



**Wake County
Sheriff's Office**

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Gerald M. Baker
Sheriff

Jared S. Ollison
Director of Detention Services

Karen Y. Wallace
Aide to the Sheriff

To: David Ellis, Wake County Manager
From: Gerald Baker, Wake County Sheriff
Date: December 4, 2019
Re: Response to Memoranda

A handwritten signature in black ink, appearing to be "G. Baker", enclosed in a circular scribble.

In response to your memoranda of September 18, 2019 and September 26, 2019 let me begin by thanking you for the opportunity to sit down with key personnel and discuss issues, examining them from the County's perspective and from the perspective of my office. We all want what is best for the residents of this county. However, I do think it is necessary to respond to your summary and clarify certain points that were discussed. Additionally, I will also be addressing certain statements made by the Wake County Chief Financial Officer in her July 26, 2019 memorandum directed to you, the County Attorney and myself along with statements made in an undated internal memorandum, all of which were disclosed to the media from a "tip." The information below will address some the items discussed in the above referenced documents and to set out those parts which were not included or inaccurate.

Upon arrival with her new position as Budget & Management Analyst, starting March 2019, my Finance Division stated that they were following normal procedures with no complaints or concerns from County Finance regarding policies and procedures that were currently being used. We know with any administrative transition there may be a need for clarification and explanation for those "traditional classified unwritten norms" to be explained further, revisited or tweaked based on the current circumstances.

As Sheriff, I serve in a unique capacity by answering directly to the People of Wake County instead of through civilian authority. As the duly elected and Chief Executive Law Enforcement Officer of Wake County, I have the duties and responsibilities to manage the office and its personnel. The Sheriff's Office Budget and Finance Division, operates to execute financial responsibilities and transactions to enforce fiduciary standards to support my duties and vision. As you recall, upon my election, this administration inherited various known and unknown obligations that required immediate attention and restructuring.

During the October 11, 2019 WCSO FY2021 Business Plan presentation, the County Manager's Office and others in attendance were enlightened on the numerous inherited concerns, abnormal circumstances and everyday situations that needed to be addressed, were addressed and plans for corrections were reviewed. My administration had to make the necessary changes and updates to prevent any future miscommunications and/or misunderstandings. During the two and a half (2 ½) hour presentation valuable information was shared to reflect what continues to impact providing effective and efficient services to Wake County and its citizens. WCSO has implemented and recommended action plans to evaluate and/or correct spending habits, increase proper fiduciary responsibilities, emphasize citizen and inmate concerns and promote employee/management cohesiveness to service Wake County's current needs. **See Attachment 1 - FY2021 WCSO Business Plan.** My staff and I will continue to evaluate information as it's discovered and address concerns accordingly.

In response to your memorandum of September 18, 2019 you stated:

Requested Personnel Changes in the WCSO

"County and WCSO staff summarized events related to three (3) personnel change requests (reclasses) for Detention positions. WCSO expressed they were continuing to restructure the department, that changes were being made quickly, and they were unaware that the approval for these changes should come from both Human Resources and Budget & Management Services."

It is true personnel changes were being made quickly but as explained below, that does not mean the changes were made hastily.

"Hiring or placing employees in positions prior to approval of a change creates a wage liability, requires unnecessary steps in payroll processing, and adds risks when employees are placed in positions they are not qualified to hold."

As previously explained, this was a one-time occurrence for the sole purpose of getting the employee paid. I apologize for any inconvenience this may have caused in payroll processing. No additional risks were added because the employee performed other functions as assigned, not any functions that exposed the County to liability.

"Converting these Detention positions to senior positions requires higher compensation and benefits, leaves less budget available for overtime, and is counter to requests expressed earlier in the year that the WCSO needs more detention officers."

While I was aware that expanding three (3) detention positions to two (2) majors and a deputy director will require higher compensation and benefits, I was simultaneously taking steps to reduce overtime. These steps include hiring more detention officers into existing positions and preventing turnover. My senior detention staff meets weekly with members of our legal team. As a result, I am developing a recruitment program that will direct efforts towards an identifiable target audience. Our steps to reduce turnover segues into our reasons for the moves to the senior positions.

I found that the WCSO was managed by personalities rather than organizational chain of command. This produced confusion, job dissatisfaction and lack of uniformity in the application of policy and procedures. Given the organizational changes that were needed, I developed a chain of command that necessitated the three (3) positions referenced above.

I found that new hires did not receive formal field training. I have now implemented a forty-hour training course for Detention Field Training. This program will provide trained Detention Field Training Officers who will now be paired with the graduates of the Detention Officer's Certification Course. I also discovered that there was lack of formal training for first line supervisors. First line supervisors have now completed the first in a series of courses as part of a curriculum that is being developed with the assistance of Wake Tech. In the future, I hope to improve the professional career track for detention officer's retention. A proper organizational structure with adequately trained detention officers and a career track should help to reduce turnover and will certainly reduce the County's exposure to liability.

I also discovered that the Detention Response Team (D.R.T.) had not received sufficient training. The lack of training exposed the County to a tremendous risk of liability. I, therefore, temporarily suspended the D.R.T. During this suspension, a D.R.T. policy has been developed and a block of training has been created and will soon be implemented. The D.R.T. will be restored following satisfactory completion of training.

"Personnel change forms were completed but did not provide enough justification without further research and understanding."

Justification for these personnel changes was provided. The extent needed for justification was a grey area. I understand the County's authority to establish a position classification plan, but the degree of justification appears to be a subjective standard and fails to take into consideration that the Office of the Sheriff is an autonomous, elected office. I believe that a subjective degree of justification conflicts with the statutory authority to supervise employees reserved to this Office.

"Placing unqualified employees in credentialed positions creates potential legal liabilities for the County."

This issue was previously addressed above on page 2.

Procurement Transactions

"County staff expressed concern about the timeliness and accuracy of contract processing. Delayed contract processing creates liabilities for the County when vendors are performing services without an executed contract or a service cannot be delivered on time. Additionally, County staff expressed the need to follow County procurement and contract policies and procedures.

All agreed that the WCSO contracts processed at the beginning of the fiscal year presented challenges because WCSO was unaware of various requirements and the steps in the contract approval process.”

These concerns must be put into context. The challenge of contract processing was due in large part to doing our due diligence. This began with examining the services and agreements pertaining to the various vendors. It was quickly determined that many contracts had evergreen clauses, were in pre-printed form with one-sided language favoring the vendor and did not have the mandatory language now required by the County. Our office aggressively negotiated contracts to remove language that was unfavorable to the County and language that was not applicable to the contract. Nearly all of the contracts were re-drafted to conform to the County contract template provided by the County Attorney’s Office. However, these contracts were initially returned because they did not comply with the 12/2018 template version. I was sworn in on 12/3/2018. This template was not posted or distributed to be used for this fiscal period. One such renegotiated contract will result in a potential savings of \$700,000. A significant reduction in percentage of the fees being charged for that vendor’s services was also negotiated.

“WCSO staff expressed concern that their inquiries and emails were not responded to timely, creating some of the backlog on their department’s contracts. County staff explained that Finance processes around 2,000 contracts per year, a majority of which are processed near the beginning of the fiscal year. Contracts are processed in the order they are received, and if contracts are submitted at the last minute and without all necessary supporting information, there will be delays in processing.”

The County has implemented a new software program (E-Contract) that will assist in tracking drafts and finalizing contracts. This should certainly help with the process. We all agreed that processing 2,000 contracts a year is a daunting task. My staff met the deadlines and will continue to do so. In so doing, we will still take the necessary time required to negotiate for the best and most cost-effective goods and services.

“WCSO staff also informed the group that they were creating a list of all known service contracts and their expiration/renewal date and would share the list with County staff.”

You were informed that we would be creating not just a list, but a process and an internal calendar of deadlines for contract processing. This process has been implemented including unit feedback on vendor performance, RFP’s, vendor selection and contract negotiations.

Memorandum of Understanding

“To ensure a clearer understanding of roles and responsibilities, the County Attorney and County Manager recommend a Memorandum of Understanding (MOU) between the County and the WCSO. Previous Sheriffs also have utilized MOUs (see attached).

WCSO responded that they would review and consider a draft MOU from the County.”

A meeting with legal counsel for the County and legal counsel for my office took place on September 24 to discuss the drafting and contents of an MOU. I have recently been provided a draft of an MOU and I am reviewing it.

“All agreed that recurring meetings would add value to understanding the WCSO business plan and goals and to identify issues early on that may slow down the procurement and contract process.”

I certainly agree that we can benefit from ongoing meetings. We are certainly willing to meet on issues related to the issues affecting the procurement and contract process. We all agreed that we need to work cooperatively to serve the residents of Wake County in fulfilling our statutory proscribed duties.

In response to your memorandum of September 26, 2019 you stated:

“To recap, in the September 5, 2019 meeting with members of County administration and members of your administration, we discussed the potential adverse impact to the budget caused by lack of position management, including hiring people into new roles before actions are submitted to Human Resources, and placing employees into the wrong classifications. We discussed the importance of being consistent with County policies, practices, and procedures and expressed our willingness to assist your staff. My desire is for our organizations to have cohesiveness with respect to the County's budget that is set by the Commissioners.

I would like to make you aware of events that have transpired since our meeting. Based on our internal controls and policy, Human Resources is required to send these actions to me for review and approval.”

September 10, 2019 - We received an ESMT to rehire Faith Bullock with a 9/3/19 effective date. She applied for Medical Record Administrative Assistant but the ESMT was submitted as a Detention Officer.”

This action was submitted for the employee to be compensated within the correct payroll period. This action was utilized in the previous administration, without comment, knowing the correct position would be assigned within the next pay period with the understanding that a reclassification would be required. The same action process was previously utilized in the prior administration. My staff was unaware this action was no longer acceptable.

“September 13, 2019 - We received an ESMT for a 10% discretionary adjustment for Roy Woodlief with a 7/2/19 effective date. Department Heads have the ability to award discretionary increases up to 5% but they cannot be retroactive more than the current pay period.”

Roy Woodlief was promoted early in this administration with the understanding he would receive a 10% promotion increase for Sergeant effective 7/1/19. Discretionary action has been amended to reflect a salary adjustment of 10% based on the Sheriff’s Office pay procedures which has been in effect prior to this administration. The effective date was amended because the County Manager approved an across the board pay increase of 3% for all County Employees. Communication back and forth between the Sheriff’s Office and County Human Resources, under the direction of the new Deputy HR Director, delayed this and other actions referred to in this memo. Additionally, the current pay system is unable to process more than one action with the same effective date. Therefore, pay adjustment for the supervisor position was amended to reflect 7/2/19.

“September 23, 2019 - We received a request to change the action involving Mr. Woodlief from a discretionary adjustment to a promotion to Sergeant; however, there currently are no Sergeant vacancies.”

My Human Resources staff was seeking solutions to ensure Sgt. Woodlief would receive his correct salary on the approved date. After meeting with WCSO senior staff, the action was changed from discretionary adjustment to salary adjustment. Due to the discussions with County Human Resources, my Human Resources was hesitant in submitting any reclassifications. County Human Resources has since recognized the need to reclass positions to make sure the Sheriff’s Office is able to provide the correct number of Sergeants and to ensure span of control was adequate for staffing. Sgt. Woodlief is assigned to the Tactical Response Team. Having adequate supervision is essential for risk management in such a high liability area.

“September 18, 2019 - We received a Reclass Up Request for Kanisha Taylor for a promotion she received to Information Services Division Supervisor effective 7/16/2019 (20.5% increase). As we discussed in our meeting, requests for reclassifications must be approved before placing the person into the position and therefore those requests cannot be retroactive”

Since IT is essential for the Sheriff’s Office, I examined the staffing of this division and identified the need for an Assistant Director for this division. This action was already in progress prior to the meeting. As similar solutions had been utilized in the previous administration, I was surprised by the response from the County Human Resources Office. The information for reclassification has been submitted and the employee did not assume position until the approval process was finalized. The pay increase was

commensurate with her years of service, education, and position within the unit.

“As the County's Chief Personnel Officer, it is my responsibility to ensure all personnel actions adhere to Wake County's policies and procedures; therefore, ensuring consistency across the organization and not exposing the County to potentially adverse actions. Three of the referenced actions include a request for retroactive pay. Typically, the County does not pay retroactively outside of the current pay period. These positions are being held from processing until the effective dates have been changed or further justification has been received.”

By no means, do I want to expose the County to any adverse actions, nor have I done so. I recognized the need for a dedicated position to serve as a Human Resources liaison between the Sheriff's Office and Wake County Human Resources. Subsequently, with the inception of that position in 1988, that person has had a great working relationship with County Human Resources and Payroll staff and has always worked in partnership to successfully process actions for my office. As the result of Administration change, my Human Resources staff has changed with the addition of two new members, nonetheless, they are educated on business processes in place to submit various actions. We now understand that actions which were once acceptable are no longer acceptable.

“Ideally, the County and your administration will work together to draft a Memorandum of Understanding which will clarify roles and responsibilities. The County's Human Resources Team is ready to assist with training on the County's policies and procedures so that transactions are handled timely and accurately. “

Please understand, my goal is and will always be to work with my partners to ensure success of the Sheriff's Office as well as Wake County.

The following are the statements made by the Wake County Chief Financial Officer in her July 26, 2019 memorandum directed to you, the County Attorney and me along with statements made in an undated internal memorandum. There was a link to the dated memorandum on October 10, 2019 from WRAL. I wish to take this opportunity to respond to individual statements contained in these memoranda. The information below will address the items referred to in the WRAL broadcast and accurately reflect those parts which were not included in the emailed information or broadcast.

See Attachment 2 - Undated Internal Memorandum:

Contracts

“WCSO presented several contracts for approval around the end of FY 2019 for FY 2020. These include contracts for psychological services, resident medical testing, food

services, and commissary goods and services. Some contracts were with existing vendors and some were with new vendors. Issues with these contracts included:

- Not competing the service contract and simply engaging with a new vendor
- Not providing documentation of competition when done by the WCSO
- Not submitting to Finance a business justification for non-competition of a contract prior to engaging vendor
- Waiting to notify current vendor contract is terminated until the very end of contract. Not notifying the current vendor at all that the relationship was terminated
- Not providing sufficient notice to internal departments (Finance, IS, and GSA) about potential changes in vendors that may impact operations
- Using the incorrect contract templates
- Not requiring appropriate insurance information from vendors
- Not understanding the time/steps required for appropriate contract review by Finance, Budget and County Attorney's Office

It has taken Finance several weeks to review and approve these contracts because of missing or incomplete information.”

- Not competing the service contract and simply engaging with a new vendor

She cites the Board-adopted Procurement Policy earlier in her memorandum – See Attachment 3 – page 1, County Memorandum Dated 7/26/19 from Chief Financial Officer:

For services under \$50,000, departments should submit information about the competition process to Finance. For services over \$50,000, Finance should either manage the competition process and/or provide guidance to department during the process.

In some instances, departments may believe that competition of a service is not practical, given the circumstances. The justification to not compete a service should be submitted to and approved by finance prior to the engaging a new contract vendor.

The Chief County Finance Officer apparently interprets these policies to be mandatory. They are not. The term “SHOULD” is defined to be a suggestion and does not have the same effect as the terms “shall”, “must”, or “will. In fact, the County distinguished between “should” and “will” in that portion of the County policy entitled Wake County Contract Control Policy which states:

Competition

The County should obtain all services based on quality, value and other factors deemed appropriate. For contract estimated to be \$50,000 or more, Procurement Services *should* be contacted prior to initiation of the competition process to either manage the process or provide guidance. The general guideline is that

contracts will be subjected to competition every 3 years unless a business case justifies otherwise. Verbal quotes do not meet the competition requirement unless they are obtained every year.

Said policy goes on to state that “Not every situation requires competition.” Therefore, to state or imply that my office did not comply with these County policies is untrue. See Attachment 4 – Marked Sentence.

- **Not providing documentation of competition when done by the WCSO.**
And
- **Not submitting to Finance a business justification for non-competition of a contract prior to engaging vendor.”**

My response here is three-fold:

Documentation justifying a business case for not using the competitive process was provided. Based on the physical evidence and prior discussions without resolutions from the previous food vendors, WCSO decided to use our business justification to make an immediate change for the safety of housed residents in both facilities (Wake County Detention Center – WCDC and Public Safety Center – PSC). The above is pertaining to two (2) specific new and muchly needed vendor contracts. Initial business justification and confirmed documentation was provided, but County determined it was not sufficient and verbiage should be restructured. See Attachment 5 – Business Reasons. The initial summary justification was to provide better food quality to inmates, provide some healthier choices, service concerns and to save inmates money. We were losing money by paying the previous vendor for goods/food not provided to residents. Giving food to certain residents was not fair or an acceptable practice. The cost would then be deferred to WCSO instead of the residents as they ordinarily pay through their own accounts. See Attachments 6, 7 & 8 - Daily Kitchen Accountability Check List, Incident Report and notes with pictures from previous vendor(s). See email chain below and PDF attachments supporting other business justifications for food vendors that were verbally communicated with County Finance and business justifications from email dated 7/9/19 above. At this time, both agencies agreed to use County Finance’s recommendations. Information was collected over the months of February, March and April 2019. See Attachment 9 & 9A – Accountability Checklist – Incidence, Trinity Accountability Checklist Spreadsheet. See responses from Trinity employees and/or supervisors listed throughout table of information. This supports vendor was aware of food quality concerns in addition to having several discussions with vendors upper management with no definite corrective actions being done.

- 1. The County policy requiring documentation to explain and justify a business case for not using a competitive process is ambiguous and overly subjective. I understand the County’s legal, fiscal and transparency in the contractual process, but the current bidding procedures and contact policies provides no**

objective standards determining justification. See Attachment 10 & 11 – Wake County Bidding Procedures Policy, County Memorandum Dated 7/26/19 from Chief Financial Officer. Therefore, my office was provided no advanced guidance as to what constitutes justifications but must satisfy some non-disclosed subjective standard for justification.

