

Item Title: Recognition of Recent Awards

Specific Action Requested:

That the Board of Commissioners recognizes recent award winners.

Item Summary:

2022 NACo Achievement Awards

The National Association of Counties (NACo) has announced the winners for the [2022 Achievement Awards](#), which recognize innovative programs in county government.

This year, NACo recognized 844 entries from counties and state associations in 28 states, and four Wake County initiatives were selected for this national recognition.

Children and Youth Category

Child Welfare Father Engagement Services (Health and Human Services)

While the involvement of fathers is critical to a child's development and growth, child welfare agencies have historically been primarily focused on engaging mothers to ensure the permanency, safety and well-being of the children they serve.

In 2020, the Wake County Health and Human Services Child Welfare Division developed the Father Engagement Service model to provide culturally relevant, father-friendly services aimed at increasing reunification rates between fathers and their children, promoting self-sufficiency among fathers and spurring the engagement of fathers in the lives of their children.

Since the program's inception, Wake County has increased the number of fathers engaging in services and the rate of reunification with their children, as well as grant revenue and community partnerships.

Human Services

Best Babies Zone (Health and Human Services)

The Best Babies Zone initiative is a place-based, community-driven effort to reduce racial inequities in infant mortality and birth outcomes. The program's goal is to connect and mobilize community residents and organizational partners to address the social, structural and economic determinants of health and promote health equity.

While facing the COVID-19 pandemic, the Best Babies Zone program created sustainable partnerships with community organizations to target populations in two specific ZIP codes. They collaborated to address safe sleep environments and provided nearly 200 families in Southeast Raleigh with free portable cribs for infants. They also worked to close the gap in internet connectivity and provide more than 300 families with PPE, food, clothing, prenatal and postpartum education, and safety-approved baby items, as well as resources related to employment, housing and transportation.

Health

Online Reporting of Septic System Malfunctions Improves Customer Response (Environmental Services)

Until recently, residents had to call the Wake County Water Quality Division Customer Support Center to report a malfunctioning septic system. This initiated a multi-day, multi-division response that required additional steps from customers and manual completion of an application that included right-of-entry authorization.

In mid-2021, Water Quality implemented an online form for the reporting of septic system malfunctions. Residents can use the form to submit septic complaints and repair requests at any time, as well as digitally authorize Water Quality staff to access and investigate the septic issue.

This new process has facilitated a 50% reduction in staff response time and helps protect our public health and natural resources by reducing potential exposure to harmful bacteria.

Personnel Management, Employment and Training

Wake County Builds a Foundation for Managers and Supervisors (Human Resources)

In 2018, Wake County noticed a gap in the core management competencies of managers and supervisors and discovered that some departments offered leadership development while others did not. This meant there was no consistent county-wide training and development for managers and supervisors hired or promoted into leadership roles.

Human Resources was tasked with delivering the training needed to create consistency and a shared leadership philosophy. Through a needs assessment and focus groups, HR identified the issues, needs and training topics that would become the Foundations of Supervision curriculum. All new and current managers and supervisors, regardless of their experience or years in a leadership role, are required to complete the Foundations of Supervision training.

Since the first pilot in 2019, 89% of all Wake County managers and supervisors have completed the program. The average course rating is 4.53 out of 5, and pre and post-test reveal a 14-point increase in knowledge gained.

Wake County Recognized for Excellence in Technology

The Center for Digital Government and the National Association of Counties have ranked Wake County as the No. 7 digital county of its size in the country in the annual [Digital Counties Survey](#). This is Wake County's ninth consecutive top 10 finish.

The survey is conducted each year to recognize counties across the U.S. that have the best technology practices, including initiatives that streamline the delivery of government services, encourage open data, collaboration and shared services, enhance cybersecurity and contribute to disaster response and recovery efforts.

This year, Wake County was recognized for the minimum cybersecurity standards we established for vendor partners with access to county data, the required IT review on all

Request for Proposals, and our efforts to retain and recruit top talent by offering cash and other incentives.

Angela Crawford Receives IPMA's Edwin L. Swain Award

In May, Chief Human Resources Officer Angela Crawford received the prestigious Edwin L. Swain Award at the International Public Management Association for Human Resources' Southern Region Conference for her achievements in Human Resource Management.

The Edwin L. Swain Award recognizes and encourages innovation and high standards in human resources management and celebrates successful leaders with notable and distinguished HRM careers.

Throughout her Wake County career, Angela has led the implementation of programs and projects that illustrate forward-thinking, proactive principles, ideas and long-term strategy. This award recognizes Angela's innovative leadership and successful initiatives to transform and elevate Human Resources to a strategic business partner and celebrates the extensive, lasting and exceptionally positive impacts of her work at Wake County.

Attachments:

None.