

County Manager's Office

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To: Wake County Board of Commissioners

From: Jason Horton, Strategic Initiatives Director

Date: October 25, 2023

Subject: Great Government Key Strategic Actions Status Updates

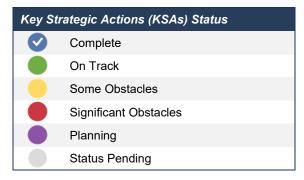
CC: David Ellis, County Manager; Ben Canada, Chief of Staff

Attached is a status summary of the key strategic actions (or KSAs) in the Great Government focus area.

The Board of Commissioners approved the <u>Board Goals</u> in February 2023. The County Manager's Office then assigns each KSA to County staff, who coordinates the action's implementation, progress, and reporting. The Strategic Initiatives Director solicits updates from County staff before each Board Committee meeting (starting in April 2023). County staff responds to five questions for each KSA during updates, including:

- 1. Describe key milestones, achievements, accomplishments, or events over the last six months.
- 2. Please describe your next steps or work plan. What actions will staff take to advance this KSA over the next six months?
- 3. Do you have the resources needed to work on this KSA in FY24?
- 4. What issues or challenges do you (staff) face while working on this KSA? Do any issues or challenges need attention or consideration from the County Manager or Deputy County Managers?
- 5. When do you expect this KSA will be complete, or is it ongoing? If a completion date is known, please specify a date or season and year (i.e., summer 2024).

The Strategic Initiatives Director then assigns a status to each KSA based on staff responses to the above questions. The following table defines each status icon used in this report.



If you have any questions or need more information, don't hesitate to contact Jason Horton at jason.horton@wake.gov.

2023 Great Government Key Strategic Actions - Statuses At-a-glance Wake Co BOC Goals

Priority	Key Strategic Actions						
GOALS GG 1: Engage our community to envision the County's future.							
	GG 1.1: Develop and implement strategies to improve community engagement.						
	GG 1.2: Increase opportunities for public engagement during the budget process.						
GOALS GG 2: Embrace diver	rsity, equity, and inclusion.						
riority	GG 2.1: Support the "A Better Wake" partnership and launch implementation efforts to address systemic racism and its impacts on communities of color.						
	GG 2.2: Communicate Wake County government proceedings and services by advancing language access, including non-English and sign languages and other communication barriers.						
	GG 2.3: Support the capacity-building, development, and implementation of the County's diversity, equity, and inclusivity initiatives.						
GOALS GG 3: Maintain a cul	ture that values and supports our employees.						
riority	GG 3.1: Strengthen employee recruitment, compensation, retention, and upward mobility.						
	GG 3.2: Demonstrate appreciation for veterans and military families by increasing veteran employment opportunities and recognizing the County's veteran workforce.						
	GG 3.3: Support active recruitment of justice-involved individuals to fill eligible positions in Wake County.						
GOALS GG 4: Improve resident and customer experiences through efficient, high-quality, data-driven service delivery and continuous innovation.							
	GG 4.1: Establish and maintain a county-wide performance management program to support operational excellence.						
	GG 4.2: Build and deploy the resources to assist departments with obtaining and maximizing effective data analytics.						
	GG 4.3: Leverage federal, state, private, and nonprofit grant opportunities supporting County services and programs.						
GOALS GG 5: Strengthen governance structures and processes that preserve ethics, accountability, and effective decision-making.							
	GG 5.1: Clarify the Board's process to identify federal and state legislative goals.						
	GG 5.2: Implement improvements to County advisory boards and commissions.						
	GG 5.3: Enable Commissioners to participate and engage in professional development and leadership opportunities at the local, state, national, and international levels.						

Go

GG 1.1: Develop and implement strategies to improve community engagement.

Wake Co BOC Goals

Goal: GG 1: Engage our community to envision the County's future.

Strategy: GG 1.1: Develop and implement strategies to improve community engagement.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

Information Services staff continues to meet with departments to build an inventory of existing and proposed outreach and engagement activities.

Please describe your next steps (or work plan). What will you accomplish over the next six months?