- 2. This subjective nature of this portion of the County policy encroaches upon the authority of my Office.**
- 3. I believe that a subjective degree of justification fails to take into consideration that the Office of the Sheriff is an autonomous, elected office. I have worked in said facility for 30+ years and monitor the activities therein on a daily basis. I believe I am in a better position to determine the contractual needs of such a complex facility rather than County Finance to do so on a subjective, non-disclosed basis. Furthermore, the application of a subjective standard impedes my ability to perform my duties by unduly delaying the process of contractually providing the statutorily and constitutionally mandated goods and services to inmates of the WCDC.**
 - Waiting to notify current vendor contract is terminated until the very end of the contract Not notifying the current vendor at all that the relationship was terminated.**

With the exception of one contract, no contracts were terminated. Expired on their own terms as indicated via the contract. The one contract that was terminated was with 120-day notice to the provider. I am not aware of any County policy that requires notice to a provider. This is customarily handled by a contract if the parties deem that issue to be significant.

- Not providing sufficient notice to internal departments (Finance, IS, and GSA) about potential changes in vendor s that may impact operations.”**

There is no County policy addressing determining what potential changes may impact operations. The criticism is based on a subjective determination without advance objective guidance. To criticize my Office for alleged insufficient notice without accepting the County’s role in creating the problem is hypocritical.

- Using the incorrect contract templates.
And
- Not requiring appropriate insurance information from vendors.

This administration inherited approximately fifty-four (54) approved existing contracts and blanket purchase orders (BPOs). The majority were submitted to County Finance by the previous Senior Accountant, Jeanna Harris (over 10 years of experience with the County), in the same format and instructions that were previously submitted and approved from the previous administration, See Attachment 12 - 4/16/19 email from Jeanna Harris summarizing contract procedures followed and status updates. Ms. Harris started, via emails, processing FY2020 contracts during 4/2019 and prepared them for submission for 6/2019 prior to her leaving the WCSO. Several of those contracts were submitted for County to review/sign to be fully executed, proved to be incomplete. Many of the contracts as submitted by the previous administration did not use the template that was then in place at that time yet were approved by County Finance.

Afterwards, County Finance instructions were to use a recently revised form established 12/2018 (the same month the current administration started) showing two (2) additional/updated paragraphs referencing Iran Divestment and Federal Funds, then have the contracts resigned by WCSO and local/national vendors and then re-submit. This was a lengthy process due to numerous company representative changes, businesses relocated/merged and management changes, etc. At this time, still in June 2019, WCSO was then told those contracts submitted were incomplete. These contracts were submitted with the same documentation from the previous administration and prior fiscal year.

Contracts were re-submitted with the corrected paragraphs then rejected for various following reasons:

- 1. No insurance policy information/certificates or adequate insurance coverages**
- 2. Not all attachments, appendices, exhibits, etc.**
- 3. Other documentation initially not required by the previous administration**

As a result, WCSO Budget and Finance has recommended and implemented new procedures to benefit both parties:

- 1. Contract/BPO (and all associated documentation) be reviewed by WCSO legal office prior to submission to County (not done with prior fiscal year or previous administration). Ms. Harris's email stated Finance was not**

- comfortable or should be responsible for reviewing contracts anymore since they were not attorneys. Finance should only monitor contracts/BPOs.
2. ALL complete current and UPDATED revisions of Wake County Finance policies and procedures be accessible online and not verbally communicated (submit via email to all affected County agencies when online information has not been updated).
 3. County Finance should offer immediate training for all financial and HR employees to ensure consistency for following business practices.
 4. All contacts will be reviewed by our in-house legal team to support WCSO Budget and Finance Divisions prior to submitting contracts to County Finance or on the new E-Contract process. WCSO Budget and Finance Divisions will not be solely responsible for reviewing and interpreting. Documented email stated this was not done during the previous administration.
 5. A better alliance regarding specific fiduciary matters involving the County and WCSO during administration transitions (especially during mid-fiscal year transitions) to ensure consistent information is being conveyed and distributed.

These same contracts/BPOs were obviously approved by Wake County Finance as submitted by the previous administration. My staff members have had several detailed discussions regarding policies and procedures that imply communication were not properly shared to ensure the current policies and procedures are followed and not subjective in nature. I am left to wonder why the same contracts in the same form as submitted by the previous administration were accepted by the County only to be rejected when submitted by my Office.

Based on the email dated 6/25/2019 from Melissa England (See Attachment 13 – WCSO FY2020 Contracts), this information indicates there were waivers accepted from the previous administration but are now being requested from my administration. However, all insurance certifications along with were obtained and no waivers were requested from my Office to ensure consistency in the documentation my Office has submitted.

- Not understanding the time/steps required for appropriate contract review by Finance, Budget and County Attorney's Office.

It has taken Finance several weeks to review and approve these contracts because of missing or incomplete information.

This administration of the WCSO started our contract review process during April 2019 prior to the regular training County Finance provides to County agencies. For example, one contract was initially dated on 6/14/2019 from vendor, 6/19/2019 from myself (and sent to County Finance on same day, where County Finance was notified these services would commence on 7/1/2019), 6/20/2019 email from County Finance

Emily Lucas, CEO, stating the contract process, which was not written or previously communicated. Within this email there were no specified deadlines for completing all contract submissions. We previously communicated to expect LeCounts Catering contract and several others to be submitted at this time. This is an example of mere miscommunication.

We initially submitted, these same contracts, on file and then were instructed that this same information was not correct. Contracts and/or contract information was submitted and returned, due to the back and forth communications that were not initially all conveyed by County Finance, delaying contracts being completely processed. Notice each email is requesting other information instead of listing all requested information at one time. Also, noticing ALL the information requested was provided within hours or within a twenty-four (24) hour period of time.

We will endeavor to meet the deadlines. However, we will still take the necessary time required to negotiate for the best and most cost-effective goods and services. For example, one negotiated contract resulted in a savings of \$700,000.00 and with the same contract saved a significant reduction in percentage of the fees being charged for the vendor's services.

My staff created a list of all known service contracts and blanket purchase orders (BPOs) and their expiration/renewal dates and internal calendar of deadlines for contract processing. We will also survey all applicable divisions, during the contract review period, to verify satisfaction of services from existing vendors. See Attachments 3, 4, 10 (page 2), 15, 16, 23 & 24.

From Undated Internal Memorandum: Disbursements (See Attachments 14, 15, 16 & 17 – Emails dated 6/14/19, 7/16/19, 7/18/19 & 7/19/19).

Two specific issues have arisen as it relates to the disbursements process:

- Request was made by WCSO for payment of invoices from LeCount's prior to the contract being finalized.
 - Lack of supporting documentation (as noted above) prevented the contracting from moving forward in the approval process.
 - Banking information was incorrect. WCSO staff wanted to make the banking changes on the vendor's behalf. Changes in banking information must come directly from the vendor.
 - Once these issues were resolved, WCSO expected us to make payment same day (Thursday). Although we processed a manual check for the following day (Friday), Finance will process future payments as they arrive and will only be paid on normal payment processing days via EFT (Tuesdays and Thursdays).

There was no request for payment of invoices made prior to the LeCount's initial contract signed and/or submitted on 6/14/2019. This contract was on the first

contracts addressed above that had to be updated due to the referenced two (2) missing paragraphs regarding Iran Divestment and Federal Funds and other instructions not initially communicated or explained.

LeCount's contract was included in the contract revisions for resubmission as listed above under the Contract section. LeCount's Catering was also a previous vendor under a different administration. All requested documentation was reviewed and submitted before the County extended contract deadline period of 7/31/19. The contract began on 7/1/2019 to eliminate a lapse in service and was also the date for first day of service. Previous vendor services were decreasing due to lack of effective customer service, food quality was substandard and unfit for human consumption and breach of contract, i.e. trying to establish procedures that were not included in the original contract based on their need that did not benefit WCSO.

Bank account documentation (copy of a voided check) was provided by the vendor for payment 7/1/19, that was revised, on 6/14/19. (Not including check copy for vendor confidentiality reasons). Email received below on 7/17/19 requesting vendor bank information. This was obviously provided previously on 6/14/10 and could have been updated. WCSO Budget and Finance tried to facilitate completing this for the vendor just because this was a County oversight that could have completed earlier for the vendor's EFT deposits.

Banking information was on file for the vendor with an old bank account, therefore revised bank account information was provided after proper instructions were communicated to LeCount's Catering. Wake County, switched to a new EFT payment system, did not notify LeCount's Catering and the old bank account information was still reflected and about to be used inadvertently. LeCount's submitted a voided check with their current bank account information listed and wanted WCSO and/or the County to update the system since they were working and had no access to County's online system.

County Finance approved contract for LeCount's Catering to be paid weekly with seven (7) business days, not up to 10 business days to process. No payments were demanded prior to our contract date unless County Finance had not process payments due on time. This happened to LeCount's Catering for the week of their 10/21/19 invoice without receiving a requested explanation from County Finance.

From Undated Internal Memorandum: Disbursements

- Documentation for Resident Pay was not approved by WCSO and delivered to Finance in a timely manner. Changes in WCSO staffing created a situation where no one was trained on the process. Because the approved documentation was not received on time, Finance had to do a special payment to pay WCSO inmates.

This incident occurred during the week of June 17, 2019 where two (2) authorized employees, Demetrice Moore and Kimberly Hake, were out of the office when the Resident Pay was uploaded into the Advantage system. However, with the change in positions the new Senior Accounting Technician, Kimberly McMillian, faced similar obstacles as the Demetrice Moore, Senior Accountant, did with accessing Advantage. See Attachment 18 – Inmate Pay, Conversation with Pam Harrington. Therefore, the rights for the Senior Accounting technician needed to upload timesheets in advantage were not available. For temporary solutions, the other Senior Accounting Technician, Wanda Lee, had to access Advantage and completed the resident pay process. With the absence of the other two (2) authorized employees, there was no person to send an approval email when County notified us after the fact. Based on the urgency of this matter, it would have been helpful if County Finance reached out to another team member or supervisor in some capacity to complete this process and to make sure there was no delay. Therefore, this resulted in the County Finance having to complete a special check run for pay to be processed. However, since this one-time misunderstanding, all appropriate employees in the Finance Division have been cross-trained and are aware of the procedures to complete Inmate Pay in the timely manner.

Also note that the Senior Accounting Technician position was finalized on June 19, 2019 and access to the Advantage was received on June 21, 2019. Again, this resulted in an uncalled-for delay which snowballed into the special payment being processed by County Finance.

From Undated Internal Memorandum: Travel

The following are issues as it relates to Travel Pre-Authorization Forms submitted year-to-date:

- Not using the current form available on The Wire
- Getting signatures on the form after travel was completed
- Not getting appropriate signatures on the form

This information is not accurate. Approvals have always been obtained prior to travel. Travel expense reports cannot be submitted to Wake County Finance without a pre-authorization form for processing. There has never been a communication to the previous or current administration that the correct travel form was not being used. As discovered, the previous administration allowed travel to be taken prior to full authorizations. In addition, other travel policies and procedures were not being followed that have been stopped.

To this date, ALL other agencies are currently using the new e-Travel online system, but as we have been told and working with the County, that WCSO is not able to utilize this function. This would eliminate confusion and any

miscommunication regarding requests, signatures and approvals for coordinating 1,000+ employees which may utilize travel within the WCSO.

Also, would eliminate any chance for missed steps, missed procedures and provide fewer opportunities for error (clearer audit). The other agencies have been using and benefiting from this system.

Currently, my Office has not received approval to use e-Travel. My WCSO Budget and Finance staff have inquired about completing this process through several emails and updates. Unfortunately, this has not been finalized, but it is much closer to being finished now than earlier with reminder emails and assistance from WCSO IT.

From Undated Internal Memorandum: P-CARDS

P-card policy specifically states that purchases cannot be split in to multiple transactions to avoid individual p-card limits and/or purchase order limits. A purchase of food warming equipment was made near the end of June by the WCSO by splitting the purchase in to two transactions.”

There is not a practice of splitting P-Card transactions by WCSO. This particular isolated transaction was an emergency to fulfill the guidelines of their contract based on the equipment required with our food service vendor that needed to be in place by July 1, 2019 (contract/service start day). The purchase was for \$2,900.51 for three (3) heated warming cabinets for the detention kitchen.

The initial form was submitted and requested by Kimberly Hake (16+ years with WCSO) on 6/18/19 (prior to the end of FY2019) was for a one-time increase P-Card limit by \$400.00 to accommodate this purchase to fulfill contract obligations. This request was a common practice for County Finance and Ms. Hake knew there had not been an issue in the previous administration.

The request was denied by Melissa England on 6/19/19 and Ms. England asked why this could not be completed on a purchase order (PO). Ms. Hake emailed that we would have normally requested a PO but the deadline passed on 5/17/19. Ms. England’s emailed response stated missing a deadline is not a reason to raise a P-Card to purchase something that should be purchased on a PO, this will need to wait for FY2020, especially since it is for the use by a vendor in FY2020. See Attachment 19 – Maint. Form.

We did not miss a deadline because this is a new vendor. County Finance was aware of the split transaction and it was also approved by me.

The following recommendation was submitted by WCSO to County Finance and the results were as follows:

See Attachment 20 – Wake County Rebate Cards Policy Draft

From Undated Internal Memorandum: Cash Handling/Deposits

At both the firing range and general WCSO offices, deposits were not being made as prescribed in policy. In other words, they were holding funds when they should have been deposited at the bank. The County's daily deposit threshold is \$250, weekly if less than \$250, and the last business day of the month. However, they usually collect \$250+ per day.

Sometimes they were holding funds up to 13 days before deposit.

Daily revenues were not being recorded in the financial system timely. The average time has been seven days. This makes it difficult to reconcile bank information in a timely and accurate manner.

The isolated incident that is being reference is regarding the time period of May 24-28, 2019. During this time Jeanna Harris was our Senior Accountant and it was her last week with WCSO due to her unexpected resignation and taking another position with Wake County. During Jeanna's last two (2) weeks she was able to do some updated training with our new Senior Accountant, Demetrice (DeDe) Moore. She was already somewhat familiar with this position (16+ years with WCSO) and had a start date of June 3, 2019. During Jeanna's last week (time period of May 24-28, 2019) no Cash Receipts were processed from the Firing Range.

On June 1, 2019, the Senior Accountant position was vacant and then filled by one of the Senior Accounting Technicians, Demetrice Moore, from WCSO. Prior to Jeanna Harris leaving all paperwork and necessary information was submitted so Demetrice Moore had access to the Advantage System but was not given access to process Firing Range deposits. These same deposits were not processed prior to Jeanna Harris's last work day with WCSO. On June 3, 2019 Demetrice Moore brought to the attention of the System Administrator with the County Finance that access to process Cash Receipts from the Firing Range was not available. IT was during that time when Demetrice Moore was told she would not be able to gain security to that area until that position was processed in Human Resources Management System (HRM).

Therefore, between the transition of positions and security access comes the dates in question about the Cash Receipts from the Firing Range not being processed. Ms. Moore had no access to complete this process since she was on vacation, out of state, that was approved months prior to this date. After discovery, during Ms. Moore's absence, there were several emails, sent by Karen Theisen, County Finance directly to Ms. Moore and Mr. Wilder's email while Ms. Moore was on vacation, inquiring about the Cash receipts not being processed.

Once Ms. Moore returned, on June 17, 2019, she reached out to Karen Theisen with County Finance again to let her know she was still waiting on HRM to finalize her position, so access could be granted. However, for a temporary solution Ms. Moore got Wanda Lee, Senior Accounting Technician, to have her process the deposits, since she already had access to Cash Receipts at this time. Once they were completed, the Cash Receipts were then hand delivered to County Finance on June 18, 2019 with no further concerns of issued. Again, this was a temporary solution and all involved, especially County Finance, was aware of what had to transpire.

The Senior Account position access for Demetrice Moore was finalized on June 19, 2019 and access to the Cash Receipts was received on June 21, 2019. See Attachment 21 – Emails, Conversation with Pam Harrington, May Deposits.

From Undated Internal Memorandum: Risk Management

Finance has not received Motor Vehicle Record forms (MVRs). This means there are employees driving on County business for which we cannot see their driving history or infractions reported to DMV.

WCSO requires all employees to complete MVR forms. Obviously, this was and is being done, has been done and will continue to be done. This form is completed along with a background check and other applicable compliance checks when personnel is hired. The forms are actually part of WCSO HR's orientation process. I discovered, during the past administration, MVR forms were not included in new hire paperwork. This was brought to my attention when I took office and going forward it has been and will remain included in all new hire paperwork.

Baked on our last Risk Management meeting this is a major concern since most of the other County agencies have not done them at all on a consistent basis. See Attachment 22 – MVR Report for Sheriff.

WAKE COUNTY SHERIFF'S OFFICE (WCSSO)

FY2021 Business Plan

Gerald M. Baker - Sheriff

Presented: October 11, 2019

@wakegov



wakegov.com

Wake County Sheriff's Office



Our Mission

It is our mission that the Wake County Sheriff's Office serve the citizens and visitors of Wake County by providing professional law enforcement, judicial and detention services that protect and preserve the Constitutional Rights of the people and mandates the fair and impartial enforcement of the law.

Wake County Sheriff's Office



Our Core Values

We, the men and women of the Wake County Sheriff's Office, pledge to infuse our core values in every aspect of our service to our community. Our **four** core values are:

- **Integrity** - We pledge to maintain a strong sense of honesty, morality, goodness, and ethical character.
- **Accountability** - We are skilled in the performance of our duties and governed by the code of ethics that demands integrity by word or by act publicly and privately, the allegiance to our oath of office and the laws that govern our nation.
- **Transparency** - We must value and nurture the trust we earn through honesty and excellence in service. We pledge to treat those we serve and have sworn to protect with courtesy, respect, dignity, and compassion to achieve that trust.
- **Consistency** – We must always provide high levels of service, not just the consistency in the delivery of service. We will always strive to offer the highest standard of customer service always, without hesitation, for all residents and visitors of the County of Wake.

