



State of the County **Fiscal Year 2018**



Providing exceptional public services in an efficient and cost-effective manner to position Iredell County as a premier community in which to live, work and raise a family.

Iredell County participates in a process known as strategic planning. Strategic planning forces each department to focus their resources and align their departmental mission with the overall mission and objectives set by the Iredell County Board of Commissioners. Our departments do this by setting goals each year to take steps toward achieving Iredell County’s mission which is “providing exceptional public services in an efficient and cost-effective manner to position Iredell County as a premier community in which to live, work and raise a family.” The State of the County gives you, the citizen, an idea of how well we have done over the past year meeting these goals. Iredell County believes in being exceptional and we set lofty goals. Sometimes these goals take more than one year to accomplish. Some of our goals are goals for continual improvement. In this document, you will see each department's goals and if they have met those goals. Some goals are met each year but, are ongoing. If they have not fully met the goal yet, then it will be listed as “In Progress.” You will also see some of the accomplishments from the past year that were not directly tied to the goals. On behalf of all County Staff and our Board of Commissioners, thank you for your support and we hope that you are proud of the State of Your County.

Board of Commissioners



Jeff
McNeely

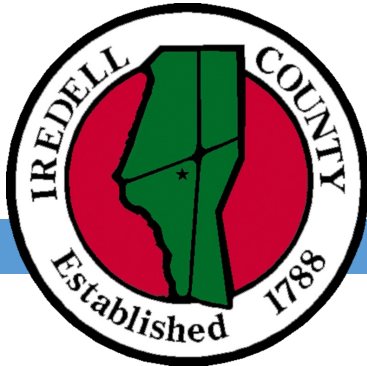
Tommy
Bowles,
Vice
Chair

James
B.
Mallory III.,
Chair

Marvin
Norman

Gene
Houpe







County Manager
Beth M. Jones



Prepared By:

Ben Stikeleather, Strategic Planning and Communications Manager

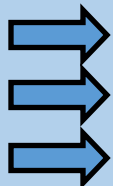
FY2018 Highlights

-  **Began Construction on the Jail and Public Safety Complex.**
-  **Passed a referendum for a quarter cent sales tax to be placed on the ballot in November.**
-  **Incorporated the budget goal process fully into our strategic planning process.**
-  **Filled the County Manager position.**
-  **Created multiple collaborations with outside agencies such as recreation programming with Iredell Statesville Schools, co-located EMS and Sheriff's personnel in new fire stations with Cool Springs and Trinity Fire Departments, and funded a small business liaison position through the Iredell County Economic Development Corporation in response to the downtown development organizations.**
-  **Reduced county employee turnover rate to 12.27%.**

General Governmental

Administration	Create a sustainable funding and operational relationship between the County and the volunteer fire and rescue squad districts.	In Progress
	Determine how best to invest in strategic actions to “Move the Needle” on economic development.	Goal Met/Ongoing
	Decrease the number and cost of medical claims through the implementation of a County medical and physical therapy clinic.	In Progress
	Create an online and on-demand citizens academy.	In Progress
	Continue to look for cost effective partnerships (both internal and external) to better serve the citizens of Iredell County.	Goal Met/Ongoing
	Create a balanced scorecard for Iredell County.	In Progress
Elections	Increase one stop and early voting by 5%.	In Progress
	Reduce the amount of part time workers post election.	In Progress
	Reduce the cost of ballot purchase and storage.	In Progress
	Decrease the number of voters that show up at a precinct where they are not eligible to vote.	In Progress
Facility Services	Develop a day porter program.	Goal Met
	Work with Information Technology to develop a barcode system.	In Progress
	Develop a plan for facility improvements, maintenance, and expansions.	In Progress
Human Resources	Transition to a new benefits consultant and implement the salary study results.	Goal Met
	Implement a wellness clinic.	Goal Met
	Transition to a new salary scale.	Goal Met
Information Technology	Finalize the five year technology plan.	Goal Met
	Increase customer satisfaction through communication and transparency.	Goal Met/Ongoing
	Prepare recommendations for an email server upgrade.	Goal Met
Solid Waste	Maximizing revenues from landfill gas production.	In Progress
	Improve storm water discharge monitoring results.	In Progress
	Increase tonnage from specific under used recycling programs.	Goal Met
Tax	Implement a quality control program.	Goal Met
	Implement succession planning.	In Progress
	Research deed accuracy and delinquent taxes program.	In Progress
Vehicle Services	Update safety items.	In Progress
	Organize the parts department.	In Progress
	Perform all services on time.	In Progress

Other Accomplishments



Tax Office achieved a collection rate for 2017 taxes of 98.91%, which is the highest in Iredell County’s history.