Oct-23

Once the inventory is complete, it will be presented to the BOC for evaluation and further direction.

Do you have the resources needed to work on this KSA in FY24?

Oct-23

Yes

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

None

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23



GG 1.2: Increase opportunities for public engagement during the budget process.

Wake Co BOC Goals

Goal and Key Strategic Action

Goal: GG 1: Engage our community to envision the County's future.

Strategy: GG 1.2: Increase opportunities for public engagement during the budget process.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

Additional budget public hearings were part of a two-year pilot. During the FY23 budget development process, two additional public hearings took place in Wake Forest and Garner; approximately 15 attended in Garner and four in Wake Forest. During the FY24 process, two additional public hearings took place in Zebulon and Morrisville; approximately 6 attended in Zebulon and four in Morrisville.

The budget office continued to collect information via the internet portal.

Please describe your next steps (or work plan). What will you accomplish over the next six months?

Oct-23

The pilot of additional regional public budget hearings does not appear to have been effective. Staff will explore opportunities to learn from the strategic planning outreach and other strategies the county has used for different types of engagement.

Wake has great success with collecting input online for the public hearing - this year receiving 243 comments. These comments often provide some context about what and why a respondent is opposing or advocating on the topic. This is a practice we will continue.

Do you have the resources needed to work on this KSA in FY24?

Oct-23

Yes.

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

Not applicable

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23

Pilot is complete. Collection of online comments and holding of public hearings at Wake County facilities between the Recommended and Adopted budgets are ongoing.



GG 2.1: Support the "A Better Wake" partnership and launch implementation efforts to address systemic racism and its impacts on communities of color.

Wake Co BOC Goals



Goal and Key Strategic Action

Goal: GG 2: Embrace diversity, equity, and inclusion.

Strategy: GG 2.1: Support the "A Better Wake" partnership and launch implementation efforts to address systemic racism and its impacts on communities of color.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

The Division of Race Equity in the Office of DEI has accomplished the following:

- In partnership with the Raleigh Chamber, is contracting RTI to assist with a formal environmental scan of local / state organizations addressing
 the four focus areas of the Blueprint for Dismantling Systemic Racism);
- · Launching efforts to increase awareness and participation of companies providing a living wage in the County;
- · Facilitating 4 implementation meetings across the County with identified action teams; and
- · Developing an accountability roadmap to support implementation efforts, that will be a critical post-environmental scan.

Please describe v	our next steps	(or work plan)	. What will v	ou accomp	lish over the	next six months?

Oct-23

The next steps include designing the scope of work with Raleigh Chamber for the environmental scan. This includes identifying local and state organizations currently working to support the 4 focus areas identified in the Blueprint for Dismantling Systemic Racism.

Do you have the resources needed to work on this KSA in FY24?

Oct-23

Yes

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

No

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23

GG 2.2: Communicate Wake County government proceedings and services by advancing language access, including non-English and sign languages and other communication barriers.

Wake Co BOC Goals

Goal and Key Strategic Action

Goal: GG 2: Embrace diversity, equity, and inclusion.

Strategy: GG 2.2: Communicate Wake County government proceedings and services by advancing language access, including non-English and sign languages and other communication barriers.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

In November 2022, staff updated the Board on efforts to provide the non-English speaking and American Sign Language (ASL) communities access to Board proceedings. The first immediate phase of this effort will focus on three parts. First, provide translation services for written materials, namely summaries of agenda items and meeting minutes. Second, onsite translators for regular meetings. and third, provide an English and Spanish caption for all Board regular meetings. The Board affirmed this direction.

Parts 1 and 2 have reached the "soft open" phase. As of August 1, 2023, the Manager's office now provides selected translation and interpretation services on demand. Staff will evaluate after a couple of months, then begin soliciting the services more broadly.

Part 3, providing a web stream with English and Spanish captions, has faced technical challenges. Throughout 2023, staff has experimented with different technological setups to provide these translation services. Challenges have included synchronizing the translation with the actual meeting discussion and translation accuracy. Due to these obstacles, staff are reassessing options and considering a new timeframe.

Please describe your next steps (or work plan). What will you accomplish over the next six months?