Wake County Sheriff's Office



Gerald M. Baker, Sheriff

Karen Anderson-Wallace
Executive Aide to the Sheriff

Support Services
Finance
Human Resources
Budget Analyst
Community Relations
Legal Services
Public Information Office

Major Administration
Teddy Patrick

Major Patrol
Karen Battle

Major Investigations
Scott Kerd

Major Technical Operations
Freddie Hicks

Major Judicial Services
Dan Shropshire

Major Training
Scott Earp

Major Information Services
Chris Crech

Director - Detention Services
Janet Olsson

Recruiting

Platoons A, B, C, D
911 Communications

Sex Offenders

Drugs and Vice
Crime Analysis
Apprehension Team

Executions/Evictions
Courtroom Operations (CHOPS)

BLEET
Basic Jail School

Information Services
Records

Medical Records
Resident Housing
Resident Transport
Resident Visitation

Evidence

Property

Property Crimes

Impact/Tactical Response Team
Canine

Civil Process
Warrants

In-Service
Crime Prevention

Resident Transport

Professional Standards

Support Staff

Parsons Crimes

Juvenile Crimes

Domestic Violence
Victim Services

Staff Development

Resident Mental Health

School Resource Officers

Fraud Crimes

Fraud Crimes

Transport

Resident Education

WAKE COUNTY

Governing Laws

Establishment of the Office of Sheriff

Overview

- North Carolina's 1776 Constitution established the Office of Sheriff and it has been a constitutionally created office since that time. At its creation in 1776, the office had, and continues to have, the duties and authorities of sheriffs as they were under the common law of England.
- Although the Office of Sheriff was expressly created in North Carolina's first Constitution in 1776, no system of local government was created by the Constitution. A uniform scheme of county and township government was not created until the adoption of North Carolina's Constitution of 1868, almost 100 years later. Therefore, the Office of Sheriff in North Carolina is almost older than county government itself.

The first oath is required by Article VI, § 7 of the North Carolina Constitution.

"I, Gerald M. Baker, do solemnly swear (or affirm) that I will support and maintain the Constitution and the laws of the United States, and the Constitution and laws of North Carolina not inconsistent therewith, and that I will faithfully discharge the duties of my office as Sheriff of Wake County, so help me God."

**Wake County Sheriff Office
Law Enforcement Services**



Wake County Sheriff Office Law Enforcement Services



Targeted Law Enforcement Services

Administration, Criminal Investigative Division (CID),
Detention/Detention Medical, Information Technology (IT), Judicial,
Law Enforcement Training Center (LETC),
Patrol/Communications, Support Services & Technical Operations
(Tech Ops).

The following services, programs or ideas have been identified, reviewed and discussed to pursue a plan of action for FY2021. The WCSO embraces the community's need to support the safety and well-being of all citizens of Wake County. Some of these ideas are new and have been currently implemented on a small scale for a trial period to collect data to support full implementation for the upcoming fiscal year or near future.

Administration – Crisis Intervention Team (CIT)/Peer Support, Evidence, Internal Affairs, Off-Duty, Pistol Permits/Records, Property/Equipment, Recruitment, School Resource Officers (SRO) and Statistical Data

- **Administration Division** provides support services for all divisions. These services include financial, risk management, records, recruiting, property, vehicles, preservation of evidence, and human resources.
- **Evidence stores** and holds over 10,000+ pieces of evidence in safekeeping all evidence that deputies collect for presentation in court (trial or disposition order) including storing all weapons ordered and seized by the court for safekeeping.
- **Evidence Technician (1 FTE)** - Currently there is one Administrative Custodian in the Administrative Division responsible for collecting, inventory, maintaining and addressing the responsibilities of WCSCO pertaining to evidence gathered. The current employee works this position individually. This position ensures the integrity of evidence collected at crime scenes through documentation, transportation, and disposition of evidence. To assist in the collecting, inventory and maintaining evidence for SBI and WCSCO to adhere to internal review recommendation – 6/14/19 based on previous written observations.

Administration

- **Pistol Permits/Records** maintains all the official records that the law requires the Sheriff to keep.
 - The Pistol Permits unit is responsible for accepting applications for running necessary background checks for issuing carry concealed weapons permits for WCSO and pistol purchase permits. Additionally, this unit issues various other permits (precious metal purchase permits and non-ferrous metal permits required by North Carolina.
 - Continue software licensing associated with WCSO Handgun Permit Backfile Scanning Commitment FY2019/2020 through CIP. Scanning needed to be completed by 12/31/19 to ensure current storage capacity overflow. Licensing will be on-going to maintain storage capabilities and capacity for future records.

Administration – Pistol/Handgun Permit Statistics

2018 Annual Pistol Purchase Permits

- 19,561 - Applications
- 4,006 - Denied
- 14,098 - Issued to 6934 individuals

2018 Annual Carry Concealed Handgun Permits (CHP)

- 5,150 - New
- 6,485 – Renewals

Current: 48,330 - Total Active CHP Permits for Wake County – As of 9/23/19

Administration – Recruitment and Retention

Recruitment actively seeks competent, personally committed applicants who want to join our office for an exciting and challenging career as a law enforcement officer, detention officer, telecommunicators, medical and civilian support staff.

Recruitment

- Sponsor Regular Career Job Fairs for the County and community
- Collaborate with Other Local Agencies
- Radio, TV and Billboard Advertising
- Social Media Advertising
- Participate in other State and National Job Fairs
- Pop Up Banners/Pictures for Display and Travel
- Conduct Assessments & Reading Test On-Site at Military Bases
- Planning to Absorb FY2021 Costs for Long-Term Strategy Recruitment & Retention

Administration – Recruitment and Retention

Retention

- Referral Bonus - Provide a \$500.00 incentive to the employee and the referring employee if the new hire remains employed at least 18-24 months.
- Bonus Check for Passing an Annual Physical Fitness Test
- Reinstate Retirement Health Insurance Benefits
- Moving Allowance for Out-of-State New Employees
- \$5,000 Signing Bonus with a 4-Year Contract
- Allow employees 90-minutes per week to workout
- Awards Programs for Employees of the Month – Each Division (\$50.00 or less, gas or gift card/recognition certificate)
- Longevity Pay
- 2 Employee Appreciation Days per Year
- Welcome Basket for New Employees with Office and/or Area Information

Administration – Personnel Scheduling System (CIP 2021)

Personnel Scheduling System (CIP 2021) - This system will offer both On-Duty and Off-Duty scheduling with rich functionality wrapped around customized business processes that are specific to the Sheriff's Office and Wake County. Some benefits include:

- Day-to-day “real time” shift information (including vacation, sick time, etc.) to monitor schedules to ensure accountability for a positive impact and safer community
- Reduce overtime spending that heavily impacts our budget
- Accessibility to update/change (“live viewing”) through designated employee mobile devices
- Decrease supervisor time to attend to other duties
- Eliminates the antiquated practice of cumbersome scheduling pages of excel spreadsheets for 1,000+ employees/law enforcement officers
- Receive automated notifications and filling of open shifts (first come, first serve basis = equal opportunity for shift coverages)

Criminal Investigation Division (CID) – Fraud, Juvenile Investigations, Operations, Person Crimes, Property Crimes and Sex Offender Registry Unit

- **Criminal Investigation Division** provides specially trained and experienced detectives for follow-up investigation of all reported crimes. Criminal investigations can include searching, interviews, interrogations, evidence collection and preservation and various other investigative methods.
- **Juvenile Investigations Unit** manages all criminal cases involving offenders and victims under the age of 16, and victims under the age of 18. The Juvenile Unit also investigates missing persons under the age of 18. ***Additional deputies will be utilized based on the increase of court cases and procedures to alleviate the increased assigned cases within the juvenile unit.***

New Law - *Effective Dec. 1, 2019, 16 and 17 year old individuals who commit crimes in North Carolina will no longer automatically be charged in the adult criminal justice system. In 2017, lawmakers raised the age of juvenile jurisdiction for nonviolent crimes to age 18, following years of research, study and education on this topic. The “Raise the Age” initiative became law only through a strong, bipartisan coalition of support from all three branches of government, law enforcement and advocacy organizations, which continues today.*

- **Definition (Considering Current Offense)** - New definition of “delinquent juvenile” includes 16 and 17-year-olds who commit crimes, infractions or indirect contempt by a juvenile, but excludes all Chapter 20 motor vehicle offenses for those 16 and 17 year old. Note Chapter 20 offenses remain under juvenile jurisdiction for those younger than 16.

Criminal Investigation Division (CID)

Exclusions/Once an Adult, Always an Adult (Considering Past Convictions)

Some juveniles are excluded from juvenile jurisdiction. Those who have previously been transferred to and convicted in superior court continue to be excluded from juvenile jurisdiction. Emancipated and married juveniles are excluded from juvenile jurisdiction. **Newly excluded juveniles are those that:**

- have been convicted in either district or superior court for a felony or misdemeanor.

The **exception** for this reads, "Violations of the motor vehicle laws punishable as a misdemeanor or infraction shall not be considered a conviction for the purposes of this subsection unless the conviction is for an offense involving impaired driving as defined by G.S. 20-4.01(24a)."

This exception means that all felony Chapter 20 convictions will result in exclusion from juvenile jurisdiction, as will an misdemeanor Chapter 20 conviction involving impaired driving.

Maximum age of jurisdiction: for 16 year old, until age 19; for 17 year old, until age 20; beyond maximum age, court has indefinite jurisdiction over felonies and related misdemeanors to either transfer the case to Superior Court or dismiss the petition

Effective Dec. 1, 2019, all criminal cases for juveniles up to age 18 (with the exception of exclusions above) will begin in juvenile court.

- for Class A-G felony complaints, transfer to adult (superior) court is mandatory upon notice of an indictment, or a finding of probable cause after notice and a hearing;
- For Class H or I felonies, any transfer to adult (superior) court requires a transfer hearing

Criminal Investigation Division (CID) Juvenile Crimes – “Raise the Age”

Table 1
Detention Population Projections for 16- and 17-Year-Olds
Held at Complaint and Held for Transfer until Disposition and/or 18-Years²

Fiscal Year End	Detention Population as of June 30			
	Held at Complaint Class H-1 Felonies, Class A1-3 Misdemeanors	Held for Transfer Class A-6 Felonies until: Disposition	Age 18	Combined Projections Juveniles Held until: Disposition
2019	n/a	n/a	n/a	n/a
2020	35	129	86	164
2021	60	226	151	286
2022	61	230	153	291
2023	62	235	155	297

Notes: Prepared in conjunction with the North Carolina Department of Public Safety's Division of Adult Correction and Juvenile Justice. The disposition scenario is based on juveniles held in detention until disposition, while the age 18 scenario is based on juveniles held in detention until their 18th birthday or disposition (whichever occurs first).
SOURCES: NC Department of Public Safety, Division of Adult Correction and Juvenile Justice; FY 2016 AOC Charge Data (analyzed by the North Carolina Sentencing and Policy Advisory Commission)

² Youth detained for other reasons (e.g., intermittent confinement, adjudicated delinquent awaiting placement) were not included in the projections.

Criminal Investigation Division (CID)

Juvenile Investigations Unit

Juvenile Investigations Unit reports come from many different entities other than patrol, i.e. Child Protective Services, School Resource Officers and other law enforcement agencies. The Juvenile Unit totals six investigators. Each case, especially juvenile sex crimes, requires an extraordinary amount of time to properly investigate due to:

- Interviewing multiple corroborating witnesses
- Scheduling child medical evaluations
- Obtaining medical records
- Generating legal processes to send to internet service providers for records
- Writing search warrants
- Collecting physical evidence and
- Taking photographs. All these tasks are the responsibility of the assigned investigator.

The City County Bureau of Identification are not always available to assist them in certain situations.

Adding 1 designated FTE Juvenile Crime Investigator is needed to investigate juvenile special victim's cases to the depth they deserve and will ease the case load on the six current CID investigators we have.

Criminal Investigation Division (CID)

Internet Crimes Against Children Task Force (ICAC)

- Juvenile Investigations Unit is also responsible for having investigators assigned to the **Internet Crimes Against Children Task Force (ICAC)**. The ICAC task force is a federally funded program across the United States to combat the manufacture, possession and dissemination of child pornography. The North Carolina State Bureau of Investigation manages the ICAC Task Force in North Carolina. WCSO works in conjunction with N.C. SBI.
 - Initially there was one part-time WCSO investigator assigned to ICAC (with other regular cases) which now is not feasible based on numerous cyber tips sent to Wake County National Center for Missing and Exploited Children (NCMEC, >50 assigned for one investigator) from across the country by all law enforcement agencies.
 - ICAC Investigators must conduct thorough interviews with the hope of obtaining admissions/confessions from individuals suspected of violating sexual exploitation statutes. The interviews of these individuals must be conducted in a way that protects their constitutional rights.
 - The ICAC task force provides their own in-house training events for assigned investigators which requires some travel to out of state locations. The training is highly technical in nature and requires the investigator to have some technical knowledge and or the willingness to learn new technical skills. As high-tech criminals become more proficient with technology used to perpetrate their crimes, law enforcement must learn more technical skills to solve those crimes.
 - These methods and course of action would increase to number of cyber criminals being caught to be prosecuted for these unfortunate life-changing and harmful events on children.
- Adding 1 designated FTE ICAC Investigator is needed to support the various aspects of the ICAC Task Force more in depth paying more attention to the needs of children in our community. This will also ease the case load on the six current CID investigators we have.**

Detention – Education, Detention Medical, Records, Resident Housing

Detention - The Sheriff has the lawfully mandated responsibility for keeping custody and control of what the law refers to as "The Common Jail of Wake County." WCCSO Detention Division manages two detention facilities that house adult/juvenile detainees in Wake County. *There is a constant need for detention officers (37-40) based on population needs, retention and job promotions/retirements.*

The jail consists of two detention facilities: Public Safety Center (PSC – 480-bed max) & Wake County Detention Center (WCDC – 1,088-bed max) = 1,568 total bed capacity.

Detention Medical staff is on duty 24/7 with different shifts to accommodate all detainees. There are approximately 45 RNs (approximately 10 Temp PRNs), 1 Full-time Physician, 1 Contract Physician, 2 Contract Psychiatrists, 1 Contract Dentist and 1 Contract Behavioral Health Service Vendor – Fellowship Health Resources (FHR).

Detention Medical Implementation

WCSC has expressed concerns regarding other agencies dropping off detainees that are in need of emergent medical services that should go directly to the Emergency Room; i.e. Prior Motor vehicle accidents, gunshot wounds, deep flesh wounds (stabblings), etc.

• **WCSC has addressed this concern by:**

- Communicate with outside agencies to transport the detainee to the appropriate medical facility before bringing them to jail (this benefits the health and well-being of the detainee and decreases overall expenses WCSC incurs)
- **NEW** - Establish a **Pre-Intake Medical Assessment Nurse** to evaluate immediate healthcare needs and concerns upon detainee arrival in the arrestee processing area prior to booking. (This will consist of **4 FTEs for 24/7 coverage to cover all shifts**). These detainees should be taken to seek emergency medical treatment by the arresting agency.
- **NEW** - Add **4 FTEs (24/7 coverage to cover all shifts)** for **Intake Assessment Screening Nurse**, which is completed after booking, to complete healthcare assessments, verify medications, treatments (i.e. wounds, staple removals, etc.) and follow up healthcare appointments (i.e. prior surgeries, chronic disease follow up and any other urgent healthcare needs).
- **NEW** – **2 FTEs Nurse Educator** which will train staff on any new and updated medical information, orientate new hires for better retention, review records for quality and assurance implementations are done accurately and appropriately and ensure overall staff are in compliance with all jail medical plans.
- **NEW** – **2 FTEs Medical Records Specialist** to provide medical record coverage (**evenings/nights**) since there is currently **no coverage** for our 24/7 facilities.
- **NEW** – **3 Temp PRN Medical Records Specialist** to provide support for medical records staff for **VRC/Fusion CIP**.

- This will eliminate long wait times, missed medications, nutritional needs and appropriate medical housing (detox, mental health or medical observation units) to ensure detainees overall health needs are met on a timely basis, decrease overtime and reduce liability.

Detention Equipment Needs

- **Detention** – Based on the well-being of our detainees it is essential that all training, equipment and processes be in compliance to serve our jail population. Equipment needs are as follows:
- *Kitchen Dishwasher* – currently is being serviced, but needs to be replaced based on age, previous repair history and inability to function properly (i.e. weekly extra Styrofoam costs average/average population approximately \$1,200.00/week or \$62,400.00/year). WCSO is working with GSA to explore best options. Estimated cost from GSA for a new dishwasher is approximately \$104,000.00 without installation, maintenance and service agreement, etc. GSA has agreed to repair a part to attempt to fix the current problem, but we all understand that this will probably be only a temporary fix.

Detention Medical Equipment Needs - PSC

Detention Medical - Based on the well-being and healthcare needs of our detainees it is essential that all training, equipment and processes be in compliance to serve our jail population. Equipment needs are as follows:

- **Public Safety Center (PSC)**
 - Replace exam room and medication room cabinetry due to water damage, age/wear and tear and potential injuries caused by broken hardware that cannot be repaired to support everyday usage.
 - Replace flooring due to water damage and age/wear and tear.
 - Upgrade speaker systems in medical areas. Currently, there are no way for audible speakers to hear emergencies (fire, medical, etc.) and detention officers are not in medical 24/7.
 - Dental Area: 1) Dental Imaging Unit – Currently manual film processing is used. There is no digital imaging unit at this facility, 2) Replace Laboratory Unit (only one unit operable) and 3) Replace Compressor Pump (only one motor is currently working)

Detention Medical Equipment Needs - WCDC

- **Wake County Detention Center (WCDC)**
 - Resident Call Bell System Upgrade – Current system does not allow staff to respond to detainees medical needs based on it being a one way system.
 - Dental Clinic Imaging Panoramic X-Ray Machine allows complete visual for dental X-rays for detainees with emergent dental needs. Currently, dental emergencies are being sourced through outside emergent dental providers that may not offer 24/7 orthodontic services. In this event, they are sent to an outside hospital for dental emergencies that increase medical expenses, operating expenses and overtime.
 - There is an on-going need for certain necessary equipment for detainees based on housing area and population growth. Detainee beds in medical observation rooms will need to be replaced based on usage and wear and tear. Life span of beds according to Stryker (our medical bed vendor) guarantees 7 years. Our beds were purchased in 2012. Bed usage is extremely high due to detainee turnover.

