

GOAL 1: Ensure a safe and healthy community by providing needed services to our citizens in a timely manner.

- Detention Center expansion nearing completion.
- County has contracted with Cape Fear Valley Health System to operate the Community Mental Health Center at Cape Fear Valley and provide a crisis intervention assessment center at Roxie Avenue.
- Jail Health Program and Department of Public Health received Accreditation
- Emergency Services has hired a consultant to study the P25 console upgrade in the 911 Communications Center.
- Emergency Services has hired an Emergency Management Planner for their department.
- Department of Public Health spearheaded Phase I of Smoke Free Campuses. Effective January 1, 2014, no smoking will be allowed anywhere on 15 county properties.
- Health Department partnered with Cape Fear Health System to complete data collection for the 2013 Community Health Assessment. Analysis of data and compilation of report is on-going.
- The Board of County Commissioners approved an amendment to the County Animal Control Ordinance on June 17, 2013.
- Adoptions at Animal Control increased 15 percent in FY 2013 and euthanasia decreased by 9 percent.
- Various departments conducted educational and outreach programs. Highlights include:
 - Cooperative Extension conducted the county's first Youth Citizens' Academy this summer and offered 14 Summer Fun Camps and activities to more than 50 youth in Cumberland County ranging from Biotech Day Camp to Aviation Camps.
 - Health Department partnered with Cumberland County Schools in facilitating the Real Talk Event at Douglas Byrd High School to increase community awareness regarding teenage pregnancy prevention. The successful event featured more than 40 vendors and approximately 500 teens and adults in attendance.
 - Library – offered programs for adults, youth and children.
 - Animal Control - Animal Control's volunteer program and foster program are growing. The Enforcement Division is attending Community Watch meetings and school programs.
 - Soil & Water Conservation – Conservation Education programs in schools, libraries, Fort Bragg.
- Department of Social Services:
 - In preparation for expanded use of the state's NC FAST system, DSS implemented state Work Support Strategies service delivery initiative, which allows citizens to tell their story once to receive the services for which they are eligible. DSS met with community partners to educate them regarding the Work Support Strategies initiative and with food banks regarding impact of NC FAST.
 - Met with applicable community partners regarding Affordable Care Act. Have offered space at DSS for certified counselors from Stedman Wade Clinic and navigators from Legal Aid of NC.

- Child Support Department continues to maintain contact with Cape Fear Valley Hospital Vital Statistics Department to continue efforts toward completing Affidavits of Parentage for children born out of wedlock.

GOAL 2: Provide adequate infrastructure consistent with orderly growth of a dynamic county.

- Engineering and Infrastructure asked department heads to complete a space utilization survey by Oct. 30 to assist in developing a comprehensive Capital Improvement Plan.
- Veterans Services moved to new office in former Board of Elections office.
- DSS up-fitted space previously occupied by Veterans Services for use as call center and relocated staff within their building as a result of implementation of Work Support Strategies initiative. DSS also identified need to purchase additional signage to better direct citizens.
- Child Support Department has been approved to move into additional space at 109 Bradford Avenue to increase customer privacy when conducting business and in preparation for microfilming/scanning of documents.
- Information Services completed Phase I of the telecommunications plan and is implementing Phase II at Spring Lake, Cooperative Extension, and Planning.
- Master Gardener Volunteers continue to provide a hotline and one Master Gardener received the North Carolina Extension Master Gardener Volunteer Association 2013 Outstanding Volunteer Award.

GOAL 3: Promote economic development by creating and retaining jobs, and providing career opportunities, quality education, cultural and recreational services.

- Cooperative Extension hired a consulting firm to conduct the Farmers Market feasibility study, scheduled to be completed by February 2014.
- Contractor has been hired to install sewer line for the Vander sewer project.
- Crown Center is now under private management. Global Spectrum began managing the complex Nov. 1.
- Child Support Department is in the final phase of the demonstration grant obtained with Guilford and Mecklenburg Child Support to assist non-custodial parents with employment issues.
- The library's jobs and career programs and services reached 3,311 in the last quarter. The library's job fairs saw an 8 percent increase in job seekers. Vendors at the job fairs reported that a minimum of 68 people were hired. The Job and Career web pages received 27,736 visits, and 22,867 searches were conducted using job and career databases. Forty-two small business programs reached 420 potential entrepreneurs and 39 people received individual instruction to help improve employability skills through the Library's book-a-librarian service.

