately 30,000 voters. This results in a savings of approximately \$38,000 per election because we are not sending Sample Ballots to addresses that we know are no longer valid.
- On-Line Pollworker Training
  - We are nearing completion of an on-line interactive training system that will supplement our required in-person training of each and every pollworker (approx. 750 people). Each pollworker will have a log-in code that will present that person with the materials that relate to the job he/she is assigned to do. There are reviews and tests after each section of the training that our office will be able to review to determine a person’s “fitness for duty”. This will also enable prospective pollworkers to review what types of tasks they will be asked to perform if they choose to work at the polls. There will be no surprises when they attend their training classes and will allow for a more meaningful exchange of information in person. We believe this program will help us to have better trained and more knowledgeable representatives of Washoe County at the polls.
  - There is now a staff member dedicated to pollworker training. We will have all training sessions in our office allowing for smaller classes and more hands-on activities during classes.



- Physical layout of office changed to allow temp pool to be up front with permanent staff. Much more efficient use of time as their supervisor is now stationed next to this area. Our temporary staff will not have to travel all over the office looking for help when they need it. Our hope is that this will help reduce the number of temporary employees we need to hire because they'll spend less time looking for assistance when they need it.
- Redesign and consolidation of many of the forms that go out to the polling place will allow for fewer forms, less confusion and less for voters to fill out to update their records
- Voter information printed on the back of Sample Ballot will now contain a small map that should help voters find the location of their assigned polling place much quicker and easier

### Senior Services

- Completed the Master Plan for Aging Services to help Washoe County prepare as the community becomes older
- New grant funding for programs that support "aging in place", including "Money Follows the Person" and "Medicare Improvements Program"
- Opened the Veterans in Need of Services Program, because every day is Veterans Day.
- Opened Cold Springs Congregate Meal Site, where the population of seniors is growing the fastest
- Providing Home Delivered Meals to home bound seniors in Incline Village
- Providing 2nd Home Delivered Meal to homebound seniors, County-wide
- New Medicaid contract for DayBreak Adult Day Health to keep nursing home eligible seniors in their homes
- Collaboration with Social Services for a veterans services office, home health nurse, medication management and other services to assist seniors and indigent adults.
- Completed Security Plan for Washoe County Senior Center to increase safety of clients and employees

### Sheriff

- The RAVEN Program received "Carding" in 2013 from both the U. S. Bureau of Land Management and the U. S. Department of Forestry; the "Carding" authorizes RAVEN to participate in fire suppression activities in the respective property.
- The Forensic Science Department established a Strategic Goal for FY 13/14 to reduce the greater than 90-day backlog of evidence processed for all area law enforcement agencies. As of the December 31, 2013, the goal was met in five of the seven evidentiary categories. This achievement contributes to the safety of the community.
- Washoe County Sheriff's Office is participating with the District Attorney's Office, Child Protective Services, CARES/SART medical personnel and other law enforcement agencies in the remodel of the Child Advocacy Center. The objective is to reduce the demands on the child victims while meeting the demands of the various agencies involved.
- Washoe County Sheriff's Office, Regional Animal Services implemented two vigorous campaigns, Free Micro Chipping and Waive Late License Fee, to increase the number of animals that are micro chipped and licensed. The number of micro chipped animals was increased by 351% and the number of licensed animals increased by 10%. These campaigns increase the safety of the community and increase the return rate of animals to their owners without having to admit the animals into the shelter.
- The Sheriff's Office in cooperation with the Reno Sparks Corridor Business Association provided collected clothing, food, school supplies, blankets, hygiene products, toys and time for 700 children. These under-privileged children were given the opportunity to meet Santa, hang out with the UNR Mascot and experience the Christmas spirit.



- The Washoe County Sheriff's Office, Alternatives to Incarceration Unit, planned, organized and coordinated the Community Graffiti Clean Up Day. The Clean-Up Day removed 531 bags of trash, 46 homeless camps and 71 hazardous items including posts, rebar, pipes, appliance, etc. All of the work was accomplished with volunteers.