Oct-23

Over the next two months, through Fall, staff will continue the "soft open," then evaluate and tweak processes, and then advertise the services more broadly. For part 3, web streaming, staff have brought in additional resources to expedite the testing and evaluating of different options. Once staff have reassessed, we will develop a new timeline.

Do you have the resources needed to work on this KSA in FY24?

Oct-23

Staff have sufficient resources to implement this project. For the FY 2024 budget, staff requested additional one-time funds to cover implementation costs and an increase in the recurring contract budget to cover ongoing translation services.

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

The primary challenge in this KSA has been technology. Unfortunately, identifying translation technology that works well for web-streamed meetings has been challenging. This has forced staff to consider different options and service levels.

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23

Parts 1 and 2 are substantially complete. The only remaining actions are to more broadly advertise the services.

Part 3, translation for streaming meetings, requires ongoing research.



GG 2.3: Support the capacity-building, development, and implementation of the County's diversity, equity, and inclusivity initiatives.

Wake Co BOC Goals

Goal and Key Strat	egic /	Actior
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Goal: GG 2: Embrace diversity, equity, and inclusion.

Strategy: GG 2.3: Support the capacity-building, development, and implementation of the County's diversity, equity, and inclusivity initiatives.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

To date, the Office of Diversity, Equity, and Inclusion (DEI) has:

- · Increased capacity of departmental efforts to address and accelerate implementation of DEI strategies;
- Launching a follow-up to initial town hall meetings to begin implementation efforts of recommendations from the Blueprints study. This includes
 engaging Action Teams in implementation sessions to prioritize goals; and
- · Developing strategies to address MWBE disparities and launching the Division of Business Inclusion.

Please describe your next steps (or work plan). What will you accomplish over the next six months?

Oct-23

Next steps will include:

- · Continue to develop learning and education opportunities to build DEI fluency capacity;
- · Continue to work with a small cohort of departments to begin the development of annual DEI plans;
- · The hiring of MWBE Program Manager to begin planning for implementing recommendations from the disparity study; and
- Advance existing DEI efforts to ensure sustainability and effectiveness (ex., language access policy and non-discrimination ordinance). This
 includes working with individual departments with language access goals.

	oر کا	ou have	the	resources	needed	to	work	on	this	KSA	in	FY2	4?
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Oct-23

Yes.

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

None.

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23



GG 3.1: Strengthen employee recruitment, compensation, retention, and upward mobility.

Wake Co BOC Goals

Priority

Goal and Key Strategic Action

Goal: GG 3: Maintain a culture that values and supports our employees.

Strategy: GG 3.1: Strengthen employee recruitment, compensation, retention, and upward mobility.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

- · Continue to build the County brand and recruitment marketing using corporate social media partners such as LinkedIn
- · Revised the diversity recruitment guide (Updated again in April 2023)
- · Implemented salary compression
- · Reviewed labor market for trends in compensation, benefits, recruitment and retention
- · Started the development of Wake University for employee learning and development
- Started the planning for a Wake County Government hosted career fair, partnering with all Wake County municipal governments, Triangle governments and the State of NC

Please describe your next steps (or work plan). What will you accomplish over the next six months?

Oct-23

- Collaborate with communications on advertising strategies
- · Monitor recruitment and retention trends
- · Monitor compensation market shifts
- · Continue building Wake University
- · Continue planning the Wake County career fair

Do you have the resources needed to work on this KSA in FY24?

Oct-23

Yes

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

Technology and staff retention

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23



GG 3.2: Demonstrate appreciation for veterans and military families by increasing veteran employment opportunities and recognizing the County's veteran workforce.

Wake Co BOC Goals

Goal and Key Strategic Action

Goal: GG 3: Maintain a culture that values and supports our employees.

Strategy: GG 3.2: Demonstrate appreciation for veterans and military families by increasing veteran employment opportunities and recognizing the County's veteran workforce.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

- · Participated in three veteran focused career fairs
- · Researched and identified veteran specific job boards
- · Posted career positions to nine veteran job boards
- Improved our application to capture veteran status
- · Joined 13 private LinkedIn veteran groups- platform is used to promote Wake County as a vet friendly employer and share job opportunities
- · Surveyed current employees to gather veteran status

Please describe your next steps (or work plan). What will you accomplish over the next six months?

