

State of Montgomery County



*Looking Back at
Our Accomplishments for 2007*

And

*Looking Forward to
Our Goals for 2008*

2007 Accomplishments

Montgomery County Administration and Montgomery County Board of Commissioners

- ❖ Hired County Planner
- ❖ Hosted County Government Day for the 2007 Leadership Montgomery Class
- ❖ Received Approval for the Springdale Heights Community Development Block Grant Infrastructure Program
- ❖ Approved Financing for the new Jail Facility, Elementary School, and Social Services Building
- ❖ Implementation and success of the 10,000 Step Walking Program
- ❖ Hired first County Parks and Recreation Director
- ❖ Hired new Emergency Management Director
- ❖ Purchased Communication Tower
- ❖ Set Legislative Goals
- ❖ Worked with the U.S. Census Bureau on their Dress Rehearsal
- ❖ Allowed RCATS to contract gas purchase through the County to save the program money
- ❖ Approved Additional EMS Services for the Badin Lake Area
- ❖ Approved Progress Energy Relicensing Agreement
- ❖ Approved ALCOA Relicensing Agreement
- ❖ Moved Forward with Waterline Project
- ❖ Approved Montgomery County Secondary Improvement Program for 2007-2008
- ❖ Awarded Teaching Fellows Scholarship Recipients
- ❖ Maintained the Fiscal Year 2007-2008 Budget with no tax increase

- ❖ Approved Additional Funding for RCATS
- ❖ Approved new County Solid Waste Ordinance
- ❖ Dedication and Completion of the Montgomery County Old Home Cemetery
- ❖ Discussed the Request by the State to build a new Animal Control Facility
- ❖ Approved the new Montgomery County Employee Personnel Policy
- ❖ Approved the new Fleet Management Policy
- ❖ Approved the new Merit/Performance Policy which will improve the accountability of County Employees
- ❖ Appointed the Land Use Plan Steering Committee
- ❖ Approved a Livestock/Forestry Agent for Cooperative Extension
- ❖ Approval of N.C. Rural Center Clean Water Partner Grant
- ❖ Work with the Towns to create a County Water Shortage Response Ordinance
- ❖ Created the New Employee Orientation Program
- ❖ Approved Flood Damage Prevention Ordinance
- ❖ Groundbreaking and start of Construction for new Jail Facility
- ❖ Started Construction of new Elementary School
- ❖ Approved the Conceptual Plan Developed for the Social Services Building
- ❖ 911 Center Expansion
- ❖ Improved Security at the Courthouse
- ❖ 60 miles of new water lines
- ❖ Purchased two new fire trucks
- ❖ Improve the efficiency and effectiveness in Finance, HR, and Water through new software
- ❖ Completion of Expansion and Widening of Runway at the Airport
- ❖ Development of website with GIS capabilities

Montgomery County Animal Control

- ❖ After Inspections made by the Department of Agriculture, the current facility was brought in compliance with State Laws.
- ❖ Had an Officer Trained to do Euthanasia by needle injection

Montgomery County Board of Elections

- ❖ The Director of Elections and the Chairman of the Board of Elections were awarded re-certification by The State Board of Elections.
- ❖ Implemented data scanner program to enable voter registration applications to be scanned and stored electronically.
- ❖ Began programs to document and track voter registration forms and preference forms received from the Department of Social Services to enable them and the Board of Elections to prove Montgomery County is in compliance with all State and Federal regulations.
- ❖ Completed grant request and purchases of voting systems and precinct supplies to assure Montgomery County would be compliant with Federal and State mandates with the least amount of impact on the County Budget. Grant received \$230,092.00. Cost of replacing Voting Systems and supplies for Montgomery County \$230,097.00 Total cost to Montgomery County = \$5.00.
- ❖ Appointed forty-two (42) precinct judges.
- ❖ Conducted the Municipal Elections for the Towns of Biscoe, Candor, Mt. Gilead, Star and Troy.

Montgomery County Department of Social Services






Food & Energy Assistance Program

- ❖ Unit met all State & Federal processing standards
- ❖ Unit had no overdue emergency applications
- ❖ 100% payment accuracy
- ❖ 100% negative accuracy
- ❖ County Participation Rate: 58.08% (State average 67.85%)

- ❖ December 07 Caseload Size 1555 – Largest caseload to date
- ❖ CIP Energy Assistance: 295 applications taken; \$58,292 approved
- ❖ Energy Neighbor Funds: 19 applications taken; \$2059 approved
- ❖ 2007 Fraud Collections: \$37,702
- ❖ 2007 Fraud Incentive Money returned to county: \$9,937
- ❖ Referrals in last 6 months: 27 (State average 15)

Work First Program

- ❖ Work First is about helping families achieve self-sufficiency-helping adults support themselves and provide for their children. Work First promotes personal responsibility and employment. To help families reach their self-sufficiency goals, Work First provides employment services, other supportive services, and time-limited cash assistance to families with children under age 18. The family is referred to child support to help get additional financial support for the children. If eligible, the family may also receive Medicaid. A family must meet income, resource, and citizenship rules.
- ❖ Work First and Employment Services Goals and Performance Measures report Year to Date data for State Physical Year ending 6/30/2007 are as follows:

Outcomes	Annual Goal	YTD Actual	% of YTD Goal Met	Comments
Adults Entering Employment	44	15	34.09%	Strive to increase!
Remaining off Work First for Employment	90%	97%	107.78%	
Providing Employment Services: All-Parent	80%	97.83%	122.29%	
Providing Employment Services: Two-Parent	100%	100%	100%	
Meeting All-Parent Participation Rate	50%	31.18%	62.36%	Strive to increase!
Meeting Two-Parent Participation Rate	90%	87.50%	97.22%	
Employed 6 Months After Leaving Work First	60%	72.31%	120.52%	

Work First Benefit Diversion: Benefit Diversion is an alternative to Work First Family Assistance. A family that qualifies for Benefit Diversion is provided:

- ❖ A one-time cash payment of up to 3 months of Work First benefits. Cash payments stop after this one check.
- ❖ Up to 3 months of Medicaid
- ❖ Child care, transportation, and work-related expenses, if needed; and
- ❖ Child support services and referrals to other community and agency services.

