Luzerne County
2017 Yearly Review
4 Pillars of County Government

- Employee Engagement
- Customer Service
- Processes
- Financial Stability
2017 Major Accomplishments

- Credit Rating Restored to Investment Grade
- 2017 Refinancing: All Bonds are Now on Fixed Rates, Saving $12.2 Million Over 3 Years and Keeping 2029 Payout Date
- Baseball Litigation Settlement with Lackawanna County
- Double Payment to Pension Fund
- FY2016 Audit on Time and Unqualified Showing a $1.3 Million Surplus
- FY2018 Budget Passed with No Tax Increase and Over $4 Million in Reserve
- Opening of the Records Retention Building
Division of Administrative Services

IT Department

- New County Website: Implementation will be complete June 2018.
- Implemented Countywide Wi-Fi system; will be operational as of January.
- Switched Kronos timekeeping servers to in-house to provide savings annually.

Community Development

- Assisted 30 businesses and created 712 jobs utilizing the Community Development Block Grant funding and the County Revolving Loan Fund.
Human Resource Department

- 180 new employees were hired in 2017.
- Employee performance evaluation review project was completed with County employees on FY2017 goals/objectives.

Licensing Department

- A total of 35,187 licenses were issued. This number includes dog, hunting, fishing, small games of chance, and bingo.
Division of Administrative Services

GIS/Mapping Department

- Worked in conjunction with County Departments to successfully develop a comprehensive list of County owned property.

Tourism Bureau

- On April 6, 2017 Luzerne County went live on Facebook. Currently have 1,866 likes.
- Completed the 2017-2018 Visitors Guide.
- Welcomed over half million visitors based on hotel tax.
- Started a County Instagram page.
- Developed new videos of County for promotional purposes.
Tourism Bureau Continued

- Generated over $889,000,000 in Economic Development and supports over 7,000 jobs in the County.
Received an Investment Grade Credit Rating on August 4, 2017.

Second consecutive unqualified audit completed on time showing a $1,375,000 surplus for FY2016.

Completed 2017 Bond Refinancing saving $12.2M over 3 years; moving all bonds to a fixed rate.

Pictometry project added $3,730,596 in assessed value or approximately $22,300 added to County tax roles.

Submitted the FY2018 budget early.

FY2018 Budget passed with no tax increase.

Claimed over $18K from PA Treasury.
Division of Correctional Services

- Received a report of full compliance with the federal standards relating to the Prison Rape Elimination Act (PREA).
- Received a full compliance report from the PA Department of Corrections, Office of County Inspections, regarding the operations of all Luzerne County Division of Corrections Facilities.
- Implemented an innovative mental health treatment program with the assistance of MH-DS with no increase to the prison’s budget.
- Implemented policy and procedures to allow officers to carry oleoresin capsicum (OC) while performing job responsibilities.
- Increased the reception and transmission coverage of all two-way radios in the Main Facility and Minimal Offenders Unit.
- Created an inmate look-up tool that will be integrated into the new County web-site.
- Installed a kiosk for cash deposits at the Minimal Offenders Unit.
- Completed 23 years of data conversion & set the procedure for a new records management system for the prison that will be implemented in January of 2018.
- Reinstated drug screening on all employees.
Area Agency on Aging

- The first Food Bank at the Falls Active Adult Center opened in July.
- Received more than $90,000 in additional grant funding for renovations at the Edwardsville and Falls Active Adult Centers.
- Kicked off the 10 Keys to Healthy Aging program at the Active Adult Centers.
- Mature Worker Program received the Collaborator of the Year award by NEPA Inclusive in October.
Children & Youth Services

- Restoration of full license with Commonwealth Department of Human Services.
- Hired 24 caseworkers, fully staffed the Fiscal and Legal Department.
- Secured additional grant funding for visitations and our adoption celebration.
- Developed placement review teams.
- Developed onboarding protocol and mentoring programs for new staff.
- Continued partnership with Casey Family Program to safely reduce placements and achieve permanency planning.
Division of Human Services

Drug & Alcohol

- Hosted 6 monthly DDAP approved onsite trainings which trained 180 counselors locally in the D&A field in the topics of Addiction 101, Confidentiality, Ethics, Screening & Assessment, and Case Management Overview.

- Conducted an Informational Dissemination initiative which resulted in the distribution of over 37,000 pieces of SCA information resources to educate providers, pharmacies, legislators, community advocacy groups, senior centers, etc., on our services as well as Opiate Prevention Series.
Mental Health and Developmental Services

- Developed a Transitional Housing Program with Catholic Social Services for transition aged youth.
- Held 3 Traumatic Brain Injury trainings for providers.
- Successfully held the 2nd Annual Children’s Mental Health Awareness Program at the Courthouse in May.
- Judy Kresky, Early Intervention Program Specialist, received the Ron Cowell Award for her significant impact on early intervention public policy, development, and practices.
- Established a new Mental Health treatment program at the LCCF to reduce jail time and re-incarceration.
Mental Health and Developmental Services Continued

- Through the System of Care, the Youth Drop-In Center at the CYC opened in June.
- Provided Naloxone training to all Mental Health Crisis staff.
- Hosted "An Evening with Kevin Hines" - public forum on suicide and suicide prevention.
- System of Care provided trauma training to 350+ professionals, youth and families.
- System of Care sponsored free Youth Mental Health First Aid trainings for professionals and families throughout the community.
Division of Human Services

Veteran Affairs

- Obtained $3,904,501 in new Federal VA monetary benefits for Luzerne County Veterans – the 5th highest total across Pennsylvania. This total does not include ancillary Federal VA benefit totals or PA State benefit totals.

