



## MEMORANDUM

DATE: April 28, 2026

TO: Don Mial, Wake County Board of Commissioners Chair

FROM: Becky Pezzoni, CRM, Enterprise Records Manager

SUBJECT: Wake County's Records Management Program Update

### **Background**

The State Archives of North Carolina advises counties to report on records management activities to the governing body on an annual basis. The purpose of such a report is to make the Board of Commissioners aware of significant records destruction activity, and to record such information into the minutes of the Board.

Wake County implemented an Enterprise Records Management Program in January 2017. The program has been growing and making progress since that time and is now implementing the practice of annual reporting to the Board of Commissioners via an annual memorandum to the Chair of the Board.

Managing the records of the county encompasses the entire lifecycle of records, from their creation, through active and inactive records management, and then ultimately in reviewing and destroying when such records have moved beyond their required retention time, as required by the Wake County Records Management Policy (developed and approved with the County Attorney's Office) and the twelve associated Records Retention and Disposition Schedules published by the North Carolina Department of Natural and Cultural Resources. Records Custodians and creators throughout the county demonstrate compliance with state law and county policy by carrying out records retention reviews and destruction.

Wake County's Records Management program supports the Board's Foundations of Service Goal 2: Increase overall employee satisfaction to 90% by 2029. Records disposition improves efficiency and service delivery by reducing the physical and electronic footprints consumed by expired records and also reduces cost and risk for the County.

### **Standard Practice**

The Records Review process includes obtaining clearance from the County Attorney's office and Internal Audit for any ongoing or pending litigations, audits, or inspections, protecting critical records from premature destruction. The Enterprise Records Management Team ("ERM") would like to commend Records Custodians and Records Champions, and all staff who work diligently to manage records of the County responsibly and transparently.

### Annual Report for January through December 2025

This information will be shared with the board annually. As of December 31, 2025, destruction of records in physical and electronic format have been as follows:

Records Destruction 2025	Format of Records		
	Boxes of Paper	Databases	Electronic Records
Board of Elections	1,256		
Fire Services and Emergency Management	3		354
General Services Administration	34		
Social Services		14	67,806,902
Tax Administration	2	3	29,189
<b>Grand Total</b>	<b>1,295</b>	<b>17</b>	<b>67,836,445</b>

#### Highlights of these destruction activities:

- The **Board of Elections** consistently conducts timely reviews and destruction of expired rosters, ballots, applications, and voter records in full compliance with Local, State, and Federal regulations.
- The **General Services Administration** is preparing for an upcoming facility relocation by systematically purging operational records that have met their retention requirements, including daily security reports, facilities maintenance files, and public safety inspection and testing records.
- **Social Services** continued reviewing 14 additional retired Lotus Notes databases containing sensitive client information, supporting the full decommissioning of the Notes platform, which was used countywide from 2009 to 2019.

In addition to the destruction of records regardless of their format, Enterprise Records Management led a major digitization initiative to support Child Welfare's transition to electronic case management systems. Using an American Rescue Plan Act (ARPA) grant, the team converted 669 boxes of legacy paper case files into more than one million digital images, representing 46,000 electronic records from 19,000 cases. Although these records cannot be destroyed at this time, digitizing them greatly improves staff access and safety, enhances records protection, and positions DSS for future renovations of the Swinburne Building.

## Coordinated Entry Access Sites and Drop-In Shelters

Purpose: Show how eligible households enter CE, receive housing problem solving, and are enrolled, assessed and placed on the appropriate *Queues* within HMIS. This is a provider-facing document only; not intended for clients.

<b>Eligibility</b>	Category 1 & 4 Homeless & Wake County connection
<b>Prioritization</b>	Length of Time Homeless, Chronic and disability status
<b>Access</b>	Access Sites, Drop-in Shelters, Emergency Shelters, Street Outreach and other CE participating partners
<b>Assessment</b>	CE Enrollment & CE Assessment
<b>Referral</b>	Community Queue

### Step 1: Pre-Screening & Immediate Needs Response

Access sites must complete a pre-screening with all individuals and families seeking assistance.

Pre-screening includes:

- Immediate housing problem solving
- Connection to basic needs resources, such as:
  - Day centers
  - Drop in shelters
  - Other emergency basic needs services

If, after pre-screening, the household meets HUD Category 1 or Category 4 homelessness, proceed with CE enrollment and assessment.

### Step 2: CE Enrollment/Assessment and Community Queue Placement

- Community members are added to the Community Queue in HMIS at the time of CE enrollment
- All CE access sites should:
  - Complete CE enrollments and assessments
  - Add Community members directly to the Community Queue (Shelter/Street Outreach)
- Community members should not be sent to other agencies solely to be placed on the queue

### Referral and Matching Process

#### Referrals

- Providers must not submit direct referrals to specific programs through HMIS.
- Matches from the Community Queue are issued only when CE staff receive a confirmed vacancy from a shelter provider.

CE team responsibilities:

- Monitor vacancies reported by providers
- Issue referrals based on:
  - CE enrollment status
  - Position on the Community Queue
  - Case conferencing