While benefit Diversion is not appropriate for all families, it provides immediate help to families who are employed, soon-to-be-employed, between jobs, or who anticipate receiving financial assistance in the near future, whether or not related to employment, that will help meet their needs. This financial assistance may include child support, an inheritance, insurance settlement, etc. Benefit Diversion is to help families who need one-time, temporary assistance.

Work First Services for Low-Income families (Below 200% of Poverty)

These services may be provided to any family that currently does not receive a Work First check with income at or below 200% of poverty, provided there is a child in the household who meets the age, kinship, and citizenship/alienage rules.

Work First Child Care Subsidy Program

Each county receives funding from the NC Division of Child Development for subsidized child care services to help families pay for child care. To qualify, family income must be within the income guidelines based on family size. Most families who are Work First recipients qualify for financial assistance to help with child care expenses. Families that need child care to work or attend school are required to pay a fee based on their gross countable monthly income and the number of people in the family. The family pays only one fee, regardless of the number of children in care.

Parents are free to choose the type of licensed child care arrangement they wish to use. Information is provided about how to select a child care center or home and the star rated licensing system.

Montgomery County allotment for SFY 2006-2007 was \$1,000,589. The average compliance percentage for the summary of findings for the Subsidized Child Care Program was excellent at 99.21%.

The purpose of the child care caseworker is to provide subsidized child care assistance to the Subsidized Child Care, Smart Start Child Care, and Head Start Wrap Around population. The caseworker enrolls child care providers in the Subsidized Child Care System, determining eligibility, coordinating payment, and conducting outreach activities. Client's child care needs are assessed and a daycare application is completed. The Child Day Care program receives referrals from the Head Start Wrap Around program and the Developmental Day center in addition to interagency referrals from Child Protective Services.

On-site monitoring was conducted by staff from the Subsidy Services Section of the Division on September 5-6, 2007. Client records representing 20 children funded with Subsidized Child Care funds were selected for review. At the conclusion of the on-site monitoring review a total of 305 points were possible. Of the total points, 290 were accurate and 15 were in error. This resulted in an initial compliance score of 95.1% for accuracy and 4.9% for errors. Montgomery County is in the process of appealing the error decisions. In addition to client records, provider records for child care arrangements funded with Subsidized Child Care funds, representing 15 providers, were reviewed. A total of 60 points were possible for the review of the provider records. Of the total points, 60 were accurate and 0 were in error. The points from this section of the report do not count in the overall compliance score.

Medicaid (Medical Assistance) Program

The Medicaid Unit of the Department of Social Services met the challenges of 2007 with limited staffing of one supervisor and eleven caseworkers. Thankfully, we only had one personnel change and this was due to the retirement of one of our caseworkers on December 31, 2007. We have six caseworkers that administer the Adult Programs and five workers that administer the Family and Children's Programs.

In November 2007, the Adult Medicaid Unit saw the implementation of the new policy that came about as the result of the Deficit Reduction Act of 2005. This new policy impacted resources and transfer of assets for institutional services for the aged, blind and disabled population. These institutional services include the services that are provided to individuals receiving assistance in a nursing facility, an intermediate care facility for the mentally retarded, swing beds in an acute care facility (hospital) and those receiving assistance thru the Community Alternatives Program. Also, now policy requires that in-home health services and supplies be sanctioned after the individual has been sanctioned for institutional services and goes home to a private living arrangement while under a sanction period. Workers attended training on these new policies and have begun implementing the changes and still educating themselves on the new policies.

The end of the year brought the annual cost of living adjustments for all our aged, blind or disabled Medicaid cases. All of our cases that have individuals receiving Social Security, SSI or Veteran's benefits must be reviewed for changes in situations that could affect the recipient's Medicaid benefits. These cases were reviewed and necessary changes implemented. Also, the annual re-enrollment of the MQB-E program (Limited Medicaid for Qualified Beneficiaries) had to be done during the month of December 2007 after legislation was passed in the final hours to extend the program. These cases were reviewed and updated accordingly.

The Family and Children's Medicaid Unit was also impacted in November 2007 by the new policy regarding resources and transfer of assets resulting from the Deficit Reduction Act of 2005 changing policy for this program area also regarding resources and transfer of assets, although the Family and Children's Unit is seldom faced with this issue, unlike the Adult Medicaid Unit. Still workers had to be trained and educated on the new policy and procedures, which is an ongoing process.

Unlike some other years, the Family and Children's unit only saw one new program expansion in 2007. The Expanded Foster Care Act of 1999 allowed states to extend Medicaid coverage for older youth who have aged out of foster care. The 2007 Appropriations Act allows foster

care adolescents, ages 18, 19 and 20 to continue to receive Medicaid if they were in foster care on their 18th birthday. This policy came into effect October 1, 2007 and has been implemented by our Family and Children's Medicaid Unit.

North Carolina was required to participate in the federally mandated Payment Error Rate Measurement (PERM) project reviews in 2007. These case reviews comprised samples of both active and negative Medicaid and North Carolina Health Choice eligibility cases. Monthly samples were randomly selected by the Quality Assurance Section in Raleigh and reviewed. No errors were cited for any of these cases.

In October 2007, the State Quality Assurance team conducted the Corrective Action Record Review (CARR) on site here in the county. A total of 10 cases were reviewed by the analyst. No eligibility errors found and records were noted to be well organized and very well documented.

Special Assistance:

In January 2007, the Special Assistance Program underwent program compliance monitoring. This monitoring was completed on-site by a State Program Compliance Representative. Ten Special Assistance cases were randomly selected for review, nine cases were correct and one case was potentially ineligible, but corrective action taken during on-site monitoring resulted in a favorable finding.

