



CUMBERLAND  
★ COUNTY ★  
NORTH CAROLINA

# Citizens' Connection

FY2012 Annual Report and Update to Our Citizens



*Mission - To provide quality services to our citizens while being fiscally responsible.*

# Chairman's Message



MARSHALL FAIRCLOTH

Dear Cumberland County Citizens,

This annual report highlights some of Cumberland County's accomplishments during Fiscal Year 2012 (July 2011-June 2012) and provides an update to our citizens on county programs and services.

Cumberland County government's mission is to provide quality services to our citizens while being fiscally responsible. The report includes financial information and highlights some of the accomplishments achieved during the year.

Our departments have worked toward the county's strategic goals adopted in 2011 to ensure a safe and healthy community; provide adequate infrastructure; promote economic development; educate, inform and engage citizens; and employ motivated personnel who offer excellent customer service.

This report includes a listing of frequently requested phone numbers for our various departments. We hope our citizens find this helpful and we encourage you to learn more about your county government through the various outlets available, including our Citizens' Academy.

Thank you for choosing Cumberland County as your home and for your interest in our county.

Marshall Faircloth  
2012 Chairman  
Board of Commissioners



CUMBERLAND COUNTY BOARD OF COMMISSIONERS  
(L-R) Billy R. King, Jimmy Keefe, Ed Melvin, Marshall Faircloth,  
Charles Evans, Jeannette Council, Kenneth Edge.

# Your Money

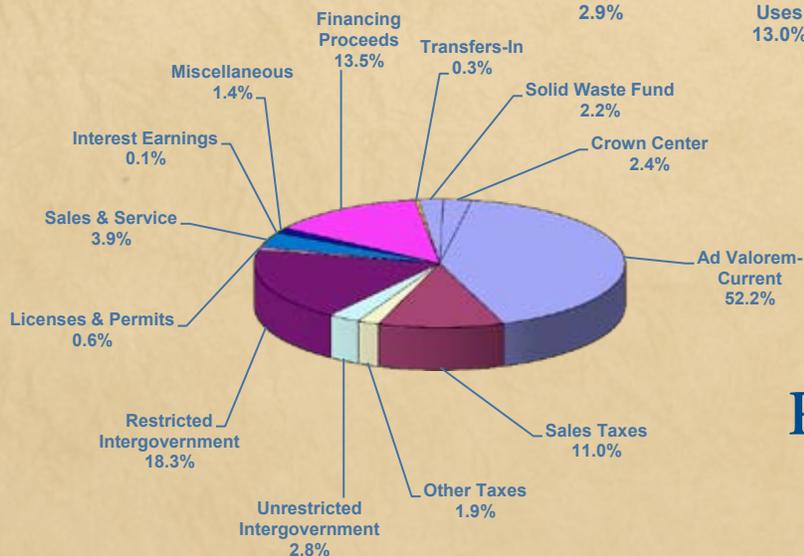
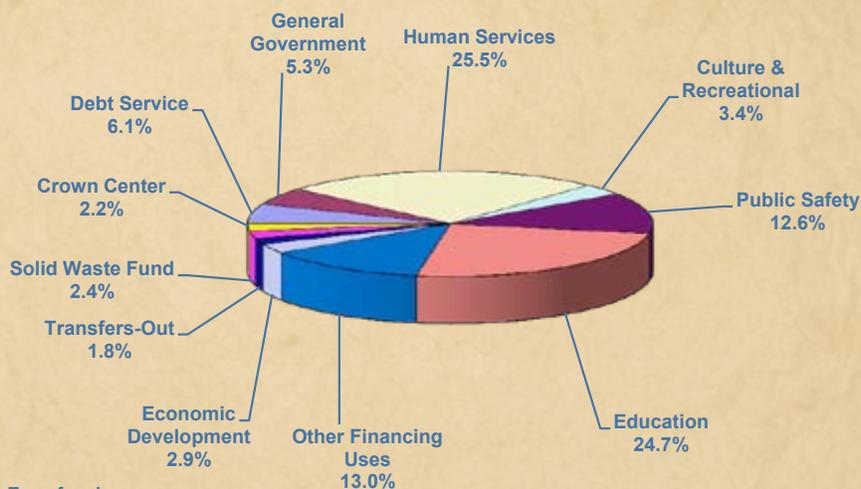
The **FY2012 budget** set the ad valorem tax rate at 74 cents per \$100 valuation, the same as in FY2011. The general fund budget totaled \$291,618,864. As in FY2011, the county earmarked six-tenths of a penny of the county-wide tax rate for the Detention Center expansion capital project.

