

Safe & Healthy Community – FY2023 Executive summary:

Davie County Sheriff's Office, Emergency Medical Services, Emergency Management/ Fire Marshal's Office, 911 Communications and Davie County Health & Human Services staff demonstrate professionalism in keeping our community members safe and healthy on a daily basis.

This year, the Safe and Health Community focus area has focused on three important goals: community engagement, response times, and staff development. Community engagement was accomplished through social media posts, public service announcements, community outreach and events, educational programs to citizens, Buckle-Up Davie car seat program, and Community Health survey opportunities.

All public safety departments achieved (or exceeded) their response time goals this year. The Sheriff's Office and 911 Communications conducted planning for Omega Response Code- response time study. Health and Human Services departments demonstrated their exceptional health and wellness provisions to community members through access to family medicine healthcare, Work First and Women-Infant-Children (WIC) programs, Medicaid application processing, food and energy assistance programs, and child and adult protection services. Davie County offers Family Medicine Healthcare services through Kintegra Health. Services include Adult well/sick care; Diabetes and chronic disease management; Preventative care; and Behavioral Health counseling.

The Safe and Healthy Community team collaborates through the Opioid Task Force to improve service to the community. This group meets regularly to track performance and discuss areas for improvement and recommend funding appropriations. The team has been awarded grants to support this program. Also, opioid settlement funds have been designated to support the Community Paramedic program, Detention support services, and Community Based social services.

Staff development continues to be a major focus to ensure that staff members are properly trained and certifications are current. The Fire Marshal's office also coordinated trainings with volunteer fire departments. EMS held two EMS Academy cohorts this year to train citizens about CPR, hemorrhage control, extrications, and other operations and procedures.

Growth & Infrastructure – FY2023 Executive summary:

The recently adopted 20-year comprehensive plan is being used to map out future growth opportunities in the county. Davie County Planning & Development Services continues to provide Planning & Zoning services to Bermuda Run and Mocksville. Customer service is a priority, as demonstrated with timely inspections and planning responses.

Public Utilities Service continues to provide safe and clean water to the county's consumers and plans are being developed to map out future growth opportunities. The construction project for the new water treatment plant was awarded to Jimmy R. Lynch & Son Construction and is underway. Communication with the community continues to be a priority of the Public Utilities department, as they provided information and awareness activities and water quality reports. Staff maintained educational certifications to ensure up to date training on water safety compliance.

General Services' staff have worked diligently to keep up with facility work orders - maintaining happy county employees. Project Management staff coordinated the construction of the new EMS Station 4, which is scheduled to open in August 2023.

Davie County Register of Deeds Office continues to record documents accurately and efficiently and has increased E-recording numbers to 63.89%. All staff are certified to ensure superior customer service by a professional, knowledgeable, and cross-trained staff. All staff became certified with NCARD in 2022. Register of Deeds began the first preservation project of marriage licenses from 1868-1882 and is currently working to preserve the 1883 – 1898 marriage licenses. In 2023, our Davie County Cohabitation Record Book of 1866 was digitized by NC Archives and preserved. We began our "People Not Property: Enslaved Persons Project" in collaboration with UNCG & local Davie County citizens. Also, a "Thank a Vet" campaign was conducted to encourage veterans to register their DD214 discharge certificates with the Register of Deeds office.

The Tax Administration office achieved an impressive collection rate of 99.14% for the year. The Tax staff have maintained their professional development through continuous education. Tax staff work diligently to maintain accurate real and personal property listings.

Business Operations – FY2023 Executive summary:

County staff continues to promote continuous improvement, high performance and exceptional customer service while finding ways to respond to needs differently. The County has made efforts to engage with citizens through Community Conversations, social media posts, and a quarterly update in Davie Life magazine.

Business Operations staff prioritizes support to their internal customers – county service departments. The County Manager, Finance, Human Resources, Clerk to the Board of Commissioners, Attorney and Technology Solutions departments work together to ensure that all county employees have the tools they need to perform their duties. These departments prioritize reducing risk in county operations.

Technology Solutions staff has saved money through contract management, new technologies and recycling hardware. Professional development is crucial for Technology Solutions' employees to stay abreast of innovative tools and keep the county assets safe from cyber attacks. Customer satisfaction is a high priority and was demonstrated with a response rate in FY2023.

A GIS Portal has been in development since mid-2019 and represents a tremendous effort by Technology Solutions staff to build and deploy new servers, networking, and storage, as well as install and configure GIS applications. The portal will allow staff to build and publish web-based maps and applications to provide greater access to information that may have been difficult to locate or use. The Planning and Development application will make searching GIS information much simpler and now links septic system permits to the map. Other applications include a School Finder, Voting Precinct Finder, and School Demographics Dashboard.

Quality of Life & Place – FY2023 Executive summary:

Davie County Recreation & Parks, Public Library, Senior Services, Cooperative Extension/ 4H, Veterans Services and Board of Elections staff have continued to provide quality programs and services to the community. Each of the Quality of Life & Place departments have prioritized community engagement through social media posts, newspaper advertisements, volunteer opportunities, and community outreach. We have witnessed an increase in participation and volunteerism in FY2023, as community members are emerging from their homes back into the public settings.

Park attendance, as well as Library visits have risen higher than expected. Special events and collaborations between departments and local agencies have provided additional opportunities for the community to socialize, learn, and recreate.

Cooperative Extension has provided educational programming and an abundance of food to the community, through community gardens and volunteerism.

Senior Services has continued to feed, exercise, and entertain the senior community members. Senior Services offered a variety of health education seminars to older adults.

The Veterans' Services Officer has been busy assisting veterans individually, and participating in outreach events. Veterans' Services collaborated with Register of Deeds to implement the "Thank a Vet" program.

Elections staff has participated in outreach events to increase voter registration. They prepared for and conducted the November 8th elections.