Effective October 1, 2007 the Special Assistance Adult Care Home Rate Change was implemented to increase the maximum basic Adult Care Home facility rate for State/County Special Assistance for Adults. This also directly impacted SA/In-Home recipient's eligibility and also the SA In-Home maximum payments as well as impacting the monthly payment amounts to the rest home. The Special Assistance caseworkers reviewed the SA cases and implemented these changes appropriately and timely.

DSS must administer the Medicaid programs in a timely and efficient manner. The unit is monitored monthly by the State to see if report cards are passed and time standards are met. We are also monitored annually or bi-annually via record review to the Division of Medical Assistance monitoring staff to ensure compliance with, acceptance of and disposition of applications without delay. Frequency of this monitoring is determined by the agency's performance on the monthly report cards. DSS is measured on the average processing time and the percent of applications that were processed timely. The Medicaid Unit must achieve a certain "standard" to have "passed" the adjusted report card for the month. These report cards were passed January thru December 2007 for Regular Medicaid. The North Carolina Health Choice Program passed this report card each month except for the month of June 2007 with a minimal finding. This did not impact the agency due to the fact that no other failures were reported for the year.

During January thru December 2007, the Medicaid Unit took and processed 2,932 applications for Medicaid and Special Assistance. The unit approved 2,319 of these cases while denying assistance for 643 applicants. The unit also maintains approximately 4,630 active and ongoing cases monthly.

Child Support Enforcement Program

- ❖ Number of children with paternity established in total cases 1,170
- ❖ Montgomery County exceeded goal of 105.7% by 1.5%
- ❖ Montgomery County had 107.2% of children with paternity established
- ❖ Montgomery County has 1,371 active child support cases
- ❖ Montgomery County has 1,304 cases under a court order for support
- ❖ Montgomery County exceeded goal of 91.6% by 3.5%
- ❖ Montgomery County has 95.1% of cases under a court order
- ❖ Montgomery County ranked #1 in NC out of 88 NC child support offices for cases under order
- ❖ The state average for cases under order in 2007 was 83%
- ❖ Montgomery County collected 71.3% of all current support obligations owed to cases
- ❖ Montgomery County exceeded goal of 70.9% by .4%
- ❖ Montgomery County has 1,223 cases that have arrears owed to case
- ❖ Montgomery County collected a payment toward arrears in 867 of those cases, 70.9%
- ❖ Montgomery County exceeded goal of 68.6% by 2.3%

Total collections goal for Montgomery County for FY 2006-2007 was \$2,560,590.00
Montgomery County collected a total of \$2,513,744.00 and reached 98.2% of the goal established

Montgomery County established 1,420 income withholdings, 162 new child support orders and 77 paternitys. Montgomery County was ranked 21st overall for North Carolina out of 88 NC child support offices

The Montgomery County child support unit consists of 5 agents, 1 processing assistant and 1 supervisor

Child Protective Services Program

- ❖ Successfully achieved substantial conformity in 6 out of 7 outcomes areas in the Child and Family Services Review completed in 2006. This was a continued improvement over the previous review completed in 2004, during which we achieved substantial conformity in 5 out of 7 outcome areas.
- ❖ In January 2006, we began full implementation of the mandated programmatic changes in Children's Services called, the Multiple Response System.
- ❖ Began and continue a process of public education regarding the Multiple Response System, including a newspaper article, presentations to schools and community organizations.
- ❖ Developed and implemented a CPS to Foster Care Protocol, jointly with the Foster Care & Adoption Program.
- ❖ For 2007, we completed CPS Assessments on 200 reports of child abuse, neglect and/or dependency.
- ❖ For 2007, we completed 7 CPS Assessment for adjoining counties in which the other county had a conflict of interest.
- ❖ For 2007, we provided intensive CPS Case Planning and Case Management Services to 25 families.

Foster Care & Adoption Program

- ❖ Maintained the number of foster homes and increased the total number of homes in the county by 42%
- ❖ Continued to pass and exceed all State & Federal Program Reviews and Audits
- ❖ Found permanence for majority of eligible children in foster care and met the State challenge to do so by 75%
- ❖ Had a reduction in the length of time in out of home placements for children in DSS custody
- ❖ Finalized all eligible adoptions
- ❖ All eligible youth in DSS custody participated in the LINKS Independent Living Services Program
- ❖ Initiated and maintained effective collaboration with community partners
- ❖ Had a 75% increase in services provided to private & step-parent adoption cases
- ❖ Implemented the state-mandated Multiple Response System (MRS)
- ❖ Reassigned a SW position to provide Intake duties and to facilitate mandated foster care requirements for Child and Family Team Meetings

Adult Services Program

- ❖ Establishment and expansion of the Special Assistance In-Home Program.
- ❖ Intake (and related functions of that position-Payee, Guardianship, MCF etc.): We have successfully structured the position to better serve clients and to allow social workers to be able to concentrate their efforts on their own program areas.
- ❖ Cross training in the different areas of Adult Services.
- ❖ Assisted with coordination and expansion of Transportation Services.

Montgomery County Emergency Management Services

- ❖ Worked with IT and completed the purchase of radio tower on Tower Rd.
- ❖ Upgraded 911 Workstations.
- ❖ Upgraded 911 CAD Server.
- ❖ Installed new Mapping server.
- ❖ Up-Graded 911 with installation of new consoles.
- ❖ Started with up-Grade of the Emergency Operation Center.
- ❖ Obtained and outfitted the Emergency Management Command vehicle.
- ❖ Meet state requirements to obtain EMPG Grant funding.
- ❖ Received donated ambulance from First Health to be used for Rehab/Shelter unit.
- ❖ Responded to and assisted county emergency agencies on 40+ calls.

Montgomery County Finance Office

- ❖ Completed financing agreements for the new Elementary School and Jail Projects
- ❖ Prepared and implemented 2008 FY budget
- ❖ Established several new procedures to increase internal control over financial data
- ❖ Implemented new key card system used at county owed gas tank.