Information Technology (IT) IT and Records

- **Information Technology Division** provides IT management and support to all Sheriff's Office staff. In addition to desktop, laptop and infrastructure management, the IT division provides data integration support between systems and all agency divisions, platoons and units. IT is also responsible for statistical record keeping (including creating queries, charts and graphs) and data collection.
- Over 1,000+ employees and over 1,700+ devices. Based on this information there is a need for 6-10 IT Tech positions. IT also works collectively with County and the City of Raleigh having the responsibility to coordinate and support our 911 and dispatch Computer Aided Dispatch (CAD) system. There is also a need for a CAD System Administration position.
- Currently, WCSO does not have a fully effective centralized unit to review, research, maintain and manage records. For example, evidence, handwritten notes, witness statements, videos and other documentation are kept by the individual investigators. A **Vital Records Unit** would collect all documentation to connect each division during any investigation.
- An ideal centralized electronic means to collect, review and manage essential records needed for various divisions within the Sheriff's Office that would be readily available for investigations, court procedures and compiling statistical and historical data. This unit would eliminate having investigators individually house important documentation needed.



Information Technology (IT) – Records

- **Vital Records Unit** - Recently an internal and external analysis was completed, it was clear that there is a need for a central repository for records that includes a standardized format for maintaining case files. Usually a Records Unit is scrutinized first since it is the entity which manages criminal data. To provide National Incident Based Reporting System (NIBRS) statistics required by the State and Federal government to qualify to obtain grant funding. Reviews, researches and provides necessary documentation to comply with agency, State and Federal requests.
- Currently, each division utilizes division supervisors and personnel to gather, organize and store criminal justice information. There is no "uniform standard" of gathering, organizing and storing data nor is there an adequate system of checking information to eliminate errors in records variables.
- While the Office is producing crime statistics, they are not being produced in a uniform fashion, which causes inaccuracies, whether through NIBRS (National Incident Based Reporting System) or in-house reports, the impact can be felt on various levels (that is if the inaccuracy is discovered). Questions may come from the public or county entities. Challenges can arise when seeking grant funding (often based in part on local crime statistics), and the criminal investigations unit can be second guessed on how cases are being investigated and cleared.
- Ensure accurate record electronic data entry will allow for better crime reporting, projections, and policing. Validating information will allow crime analysts to accurately report data and statistics that aid in policing efforts throughout the County. Through these efforts, there will be better coordination among Wake County Sheriff's Office staff and with other Emergency Response agencies throughout the County thereby promoting a safe and healthy community.

Information Technology (IT)

IT covers the following:

North Regional Center
Southern Regional Center
Eastern Regional Center
Law Enforcement Training Center (LETC)
Firing Range
Public Safety Center (PSC)
Wake County Detention Center (WCDC)
Justice Center (parts)

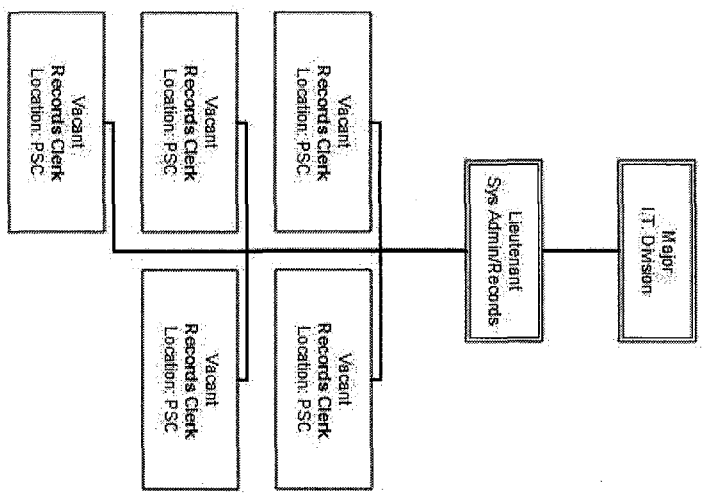
Required Upgrades:

Wake Emergency Communications
Organization (WEEO)
911 Phone System
911 Recording System (currently in process
for FY2020 based on request not submitted
for FY2019. System becomes obsolete
and mandatory update required by
12/31/19).

Information Technology (IT)

- **Vital Records Unit** - Research conducted across other law enforcement agencies showed a range of staffing levels based upon jurisdiction size. Similar sized counties have staff ranging from 10.0 - 20.0 FTE. Smaller jurisdictions ranged less than 10.0 FTE. Using **5-6 FTEs** would be a start to initiate the unit & process. These personnel will be responsible for validating and checking all records recorded by law enforcement officers, maintaining uniform case files, collecting grant statistical data and handling all public inquiries on call and/or case information.
- Additional **3 FTEs** are needed to support our Electronic Health Records – Fusion CIP (1 *EHR System Administrator*) and 2 *Infrastructure Team positions*.

Information Technology (IT) – Vital Records



- Present/Requested Positions:
 Major Position Filled
 Lieutenant – Vital Records Unit Supervisor (1 FTE/Promotion)
 Vital Records – Vital Records Unit Clerks (5 FTE)
 - Vital Records Unit Clerks from various divisions: For example, Administration/Tech Ops (1), CID (1), Judicial (1) and Patrol (2).

Record/Report Type	2015	2016	2017	2018	Electronic Submission	Daily Records Review
Arrest Reports Created	6,437	6,335	6,329	184,289	Yes - SBI	Yes
Child/abuse Calls Created						
Citations Created	5811	5,409	4,248		Yes - AOC	Yes
Civil Process Reports Created	78,557	73,996	73,854			No
Evidence Cases Created	6,982	5,708	5,500			Yes
Field Contacts Created	685	596	648			Yes
Incident Reports Created	7,645	7,595	7,425		Yes - SBI	Yes
Offenses Reported	8,867	8,935	8,217		Yes - SBI	Yes
Incident Supplement Narratives	20,559	19,512	18,042			Yes
Sex Offender Records - New	119	155	126			No
Sex Offender - Total Active			919			No
TARI: Stop Reports Created	12,738	12,773	10,086		Yes - SBI	Yes

Judicial – Civil & Criminal Process, Courthouse Operations (CHOPS), Domestic Violence, Execution/Eviction & Writ Process, Transport, Victim Services (started 2019) and Warrants

- Judicial Services Division, mandated by law, is responsible for the service of all civil process directed to WCSCO by the N.C. General Court of Justice is provided to all citizens of Wake County.
- **Civil & Criminal Process** are two of the earliest, historical and important duties of the Sheriff's office. This process serves court papers throughout Wake County. The service of civil process in North Carolina is carefully regulated by statute, and statutory law making it clear that the proper person to serve civil process in North Carolina is the Sheriff and Sheriff's Deputies.
- **The most common types of civil process served by the Wake County Sheriff's Office include:** Civil Summonses; Magistrate Summonses; Special Proceedings Summonses; Subpoenas; Orders of Attachment; Orders of Garnishment; Orders On Claim and Delivery; Writs of Possession for Real and Personal Property; Executions for Money Judgments, which require the Sheriff to seize and sell the property of the judgment debtor at an Execution Sale in satisfaction of a judgment; and Tax Warrants issued by the Wake County and North Carolina Revenue Departments to recover unpaid county and state taxes.
 - *An additional 2 FTEs (Customer Representatives) to establish a more cohesive, efficient and effective experience to serve the public in a more timely manner. Several citizens and lawyers have detailed information to provide to complete their numerous daily transactions. This will eliminate long lines and improve process entry so that civil processes will be completed in a more timely manner. There is an average of 1,500 papers and/or processes that are handled on a daily basis.*

Judicial

- Judicial provides **Domestic Violence Team** members who are responsible for responding primarily to domestic violence calls.
- **Execution/Eviction & Writ Process** – The execution of the writ is the process whereby the Sheriff actually removes the non-vacating tenant and returns possession of the property to the landlord. WCSO deputies will serve an execution based on a civil process already filed through the courts. This allows WCSO to remove persons and seize property.
- Only the Sheriff's Office has jurisdiction to serve executions and evictions. Currently, there are only 3 deputies assigned to serve evictions. There have been 3 deputies for numerous years despite the rapid growth of Wake County. Based on research from other large N.C. counties (Mecklenburg County, 6 deputies) there is a need for a total of no less than **6 FTEs**. Both counties populations are very similar and continue to grow.

Judicial

Marsy's Law

- North Carolina voters overwhelmingly passed Marsy's Law on November 6, 2018. This law strengthens the rights for victims of crime - giving crime victims' rights equal authority in the state Constitution already given to the rights of the accused and convicted.
- The amendment, known as Marsy's Law, is a bipartisan victims' rights initiative which seeks to amend state constitutions like North Carolina that lack guaranteed enforceable protections to crime victims. It passed in North Carolina by more than 60 percent of the statewide vote - the most of any of the six amendments voters considered on the 2018 ballot.
- WCSO, in compliance according to the newly Marsy's Law, **created our Victim Services Unit during this administration, 2019.**

Judicial

Victim Services Unit (new 2019)

WCSO established a **Victim Services Unit** to assist victims and family members affected by crimes navigated through the aftermath of victimization or trauma. The Federal Victim and Witness Protection Act and the North Carolina Fair Treatment for Victim and Witness Act directs that certain services be made available to victims and witnesses of serious crimes, families of murder victims and to seriously injured children. Since this unit was recently established we have determined that investigation (initially, during and after arrests have been made) is a top priority for this service.

At least **4 FTEs** have been identified as a need to support the existing Sergeant and Deputy serving as current leads for this unit. These FTEs will be considered investigators under this unit. Investigators gather information, go to court and follow up with any other activities associated with victims and their cases. This would also free up domestic violence deputies in the field to continue serving **50-B orders** and responding to active domestic calls.

- Identify victims needs and provide the necessary and immediate services to assist them as "the victim" and assist with prosecution of the assailant
- Collaborate with outside services and facilitate on the victims behalf when warranted
- Act as a liaison with multiple other agencies: City of Raleigh, Orange County District Attorney's Office, Durham County, State of Maryland and other law enforcement agencies

Note: Protective Order – 50B. A Domestic Violence Protective Order (sometimes commonly referred to as a "restraining order" or a "50B order") is a restraining order that is designed specifically for victims of domestic violence to give them the protection they need from the abuser.

Law Enforcement Training Center (LETC)

Crime Prevention, Firearms Range, Training/K-9 Training

Firearms Training

- Training and Staff Development provides initial and ongoing training for all employees of the Wake County Sheriff's Office. Accredited through the North Carolina Criminal Justice Education and Training Standards Commission and the North Carolina Sheriff's Education and Training Commission, this division has a Director and two Training Officers who are sworn law enforcement officers. These officers not only coordinate training, but they also teach classes on a regular basis. Also on staff is an Administrative Assistant who schedules classes and maintains training records in the computer systems.
- One of the primary responsibilities of this division is to provide in-service training for Sheriff's Office Staff. This training includes all state-mandated areas, such as use of force, firearms, hazardous materials recognition, and bloodborne pathogens.
- Training and Staff Development provides initial and ongoing training for all employees of the Wake County Sheriff's Office. This section is accredited through the North Carolina Criminal Justice Education and Training Standards Commission and the North Carolina Sheriff's Education and Training Commission.

Law Enforcement Training Center (LETC)

Firing Range Revitalization

WCSC has determined that the firing range is not being best utilized to its maximum capacity for the general public and law enforcement use. This is based on its current management, facility structure and financial decrease over the past three years. The majority of usage comes from law enforcement and not the general public. We are requesting that the facility and management be upgraded to serve the most populated audience which is law enforcement. Currently, now there are other various public ranges that provide firearms training and recreational shooting.

Recommend the existing firing range be upgraded by continue to provide law enforcement related training classes and facility upgrades that would accommodate more equipment safety measures and accessibility for an opportunity to train area law enforcement officers. Equipment upgrades would include but not limited to: retractable target systems, maintaining climate control within health standards, range partitions/dividers and other safety measures. Marketing to other law enforcement agencies and limit public usage.

A community survey of the firing range membership (approximately 1,500+ responses) was done that has impacted a direction that WCSC is reviewing and will determine what will best work for the concerns of the facility, law enforcement officers and the general public. WCSC wants to address the existing need for a firing range for law enforcement versus public use.

Provide a new and innovative Law Enforcement Firing Range Simulation Center that would better serve our law enforcement population and continue law enforcement courses. This will ensure superior training for area law enforcement officers and agencies. Wake County is one of the largest counties in the State and this venture would prove to be conducive in our area. This proposal was presented as a CIP for FY2021. GSA will also assist in this endeavor.

Patrol/Communications



- **The Patrol Division** provides the front line of law enforcement service and protection to the unincorporated area of Wake County. Patrol also assists local municipal departments as well as State and Federal law enforcement agencies.
- The Patrol Division consists of four platoons providing services 24 hours a day, seven days a week.
- The Sheriff's Office is in charge of directing and monitoring traffic in the county. Officers with the department have the power to stop vehicles and issue citations for drivers who violate traffic laws. In the event of an accident, they visit the scene and collect the necessary evidence for an investigation. They question those involved in the accident as well as witnesses. WCSO also offers first aid to those injured in accidents until emergency medical responders arrive.
- **The Communication Division** is a 24/7 operation which receives and dispatches 911 calls from the citizens of Wake County to maintain safety and stability for all persons in the community. The 911 phone system and the Computer Aided Dispatch (CAD) System are shared between WCSO and the City of Raleigh. Upgraded systems continue to be re-evaluated based on citizens and law enforcement needs.



Patrol/Communications



Other Patrol Division Duties:

- * Escorts for walk-a-thons, parades and funerals
- * Traffic control
- * Speaking arrangements for School Career Days
- * Harris Nuclear Power Plant drills and Master Plan preparedness
- * Assist Fire and Rescue at emergency scenes/Hazmat/Disaster/Severe Weather
- * Search and rescue for lost/missing person(s)
- * Assist Crime Prevention Unit with presentations/demonstrations

- * RDU Drills, Emergency Plans and Aircraft Emergencies

- * Lake Patrol-Boat Team:
Harris Lake & Falls Lake

Jet Ski/Drone Patrol

- * Transport of mentally ill to other counties
- * Accompany residents to hospitals
- * Vehicle Lookouts

Patrol/Communications

Equipment & Programs

Drones enhance law enforcement officer's ability for search and rescue missions (day & night), identify active shooters/criminals, assist in overall investigations, day to day operations, analyze crime scenes, control traffic collisions by using 3D mapping and used for surveillance and crime prevention allowing areas where suspects may be hiding to be capture potential criminals. This source of information has proven to be effective in reducing the time officers spend on search and seizures, obtaining additional information for ongoing cases and time spent in court.

Motorcycles are used to patrol for traffic control, funerals, DWI checkpoints, parades, escorts and other events representing WCSO.

Boats/Sonars – WCSO has the usage two boats acquired with the assistance of EMS/County - Harris Nuclear Power Plant. WCSO continues to work with EMS and has been notified that a new boat is to be received March 2020 with sonars (approximately three years old) and some updated equipment. This boat will substitute the oldest boat which is in need of being replaced. The other boat is due to be replaced in 2022.

Jet Skis were researched to be acquired to assist in the capture of criminals hiding in areas where boats cannot fit in our areas lakes and to rescue citizens that may be in distress and cannot be quickly reached by boats. This assistance allows for a quicker victim response in efforts to save more lives in a timely fashion.

CIP

Body Worn Camera (BWC) – Submitted for CIP FY2021.

This technology has become increasingly essential and more ingrained by proving to be an invaluable source to heighten success rates and decrease casualties. Nothing tells the story or depicts events better than actual video footage recordings of the actions of those involved, citizens and law enforcement officers.

Patrol/Communications

- **Mobile Command Unit** (proposed FY2021) – A specialized unit formed and trained to handle situations that are beyond the capabilities of ordinary law enforcement forces due to the level of violence or risk of violence.
- Missions include serving of search warrants for dangerous persons, arresting or neutralizing dangerous or deranged armed persons and intervening in high risk situations such as shootouts, hostage taking and terrorist incidents.
- A number of different law enforcement agencies and divisions can be involved (local, state, federal, patrol, investigators and/or tactical units, etc.) during these situations.

Support Services – Budget, Community Relations, Finance, Human Resources and Legal

Support Services is responsible for maintaining the financial integrity of the Sheriff's Office, providing accounting, financial management, procurement of goods and services, contract management, grant management, and warehousing of equipment in accordance with NC General Statutes. This division develops and updates the business plan for the Sheriff, and manages the human resources function for the Office.

- **Budget & Finance** - This unit records receipts of public funds received at the Wake County Sheriff's Office. Public funds include process service fees, weapon permit fees, record fees, judgments paid, inmate trust fund, donations, grant funds, and federal forfeiture/seizure funds. This unit is also responsible for financial reporting requirements for federal and state agencies, review of Office fiscal procedures for efficiencies and internal controls and orders and purchases all commodities to be used by members of the Sheriff's Office. Purchasing also manages the accounts payables function for the organization.
- **Budget & Finance** are implementing an in-house contract and/or vendor review process in conjunction with each division and our WCSO attorney. A timeline has been developed based on County contract and RFP procedures to review and/or recommend changes for applicable contracts and/or renewals for FY2021, our trial period. This new process should work well to coincide with the new County e-Contract System.

Support Services – Budget & Finance

- **Budget & Finance** are reviewing, evaluating and planning to have **3 FTEs** specifically designated for **Medical Coding Specialists (NEW), including certification/training costs, to replace the current vendor.** The current contract is with Corvel which over the past five years has charged us an annual average of approximately \$400,000 in fee expenses to review and/or negotiate Medicaid coding for WCSO.
- Based on this expense, it has been determined there is an opportunity to save **approximately \$175,000 - \$200,000** by hiring **3 FTEs** versus using an outside vendor. *The contract for this fiscal year, FY2020, was renegotiated to decrease the maximum payable amount from \$1,500,000 to \$800,000, saving \$700,000. The renegotiation also reduced our fee service expenses from 29% to 24% to allow us to realize more savings.*
- Some research and a preliminary analysis was compared to DHHS. Based on the number of transactions (DHHS having three times as many transaction as WCSO and using 8-10 employees), we determined that **3 FTEs** would serve our existing needs. This analysis was researched and compared to DHHS. Utilizing actual WCSO in-house personnel would be more effective, not have a 3-year contract commitment and a larger savings.
- Budget & Finance supports the position of an **Administrative Services Coordinator II/Grants Manager** to be dedicated to explore other financial funding with the County and/or grant funding through other agency or community collaborations. We will continue to search for grant opportunities. During 2013, the Federal Government considered the Wake County Sheriff's Offices, previous administration, as "high risk" based on not receiving prior approval for dispersing JAG Federal Grant funds. As a result, the City of Raleigh now monitors our JAG grants based on this risk status. **We are no longer considered "high risk" and WCSO will request to sponsor our own JAG grant funds in the near future.**
- Budget & Finance will send team members for various training courses associated with Governmental Accounting, Finance and other pertinent classes to stay abreast of new and/or updated policies and procedures.