**Debt Savings** - Cumberland County refinanced four prior debt obligations in a series of two bond sales, which were previously issued for school facility needs and the Public Health Center on Ramsey Street. The series of refinancing resulted in a total savings of \$4.28 million.

**Awards** - The Government Finance Officers Association of the United States and Canada awarded Cumberland County with the Certificate of Achievement for Excellence in Financial Reporting for the county's comprehensive annual financial report (CAFR) for fiscal year 2010 and 2011.

*The Board of Commissioners unanimously adopted the FY2013 budget in June 2012. The General Fund budget is \$304,072,055 and the property tax rate remains at 74 cents per \$100 valuation.*

## Expenditures



## Revenue



# Public Safety

- **Detention Center Expansion Project** – Commissioners approved the design and \$15 million budget for this pay-as-you-go project that will add 316 beds to the existing Detention Center. Construction started in September 2012.

- **Emergency Services**

- Emergency Alerts – Emergency Services began offering a new high-speed emergency notification system that sends out alerts to residents. The CodeRED system provides county officials the ability to quickly deliver weather warnings and other urgent messages to targeted areas or to the entire county. There is no cost to citizens to sign up for the service.
- Consolidated Computer-Assisted Dispatch between the City of Fayetteville and Cumberland County was completed to improve 911 services.

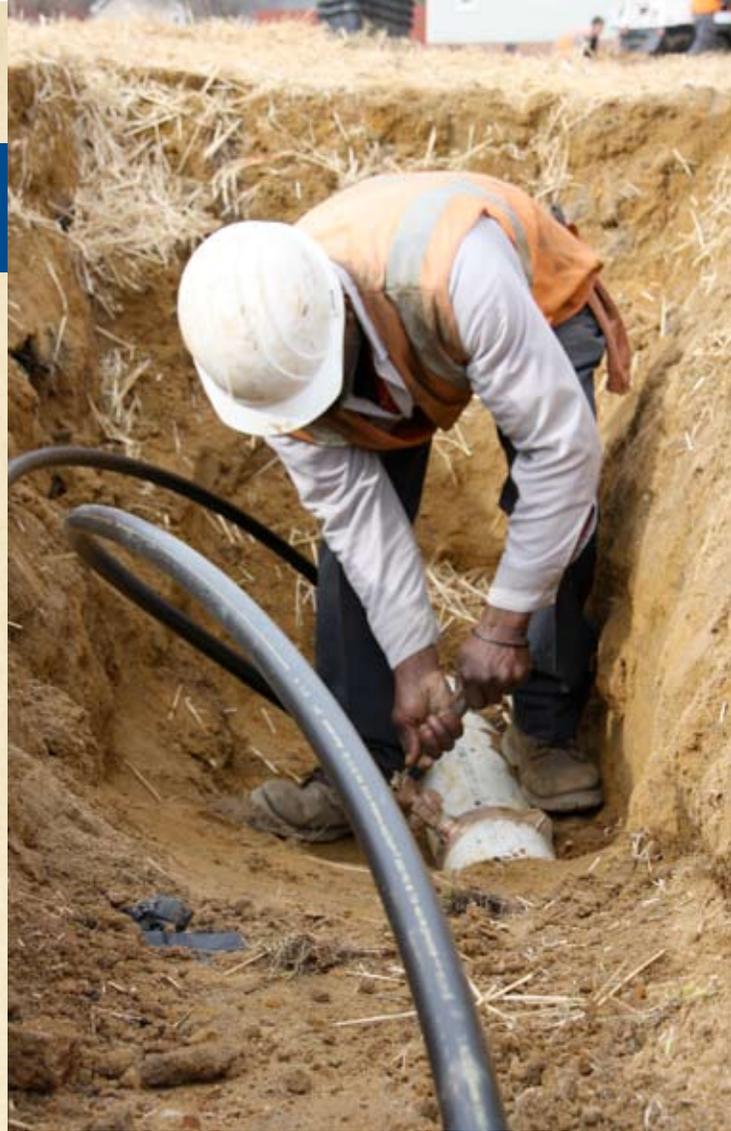


- **Animal Control**

- A new unified Animal Control Code was approved that outlines a new licensing procedure. Effective January 1, 2013, Animal Control will handle pet licensing.
- New software at Animal Control is allowing for more accurate reporting and tracking measures.
- Animal Control's Volunteer Program assists with socializing, walking, bathing and grooming animals. A new Foster Program is assisting with fostering animals until permanent homes can be found.