## Social Services

### *Adult Services*

- Expanded indigent supportive housing capacity at Crossroads to 98 clients; at 60 clients the estimated savings to the community exceeded \$4 million a year;
- Collaborated with the courts in pre-trial services and Mental Health Court by assigning two Eligibility Workers at the court to assist with information and referrals as well as eligibility for programs through the Affordable Care Act. The goal is to increase compliance with the courts and reduce recidivism;
- Partnered with the new Community Court by assigning a Social Worker to the court to perform assessments and case management, the goal is early intervention to once again prevent recidivism and assist these clients with taking a different path;
- Expanded the Home Delivered Meal Program to indigent adults as part of the Human Services Agency collaboration to clients who had previously only had the means to eat one meal a day, thus providing food security to 150 seniors;
- Contracted for 2 Veterans Services Officers to support Washoe County Human Services and programming to support veterans. (BCC approval anticipated in February 2014)

### *Children's Services*

- Implemented a pilot project designed to enhance a biological parent's skill in interacting with their very young children utilizing foster parents as a support system. Preliminary results are very exciting including quick movement to unsupervised visits (safely) and increased satisfaction between foster and biological parents towards increased reunification;
- 105 adoptions were finalized in 2013 and the Adoption special needs rate was reduced from \$20,000 to \$18,000 per year
- Recognized as Agency of the year by the Human Services Network for efforts and services to the indigent population;
- Reduced the average total length of stay for all children in custody by approximately 5 months and reunified 215 children safely with parents over an average timeframe of 8 months;
- Implemented of Quality Parenting Initiative, an exciting and innovative approach to recruiting, training, and retaining foster parents in partnership with the Youth Law Center on a national best practice model to improve the quality of care for children in the custody of the Department.

## Technology Services

- Helped enable electronic case management and data integration with new JustWare software implementation at the District Attorney's Office.
- Swapped out 60% of County's personal computer and laptop fleet and rolled out hardware with Windows 7. Remaining 40% targeted to be done by mid-April 2014.
- Completed mobility strategy to lay the roadmap for mobile device usage for the County.
- Eliminated paper, created electronic workflow, enabled quicker encumbrance reporting and saved money via rebates through the rollout out of improved procurement card processes across the County.
- Installed new or updated wireless to 15 County buildings.



- Coordinated pictometry flights and validated data. The images from pictometry are some of the most sought after as far as our GIS customer base.
- Led proposal and selection process for Regional Permits and Business Licensing Platform. Partnered with Reno, Sparks and Health to develop a business case that our governing bodies approved to move forward for contract negotiations with the selected vendor, an interlocal agreement, financing options and a possible technology recovery fee.
- Completed a film inventory to assess redox contamination – assessed 34,500 rolls of film! Began process to remediate where possible and scope out future technology roadmap to move us to a more digital environment where redox cannot disease film.
- Simplified our annual review form and process via a re-engineering of SAP Performance Management.
- Worked with regional partners to sustain uninterrupted dispatch services after several direct lightning strikes to the communications operations hub.
- Implemented Assessor solution to improve the ability to value real property parcels, integrate information for real and personal property, use electronic workflows and more easily do audit tracking.
- Increased redundancy and reliability by installing redundant 911 circuits for Washoe, Reno and Sparks public safety answering points (PSAPs).
- Implemented full technology infrastructure to enable operations at new Truckee River Flood Management location and Social Services Gould Street.
- Public release to Apple’s App Store of Sheriff’s Office application to do inmate search, report graffiti, submit online reports and sign-up for newsletters.
- Implemented voice over internet protocol (VoIP) technology at HR, Assessor’s, Flood, Recorder’s, Voter’s, Reprographics, Technology Services, Adult Services and Health.

### Treasurer

- Completed the refund of \$44,820,087 in taxes and interest to over 8,700 property owners at Incline Village.

### Truckee Meadows Fire Protection District

- Created a model for financial sustainability which enabled all of its fire stations to remain open during the "Great Recession."
- Responded to 7,913 emergency response calls in 2013 broken down by the following incident types:

<b>Fire</b>	300
<b>Rupture/Explosion</b>	15
<b>EMS/Rescue</b>	5,100
<b>Hazardous Condition</b>	146
<b>Service Call</b>	425
<b>Good Intent</b>	1,593
<b>False Call</b>	319
<b>Severe Weather</b>	5
<b>Other</b>	10
<b>Total</b>	<b>7,913</b>