Technical Operations (Tech Ops) – CAAT, Drugs & Vice, IMPACT, K-9 Unit, Tactical Response Team (TRT) and Task Force

Tech Ops is a team of highly trained, skilled and equipped members who are deployed to stabilize high risk situations and execute complexed operations.

Operations consist of overt and covert narcotic investigations, investigate the distribution, sale and possession of illicit drugs and other criminal offenses such as prostitution, drug and human trafficking in our communities. They also assist in other local, State and Federal agency investigations.

Training and equipment upgrades are essential to this team based on the everchanging criminal environment. The ultimate goal is to keep citizens and the community safe.

Additional Information

FY2021 Capital Improvement Project (CIP) Proposals

- Patrol Division – Body Worn Cameras (BWC)
- Administration – Personnel Scheduling System
- Law Enforcement Training Center (LETC) – Firing Range Revitalization/Simulation Center

Current FY 2020 CIP

Detention Medical

VRC Scanning Project * Fusion Electronic Medical Records Project * Fellowship Health Resources (Behavioral Health Services)

Administration

Pistol Permits Scanning Project

WCSC thanks you for your continued support!



This Photo by Unknown Author is licensed under [CC BY-SA](#)

Contracts:

WCSO presented several contracts for approval around the end of FY 2019 for FY 2020. These include contracts for psychological services, resident medical testing, food services, and commissary goods and services. Some contracts were with existing vendors and some were with new vendors. Issues with these contracts included:

- Not competing the service contract and simply engaging with a new vendor
- Not providing documentation of competition when done by the WCSO
- Not submitting to Finance a business justification for non-competition of a contract prior to engaging vendor
- Waiting to notify current vendor contract is terminated until the very end of the contract
- Not notifying the current vendor at all that the relationship was terminated
- Not providing sufficient notice to internal departments (Finance, IS, and GSA) about potential changes in vendors that may impact operations
- Using the incorrect contract templates
- Not requiring appropriate insurance information from vendors
- Not understanding time/steps required for appropriate contract review by Finance, Budget and County Attorney's Office

It has taken Finance several weeks to review and approve these contracts because of missing or incomplete information.

Disbursements:

Two specific issues have arisen as it relates to the disbursements process:

- Request was made by WCSO for payment of invoices from LeCount's prior to the contract being finalized.
 - Lack of supporting documentation (as noted above) prevented the contracting from moving forward in the approval process.
 - Banking information incorrect. WCSO staff wanted to make the banking changes on the vendor's behalf. Changes in banking information must come directly from the vendor.
 - Once these issues were resolved, WCSO expected us to make payment same day (Thursday). Although we processed a manual check for the following day (Friday), Finance will process future payments as they arrive and will only be paid on normal payment processing days via EFT (Tuesdays and Thursdays).
- Documentation for Resident Pay was not approved by WCSO and delivered to Finance in a timely manner. Changes in WCSO staffing created a situation where no one was trained on the process. Because the approved documentation was not received on time, Finance had to do a special payment to pay WCSO residents.

Travel:

The following are issues as it relates to Travel Pre-Authorization Forms submitted year-to-date:

- Not using the current form available on The Wire
- Getting signatures on the form after travel was completed
- Not getting appropriate signatures on the form

P-Cards:

P-card policy specifically states that purchases cannot be split in to multiple transactions to avoid individual p-card limits and/or purchase order limits. A purchase of food warming equipment was made near the end of June by the WCSO by splitting the purchase in to two transactions.

Cash Handling/Deposits:

At both the firing range and general WCSO offices, deposits were not being made as prescribed in policy. In other words, they were holding funds when they should have been deposited at the bank. The County's daily deposit threshold is \$250, weekly if less than \$250, and the last business day of the month. However, they usually collect \$250+ per day.

Sometimes, they were holding funds up to 13 days before deposit.

Daily revenues were not being recorded in the financial system timely. The average time has been seven days. This makes it difficult to reconcile bank information in a timely and accurate manner.

Risk Management:

Finance has not received Motor Vehicle Record forms (MVRs). This means there are employees driving on County business for which we cannot see their driving history or infractions reported to DMV.



FINANCE DEPARTMENT
MEMO
TEL 919 856 6120

To: David Ellis, County Manager
Sheriff Gerald Baker
Scott Warren, County Attorney

From: Emily Lucas, Chief Financial Officer

Re: Sheriff's Department Budget & Fiscal Controls

Date: July 26, 2019

CC: Michelle Venditto, Budget & Management Services Director
John Stephenson, Internal Audit Director

County staff has worked with the Sheriff's Department over the past several months to inform and empower new Department staff with fiscal and/or budgetary roles. As with any transition, we expect a time of adjustment, and work to build relationships and offer guidance.

Several processes administered by the Sheriff's Department have been inconsistent with County policies, procedures, and guidelines. The list below outlines areas we seek to emphasize with the Department to make certain they operate within the County's fiscal and budgetary framework.

Contracts:

The County's institutional practice of competing services promotes accountability by vendors and transparency to the public. Although competition for most services is not required by NC General Statutes, the Board-adopted Procurement Policy outlines how services should be competed.

For services under \$50,000, departments should submit information about the competition process to Finance. For services over \$50,000, Finance should either manage the competition process and/or provide guidance to departments during the process.

In some instances, departments may believe that competition of a service is not practical, given the circumstances. The justification to not compete a service should be submitted to and approved by Finance prior to the engaging a new vendor contract.

Departments should use County-approved contract templates. All contracts, including vendor-generated documents, must be reviewed by Finance, Budget, Risk Management, and the County Attorney's Office prior to commencement of services. Departments should engage Finance well in advance of the commencement of services to enable adequate contract reviews and approvals.

Angela F. Smith

From: Emily Lucas
Sent: Thursday, June 20, 2019 12:15 PM
To: Angela F. Smith
Cc: Mandison C. Wilder; Melissa England
Subject: Commissary Services Equipment & Contract

Follow Up Flag: Follow up
Flag Status: Flagged

Angela:

I was made aware of an upcoming contractual change for commissary services. Hopefully we can meet soon to discuss County policies and how to use them to meet Sheriff Baker's goals and objectives.


In the meantime, I wanted to provide some additional information on why we did not approve the requested change for Cleo Cooper's p-card:

- Per County Procurement Policy, the procurement of any equipment or supplies of \$2,500 or more requires the department to obtain a purchase order prior to the purchase.
- This dollar threshold applies whether the individual item cost \$2,500 or more OR the aggregate purchase price is \$2,500 or more.
- Per the County P-Card Policy, transactions *cannot* be split into multiple p-card transactions to avoid this dollar limit.

Melissa and her team can help expedite a requisition and purchase order to get these items purchased timely and continue to meet County policies.

Additionally, we need to get the new commissary vendor set up in our financial system. Can you provide the following information:

- Name and contact information of the vendor
- Proposed amount and duration of the contract
- Draft of the contract document
- Anticipated timing for review and approval of the contract

 Although contracts for services have no statutory requirement to be bid, the following County policies relate to service contracts:

- Contracts of \$50,000 or more should be competed, in consultation with Procurement.
- The County Procurement Director approves any business case for non-competition for services.
- All documentation related to the vendor selection process must be submitted to Finance to file with the contract.

There also are County and statutory provisions on the review and approval of contracts. We are available to answer any questions and assist through the contract approval process.

Finance staff can further assist in the proper closeout of the current vendor and the transfer of data to the new vendor as it relates to banking and resident account information. This will ensure the safety of the County's funds/bank accounts as well as the security of the jail resident's balances. If the new vendor's kiosks accept debit/credit cards, we need to review the system's compliance with PCI standards.

I know everyone is busy setting up new contracts for the new fiscal year; please let us know how we can be a resource to you and your staff to make contract and vendor changes run smoothly.

Thanks,

Emily Lucas

Chief Financial Officer

Wake County

emily.lucas@wakegov.com

919.856.5447 office | 919.856.6880 fax

301 S. McDowell Street, Raleigh, NC 27601

wakegov.com

Angela F. Smith

From: James R. Brown
Sent: Tuesday, July 9, 2019 4:22 PM
To: Angela F. Smith
Subject: Business Reasons

FMRT – Administration researched and reviewed our current contracts (specifically Dr. Cindy Cottle and Dr. Robert Rella) including the minimal current and additional services that would provide a broader variety of psychological services that are needed based on our behavioral health needs and population served. FMRT is a leading specialized support for safety-sensitive employers (law enforcement) that is used throughout NC/SC by over 450+ counties. It is essential to have this type of broad based service to support law enforcement to assist with enhancing quality job performance. We will still use Dr. Robert Rella for other psychological needs as WCSO has in the past and previous administration.

LeCounts – This replaces the previous food service company, Trinity. LeCounts is a local company and was a previous Wake County provider. Based on the information gathered it is equipped and able to service specific dietary needs, quick responses and provide better service than the previous food provider. Per Wake County Government (WCSO) policies and procedures we did not have to do a RFP, therefore, the business justification is being requested.

Keefe – This provider offers better average pricing for commissary goods than the previous provider. The previous provider was employing individuals who had not been the subject of criminal background checks. It was discovered that a provider employee had been providing commissary goods to a resident without charge.

Eckerd Work Youth Alternatives – This is an existing program contracted from the previous administration that will continue for this fiscal year. The County continues to use this program (based on the meeting I attended yesterday, 7/8/19) and WCSO supports its initiatives in assisting with the acclimation of residents back to the community while being incarcerated.

Daily Kitchen Accountability Check List

ATTACHMENT 6

Trinity Supervisor: Melinda McCarrall Date: 3-6-19

Trinity Supervisor: Veraa Shelton

1st Tray Cart Left The Kitchen Time: _____
B L D

Last Tray Cart Left the Kitchen Time: _____
B L D

Number of Trinity staff Members _____

What type of Tray's was used: Hard or Styrofoam If Styrofoam was used why?: _____

Was there enough Trinity Staff to Operate the Kitchen Yes No

Explain: _____

Deficiency (s) Noted Date: 3-6-19 Time: 0605

Reported to Kitchen Supervisor: Melinda McCarrall 3-6-19 Time: 0605

Re-Inspection Date: 3-6-19 Time: 0905 Deficiency (s) Corrected - Yes: No: _____

Course Of Action Taken: utens pulled and tossed, cleaning taking place as Captain Sharpe and re-entered the area.

Reported To Detention Chain Of Command: Director Olliver Date: 3-6-19
Ast. Director Gillman

SEE ATTACH PICTURES + NOTES

WCSO STAFF:
PRINT NAME: Nancy Hatby SIGNATURE: Nancy Hatby, Admin

PRINT NAME: _____ SIGNATURE: _____

Mark McLean 3/6/19

FACILITY: PUBLIC SAFETY CENTER

AREA: GF03 KITCHEN

INSPECTION: 3-6-2019 @ 0430HRS

INSPECTION BY: ADMINISTRATOR NANCY HATLEY

FINDING: Roaches active: area of importance is the dishwasher. Roaches are active inside of machine and underneath machine. Other areas of the kitchen show additional roaches are located near a prep sink, locker room and staff bathroom areas. Large (tray cart) wheel weld has active roaches as well.

Floors were not swept and mopped properly, food debris under open areas of machine, tables and carts throughout the entire kitchen.

Prepared food items: Eight pans of out dated food remained in the refrigerator, majority of the pans showed a disposal date, two pans had no labels nor were items dated. Observing the sliced turkey and chicken meat, both meats had a beaded, white substance on top of the meat. Also, some meat had a green discoloration at the edge of the meat.

Cooking machines: Dirty water not empty from steamer after use, door glass inside and outside dirty; door handle has several days of food fragments left and not wiped down.

Base of kitchen floors: machines are not being pulled out to be cleaned behind, floors are not being swept and mopped properly daily.

Overall Comments: Captain Sharpe and I, met with the supervisors and kitchen staff assigned at the Public Safety center to explain the importance of the kitchen and food preparation. Food preparation policy discussed, sanitation and state inspection issues discussed also. The most important discussion is what the Sheriff of Wake County and the citizens of Wake County expect of us and how would you (kitchen staff) would want your food to look and taste like, what kind of kitchen would you want to receive your food from.

Plan of Action: Kitchen staff was informed to wipe down all kitchen walls, floors to be swept and mopped always. Check the food pans for proper labels (outdated, no labels) to be on pans daily. Also, pesticide was given to the kitchen supervisors to spray daily as needed for any future occurrences in the kitchen. An emergency work order was submitted for pest control on 03-06-19 and a weekly check on the pest control has been put in place to correct this issue.

Pictures documents and previous pest control work order attached.