# Infrastructure

- The county's **Engineering and Infrastructure Department** renovated the first and second floors of the E. Newton Smith Center, once the county's public health center. The Board of Elections and Employee Health Services are now located in the building.
- **Community Development** moved from its office on Person Street to the Winding Creek annex at 707 Executive Place.
- Changes to minimum housing and zoning ordinances were approved. **Planning and Inspections** conducted land use plan studies in southwest and northern Cumberland County.
- Following the failure of the Gray's Creek Water and Sewer District Bond Referendum in November 2011, the county moved forward on finding a way to bring safe drinking water to the Southpoint community. The county received a Clear Water Revolving Loan from the state. Construction started in the fall of 2012. The county will purchase water from the Bladen County Regional Water System. Cumberland County will own the lines, read the water meters and bill the customers.



# Health and Well-Being

- **Employee Health Services Initiative** – The commissioners approved an employee wellness initiative with three parts – an in-house pharmacy, employee health clinic, and a wellness program. The initiative is designed to help employees save out-of-pocket costs on doctor visits and pharmacy bills and the county save money on ever increasing health insurance costs. Employee Health Services opened in August 2012 and is located in the E. Newton Smith Center, the county's former public health center on Fountainhead Lane.



- **Storm Recovery**
  - **Crisis Counseling for Tornado Victims** – The Cumberland County Mental Health Center, in coordination with the State Division of Mental Health, Developmental Disabilities and Substance Abuse Services, received an \$81,000 FEMA Crisis Counseling Grant that allowed additional staff to go directly to any person in Cumberland County who was negatively impacted by the April 16, 2011 tornadoes. The counselors provided free anonymous crisis counseling services.
  - **Long-Term Recovery** – Representatives from businesses, non-profit agencies, faith-based organizations and community volunteer groups came together to form the Cumberland Disaster Recovery Coalition, a long-term committee to serve citizens.
- **The Department of Public Health** received a \$220,000 grant to establish the Cumberland County Diabetes Self-Management Education Program to help diabetic patients take control of their health by improving lifestyle habits and reducing the risk of complications caused by the disease.
- **The Department of Social Services** completed the certification to make North Carolina a ChildFirst state. ChildFirst is a forensic interview training and education program designed to reduce emotional trauma for abused children and achieve a more favorable court outcome for young victims. The training is for social workers, law enforcement officers, attorneys, medical professionals and any other people who work with child victims of abuse. Cumberland County DSS is now the training agency and host site to train agencies in all other North Carolina counties. ChildFirst has trained 72 people representing 17 counties throughout the state.

- **Godwin Park** opened in March 2012. The Town of Godwin and the Fayetteville-Cumberland Parks and Recreation Department received a \$150,000 North Carolina Parks and Recreation Trust Fund grant in 2010 to develop the 12-acre park, which features playground equipment, a walking trail, picnic shelters, and a volleyball court. The town, Cumberland County and Fayetteville-Cumberland Parks and Recreation provided matching funds and resources.



# Helping Job Seekers

- **Applying for a county job** became easier and less time consuming with a new online job application process available through the county's website.
- Another change was made to the county **employment application**. It no longer includes a question asking applicants if they have ever been convicted of an offense against the law other than a minor traffic violation. The county also adopted a more comprehensive pre-employment background check policy for prospective job candidates.
- Hundreds of job seekers attended the **13th Annual "Fall Into Work" Job Fair** on October 12, 2011. Sponsored by the Department of Social Services, the event received a 2012 Best Practice Award from the NC Association of Social Services Directors.
- The library offers **Career Centers** at all eight branches and held two job fairs that provided employment connections for more than 1,000 people. The library is also partnering with Fayetteville Technical Community College to make it easier for individuals to earn the nationally recognized Career Readiness Certificate.
- **Community Transportation** expanded service for rural residents needing rides to work. A federal grant allowed the program to expand its service for rural residents who need transportation for job access. The grant helped offset a 38 percent decrease in state funding and allowed the transportation program to increase service from three to five days per week. The needs-based service provides transportation for citizens who do not own their own vehicles and need transportation to and from work. Each trip costs \$2.25 one way and is provided by vans which operate from 5 a.m. to 8 p.m. Monday through Friday.
- The **Golden LEAF Foundation** awarded two Community Assistance Initiative grants to Cumberland County government. The county will use an award of \$469,218 to provide sewer infrastructure in the Vander community. The project is intended to create jobs at Morty Pride Meats and provide residents the opportunity to receive services. The Cumberland County Public Library received \$61,640 to provide expanded public access to computers and electronic resources related to job seeking, employment, and careers at all eight libraries.