Finance received the Certified Annual Financial Report Award for the 30th consecutive year.

Solid Waste ranked number one in North Carolina for recycling per capita.

Public Safety

ECOM	Complete and implement the new computer aided dispatch system.	Goal Met
	Have all supervisors complete the Association of Public Safety Communications Officials Supervisor Training.	In Progress
	Move all emergency responders to Viper.	In Progress
	Increase personnel retention by 2%.	Goal Met
Emergency Management	Move to a cloud based eplan.	In Progress
	Review the emergency operations plan.	Goal Met
EMS	Maintain data quality scores.	Goal Met
	Improve cardiac arrest care quality.	Goal Met
	Establish a compact ability course.	Goal Met
Fire Marshall	Provide adequate training.	Goal Met/Ongoing
	Complete inspections in a timely manner.	Goal Met/Ongoing

Other Accomplishments

-  EMS received the American Heart Association Mission: Lifeline Gold Plus award for 2018.
-  EMS began housing an ambulance 24 hours a day at the Cool Springs Fire Station to give quicker response time to East Iredell.
-  EMS and Mitchell Community College teamed up in support of the First Responder Continuing Education Program.
-  ECOM received a 911 Grant Award of \$2.36 million received by ECOM for the Public Safety Complex from NC911 Board.

Public Health and Well Being

Animal Services	Increase volunteer based adoptions.	Goal Met
	Reduce overtime.	In Progress
	Hold monthly outreach events.	Goal Met/Ongoing
Health	Educate the community.	Goal Met/Ongoing
	Maintain an on-site wastewater program back-log of two weeks.	Goal Met/Ongoing
	Maintain the number of new patients and patient visits to the clinic.	Goal Met
Library	Implement an RFID/self-check system.	Goal Met
	Strengthen and expand the student ID project .	Goal Met
Parks and Recreation	Determine and improve our net promoter score.	In Progress
	Identify and begin the implementation of preferred recreation software program.	Goal Met
	Increase program awareness.	Goal Met/Ongoing
Social Services	Meet the state standards on timely initiations and completions of CPS & APS reports.	Goal Met/Ongoing
	Reduce long term care facility complaints from 10 per Month to 5 (50% reduction).	Goal Met
	Coordinate the efforts of scanning 1900 square feet of files in the Social Services file room.	Goal Met
Veterans Services	Increase the benefits to veterans by 2.5% over fiscal year 2015.	Goal Met
	Increase our office traffic by 2%.	Goal Met
	Establish a VA ICATS route on Thursday.	In Progress

Other Accomplishments



Department of Social Services collected \$390,569 in fraudulent over payments.



Health Department hosted Josh Stein (North Carolina Attorney General), Dr. Mandy Cohen (Secretary of NCDHHS) and Danny Staley (Director of the NC Division of Public Health) and discussed pertinent public health issues with them during their visits.



Health Department began requiring evaluation pits for all new septic approvals. This program has also increased the productivity of the staff and the quality of the soils evaluation.



Health Department implemented a new clinical information system called CureMD in July of 2017.



Parks and Recreation added a new facility at the East Iredell Lions Club.



Parks and Recreation adopted a Site Specific Master Plan for Jennings Park.








Animal Services added an outdoor acquaintance area.

Economic Development

Cooperative Extension	Increase the educational opportunities by 10%.	Goal Met
	Increase the use of services and resources by 10%.	Goal Met
	Provide more access to safe, local, and healthy food.	Goal Met/Ongoing
Development Services	Increase community awareness and involvement.	Goal Met/Ongoing
	Develop and implement an email survey.	Goal Met
	Obtain software to reduce time spent manually grouping/reassigning daily scheduled inspections.	Goal Met

Other Accomplishments

-  Cooperative Extension held events to educate and encourage food entrepreneurs.
-  Cooperative Extension performed tests on corn plots to improve profitability for farmers.
-  Cooperative Extension worked with dairy farms to implement improved forage production.
-  Planning updated the Land Development Code to make the code easier for businesses and development in the unincorporated area of Iredell County.
-  Planning made changes to the rezoning process to give more flexibility to prospective investors and property owners.