- Distributed 84,000 cemetery flags for Memorial Day placements.
Division of Judicial Services & Records

- Created a Clerk V position to increase the efficient operation of the departments within the division through cross training. The Clerk V’s duties include learning all aspects of all departments within the Division.

- Issued an RFP for the backscanning of all Marriage Licenses records, Deed Indices, and Prothonotary index docket books. This software will be offered free of charge with unlimited viewing for the public. Viewers will only be charged if they wish to print out a copy of the record being viewed.
Division of Judicial Services & Records

**Coroner's Office**
- 60 autopsies, 157 toxicology tests and 123 confirmed drug overdose deaths as of November 30th.
- Began the process of contracting for a statewide database on deaths caused by overdose.
- Completed move to new office and morgue; new site will also be used for autopsies.

**Prothonotary/Clerk of Courts**
- Migrated all case images from the current software, OnBase, to the AOPC ERMS imaging program that will be a cost savings to the County.
Records Storage

- Effectively moved, labeled, and cataloged records from the Thomas C. Thomas, Voter Warehouse, Courthouse, Courthouse Annex, Prison and C&Y.

- Developed the first Luzerne County records database with retention dates, locations, and descriptions.

- Developed schedules for ongoing retrieval of documents for various departments.
Division of Judicial Services & Records

**Sheriff's Office**

- Full implementation of Teleosoft Case Management System which provides Sheriff Deputies with instant access to PFA's, Concealed Carry Permits, and Warrant information, increasing the safety of deputies and efficiencies of the department. Sheriff Sale information is now “live” providing the public with up to date information if a property is continued, cancelled or sold.

- Trained all applicable security guards in tactical handcuffing, the proper use of expandable batons, and the proper deployment of Oleoresin Capsicum spray.

- Created a Security Screening checkpoint in the Courthouse Annex.

- Assigned armed Deputy Sheriffs to “high risk” security checkpoints such as the Children & Youth offices in Wilkes Barre and Hazleton.
Division of Judicial Services & Records

**Sheriff's Office Continued**

- Conducted an Access Control Card review and purge.
- Provided a new, more secure system in which vendors gain access to deliver goods to the Courthouse.
- Collaborated with Children & Youth to schedule visits, when possible, during normal business hours to reduce overtime expenditures.
- Added an x-ray machine in the Bernard C. Brominski Building, a building that has not has an x-ray machine in the recent past.
Sheriff’s Office Continued

- Issued an RFP for a security camera system for multiple County buildings & areas. The RFP committee met and are currently preparing additional questions for the vendors and attempting to schedule demonstrations.
Division of Office of Law

- Increased in-house handling of litigation and arbitrations.
- 8 cases were settled including the baseball litigation.
- 3 cases were dismissed in 2017.
- Conflict Counsel handled 825 cases for 2017.
- Compiled a list of County lease agreements.
- Reviewed & approved over 1,000 contracts.
911 Dispatch

As of November 30, 2017 processed 384,906 administrative & 911 calls; on target to process nearly 450,000 for 2017.

National Certification of 911 Training & Quality Assurance Program; The APCO Training Program Certification (formerly known as Project 33) is a recognition program for public safety communications programs across the nation.

Radio System remediation and improvements: All 911 communications tower sites throughout Luzerne County received industry standard grounding & site remediation work was completed. Several instances of co-channel radio interference were reduced and mitigated.

Fred Rosencrans received the Communications Center Director of the Year Award from the PA Chapter of the Association for Public Safety Officials.

Bill Ives received the Information Technologist of the Year Award from the PA Chapter of the Association for Public Safety Officials.
Division of Operational Services

Emergency Management Agency

- Responded to and recovered from 2 major disasters in Luzerne County (EF2 Tornado in Plains, Bear Creek, and Pittston Township and the Blizzard of 2017).
- Creation of workshops dedicated to updating the Continuity of Operations Plans (COOP) for County Departments.
- Expansion & renovation of the 911 back-up center at the EMA Building.

Engineering

- Rotunda Restoration project currently underway.
- Roof replaced at Broad Street Business Exchange.
- Relocated Hazleton Probation Office to the Broad Street Business Exchange Building.
- Installed Way Finding signage throughout interior and exterior of Courthouse.
Division of Operational Services

Engineering Continued

- Completed Juvenile Detention Center abatement.
- Completed County Road Rehabilitation project in November 2017 to include Barry Road & Junkyard Road.
- Completed Hillside Road Bridge replacement project.
- Completed WBW Runway rehabilitation project.
- Completed Chase Road Culvert replacement project.
- Completed County Parkade rehabilitation project.
Planning & Zoning

- Designated critical freight corridors for potential federal funding.
- Conducted traffic counts of county owned roads for project planning and/or grant funding.
- Awarded $54,400 from DCED for the LLTS MPO downtown bicycle and pedestrian network study.

Solid Waste Management

- 12 paper shredding events were held in 2017: an increase from the 3 paper shredding events that were held in 2016.
- 6 municipal electronic events took place this year with financial assistance provided through SWMD; only 2 electronic events were held in 2016.
- 27,781 tires were collected at the 2017 tire recycling collections.
Office handled approximately 6,000 adult cases and approximately 350 juvenile cases.

The office continues a relationship with Uptrust, a text notification service, to attempt to reduce the prison population by reducing the number of capiases issued.

Continued to try to reduce the number of juveniles in placement; as of December there are 17 juveniles in placement, well below the historical numbers for Luzerne County.

Conducted evaluations for each employee in the office, a first in over 20 years.