# Communications

- **Cumberland County** launched its **redesigned website** in April. New features include consistent links at the top of the pages with drop-down menus for easy navigation. From the homepage, citizens can now easily find job vacancies and Board of Commissioners information such as agendas, minutes and videos of meetings.
- The county developed a **Citizens' Academy** to help residents gain a better understanding of what county government does and how the various departments play a vital role in the community. The academy is held twice a year.



## Expanded Service

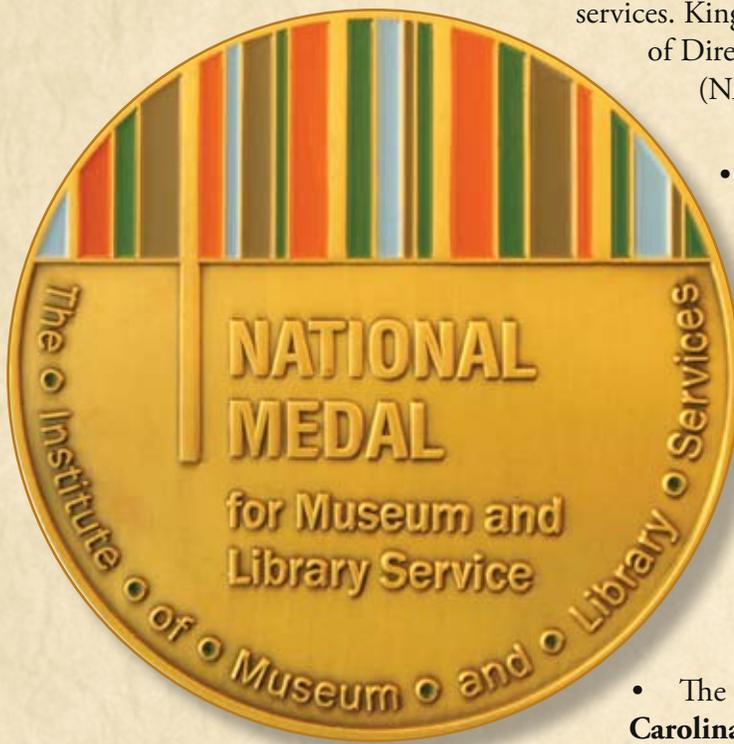
- Thanks to the implementation of new technology and staff realignment, the **Cumberland County Public Library & Information Center** increased its public service hours by 33 hours a week. Service hours were extended at Spring Lake, Bordeaux and East Regional Branch Libraries. The library received a \$100,000 Library Services and Technology Act Grant and county funding for the system-wide installation of Radio Frequency Identification Technology that allows customers to check out their own materials.
- **Tax Administration** expanded bill payment options. Citizens can now pay taxes with credit or debit cards in person, by phone or online. Also, electronic check draft payments may be made online.

## Human Resources

- **Human Resources** developed a new performance management system and trained supervisors and employees on the new program, which went into effect July 1, 2012.
- Phase I of a new **Classification Study and Pay Plan** was completed in FY2012. The recommendations were included in the FY2013 budget.
- As part of staff development, HR has increased the number of course offerings and developed an online registration and tracking system.

# Awards

- **Commissioner Billy R. King** received the **North Carolina Council of Community Programs 2011 County Commissioner Leadership Award** in recognition of his commitment and support to those in need of mental health, developmental disabilities and substance abuse services. King was also re-elected to a two-year term to the Board of Directors for the National Association of Counties (NACo).



- **Commissioner Kenneth Edge** served as **president of the North Carolina Association of County Commissioners**.
- **Bordeaux Branch Library** received the **Local Government Federal Credit Union Employee Productivity Award** from the North Carolina Association of County Commissioners for improved efficiency and productivity resulting from renovations that expanded access to public computers and improved overall customer service.
- The **Public Information Office** received a **North Carolina City and County Communicators award** for its weekly column in the Saturday Extra of The Fayetteville Observer.
- The **Cumberland County Department of Social Services** won two state awards. The department's call center won the **Best Practice Award from the North Carolina Association of County Directors of Social Services** and the department's local chapter of the **North Carolina Social Services Association** was recognized as the state's **Chapter of the Year**.
- The **Department of Public Health** received the **Quality Improvement Award** from the **NC Center for Public Health Quality** and a **Public Health Partner Award** for its School Nursing program.
- **Library Receives National Award** – *On November 14, 2012, the Institute for Museum and Library Services presented the Cumberland County Public Library and Information Center with the National Medal for Museum and Library Service. The medal is the highest honor a library can receive and it celebrates libraries and museums that make a difference for individuals, families and communities. Cumberland County was one of five libraries selected to receive the medal.*