Montgomery County Health Department

- ❖ Administered Menactra vaccine on Feb 2nd to 11th & 12th students at East & West Montgomery high schools while simultaneously testing our capacity to respond during a possible public health emergency such as a disease outbreak.
- ❖ Held a first-ever Community Preparedness Roundtable in April.
- ❖ Participated in an Anthrax regional drill in Greensboro.
- ❖ Promptly provided public health & crisis management support after hours during the Evans Rest Home fire in Mt. Gilead on September 11th.
- ❖ Instrumental during the Castleberry product recalls. MCHD staff immediately teamed up to ensure that potentially Botulium-contaminated canned products were promptly removed from stores, daycares, campgrounds & other places to protect the health & well-being of the residents and visitors of Montgomery County. Distributed flyers in English and Spanish to businesses, agencies, schools, libraries, post offices, and other outlets throughout Montgomery County.
- ❖ Educated the general public through newspaper articles that explained the difference between the cold & the flu.
- ❖ Administered 1,256 flu vaccines to the general public.
- ❖ Improved community education and awareness of Tuberculosis (TB) by developing flyers in English & Spanish that were distributed throughout Montgomery County with the assistance of other agencies to include the Town of Mt. Gilead's Water Department.
- ❖ Conducted TB screenings at Stanback Park in Mt. Gilead.

- ❖ Implemented Project Sparrow, a regional grant-funded initiative, which focuses on improving the health outcomes of African Americans through education, awareness, physical activity and nutrition with the Revival Temple Church congregation. Project has sparked others in various communities in the county to exercise more & change eating habits.
- ❖ Coordinated the first-ever Montgomery County Teen Health Fair with over 119 students in attendance on a Saturday! Received a \$1,000 grant from Wal-Mart in April 2007 & a \$156,690 grant from Kate B. Reynolds Charitable Trust to address the teen pregnancy concerns in Montgomery County. Through grant-funding, MCHD hired a Teen Outreach Program Health Education Coordinator to promote education & self-esteem among high schools in collaboration with the Family Consumer Science classes at East & West Montgomery high schools. MCHD staff met with State representative Melody Goodwin during the Adolescent Health Advocacy Day & the Heart Health Day in Raleigh.
- ❖ Participated in the pregnancy health fairs.
- ❖ Developed over 80 newspaper articles for the *Montgomery Herald* & *The Post* newspapers to promote educational awareness centered on health care issues.
- ❖ Provided awareness of health department services through presentations to Leadership Montgomery, MCC Patient Navigator Course students, & Latino/Hispanic Parent Night at Candor Elementary School.
- ❖ Raised \$2,200 at the MCHD Silent Auction in support of the American Cancer Society and the March of Dimes.
- ❖ Attended Relay for Life in support of cancer awareness.
- ❖ Conducted numerous presentations to community organizations, churches and other civic organizations with a focus on various types of cancer to include breast, cervical, prostate and mouth and throat cancers as well as presentations focusing on obesity, diabetes, heart disease and stroke prevention.
- ❖ Conducted blood pressure checks and distributed health brochures during Operation Inasmuch.
- ❖ Earned \$3,377.81 from the State for being 100% compliant in food, lodging & institution inspections.
- ❖ Conducted numerous presentations within the school system such as sun safety, nutrition, physical activity & Career Day.
- ❖ Held a Children's Health Fair in April at MCHD.
- ❖ Promoted dental health through children's coloring contest.

- ❖ Participated in the 2007 Latino Health Coalition through the NC Center for International Understanding from September 10 - 16th. This project enabled the Health Director, along with the Hospital Administrator, School Superintendent & the Community Health Administrator to study health care in Mexico City & Puebla for 6 days in an effort to better understand Mexican culture & their health care system. Project Goal: To identify barriers to health care within the Latino/Hispanic population in Montgomery County. This was the first time ever that Montgomery County was chosen to be a part of this initiative.

Montgomery County Human Resources Department

- ❖ Personnel Policy revised and updated with many improvements for employees.
- ❖ Employee Assistance Program active for all employees.
- ❖ Continued great coverage with all Insurances, Major Medical, Dental, Life and Supplemental.

Montgomery County Information Technology Department

- ❖ Assisted Emergency Management with inventory of radio system
- ❖ Assisted Emergency Management with purchase of radio tower
- ❖ Upgraded 911 Workstations
- ❖ Upgraded 911 CAD Server
- ❖ Installed new Mapping server
- ❖ Installed new DSS server
- ❖ Upgraded server for Water, Admin, and Finance
- ❖ Assisted Parks and Recreation with processing of surveys
- ❖ Assisted 911 with installation of new consoles
- ❖ Assisted DSS with new voicemail system
- ❖ Wireless network link between Courthouse and Administration
- ❖ Wireless network link between 911 and Administration
- ❖ Installation of firewall for 911 and Sheriff Office

- ❖ Assisted Emergency Management with installation of displays in EOC
- ❖ Deployed Microsoft Virtual Server for server hardware consolidation

Montgomery County Parks and Recreation

- ❖ Hire date May 14
- ❖ Luncheon For All Elected Town/County Leaders
- ❖ Met With All Youth League Representatives
- ❖ Member of 20/20 Committee for Montgomery County
- ❖ TDA Advisory Member
- ❖ Leadership Montgomery County
- ❖ Uwharrie Mountain Festival Trail Run Coordinator
- ❖ Chair elect- Uwharrie Mountain Festival
- ❖ Treasurer elect-SORBA (southern off road bicycle association)
- ❖ Member NCRPA (North Carolina parks and recreation association)
- ❖ Attended statewide parks and recreation conference
- ❖ Co-chair Montgomery County Swim Meet
- ❖ Coordinator Fall Coed Softball League
- ❖ Christmas Card Contest
- ❖ Uwharrie Senior Games Planning Committee
- ❖ Mt. Gilead Recreation Commission advisor
- ❖ Started Montgomery County Park Master Plan
- ❖ Developed Policies And Procedures Manual For Summer Playground Program

