

## Revised

### NACo Award Winner Descriptions for 9/4/19

1. **Child Support Enforcement--[Amnesty Event](#)**--Hosted twice a year, the Amnesty Event provides noncustodial parents the opportunity to resolve their outstanding child support issues. Through the success of this event, an additional \$55,000 was collected and distributed to the children and families we serve.
2. **Community Support Services--[The Housing First Charlotte-Mecklenburg Partnership](#)**--Launched in April 2017 as a collaboration to help end chronic homelessness in our area, the Partnership has housed more than 80 individuals in two years. The program is now adding staff to keep caseloads small while expanding capacity to 120.
3. **Medic--[Narcan Community Distribution Program](#)**--Medic partnered with Cardinal Health and the North Carolina Office of Emergency Medical Services to develop the Narcan Community Distribution Program, which allows Paramedics and Emergency Management Technicians to provide Narcan, an antidote to opioids, directly in the community. As of March 2019, Medic crews have distributed 1,442 Narcan doses to at-risk individuals, and an additional 1,242 doses of Narcan to other local first responder agencies and substance abuse programs.
4. **Information Technology Services--[DSS Day Sheets Application](#)**--Social Services workers in North Carolina are required to submit "Day Sheets" for state reimbursement for every minute spent seeing clients. County workers record over 7 million minutes of time and approximately 175,000 Daysheet entries each month. Information Technology Services (ITS) replaced DSS's aging system with a modern solution that can be used on multiple devices. The new system captures more accurate Day Sheet reporting and maximizes the County's reimbursement potential.
5. **Information Technology Services--[HHS Community Resource Center System Project](#)**--The County's first Community Resource Center opened in June 2018, serving up to 700 customers per day. To help with the flow of

visitors from arrival to exit, ITS partnered with Microsoft to develop a new system that enables a smooth experience for visitors and employees. The system has serviced over 75,000 visitors to date.

6. **Office of the Tax Collector--[Comprehensive Foreclosure Strategy](#)**—This strategy is one way the Office of the Tax Collector maximizes collections. The OTC developed a foreclosure web tool and established a tier system to group properties based by the number of months they're delinquent. The strategy helps the OTC prioritize and maximize collections in an equitable, transparent manner while minimizing risk to the County.
7. **Office of the Tax Collector--[Interactive Tax Foreclosure Web Tool](#)**--The Office of the Tax Collector also won for implementing an innovative web tool to attract buyers and investors to bid at tax foreclosure auctions. The tool has helped bring more transparency to the foreclosure program and lowered the chance that a tax foreclosed property would be acquired by the County at auction.
8. **Office of the Tax Collector--[Notice of Bidder Solicitation](#)**—A powerful incentive to end delinquency, the Notice of Bidder Solicitation sends delinquent taxpayers a letter saying that their property has been added to the OTC's foreclosure website. The letter is yet another additional collection tool to maximize collections.