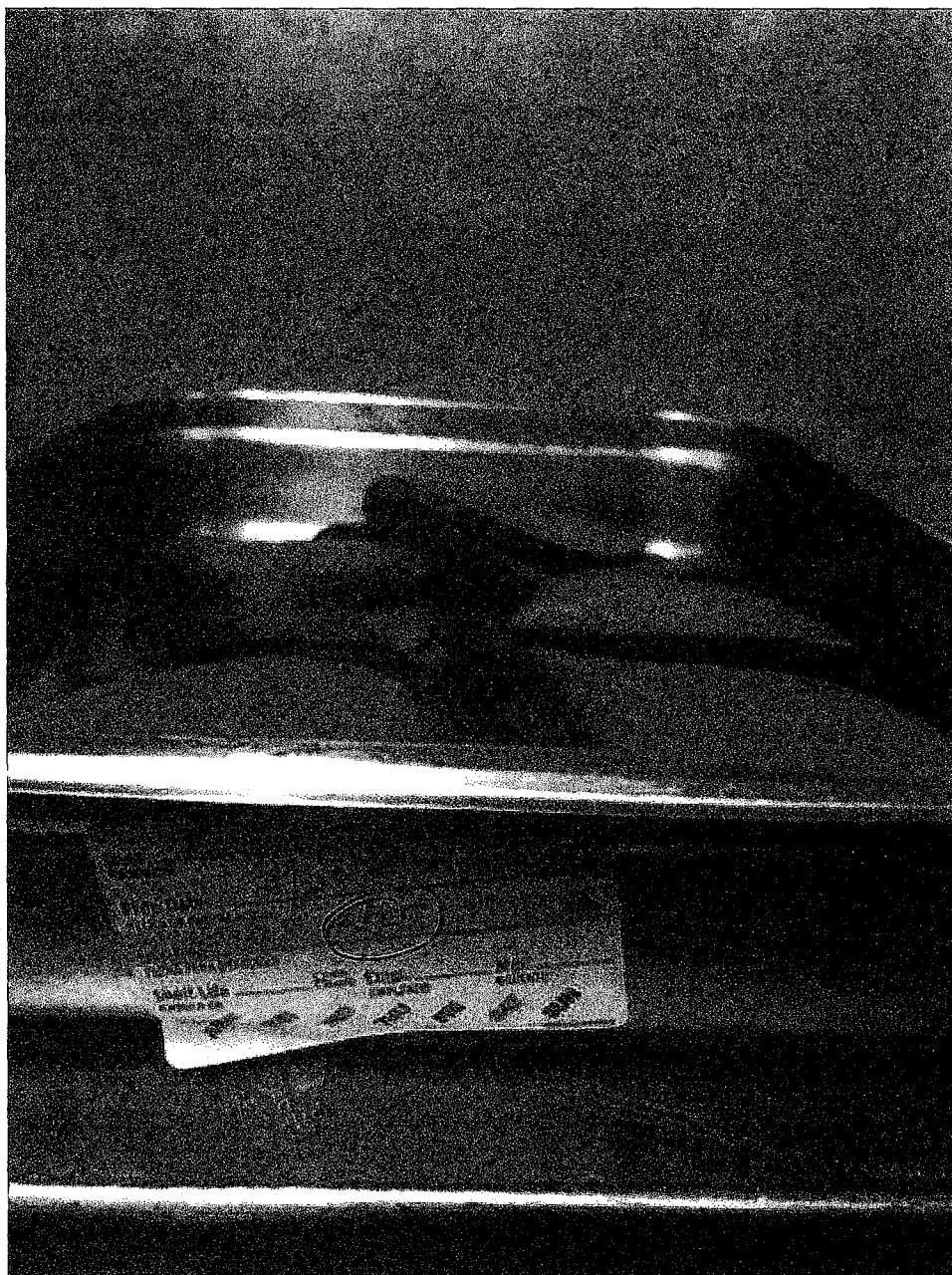
Nancy Hatley, Administrator

Kara Sharpe, Captain

919-796-5313, Cell

919-856-6873, Office

Public Safety Center, 330 S. Salibury St., Raleigh, NC



Outdated for
3-6-19.
Should have
pulled end of
Shift 3-5-19.
NHT @
3-6-19
0605



→ Should have
Pulled before
end of shift
3-5-19



→ Outdated

→ Outdated

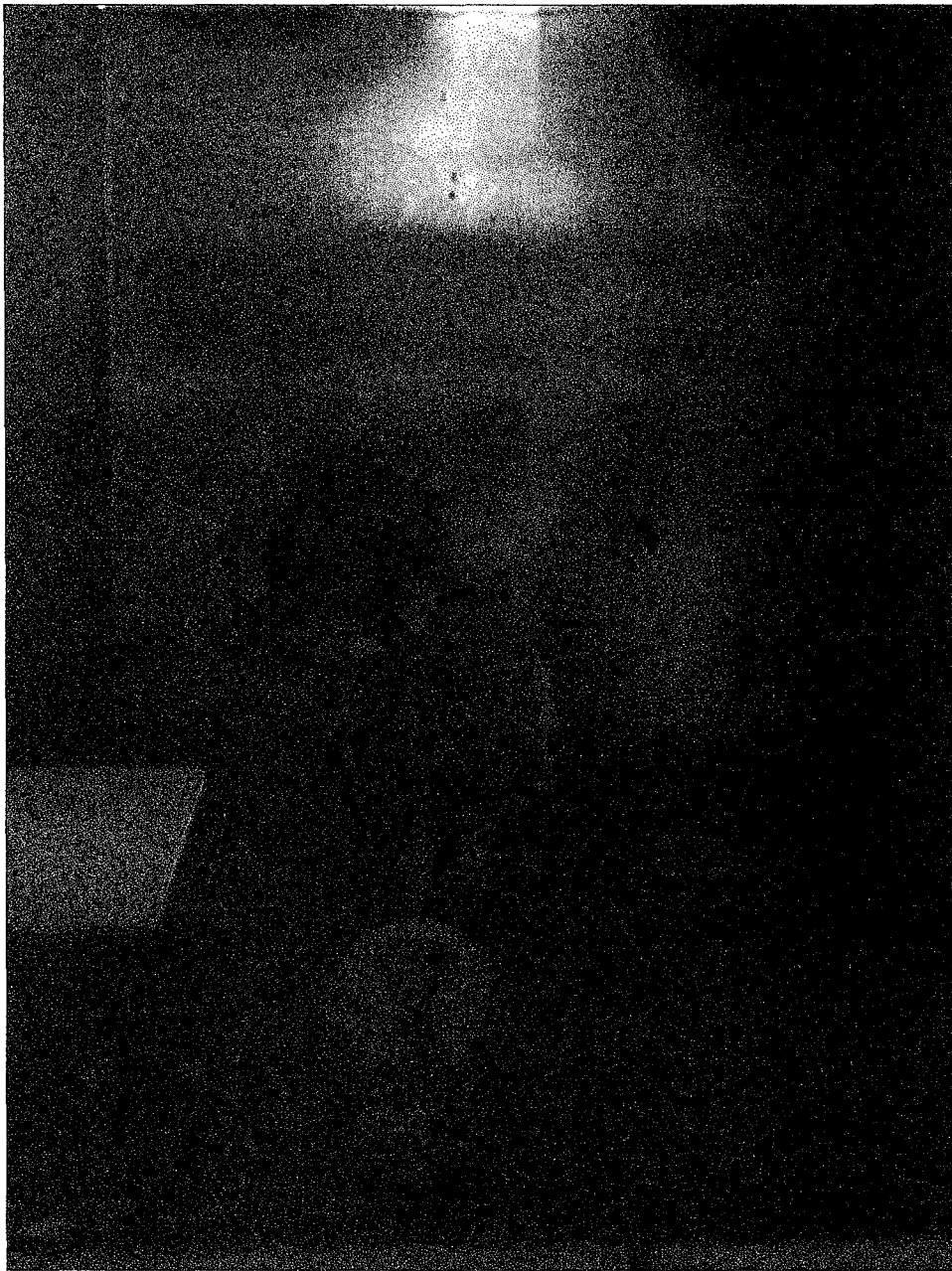
6 pairs

with

3/6/19



→ No label
3-6-19
NLT



Food fragment
not cleaned
properly
→ Roaches
inside dishwasher
3-10-19
WBT

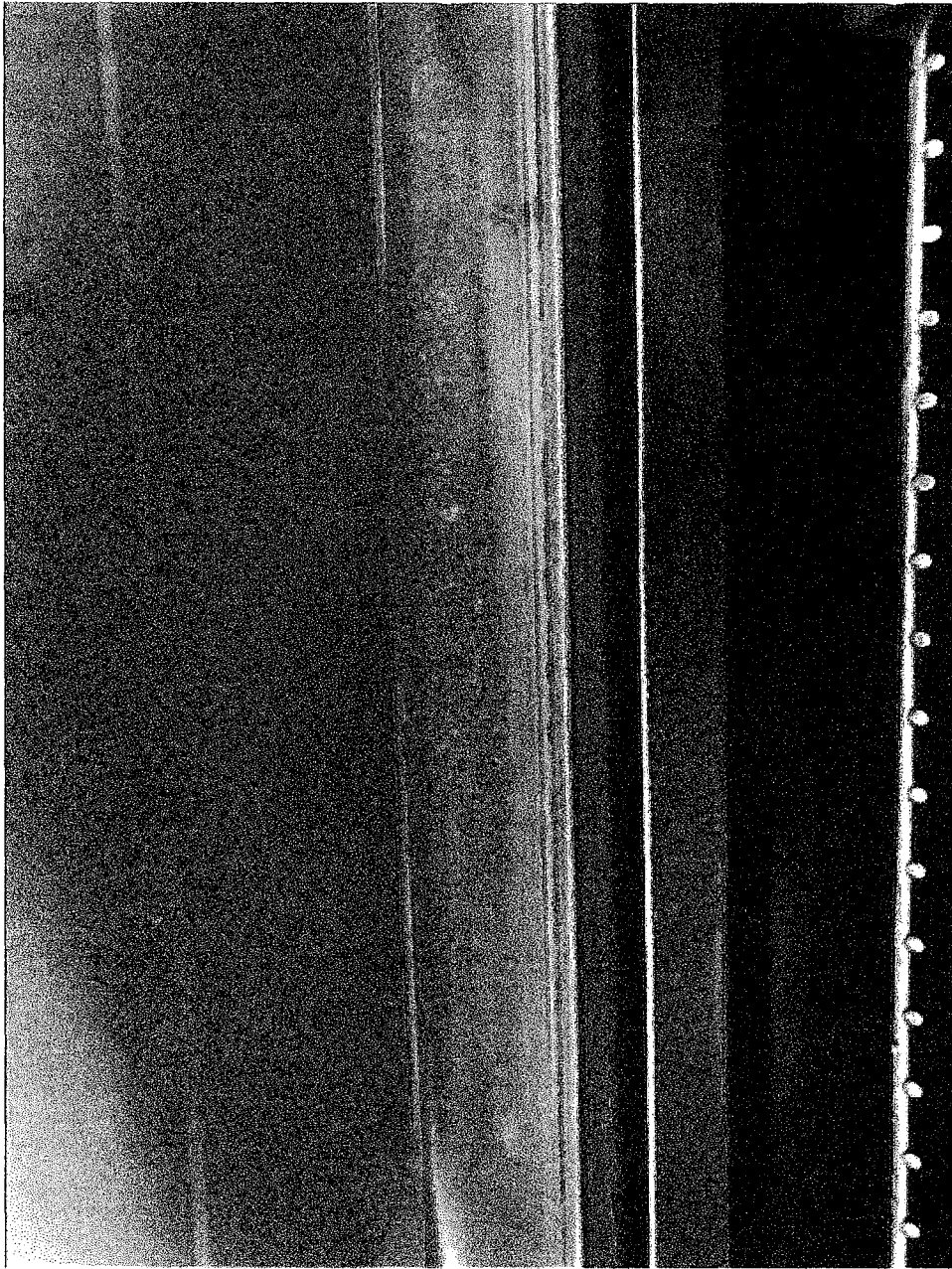


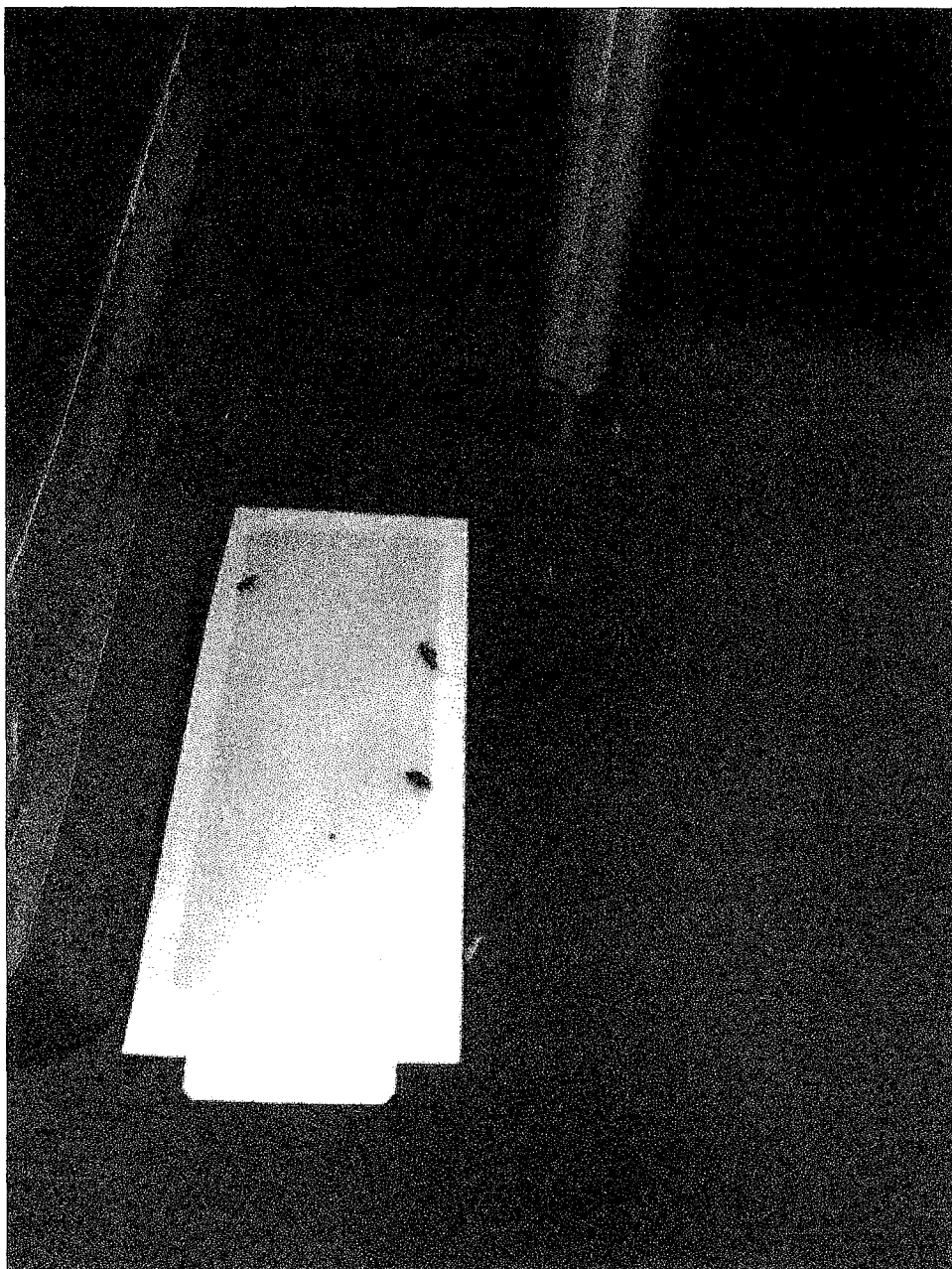
↑ ↑
not cleaned
Dirty Water left
inside



→ Food Debris inside of
Steam oven

→ Dirty water in
tracks for days.

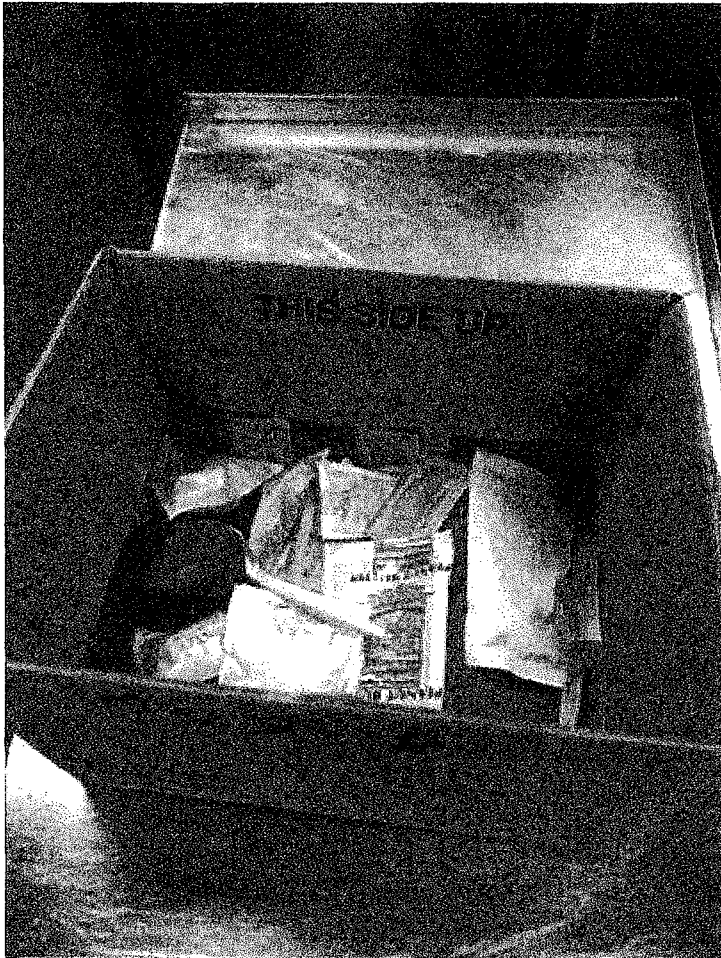




Roaches underneath
Prep table +
dishwasher machine
visible

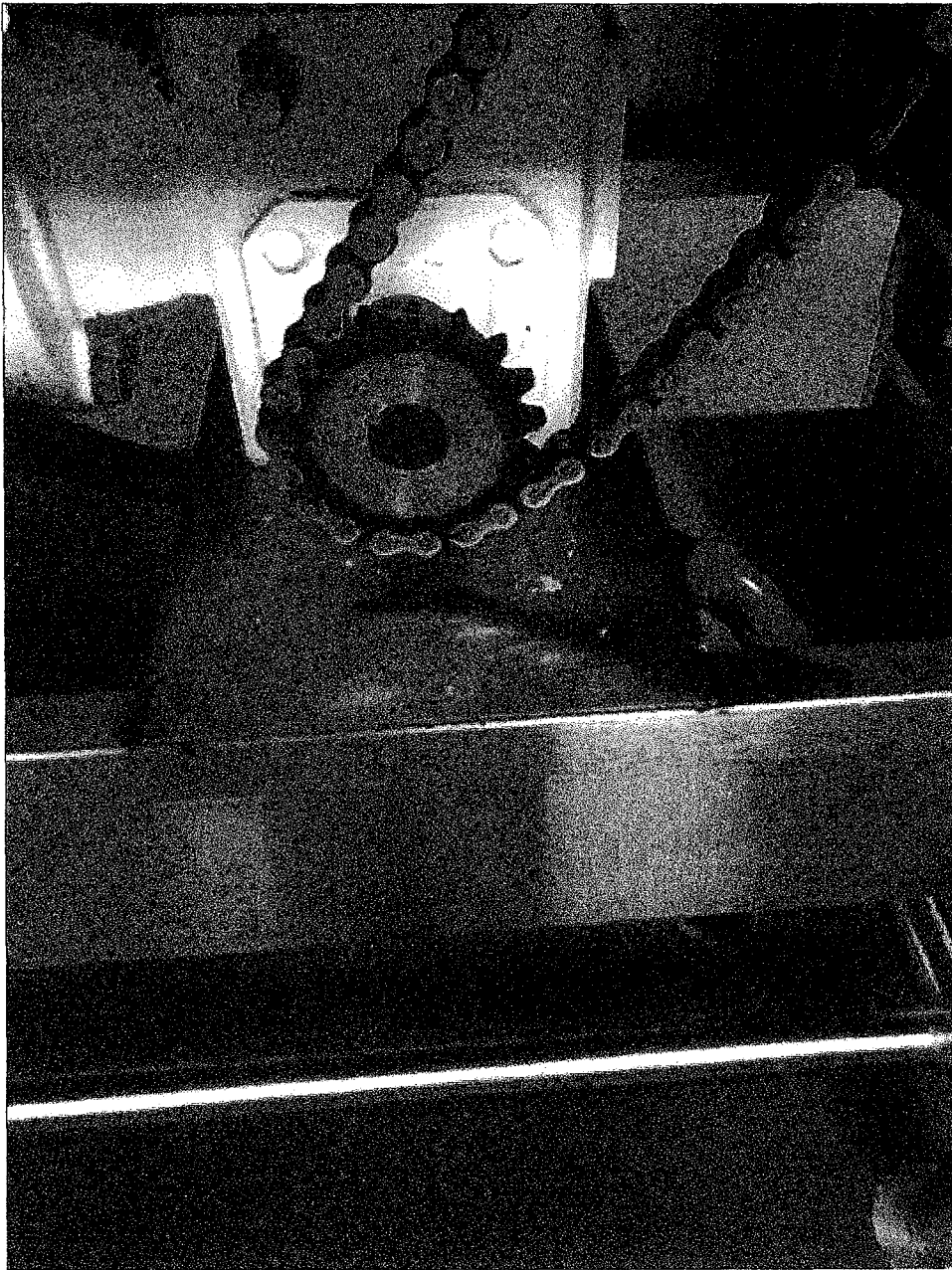
36-19

~~NRA~~



Food items left
out in kitchen overnight
Apple mix with dirty
spoon, peanut butter packs,
Sugar, Salt & pepper.

~~NOTE~~
3/6/19



Servicing line
→ Door should
be open and
cleaned out after
each meal served.

KTH
3-6-19
@
0605 AM



↓ Had to see evidence

Food should have been swept underneath machine.

Incident Report : Incident Desc

On February 13, 2019, At approximately 1033, I, MO Cornwall, was working at the WCDC, and I was assigned to watch 55 residents in Dorm 2C. After handing out the lunch trays, I was approached by Resident Kent, Michael #230023. Resident Kent brought his lunch tray to the Officers desk, and showed me what appeared to be a small piece of metal in his tray. He said he had bitten into it. He also said " What if I had swallowed it, I want to see the nurse, I want a grievance." While speaking with Resident Kent, we were interrupted by Resident Patterson, Raykeyde who said "tell them your teeth fucked up, tell them your gums fucked up, and all that." Resident Patterson also spoke about biting into rocks and said that he was trying to sue the hell out of them, "I am trying to bankrupt this bitch." I gave Resident Patterson a direct order to leave the area which he complied in doing. Resident Kent was given another tray, which he consumed. I MO Cornwall, took the tray that he gave me, and placed it on the desk, then notified a floor supervisor. I was joined by the floor Supervisors who removed the tray from the dorm. Medical was contacted, but due to a nurses meeting, none were available at the moment. Resident Kent was seen by medical at 1137.
End of report.