- ❖ Quantified all data from the Recreation Survey
- ❖ Attended PARTF Grant Workshop
- ❖ PTCOG Bike Planning Route Committee for Montgomery County

Montgomery County Planning Department

Daily Tasks

- ❖ Responded to and assisted over 1,800 county citizens with planning related issues, not including plats, zoning permits, or planning requests such as rezonings, etc. (took over 400 hours to complete).
- ❖ Issued over 400 zoning permits (took over 100 hours to complete).
- ❖ Started creating new Planning Department website (10 hours).
- ❖ Started creating new digital filing system with the assistance of IT (5 hours).
- ❖ Created all new applications: Zoning Permit, Campground Permit, Watershed Permit, Conditional Use Permit Request Application, Citizen Information Application, Rezoning Request Application, Custodial Care Request Application, Text Amendment Request Application, Variance Request Application, Violation Complaint Form, New Subdivision Checklist and new staff report template (20 hours).
- ❖ Enforced Campground, RV, Zoning, Subdivision, Mobile Home Park, Junk Car, Solid Waste, and Watershed Codes (took over 150 hours).
- ❖ Reviewed and signed over 100 subdivision exemption plats (took over 50 hours to complete).
- ❖ Installed / used ArcGIS 9.2 daily for utilizing zoning and other layers.
- ❖ Prepared staff reports for and presented 6 rezoning cases, 1 conditional use case, 7 variances, 2 subdivisions, 3 text amendment recommendations, 3 new ordinances, variance review, and 1 temporary use case to the Planning Board and Board of Commissioners (took over 60 hours in preparation).
- ❖ Scheduled training workshop for Planning Board and educated them in planning related issues / laws, such as how to legally recommend rezoning, variance, and conditional decisions, and holding more affective meetings.

- ❖ Prepared / operated planning department budget for 2007 – 2008 budget year as of February 5, 2008 budget expense at 44.9 %.
- ❖ Work with US Census Bureau as 2008 Dress Rehearsal Liaison (has taken over 20 hours of time).
- ❖ Worked with US Census Bureau 911 Address Coordinator as LUCA Liaison (has taken over 15 hours of time).
- ❖ Scheduled meeting with Parks and Recreations Director and Tourism Coordinator to discuss a county wide greenway system.
- ❖ Created / conducted state wide Planning Staff survey – results advise that the Planning Department is understaffed.
- ❖ Created new Planning Organization System.
- ❖ Drafted Administrative Assistance / Zoning Tech Job Description and duties at County Manager’s request (3 hours).
- ❖ Scheduled meeting with IT, Tax, Environmental Health, Inspections, Water, Administration, and Planning to create a distinct building permit step process.
- ❖ Interviewed Planning Board members and Commissioners and received direction for current and future planning efforts.
- ❖ Prepared initiation meeting for new Planning Board Member Phil Absher.
- ❖ Drafted weekly reports for County Manager (24 hours).
- ❖ Created strong working relationship with County Manager in receiving direction for the Board of Commissioners and Planning Board.
- ❖ Created / implemented new plat drop off policy.
- ❖ Created / implemented new code enforcement policies.

Long Range Planning Efforts

- ❖ Drafted / presented a new Campground Ordinance, Nuisance Lot Ordinance, and Wireless Telecommunication Facilities Regulations to the Planning Board and Board of Commissioners (over 40 hours to complete).
- ❖ Updated / presented the Flood Damage and Prevention Ordinance to the Board of Commissioners (5 hours).

- ❖ Started creating Highway Overlay District regulations and an Adequate Public Facilities Ordinance (5 hours).
- ❖ Assisted Emergency Management in drafting of Gate Ordinance (2.5 hours).
- ❖ Kept record of recommended text amendments to existing ordinances including Zoning, Subdivision, Campground, and RV Ordinances (spent over 40 hours).
- ❖ Assisted PTCOG in facilitating six community meetings, drafting Land Use Plan (not finished), budgeting for plan, and drafting / presenting “stop gap” text amendments to the Zoning Ordinance (took over 25 hours).
- ❖ Created new working relationships with the Planning Department and the following agencies: NC Department of Transportation (NCDOT), NC Department of Environment and Natural Resources (NCDENR), Division of Community Assistance, Piedmont Triad Council of Governments (PTCOG), US Army Corps of Engineers, Federal Emergency Management Agency (FEMA), NC Wildlife Resources Commission, Sustainable Sandhills, Base Realignment and Closure Task Force (BRAC), US Census Bureau, ALCOA, Progress Energy, Handy Sanitary, Town of Biscoe, Town of Mount Gilead, Town of Star, and Town of Candor, The Montgomery Herald, The Post, The Courier Tribune, Twin Harbors Board of Directors, Badin Shores Resorts, Anson County Planning Department, Stanly County Planning Department, Moore County Planning Department, and the Randolph County Planning Department.
- ❖ Created interdepartmental coordination with the Planning Department and the following departments: Inspections, Soil and Water, Economic Development / Chamber of Commerce, Parks and Recreations, Administration, Environmental Health, 911 Addressing, Emergency Management, Information Technology Departments, and County Attorney Russ Hollers.
- ❖ Represented County Manager in RCATS and as PTCOG Delegate.
- ❖ Requested the Piedmont Triad RPO to include assisting the department in creating a comprehensive transportation plan for Montgomery County, which they agreed to.
- ❖ Requested that the Division of Community Assistance to include assisting the department in amending the zoning and subdivision ordinance, which they agreed to.