Oct-23

Will attend four Recruit Military Career Fairs at Fort Bragg. (May, July, Aug, Nov), these career fairs are for current veterans and those that will be exiting the military within 90 days or less

Do you have the resources needed to work on this KSA in FY24?

Oct-23

Yes we have the resources needed

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

Technology and staff retention

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23

GG 3.3: Support active recruitment of justice-involved individuals to fill eligible positions in Wake County.

Wake Co BOC Goals

Goal and Key Strategic Action

Goal: GG 3: Maintain a culture that values and supports our employees.

Strategy: GG 3.3: Support active recruitment of justice-involved individuals to fill eligible positions in Wake County.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

- Partnered with Wake County HR to finalize the process of working with departments to determine positions, advertise positions, review candidates, hire candidates, and provide follow-up.
- · Presented model to the Community Services Department, Library Services to discuss potential partnerships.
- · Continued contacting other Wake County Departments to set up information sessions.

Please describe your next steps (or work plan). What will you accomplish over the next six months?

Oct-23

- · Recruit at least two departments to fill selected open positions through the Second Chance Employment Initiative.
- Review the pilot process with CAWD, Wake HR, and volunteer departments to improve and streamline the process.
- · Recruit additional departments for Spring 2024.

Do you have the resources needed to work on this KSA in FY24?

Oct-23

Yes.

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

There has not been continued interest among Wake County departments compared to the beginning of this initiative. Additional encouragement from County leadership among department heads may be needed to advance progress.

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23

The pilot will be complete by June 30, 2024 but the program will be ongoing.

GG 4.1: Establish and maintain a county-wide performance management program to support operational excellence.

Wake Co BOC Goals

Goal and Key Strategic Action

Goal: GG 4: Improve resident and customer experiences through efficient, high-quality, data-driven service delivery and continuous innovation.

Strategy: GG 4.1: Establish and maintain a county-wide performance management program to support operational excellence.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

The Performance Consultants interviewed (1) staff from other jurisdictions to learn about their business planning and performance management strategies and (2) county staff to gather feedback on the current process and continuous improvement ideas to inform recommendations for program adjustments to the County Manager's Office.

BMS provided recommendations to CMO for the upcoming fiscal year, including refining departmental business plans and developing executive summaries for management and sharing across departments, incorporate DEI performance measures and initiatives, enhancing a feedback loop on business plans between departments and CMO.

Please describe your next steps (or work plan). What will you accomplish over the next six months?

Oct-23

BMS will have 21 departments update their business plan, as needed, and assist with understanding alignment with challenges, opportunities and initiatives. Updated business plans will inform executive summaries which will be reviewed by CMO, shared on the WIRE for all staff to learn more about objectives across departments, and offer opportunities both passively and actively for collaborations across disciplines. A subset of 4-5 departments will participate in a pilot of more intense engagement with Performance Consultants and Analysts to increase value-add of the business plans in evaluating near-term strategic decisions with CMO in fall for potential consideration for funding inclusion in the FY25 budget.

Do you have the resources needed to work on this KSA in FY24?

Oct-23

Uncertain. One of the Performance Consultants transitioned to a departmental business officer role this month (October). Given this staffing vacancy, BMS is evaluating CMO expectations and determining any adjustments to the role.

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

Require leadership support from the County Manager's Office to institute desired changes. Proposed changes described in "the next steps response" will be assessed to meet Board strategic actions and CMO expectations.

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23



GG 4.2: Build and deploy the resources to assist departments with obtaining and maximizing effective data analytics.

Wake Co BOC Goals

Goal and Key Strategic Action

Goal: GG 4: Improve resident and customer experiences through efficient, high-quality, data-driven service delivery and continuous innovation.