ATTACHMENT 7



Metal

Daily Kitchen Accountability Check List

Trinity Supervisor: James Rice

Date: 02/11/19

Trinity Supervisor: _____

B L D

1st Tray Cart Left The Kitchen Time: _____

B L D

Last Tray Cart Left the Kitchen Time: _____

Number of Trinity staff Member: _____

What type of Tray's was used: Hard or Styrofoam If Styrofoam was used why?: _____

Yes No

Was there enough Trinity Staff to Operate the Kitchen _____

Explain: After hours inspection of the kitchen was close

Deficiency (s) Noted Date: 02/11/19 Time: 1013hrs

(1). Roaches in a dirty pan (2). Dirty pans on counter tops (3). Dirty sinks

(4). Floor dirty throughout the kitchen (5). Dirty standing water in a pan (6). Roaches walking on the counter

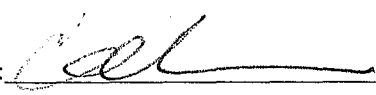
Reported to Kitchen Supervisor : Kitchen supervisor on vacation Date: 02-11-19 Time : 2213hrs

Re-Inspection Date: _____ Time: _____ Deficiency (s) Corrected - Yes: _____ No: _____

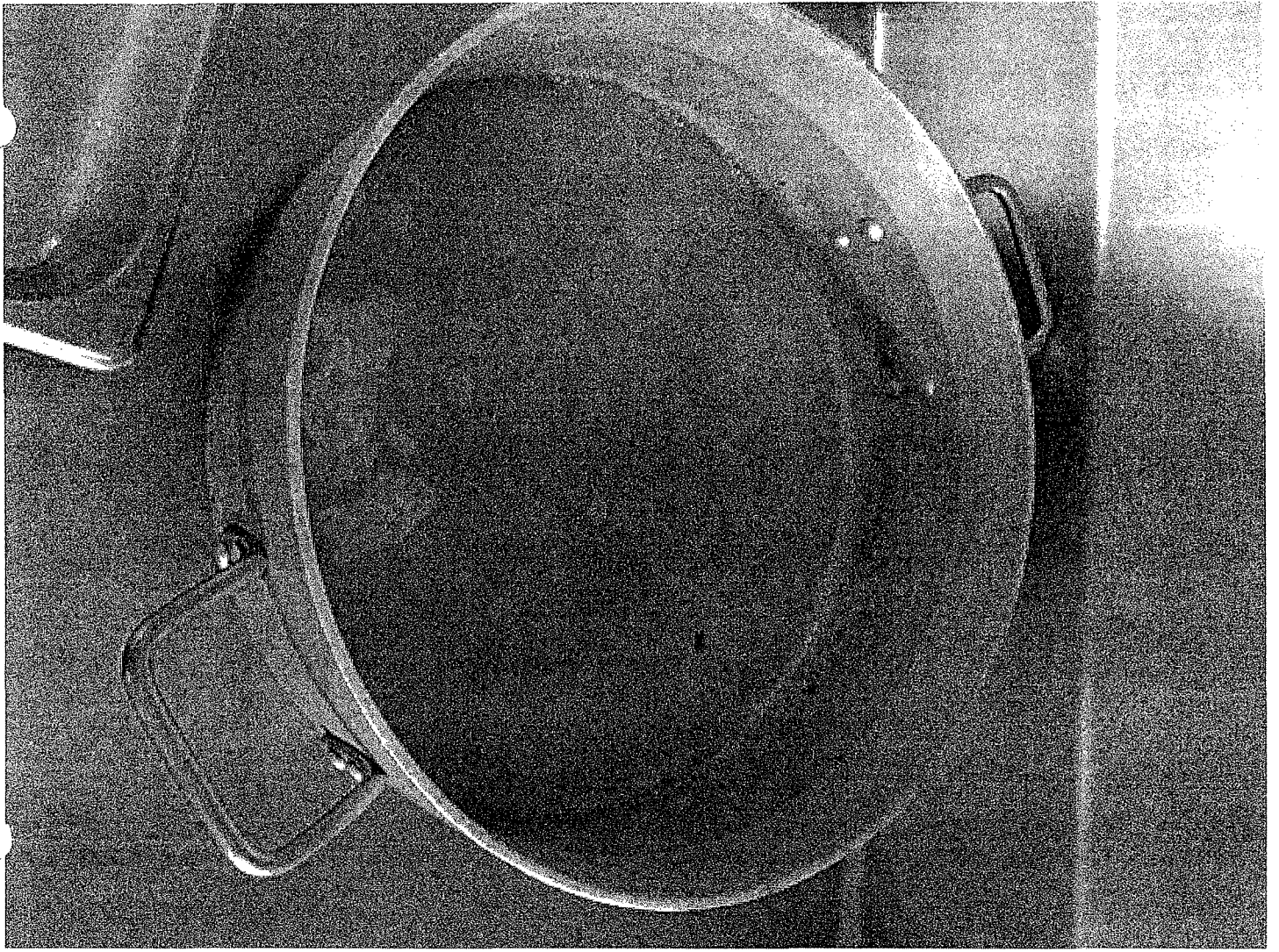
Course Of Action Taken: I informed the director (Jared Ollison)

Reported To Detention Chain Of Command: Director Jared Ollison Date: 02-11-19

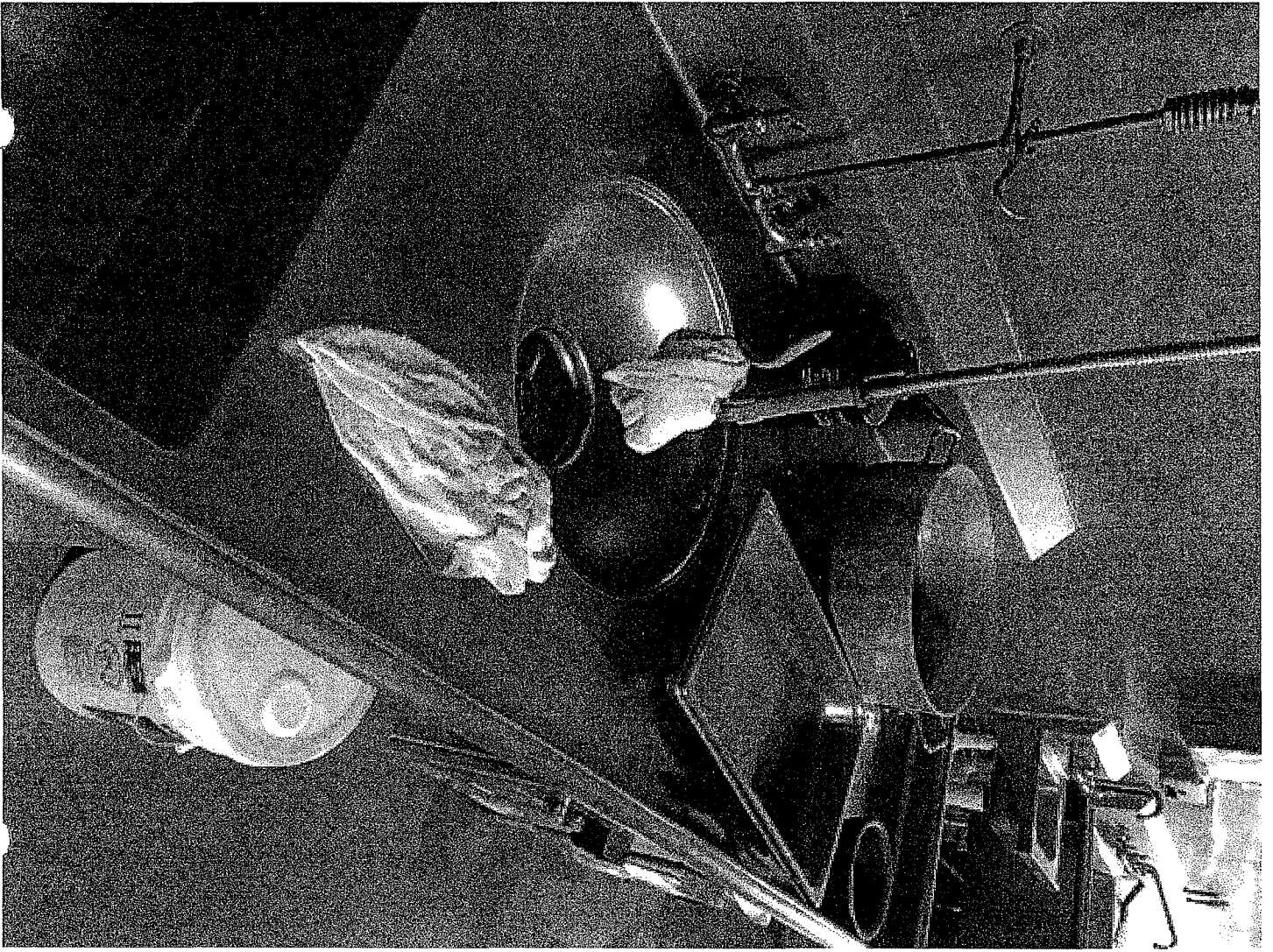
WCSO STAFF:

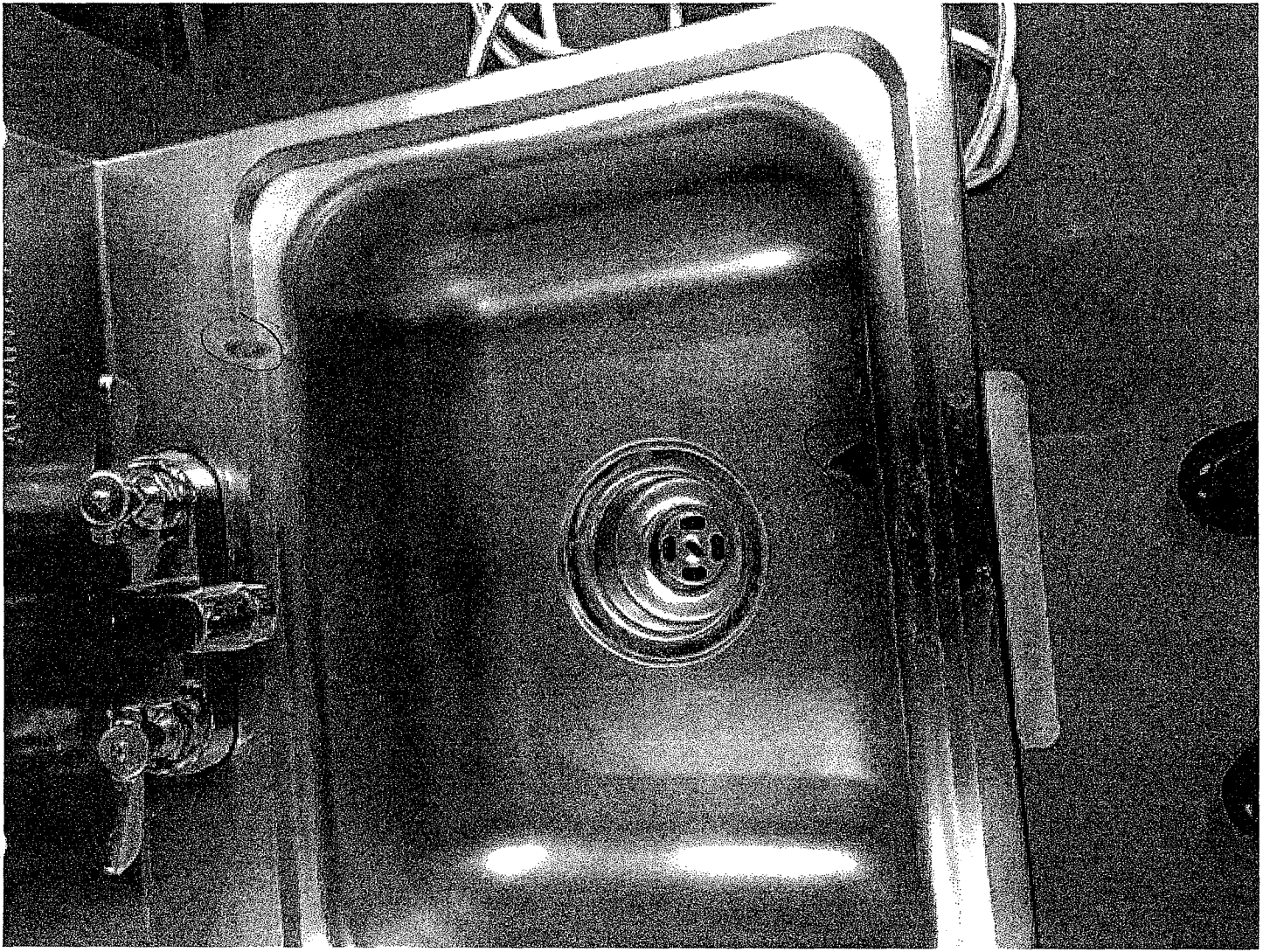
PRINT NAME: Calvin Glenn SIGNATURE: 

PRINT NAME: _____ SIGNATURE: _____



standing dirty water





Food on sink

Trinity Daily Accountability Check List - Incidences

Date	Trinity Supervisor	Deficiencies Noted	Action Taken	WCSCO Staff
4/1/2019	Tina Starks	Dishwasher issue, Styrofoam trays used, food blaster, kitchen floor, sinks	Issues will be fixed by end of shift	Tiffany Ford
4/2/2019	Jim Rice, Winston	Styrofoam trays used, prep tables, kitchen floor, dry storage (seals), blue cleaning carts, cook area sinks, oven racks	Issues will be fixed by end of shift	Tiffany Ford
4/3/2019	Tina Starks, Jim Rice	Dishwasher issue, Styrofoam trays used, cook area, dish room, prep area, steamers, ovens	Spoke with Jim Rice about a couple of remaining issues	Don James
4/4/2019	Tina Starks, Jim Rice	Dishwasher issues, Styrofoam trays used, behind steamers, under prep tables, behind dishwasher	none noted	Don James
4/5/2019	Winston Miller	Styrofoam trays used due to short staff, dust pans in mop rooms, kitchen needs sweeping, staff dining counters, blue cleaning carts	Issues will be fixed by end of shift	Tiffany Ford
4/6/2019	Winston Miller	Styrofoam trays used due to dishwasher issues, dish room area, wash room area, cook's station	Issues will be fixed by end of shift	Tiffany Ford
4/7/2019	Jim Rice	Styrofoam trays used due to only one dishwasher, short staffed, serving time slower than normal, wash area floor, dry storage floor, cooks drain/floor, dishwasher area	Issues will be fixed by end of shift	Tiffany Ford
4/8/2019	Tina Starks, Jim Rice	Styrofoam trays used during lunch due to short staff, outside of steamers, behind dishwasher, food blasters, bread room, breakroom	none noted	Don James
4/9/2019	Jim Rice, Winston	Dishwasher, food pans/rack, 0192B freezer floor needs sweeping/mopping, restrooms sinks/floors, dry storage floor	Advised supervisors above	Tiffany Ford, Don James
4/10/2019	Melinda McCarroll	Styrofoam used, Leaking/thawing meat in large walk in cooler	Issues will be fixed by end of shift	R.A. McComb
4/10/2019	Jim Rice, Winston	Styrofoam trays used to short staff, food pans/racks, cooks area, dishwasher, restrooms, trash bins, food blaster, blue cleaning bins	Advised kitchen supervisors	Tiffany Ford, Don James
4/11/2019	Melinda McCarroll	Styrofoam trays used, milk in sink	none noted	R.A. McComb
4/11/2019	Jim Rice	Styrofoam trays used due to short staff, freezer B192B, dish room, mop room, food blaster, chemical room	Advised supervisors above	Tiffany Ford, Don James
4/12/2019	Melinda McCarroll	Styrofoam trays used, food in sink, dirty trays, walk in floor dirty	none noted	R.A. McComb
4/12/2019	Winston Miller	Styrofoam trays used due to short staff, staff dining, chemical closet, dish room, ice machine area	Advised supervisors above	Tiffany Ford, Don James
4/13/2019	Winston Miller	Styrofoam trays used due to short staff, dishwasher area, baker's area, staff dining	Advised supervisors above	Tiffany Ford
4/14/2019	Melody, Jim Rice	Styrofoam trays used due short staff, can opener, drains in dish room, hand wash sinks, kitchen floor, oven racks	Issues will be fixed by end of shift	Don James
4/15/2019	Melinda McCarroll	Styrofoam trays used, crumbs at bottom of belt/tray dry rack needs cleaned	none noted	R.A. McComb

4/15/2019	Curtis, Jim Rice	Styrofoam used due to short staff, dish room area, baker's area, prep area, freezer 192A, serving lines, mop area	none noted	Tiffany Ford, Don James
4/16/2019	Melinda McCarroll	Styrofoam trays used, counter top and microwave need cleaning, floor & drain behind oven	Issues will be fixed by end of shift	R.A. McComb
4/16/2019	Jim Rice, Winston	Styrofoam used due to short staff, dish area, baker area, kosher room, staff dining, ice machine area, wash area	none noted	Tiffany Ford, Don James
4/17/2019	Melinda McCarroll	Styrofoam trays used, dirty trays from diner, top of food carts (2) dirty, ovens needs dusting	none noted	R.A. McComb
4/17/2019	Tina Stark, Jim Rice	Styrofoam trays used due to short staff, dishwasher, ice machine area, mop room, chemical room	Advised supervisors above	Tiffany Ford, Don James
4/18/2019	Melinda McCarroll	Styrofoam trays used, 2 pans not labeled, expired use by food	All items thrown out	R.A. McComb
4/18/2019	Winston Miller, Jim Rice	Styrofoam trays used due to short staff, baker's cooler, dishwasher, kosher room, ice machine, wash area	Issues will be fixed by end of shift	Tiffany Ford, Don James
4/19/2019	Curtis, Winston	Styrofoam used due to short staff, dishwasher area, ice machine area, chemical room, wash area, staff dining	Advised Winston	Tiffany Ford
4/20/2019	Winston	Styrofoam trays used due to short staff, dishwasher area, baker's area, baker's cooler, mop room, chemical room, breakroom	Spoke with above	Tiffany Ford
4/21/2019	Jim Rice	Styrofoam trays used due to short staff, dishwasher area, baker's area, cook's area, kosher room, mop room, chemical room	Spoke with supervisor	Tiffany Ford
4/22/2019	Tina Starks	Styrofoam trays used due to short staff, kitchen floor, wash area, food blasters, steamers, drains, breakroom/bathroom	Issues will be fixed by end of shift	Don James
4/23/2019	none noted	Styrofoam trays used due to short staff, dishwasher area, baker's dry room, kosher room, water area, staff dining, baker's cooler	Spoke with supervisor	Tiffany Ford, Don James
4/24/2019	Winston, Jim Rice	Styrofoam trays used due to short staff, dishwasher area, baker's area, kosher room, freezer 189A, chemical room, wash area	Spoke with supervisors	Tiffany Ford
4/25/2019	none noted	Styrofoam trays used due to short staff, dishwasher area, baker's area, staff dining, wash area, kosher room, break room	Spoke with supervisor	Tiffany Ford, Don James