2007 Department Training

- ❖ Certificate of Instruction in Regulating Trees and Working Open Space in Counties and Cities - North Carolina State University, Raleigh, North Carolina
- ❖ Certificate of Training in Introduction to Zoning - UNC School of Government, Chapel Hill, North Carolina

- ❖ Certificate of Instruction in Growth Analysis Using Community Viz - American Planning Association National Conference, Philadelphia, Pennsylvania
- ❖ Certificate of Training in Conservation / Rural / Open Space Planning Workshop - Randall Arendt, Southern Pines, NC

Montgomery County Public Library

- ❖ Children's programming was a major accomplishment for MCPL. For summer reading, 1,598 children signed up to read for prizes and to attend programs. 884 read 5 books or more and 87 read 100 books. Programs were given in elementary schools, at the Garner Center, Biscoe Community Center and at all branches. Attendees numbered 5,421 children, teens and adults. Other children's programs included in-library pre-school programs and a series, Families All Read, monthly in-school programs, Star Biscoe Elementary programs in the Star Library and Halloween Face Painting.
- ❖ Adult programming was expanded to include 5 Author Events for the Friends of the Library. Monthly programs were held and subjects ranged from Poetry Reading by a local author, Hunting and Boating Safety, Scrapbooking and other craft programs, a Deaf and Hard of Hearing Workshop and Growing Roses and Orchids.
- ❖ Carpet Quotes were gathered. Needs were presented to the County Manager and the Board of Commissioners.
- ❖ Work was completed for a Preliminary Study for a Renovation Grant. A LISTA grant of \$15,000 was awarded from the State.

Montgomery County Register of Deeds

- ❖ Contracted to re-create 11 of our deed books (C-1 thru C-11) to be completed in 2008 and added to our in house system and the website.
- ❖ Completed consolidation of the indexes for births and deaths (1913 thru 2007)
- ❖ Worked on numbering and scanning of marriage licenses
- ❖ Worked on consolidating indexes for marriages (1843 thru 2007)

Montgomery County Soil & Water Conservation District

- ❖ Assisted over 1200 Customers
- ❖ Updated Waste Management Plans on 10 Operations
- ❖ Developed Waste Management Plans on 2 New Operations

- ❖ Directed the Construction of 4 Waste Storage Facilities
- ❖ Directed the Construction of 7 Mortality Management Systems (Incinerators)
- ❖ 6 acres Critical Area Seeding
- ❖ 2 Farm Grazing Systems
 - Livestock Exclusion (Fencing Cattle out of Streams)
 - Water Troughs
 - Heavy Use Area Protection
 - Rotational Grazing
 - Animal Trails & Walkways
- ❖ Submitted a Grant Proposal to Close-Out 4 Hog Lagoons and Restore Stream
- ❖ Assisted two Wildlife Habitat Incentives Program (WHIP) Special Projects for Controlled Burning
- ❖ Completed a Needs Assessment Project for the High Rock Lake Watershed
- ❖ Held 2 successful Environmental Field Days for the 6th Grade
- ❖ Sent a High School Student to the Annual Resource Conservation Workshop

Montgomery County Tax Department

- ❖ In 2007, we began a comprehensive auditing program for business personal property. This will be continued during 2008.

Montgomery County Water System

- ❖ Helped with new water use ordinance
- ❖ Got new valves installed and operational in pipe galley at WTP
- ❖ Hired to full staff pending employee's pass state exams
- ❖ Got 51 miles of new water line installed through out the County
- ❖ Got new valve system installed in Star for tank overflow
- ❖ Hired new SCADA company to service us and started with upgrades
- ❖ Wrote a new Risk Management Plan (still working on modifications)

- ❖ Got New BPS 4 installed and ready for operation
- ❖ Got new sign for WTP
- ❖ Have new gate installed at WTP (Homeland Security)
- ❖ Have new camera system to install at WTP (Homeland Security)
- ❖ Got New line installed at Windermere Point for Fire Protection
- ❖ Started with upgrade to a new Billing and Customer Care software

Montgomery County Water System Billing

- ❖ Collected \$25,000+ in bad debt
- ❖ Increased number of customers by 154
- ❖ Started Upgrades for new Customer Care Software

2008 Goals

Montgomery County Administration and County Board of Commissioners

- ❖ Begin Construct the Social Services Building
- ❖ Construct a New Animal Shelter
- ❖ Run an Additional 25 miles of water lines
- ❖ Land Use Plan
- ❖ Improvements to the Airport
- ❖ Stimulate Economy with Aggressive Economic Development for better jobs for citizens and diversify revenue streams
- ❖ Various new ordinance for the County (i.e. gate ordinance)
- ❖ Liquor by the drink on the ballot
- ❖ Apply for permit for the Inner Basin Transfer
- ❖ Present 2008 Capital Improvement Plan for the Water Department and Water Plant
- ❖ Make Improvements to Water Department
- ❖ 2008 Airport Terminal
- ❖ BRAC
- ❖ Develop County Recreation Master Plan
- ❖ E-Government on the Internet
- ❖ Improvements to the Public Library

Montgomery County Animal Control

- ❖ Get approval for conceptual design of new facility
- ❖ Receive additional training for officers

Montgomery County Board of Elections

- ❖ Prepare new manuals office procedures.
- ❖ Prepare new training manuals for precinct official's training.
- ❖ Update manual for Rover Training
- ❖ Complete an emergency plan for the Board of Elections Office and the 14 precincts.
- ❖ Host local training for campaign finance treasurers and candidates.
- ❖ Prepare for the 2008 Primary and General Elections
- ❖ The Deputy Director and County Board Members continue to work toward State Certification.

Montgomery County Department of Social Services

Food & Energy Assistance Program

- ❖ Maintain 100% payment/negative accuracy
- ❖ Meet all timely processing standards
- ❖ Increase fraud collections by 10% (part-time worker)
- ❖ Continue to make referrals to PII as we discover them
- ❖ Look at referrals closer for "fraud"

Special Assistance

- ❖ Continue to operate an effective and efficient Medicaid (Medical Assistance) Program.

Child Support Enforcement Program

- ❖ Continue to operate an effective and efficient Child Support Program and attain a Top Ten ranking.