# Frequently Requested Phone Numbers

<b>Commissioners</b> (Governing Body, Meeting Minutes).....	910-678-7771	<b>Public Health</b> (Immunizations, WIC, Environmental Health)...	910-433-3600
<b>County Manager</b> (Commissioners' Meeting Agendas).....	910-678-7723	<b>Register of Deeds</b> (Land Records).....	910-678-7775
<b>Animal Control</b> (Stray Animals).....	910-321-6852	<b>Register of Deeds</b> (Birth, Death, Marriage Certificates).....	910-678-7767
<b>Board of Elections</b> (Voter Registration).....	910-678-7733	<b>Senior Community Services Employment</b> (for 55 and older).....	910-323-3421
<b>Child Support</b> (Collection, Enforcement).....	910-486-1092	<b>Sheriff's Office</b> (Non-Emergency Number).....	910-323-1500
<b>Crown Civic Center Complex</b> (Concerts, Special Events).....	910-438-4100	<b>Social Services</b> (Food & Nutrition, Work First, Child Services)....	910-323-1540
<b>Community Development</b> (HUD, Housing/Public Services).....	910-323-6112	<b>Soil and Water Conservation District</b> (Environmental Education).....	910-484-8479
<b>Cooperative Extension Service</b> (Agriculture).....	910-321-6860	<b>Solid Waste Management</b> (Recycling, Yard Debris).....	910-321-6830
<b>Day Reporting</b> (Offender Rehabilitation).....	910-323-6126	<b>Storm Water Utility</b> (Flooding, Drainage Problems).....	910-433-1613
<b>EMERGENCY CALLS</b> (Ambulance, Fire, Sheriff, Police).....	911	<b>Tax Administrator</b> (Property Tax Collections).....	910-678-7507
<b>Emergency Services</b> (Emergency Management and Fire Marshal)....	910-321-6736	<b>Veterans Services</b> (Counseling, Resources).....	910-678-2970
<b>Human Resources</b> (Job Applications).....	910-678-7653	<b>COURT SYSTEM NUMBERS:</b>	
<b>Inspections</b> (Building Permits).....	910-483-0113	<b>Clerk of Superior Court</b> (Traffic Tickets, Jury Duty, Estate Matters).....	910-475-3000
<b>Library</b> (Books, Reference Questions).....	910-483-7727	<b>District Attorney</b> .....	910-475-3010
<b>Mental Health Clinic</b> (Outpatient Psychiatric Services).....	910-323-2311	<b>Magistrate</b> (Civil Matters, Evictions, Worthless Checks)....	910-475-3008
<b>Mental Health Referrals</b> (Screening Triage Referral).....	910-323-0601	<b>Magistrate</b> (Criminal Matters, Marriage Ceremonies).....	910-677-5546
<b>Parks &amp; Recreation</b> (Sports, Leisure Activities).....	910-321-6506	<b>Public Defender</b> .....	910-475-3023
<b>Planning</b> (Zoning).....	910-678-7600	<b>Probation</b> .....	910- 486-1385
<b>Pre-Trial Release</b> (Electronic House Arrest).....	910-677-5535	<b>OTHERS:</b>	
<b>Public Information</b> (County Government Inquiries).....	910-437-1921	<b>NC Department of Motor Vehicles</b> (Drivers License).....	910-486-1353
		(License Plates).....	910-485-1590
		<b>NC Department of Transportation</b> (Roads).....	910-486-1496
		<b>Cumberland County School System</b> .....	910-678-2300



**CUMBERLAND**  
★ **COUNTY** ★  
NORTH CAROLINA

## **Cumberland County Government... Working for you!**

### **MISSION STATEMENT**

To provide quality services to our citizens while  
being fiscally responsible.

### **VISION STATEMENT**

To grow as a regional destination for employment,  
economic development, commerce and cultural pursuits.

JAMES MARTIN, COUNTY MANAGER  
COUNTY MANAGER'S OFFICE  
117 Dick Street • Courthouse, Suite 512  
Fayetteville, NC 28301  
Phone: 910-678-7723 • Fax: 910-678-7717  
Email: [jmartin@co.cumberland.nc.us](mailto:jmartin@co.cumberland.nc.us)

**Be sure to follow us on**  **&** 

**Visit us on the Web: [http:// www.co.cumberland.nc.us/](http://www.co.cumberland.nc.us/)**