- The library continues to provide diverse events and programs for all ages.
- Soil and Water Conservation: Funding for the Environmental Quality Incentives Program (EQIP) for fiscal year 2013 secured \$16,340 for forestry, cropland and animal waste contracts in Cumberland County. Natural Resources Conservation Service (NRCS) continues to assist the Farm Service Agency with the Conservation Reserve Program (CRP). NRCS is responsible for conservation planning and modifications of plans. The North Carolina Agricultural Cost Share Program allocated \$29,779, with 90 percent obligated to contracts for cropland conversion to grass, conservation tillage, and a swine mortality incinerator. The contracts affected 223 acres and the estimated amount of soil saved from eroding downhill is 229 tons. The amount of nitrogen that will be prevented from entering our water courses is estimated at 2,460 pounds and the amount of phosphorus is 8.16 pounds.

GOAL 4: Educate, inform and engage employees, citizens, elected and appointed officials through effective and efficient communications.

- Third class of Citizens' Academy ended Oct. 29. Next session is scheduled for March 18-April 29. Expanded to seven nights and incorporated tours.
- Appointed Boards Information Session was held in August, and the next one is scheduled for January.
- Partnership with Fayetteville-Cumberland Educational TV. In addition to airing live, the commissioners' meetings are now rebroadcast the next evening on Time Warner Channel 5 (Channel 97.3 on the digital tier). The county added a new program to its line-up and now has two monthly programs – Cumberland Matters and Cumberland Conversations.
- Resource guides, annual reports: Departments have produced various products to inform the public of programs and services. These include the library's online and printed resource guides; DSS bookmarks related to NC FAST and Work Support Strategies initiatives; annual reports by Public Library and Soil and Water Conservation.
- Animal Control hosts community adoption events at Pet Smart and Wal-Mart. Volunteers led by the Animal Control Board's vice chair have created "A Friends of the Animal Shelter" Facebook page that has more than 795 likes. Animal Control has increased community outreach by attending Community Watch meetings and attending Career Days at local schools in order to educate the public and in turn, several groups have donated much needed items to the shelter such as toys, blankets, food, litter and etc.
- The Health Department participated in many outreach events and provided information to engage and educate citizens. These include festivals, health fairs, Missions of Mercy and others. The department added downloadable applications to its webpage and enhanced the Medical Records section to make forms more accessible. The Environmental Health Division also enhanced their web section.
- Information Services enhanced public website and Intranet. The GIS data viewer was enhanced.

GOAL 5: Employ motivated, professional and well-trained personnel who offer excellent customer service with PRIDE – Professionalism, Respect, Integrity with accountability, Diversity and Excellent Customer Service.

- Updated Human Resources policies are now in draft form with anticipated implementation by January 2014.
- HR's Performance Management System has been implemented and utilized for one completed work cycle and HR is conducting an audit of evaluation results. HR will continue to utilize and enhance the system based on these results, including training opportunities to improve effective communications between supervisors and employees.
- Phase II of salary/compensation plan completed effective September 16, 2013 after conducting a labor market pay analysis.
- Phase II of the position classification plan and salary schedule was completed effective September 16, 2013 to incorporate labor market data in pay ranges and develop pay policies that allow for movement within the pay range.
- NeoGov went live Oct. 15.
- Information Services:
 - Enhanced tax bill search feature
 - Implemented digitization process to enhance service delivery
 - Ordered, received and scheduled hardware for document management, starting review procedure for software.
 - Implemented automatic email archiving to adhere to email retention schedule
 - Contracted with a company and working on implementation of streaming video of commissioner's meetings
 - Completed first IT Security Awareness and Basic Function Training for supervisors and managers
- DSS has a reserved parking plan that allows applicable employees to more efficiently carry out assigned duties. DSS HR department is developing a comprehensive on-going agency orientation plan. DSS Director conducted "Unleashing Your Professional Power" training session for the County. Continued staffing the Social Services Career Course at Fayetteville Technical Community College.
- Child Support has a full time trainer position.