Strategy: GG 4.2: Build and deploy the resources to assist departments with obtaining and maximizing effective data analytics.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

Over the last 6 months, we have continued to provide analytics support through the aWake community with our interactive forums, Power BI courses, Office Hours, and one-on-one mentoring. The Data Governance Workgroup has continued to meet, building our data literacy and starting documentation of data sources by the participating departments. We successfully launched our new DSL (Data as a Second Language) literacy course with the first cohort of 20 individuals from all across the County. The Data & Analytics team continues to provide data management and dashboard\report development for Energov, Human Resources, Finance, GSA, Familiar Faces, CCBI, Housing Department, and additional smaller data projects.

Please describe your next steps (or work plan). What will you accomplish over the next six months?

Oct-23

Since the last update, our primary focus has been configuring the data governance tool which will be launched this Fall. This includes integrating data and reporting systems, business glossaries, and role-based training. We have also been working on the implementation and configuration of the data automation tool and will continue migrating data warehousing for reporting and analytics to our cloud platform. In the Fall, cohorts 2 and 3 will also be available for the new DSL course,

Do you have the resources needed to work on this KSA in FY24?

Oct-23

In the FY24 budget, we have received a data science position to be hired in October to extend our data practice from descriptive analysis to predictive analysis and beyond. We have also contracted for a 1-year temporary position of a data engineer to be a backup for our current data engineer and also handle the additional demand for data services. The team has taken on additional software responsibilities as well as several major projects and will continue to manage prior priorities to continue providing our existing service level while taking on these additional responsibilities. Currently one of our two data analysts is working almost exclusively on Environment Services due to their quick adoption and high demand for data services. This is slowing down the adoption of data services to other departments.

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

The resource shortage requires the Chief Data Officer role to provide additional technical and coding resources to the team, which limits forward movement for strategic initiatives. County management needs to be aware that the speed of implementation of the new initiatives will be slower than anticipated without the additional staff requested. We also have an increased demand from areas including the Housing Department (HACR) and GSA adding to the backlog of data and analytics projects.

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23

GG 4.3: Leverage federal, state, private, and nonprofit grant opportunities supporting County services and programs.

Wake Co BOC Goals

Goal and Key Strategic Action

Goal: GG 4: Improve resident and customer experiences through efficient, high-quality, data-driven service delivery and continuous innovation.

Strategy: GG 4.3: Leverage federal, state, private, and nonprofit grant opportunities supporting County services and programs.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

Finance and Budget departments have developed draft policies and procedures related to grants management. Finance and BMS have met with most departments to determine how these central positions can help departments in the review of potential grants and with compliance after a grant is awarded.

Additionally, CMO staff have met with various departments to develop a set of proposed guidelines for future federal earmark requests.

Please describe your next steps (or work plan). What will you accomplish over the next six months?

Oct-23

Finance and BMS finalize internal grants management policies and procedures. CMO, in conjunction with the BOC, finalize guidelines for future federal earmark requests.

Do you have the resources needed to work on this KSA in FY24?

Oct-23

Yes.

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

Departments continue to submit grant applications without understanding downstream implications of receiving grants, earmarks, etc. (i.e., matching funds, future operational/maintenance costs, grant compliance, etc.). However, most departments are aware of the current state of grants management and been collaborative with Finance, BMS, CMO, etc. Additional challenges include complex rules and compliance requirements for state and federal funding, that can be different for each program or funding source and having staff with expertise to manage each one.

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23

Ongoing. Although the policies, procedures, and guidelines will be finalized this year, the County will continually be assessing grant opportunities.



GG 5.1: Clarify the Board's process to identify federal and state legislative goals.

Wake Co BOC Goals

Goal and Key Strategic Action

Goal: GG 5: Strengthen governance structures and processes that preserve ethics, accountability, and effective decision-making.

Strategy: GG 5.1: Clarify the Board's process to identify federal and state legislative goals.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

From November 2022 through January 2023, the Board considered and approved its 2023 legislative priorities for the State legislature and U.S. Congress. These priorities have been the primary guides to staff and contracted lobbyists when prioritizing time and advocacy efforts. In February 2023, several commissioners and staff attended the NACO Legislative Conference. As part of this trip, commissioners visited the offices of Senators Budd and Tillis to share the County's federal priorities.