Child Protective Services Program

- ❖ To achieve a substantial conformity rating in 7 out of 7 on the next Child and Family Services Review.

- ❖ To continue adhering to and improving our skills in the delivery of CPS Multiple Response System services, including the use of Child and Family Teams.
- ❖ To continue the process of public education regarding issues of child abuse, neglect and dependency, and the provision of Child Protective Services.
- ❖ To continue the building and strengthening of partnerships with other community service providers such as schools, medical services, mental health services providers, juvenile court and community organizations.
- ❖ To obtain materials and training to assist social work staff in the provision of parenting and life skills assistance to clients as part of CPS Case Planning and Case Management Services.

Foster Care & Adoption Program

- ❖ Continue to focus on the development and implementation of Foster Care Services.
- ❖ Continue to increase foster homes of diverse race and those for hard to place teenagers.
- ❖ Continue to meet the State Challenge for Children, which is to find waiting children in FC a permanent placement.
- ❖ Maintain State required annual training of staff and volunteers.
- ❖ Continue to provide LINKS Independent Living services to eligible Foster Children.

Adult Services Program

- ❖ Identify additional community resources.
- ❖ Formation of an Adult Community Services Team, with representatives from the different senior service providers.
- ❖ Staffing cases every other week with all Adult Services Staff.
- ❖ Work with Adult Care Homes to ensure a safe, evacuation plan for all facilities.
- ❖ Coordinate responsibility for Guardianship Cases with The Clerk of Court, Health Department, and Sandhills Mental Health.
- ❖ Assist with continued development and transition of Transportation Services Program.

Montgomery County Emergency Management Services

- ❖ Upgrade 911 Addressing with mapping software to deliver updated maps to all County Departments
- ❖ Completion of new communications tower on tower rd.
- ❖ Complete up-grade of Emergency Operation Center
- ❖ Complete study of reorganizing Emergency Management Services to include adding County EMS service.
- ❖ Review dated phone equipment for 911 Center.
- ❖ Propose upgrade cost of communication towers for the entire county.
- ❖ Up-Fit donated ambulance to accommodate Rehab and Shelter needs.

Montgomery County Finance Office

- ❖ Complete financing for the DSS building.
- ❖ Have budget completed earlier, so that review will begin earlier.
- ❖ Have audit completed by October 31.
- ❖ Implement new financial software.
- ❖ Implement online purchase order system available to all depts.

Montgomery County Health Department

- ❖ Fully-staffed Environmental Health section with qualified Registered Sanitarians. Two Environmental Health Interns authorized in Onsite Wastewater by March.
- ❖ Development of an active Epi-Team and Health & Safety Team within the health department.
- ❖ Development of an active Local Emergency Planning Committee (LEPC) through the Emergency Management office (a requirement for accreditation).
- ❖ Continue to focus on quality and improvement of clinic flow and establish effectiveness during our transition from HSIS to HIS State computer system, as well as NC EDSS.
- ❖ Continue making improvements with the TB program.

- ❖ Conduct annual Client Surveys in order to gauge customer satisfaction.
- ❖ Work with County Manager and County Attorney on evidence of legal counsel through official documentation for the Board of Health (requirement for accreditation).
- ❖ Board of Health Training conducted in January & March 2008.
- ❖ Board of Health photos and bios done for the County website in preparation for accreditation.
- ❖ Policy, procedural and program updated as we gear up for accreditation.
- ❖ Management Team be fully qualified under NIMS in terms of completing their necessary ICS trainings.
- ❖ Successful evaluation of the Strategic National Stockpile (SNS) Plan after State review.
- ❖ Quarterly random call down drills to measure employee response time in the event of a disaster.
- ❖ Conduct the first Region 5 Preparedness Meeting in Montgomery County in February.
- ❖ Budget ideas and new grant opportunities through coordination and collaboration with the health department and other agencies.
- ❖ Continue successful internal and State audits.
- ❖ Successful cross-training of Processing Assistant staff.
- ❖ Continue providing health education and health promotion presentations within the community, churches and other organizations.
- ❖ Gather necessary data for the Community Health Assessment utilizing GPS.
- ❖ Gather necessary data for the State of the County Health (SOTCH) Report that's due to the State in December.
- ❖ Prepare for changes in the WIC program within the next two years.
- ❖ Accuracy and effective time management when it comes to supervisors conducting probationary period (initial, mid-term at 3 months, and at 6 months or up to 9 months, if applicable) and performance evaluations.
- ❖ Embrace new projects and opportunities such as Project Linus.
- ❖ Increase success through local, regional and state communities, coalitions and taskforces.

Montgomery County Human Resources Department

- ❖ Would very much like someone to train or to know the job.
- ❖ Would like to be able for someone in Personnel to go to seminars and learn new ideas and keep employees up to date on many different programs. (wellness, fitness, work laws, ways to save money, benefits, etc.)

Montgomery County Information Technology Department

- ❖ Install Firewall in Health department
- ❖ Install additional mapping monitors in 911
- ❖ Assist 911 Addressing with mapping software to deliver updated maps to all County Departments
- ❖ Install video surveillance system at Water plant
- ❖ Link Water plant to network at Administration
- ❖ Assist Emergency Management with turning up new communications tower
- ❖ Establishing an offsite backup for all County departments and offices at new tower site
- ❖ Link new tower site to County buildings in Troy via wireless Ethernet
- ❖ Research software package to tie Inspections, Planning, 911 Addressing and Tax together to streamline the permit process
- ❖ Tax Department server upgrade
- ❖ Install fiber optic cable between Sheriff Office and 911
- ❖ Research fiber link between all County buildings and new Jail
- ❖ Develop a County Intranet website to serve County employees
- ❖ Research paperless office solutions
- ❖ Update website to provide a more user friendly interface
- ❖ Develop a computer usage policy in addition to the internet use policy

Montgomery County Parks and Recreation

- ❖ Lake Tillery Park Project
- ❖ Continue To Develop And Nurture Relationships With Towns
- ❖ Summer Playground Program
- ❖ Spring Softball League
- ❖ Disc Golf League
- ❖ Girl's Summer Basketball Clinic
- ❖ Two County Swim Meets
- ❖ Apply For NC Arts Grant
- ❖ Develop Uwharrie Mountain Outdoor Club
- ❖ Develop Montgomery County Cycling Club
- ❖ Develop Montgomery County Running Club
- ❖ Develop Montgomery County Hiking Club
- ❖ Dog-O-Ween Parade
- ❖ Free Ride Park
- ❖ Active For Life Program

Montgomery County Planning Department

The Planning Department was created in January of 2007. Some of the items listed below were goals the department hoped to complete this year, but due to time constraints the department has not been able to complete these goals. Some goals have a better outcome of being complete if additional planning staff is hired.

Daily Tasks

- ❖ Add accurate zoning layer to the County GIS website.
- ❖ Recreate the entire zoning map (there are several inaccuracies) including more property information (estimated 100 hours to complete).
- ❖ Finish reorganizing all planning files (over 3000) by PIN versus property owner name (estimated 300 hours, need for administrative assistant).
- ❖ Finish digital filing system (estimated 500 hours, need for administrative assistant).
- ❖ Finish planning website (estimated 50 hours to complete).
- ❖ Make digital filing system with search engine available through planning website (with the help of IT).
- ❖ Be able to assist citizens and return all calls immediately more often (need for administrative assistant/ zoning technician).
- ❖ Finish creating new Fee Schedule.
- ❖ Create reader friendly brochures explaining different processes, such as building permit, plat review, rezonings, etc. (estimated 10 hours to complete)
- ❖ Draft Planning Board Rules of Procedures (estimated 10 hours to complete including meetings with Board for discussion).
- ❖ Assist Board of Adjustments in conducting meetings more affectively by holding workshops, etc.

Long Range Planning Efforts

- ❖ Finish Land Use Plan (estimated 50 hours to complete, including steering committee times).
- ❖ Work with the Planning Board in creating there own goals and objectives.
- ❖ Update county zoning to include better suited Industrially and Commercially zoned areas.
- ❖ Hire new planning positions including: Full-time or part-time Code Enforcement Officer and Administrative Assistant / Zoning Technician to assist in attaining these goals.
- ❖ Update the Subdivision Ordinance to reflect current planning laws and to include: conservation / open space subdivision options, revise cluster development section, recording requirements for all subdivisions including exemption, revising existing

- exemption language, transportation / access standards, slope standards, a more comprehensive definition section, PINs on plats requirement, other agencies for review and recommendation such as Emergency Management Director, biologists, and other specialized professionals (estimated 100 hours to complete).
- ❖ Update the Zoning Ordinance to reflect current laws in the NC General Statutes (Chapter 153 A), to limit contradictions, make more reader friendly and concise, and include: more use options for rezonings, a more comprehensive definition section, updating the code enforcement section, revising the residential planned development section, add accessory dwelling language, additional temporary uses, table of uses section, dimensional requirements table, design standards, historic preservation related language, environmental controls, and minimal conditional use standards (estimated 100 hours to complete).
 - ❖ Finish drafting Highway Overlay District Regulations, Horse Ordinance, and Adequate Public Facilities Ordinance (estimated 25 hours to complete).
 - ❖ Assist Soil and Water in creation of Voluntary Agricultural District.
 - ❖ Establish a more efficient subdivision review system for new subdivisions so that the Department can work more affectively with developers.
 - ❖ Create various planning related committees such as a Subdivision Review Committee, Appearance Committee, Historic Preservation Committee, Community Development Committee (rehab of buildings, restoration of older neighborhoods, economic development, and tourism).
 - ❖ Create population projections for at least next 50 years.
 - ❖ Create county greenway system with Parks and Recreation especially near existing and future subdivisions.
 - ❖ Work with the RPO in creating a comprehensive Transportation Plan and Bicycle Plan (estimated 30 hours to complete).
 - ❖ Modify code enforcement to proactive enforcement versus by complaint base only which the department only has time for currently (estimated need for full-time or part-time code enforcement officer).

Montgomery County Public Library

- ❖ Present Renovation Plan to County Manager and to the Board of Commissioners.
- ❖ Reallocate space for greater efficiency in the Troy Library.
- ❖ Continue to offer quality Adult and Children's Programs.

- ❖ Offer Computer Classes for Seniors.
- ❖ Begin teen activities.
- ❖ The Manager is to graduate with a MLS Degree.

Montgomery County Soil & Water Conservation District

- ❖ Use the Cost Share Funds to Implement the Projects with the Best Environmental Impact
- ❖ Assist as many customers as possible
- ❖ Complete Grant to take care of a Storm Water Problem in Troy
- ❖ Take Training Classes on Grantsmanship
- ❖ Work on getting a County Voluntary Agriculture District set up for the County

Montgomery County Tax Department

- ❖ Upgrade computer system
- ❖ Increase the collection tax rate.

Montgomery County Water System

- ❖ Get new work order system up and running
- ❖ Get a new radio read system started
- ❖ Get the new Billing and Customer Care software started
- ❖ Get new camera system installed at WTP
- ❖ Start with Plant upgrades plans
- ❖ Get Moore County service from Candor
- ❖ Get Handy Sanitary water line settled and/or tied in
- ❖ Start with Distribution System Upgrade Plans
- ❖ Finish with SCADA upgrades

- ❖ Put New BPS 4 online and take out Old BPS 4
- ❖ Make a fire protection tap on 24/27 east in Troy
- ❖ Start our own Water Main installation crew (no more contractors)
- ❖ New rate increase passed and instituted
- ❖ Get new media and air scour system for filters at WTP.
- ❖ Anything that comes our way

Montgomery County Water System Billing

- ❖ Learn a new computer system and software
- ❖ Collect more monies through NC Debt Set-off
- ❖ Establish on-line bill payment