Staff presented a new approach to the Great Government Committee in September 2023. The committee advanced the proposal to the full Board for further discussion, which took place during the October Work Session. At the work session, the Board gave its approval to follow the proposed process in 2024.

Please describe your next steps (or work plan). What will you accomplish over the next six months?

Oct-23

With the Board's approval of the new approach, staff will begin implementing the approach. Immediate next steps are for the Board to approve a "top 3" list of asks for the State Legislature and U.S. Congress. And identify the "Opportunity List" items that staff will monitor.

Do you have the resources needed to work on this KSA in FY24?

Oct-23

No additional resources are needed for this KSA.

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

There are no immediate challenges to implementing this KSA.

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23

If the Board will consider "completion" as having had a substantive discussion about identifying legislative goals and approving a new process, then I believe this goal can be completed by the end of CY 2023.



GG 5.2: Implement improvements to County advisory boards and commissions.

Wake Co BOC Goals

Goal and Key Strategic Action

Goal: GG 5: Strengthen governance structures and processes that preserve ethics, accountability, and effective decision-making.

Strategy: GG 5.2: Implement improvements to County advisory boards and commissions.

Describe key milestones, achievements, accomplishments, or events over the last six months.

Oct-23

- As of August 2023, the current number of active boards is 56; as the Town of Morrisville dissolved their Board of Adjustment committee.
- · As of August 2023, the current number of active seats is 406; of which 322 are filled and 84 remain open.

Please describe your next steps (or work plan). What will you accomplish over the next six months?

Oct-23

The current work plan is to always ensure that all commissioners (new and incoming) are actively involved in the application process and have knowledge and understanding of the appropriate steps needed for citizens to apply. Having commissioners make recommendations of qualified candidates to fill vacancies on any of the Wake County advisory boards/committees is a primary goal.

Do you have the resources needed to work on this KSA in FY24?

Oct-23

Yes, the following resources have been set in place:

- As of August 2023, Deputy Clerk has requested By-Laws/Charters from each advisory board/committee and information to be shared with Commissioners.
- · Continue to provide training for Commissioners on advisory boards and committees application process (1-on-1 or as a whole board, if needed).
- Continue to provide quarterly updates reflecting roll-over of open advisory boards/committee vacancy seats, as this aids with recruitment of
 qualified candidates to fill vacancy seats.
- On-going communication with the Vice Chair of the Board of Commissioners and Deputy Clerk takes place on the 2nd Thursday of each month, to aid with accuracy of member appointments.

What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?

Oct-23

One on-going challenge is the inconsistency in receiving updates from advisory boards/committee liaisons regarding membership and member terms. The Clerk and Deputy Clerk are setting up quarterly calls with liaisons to review advisory board/committee memberships and terms.

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or season and year.

Oct-23

All matters are ongoing.

The Strategic Initiatives Director recommends that this initiative be marked complete unless the Board of Commissioner request specific steps to further improve advisory boards and commissions.

GG 5.3: Enable Commissioners to participate and engage in professional development and leadership opportunities at the local, state, national, and international levels. Wake Co BOC Goals

Goal and Key Strategic Action	
Goal: GG 5: Strengthen governance structures and processes that preserve ethics, accountability, and effective decision-making. Strategy: GG 5.3: Enable Commissioners to participate and engage in professional development and leadership opportunities at the state, national, and international levels.	ne local,
Describe key milestones, achievements, accomplishments, or events over the last six months.	Oct-23
This is a new key strategic action (KSA) identified during the 2023 Board retreat.	
Please describe your next steps (or work plan). What will you accomplish over the next six months?	Oct-23
This is a Commissioner-led effort to ensure that elected officials participate in leadership opportunities.	
Do you have the resources needed to work on this KSA in FY24?	Oct-23
Not applicable.	
What issues or challenges do you (staff) face while working on this KSA? Any needing attention from the County Manager's Office?	Oct-23
Not Applicable. This is a Commissioner led effort.	

When do you expect this KSA will be complete or is it ongoing? If a completion date is known, please be specify a date or

season and year.

Ongoing.

Oct-23