Trinity Daily Accountability Check List - Incidences

Date	Trinity Supervisor	Deficiencies Noted	Action Taken	WCSC Staff
3/1/2019	Tina Starks, Winston Miller	Due to shortage of staff, Styrofoam trays were used for dinner, cooler floor dirty, can opener dirty, prep tables dirty	Spoke with Supervisor Miller and was told the discrepancies will be taken care of	Angela Kornegay
3/1/2019	None	Styrofoam trays used; no kitchen staff available	None noted	J. Dragon
3/1/2019	Melinda	Nothing noted	Nothing noted	M. Schribman
3/2/2019	Winston Miller	Due to shortage of staff, Styrofoam trays were used, cook's area floor drains dirty, dish room floor drains and walls dirty, janitor closet dirty, prep tables/sinks dirty	Per supervisor items will be corrected by end of shift	Angela Kornegay
3/2/2019	Melinda	Nothing noted	Nothing noted	M. Schribman
3/3/2019	James Rice	Due to staff shortage, Styrofoam trays were used, cook's floor drains dirty, dish room floor drains and walls dirty, janitor closet dirty, prep tables/sinks dirty, trash cans need liners, blue trash bins dirty	Spoke with Mr. Rice and he advised that all items will be completed by end of shift	Angela Kornegay
3/3/2019	Melinda	Nothing noted	Nothing noted	M. Schribman
3/4/2019	Tina Starks, James Rice	Nothing noted	Nothing noted	Don Jones
3/5/2019	James Rice, Winston Miller	Clean blue carts, clean break room, clean juice area, clean floor drains, clean warmers	James Rice said the items will be completed by end of shift	Angela Kornegay
3/5/2019	None	Styrofoam trays used; no kitchen staff available; 6 trays short	Substituted bag lunches	J. Dragon
3/5/2019	None	Resident stated that there was a rock in her food (beans)	Tray was taken to kitchen staff, given rock, tray replaced; inmate to medical to be checked out	Carol Graham
3/6/2019	Winston Miller, James Rice	Drains dirty, Break room dirty, wash area dirty, juice area dirty, dish area dirty	None noted	Angela Kornegay
3/6/2019	None	Had to use Styrofoam trays due to no staff available	None noted	J. Dragon
3/7/2019	James Rice, Winston Miller	Due to staff shortage, Styrofoam trays were used during dinner, prep table dirty, hand wash sinks dirty, cook's floor drain dirty, large trash bins dirty	Spoke to Supervisor Miller and was told items would be corrected	Angela Kornegay
3/6/2019	Melinda McCarroll, Verna Shelton	Many food items outdated and should have been pulled, no labeled on food containers, roaches inside dishwasher, food fragment not cleaned properly, equipment not cleaned, dirty water left inside, food debris inside of steam oven, dirty water in track for days, roaches underneath prep table and dishwasher machine, food items left out in kitchen overnight - apple mix with dirty spoon, peanut butter packs, sugar, salt, pepper, serving line door should be open and cleaned out after each meal served, floor should have been swept under machine in kitchen	Reported to Director Ollison and Asst. Director Gillians - pictures attached for all items in question.	Nancy Hatley

3/8/2019	James Keiser	On 3/8/19, a meeting was conducted with Ms. Gillians, Mrs. Hatley, Captain Sharpe and James Keiser about the kitchen operation. The discussion was about the many discrepancies that have been found in the kitchen over the last three months and current. Pictures of discrepancies were shown to the manager, Mr. Keiser, and explained what was found.	It was discussed in the meeting about the future sanitation inspection and how the kitchen has not met the criteria for the inspection to be made and trying to correct the discrepancies for the inspection.	Gillians, Hatley, Sharpe
3/8/2019	Tina Starks	Kitchen floor needs cleaning, food blasters need cleaning, bottom shelves of prep tables need cleaning	None noted	Don James
3/9/2019	None	Due to no staff available, Styrofoam trays were used	None noted	J. Dragon
3/9/2019	Jeffrey/Melody Bridges, Winston	Clean the steamers, liners need to be in the trash can, Kitchen floor area needs cleaning, cooler floor needs cleaning	Spoke to Winston items will be completed by end of shift	Angela Goff
3/10/2019	None	Due to no staff available, Styrofoam trays were used	None noted	J. Dragon
3/10/2019	Melody Bridges, James Rice	Kitchen floor dirty, cooler floor dirty, trash bags, D187A/B storage floor dirty, storage room cups, etc.	Spoke to Mr. James, per Mr. James items will be taken care of	Angela Goff
3/11/2019	none	none noted	Racks need to be cleaned; labels	Captain Sharpe
3/11/2019	None	Due to no staff available, Styrofoam trays were used	None noted	J. Dragon
3/11/2019	Tina Starks, Melody B, James Rice	Styrofoam cups due to dishwasher down, baker cooler floor dirty, cooler 0203 floor dirty, 0187A/B floor dirty, breakroom all, rest room, check labels date (food), storage 01987 floor dirty	Per supervisor items will be corrected by end of shift	Angela Goff
3/12/2019	Tina Starks, James Rice, Winston	#2 ice machine, Kitchen floors, prep tables sink, 0187A/B bread floor RM, restrooms both, break room all. Had to use Styrofoam trays due to dishwasher broken	Will be fixed by end of shift	Angela Goff
3/13/2019	Mallinda & Verma	Sink needs to be wiped down; food in drain	None noted	Sgt. Webb
3/13/2019	Tina Starks	Ran out of rice with 2 carts left; Juice area, streamer drains, oven racks, blue cleaning carts, kitchen floor, dishroom floor	Items will be corrected by end of shift	Don James
3/15/2019	Winston Miller	Styrofoam used due to dishwasher not reaching proper temp, cleaning carts dirty, prep table/sinks dirty, ice machine-drain dirty, dish room floor drain dirty, dirty trash bins, cooks floor dirty	Items will be corrected by end of shift	Angela Korregay
3/16/2019	Winston Miller	Styrofoam used due to dishwasher issues, short of staff, cooks floor drains dirty, prep tables dirty, food warmers contains spills inside	Items will be corrected by end of shift	Angela Korregay
3/17/2018	James Rice, Melanie Bridges	Styrofoam used due to dishwasher issues, short of staff, can opener dirty, prep sink/tables dirty, cooks floor drains dirty	Items will be corrected by end of shift	Angela Korregay
3/18/2019	James Rice, Melanie Bridges, Tina Starks	Styrofoam used due to dishwasher issues, dish wash area floor dirty, prep tables/sinks dirty, cooks-floor drains dirty, cooler 203 floor dirty, baker cooler floor needs mopping, blue trash bins need cleaning	Items will be corrected by end of shift	Angela Korregay

3/19/2019	Melody, James Rice	No hard cups available for breakfast, dishwasher issues, Styrofoam used, kitchen floors, labels - coolers, meat/butter, prep tables, dishwasher - food, clean dust pans, check drains	Prep tables and drains in cook area in use and will be cleaned at completion of preparing dinner	Angela Goff
3/20/2019	Melody B, Tina Starks, James Rice	Dishwasher down had to use Styrofoam, kitchen floor, pan of eggs (0189A cooler), trash bin sally, cooler-milk (0191A), wash area-floor, prep tables, etc., ladies restroom	Items will be corrected by end of shift	Angela Goff
3/21/2019	Tina Starks, James Rice, Winston	Dishwasher down had to use Styrofoam, Dishwasher-food, ladies restroom (still dirty overnight), kitchen floors/drains, remove trash, chill blasters cooler, storage room (0199) floor	Items will be corrected by end of shift	Angela Goff
3/22/2019	Tina Starks, Winston Miller	Dishwasher issues, had to use Styrofoam, kitchen floors, break room floor, etc., prep tables, 0187A/B bread room, mop room floor drain, chill blasters-both, trash liners	Items will be corrected by end of shift	Angela Goff
3/23/2019	Winston Miller, Melody B	Dishwasher issues, serving line-blood, kitchen floor, ice machine - area, chemical room-paper towel blood, chill blasters-dirty, carts-dirty, prep tables/sink	Items will be corrected by end of shift	Angela Goff
3/24/2019	Melody B, James Rice	Dishwasher issues, Styrofoam used, chill blaster-cooler, kosher room-old butter, kitchen floor, restrooms/break room, small black trash cans, fryer staff dining, prep tables, dish room	Items will be corrected by end of shift	Angela Goff
3/25/2019	James Rice, Melanie Bridges, Tina Starks	Dishwasher issues, Styrofoam used, can opener dirty, baker cooler floor dirty, cooks-floor drains dirty, prep tables dirty, hand wash sinks dirty	Items will be corrected by end of shift	Angela Kornegay
3/26/2019	James Rice, Winston Miller	Dishwasher issues, Styrofoam trays used, warmer boxes need cleaning, prep table/sinks dirty, kosher room prep table dirty, ice machine floor drain dirty, dish area floor dirty	Items will be corrected by end of shift	Angela Kornegay
3/27/2019	Melody B, Tina Starks	Dishwasher issues, Styrofoam trays used, kitchen floors, kitchen prep tables, dish area washer sick, etc., breakroom floors, etc., restroom floors etc., cooler (0203) floor	Items will be corrected by end of shift	Angela Goff
3/28/2019	Tina Starks, James Rice	Dishwasher down had to use Styrofoam, kitchen floors, dishwasher PB etc., #1 ice machine	None noted	Angela Goff
3/28/2019	none	No staff available, had to use Styrofoam trays	None noted	J. Dragon
3/29/2019	None	No staff available, had to use Styrofoam trays	None noted	J. Dragon
3/29/2019	Tina Starks, Winston Miller	Dishwasher issues had to use Styrofoam, cooks floor drains, cooler 191A floor dirty, prep tables dirty, blue trash bins dirty, mixer needs cleaning	Items will be corrected by end of shift	Angela Kornegay
3/30/2019	Winston Miller, Melanie Bridges	Dishwasher issues, Styrofoam trays used, cooks floor drains dirty, prep table/sinks dirty, all areas floors need to be moped	Items will be corrected by end of shift	Angela Kornegay
3/31/2019	James Rice, Melanie Bridges	Dishwasher issues Styrofoam trays used, prep table dirty, trash bins dirty, dish machine dirty, dish area floor drains dirty, ice machine floor drain dirty	Items will be corrected by end of shift	Angela Kornegay

Trinity Daily Accountability Check List - Incidences

Date	Trinity Supervisor	Deficiencies Noted	Action Taken	WCSC Staff
2/11/2019	James Rice	Styrofoam trays used due to staff shortage	Reported to Major Glenn, spoke with James Rice and was assured these deficiencies would be corrected by the end of the day	Angela Korregay
2/11/2019	James Rice	Roaches in a dirty pan, dirty pans on counter tops, dirty sinks, floor dirty throughout the kitchen, dirty standing water in a pan, roaches walking on the counter	Kitchen supervisor on vacation - Director Ollison informed	Major Calvin Glenn
2/12/2019	Winston Miller, James Rice	Styrofoam trays used due to dishwasher staff shortage, rack of food needs proper wrapping, trash can needs to be washed out, cleaning carts need to be wiped down, cooler 0190A needs moping, prep table needs cleaning, kitchen floor needs moping	Reported to Major Glenn, spoke with James Rice and was assured these deficiencies would be corrected by the end of the day	Angela Korregay
2/13/2019	Tina Starks, James Rice	Only 3 staff members for breakfast, Styrofoam trays used lunch and dinner due to dishwasher staff shortage, resident found metal object in lunch tray, kitchen floor dirty, break room dirty- sink, table, trash, dishwasher area not cleaned, beverage area not clean - sink, floor, drain	Spoke to James Rice and he will get it cleaned up	Angela Goff
2/13/2019	Winston Miller	Resident found a worm in her food on her tray	Took tray from resident and spoke to Winston Miller and he took the tray to two Trinity supervisors, they looked at it, said the worm wasn't cooked; resident received a new tray of food which she consumed	Keisha R. Leach-Daugherty
2/13/2019	N/A	Resident brought food tray to officer's desk and pointed out a piece of metal on his tray which he says he bit into	A floor supervisor was notified; the resident was given another food tray which he consumed; medical was contacted for the resident to be seen	Carol Graham
2/14/2019	Tina Starks, James Rice, Winston Miller	Styrofoam trays used due to staff shortage, dishwasher had food in it, break room dirty, windows in office and hallway not clean, cooler 0190A shelf dirty, kitchen floors some areas dirty	Per Winston Miller deficiencies will be corrected	Angela Goff
2/14/2019	Tina Starks	Pregnancy bags not labeled - have to ask every day, food temps too low - asked for food to go back and was questioned on the temps, Trinity staff wanted to start passing out food, but Officer Goff wanted to finish testing the temps, Trinity staff ignoring officer's commands to not start the line, getting loud, talking "junk", requested security to escort Tina Starks out of the building	A meeting was held by Major Glenn, Lt. Cooper, Angela Goff and Trinity Managers	Angela Goff
2/15/2019	Tina Starks, Winston Miller	Styrofoam trays used due to staff shortage, dishwasher area not clean, cooks area floor drain dirty, break room dirty, cleaning carts dirty, cooler floors dirty,	Per Winston Miller deficiencies will be corrected by end of shift	Angela Korregay

Date	Trinity Supervisor	Deficiencies Noted	Action Taken	WCSO Staff
2/16/2019	Tina Starks, Winston Miller	Styrofoam trays used due to staff shortage, break room dirty, janitor closet needs cleaning, chemical room floor dirty, food warmers dirty, prep table dirty, all floors need mopping	Some areas corrected, per supervisors will be corrected after staff returns from lunch	Angela Kornegay
2/17/2019	Tina Starks, Winston Miller	Styrofoam trays used due to staff shortage, break room dirty, kitchen floor dirty, juice containers need cleaning, ice machine dirty, wash area dirty	Per supervisors will be corrected after staff returns from lunch	Angela Kornegay
2/18/2019	Tina Starks, James Rice	Styrofoam trays and cups used due to staff shortage, coolers 0203-0190A dirty, blue carts dirty, break room dirty, bathrooms dirty, some floor areas in kitchen still dirty, prep tables dirty	Spoke with James Rice about deficiencies	Angela Goff
2/19/2019	Tina Starks, James Rice, Winston Miller	Styrofoam trays used due to staff shortage, dishwasher drains dirty, breakroom dirty, coolers floor dirty, prep tables dirty, bathrooms, dirty, kitchen floors dirty some areas	Informed Sgt. James/Major Glen; Per James Rice will be completed before the end of the day	Angela Goff
2/20/2019	James Rice, Winston Miller	Styrofoam trays used due to staff shortage, cooler floor dirty, can opener dirty	Deficiencies corrected	Angela Kornegay
2/21/2019	James Rice, Winston Miller	Floor drains dirty, prep areas dirty, ice machine area dirty	Spoke with supervisor Miller, areas will be corrected by end of shift	Angela Kornegay
2/22/2019	Tina Starks, Winston Miller	Styrofoam trays used due to staff shortage, cook area dirty, dish room area dirty, kitchen floor dirty, cooler 0190A shelf dirty	Per Sgt. James will be correct by end of day	Angela Goff
2/23/2019	Winston Miller, Jeffries	Styrofoam trays and cups used due to staff shortage, kitchen floors dirty, trash bags at ? (can't read writing), bathrooms dirty, prep tables dirty, drains dirty	Per Winston Miller will be taken care of by end of day	Angela Goff
2/23/2019	N/A	Resident came to the officer's desk with his tray and showed the officer that there was a hair in his food	Notified Sgt. Bridgers	Carol Graham
2/23/2019	None	Had to use Styrofoam trays due to no kitchen staff available PSC	None noted	J. Dragoon
2/24/2019	James Rice	Due to staff shortage, Styrofoam trays used at dinner time, kitchen floors dirty, dishwasher dirty, dishwasher area sink/table dirty, no trash liners in can, dinner return carts not cleaned, break room dirty	Per James Rice will be taken care of by evening	Angela Goff
2/25/2019	None	Had to use Styrofoam trays due to no kitchen staff available PSC	None noted	F. Bell
2/25/2019	Tina Starks, James Rice	Due to staff shortage, Styrofoam trays used at dinner time, can opener dirty, prep table and sinks dirty, floor drain dirty cook's area, rack of food needs proper wrapping, ice machine floor drain dirty, dish room floor drain dirty	Per James Rice will be taken care of by end of shift	Angela Kornegay
2/26/2019	James Rice, Winston Miller	Ice machine floor dirty, cook's floor drains dirty, baker cooler floor dirty, prep tables/sinks dirty, serving line dirty	None noted	Angela Kornegay

Date	Trinity Supervisor	Deficiencies Noted	Action Taken	WCSSO Staff
2/27/2019	Tina Starks, James Rice, Winston Miller	Kosher room-equipment dirty, kosher room sink dirty, blue carts dirty, cooler 0191A floor dirty, bake storage room floor dirty, mop floor areas	Winston Miller said he will do his best to have discrepancies taken care of by end of shift	Angela Goff
2/28/2019	None	Had to use Styrofoam trays due to no kitchen staff available PSC	None noted	J. Dragoon
2/28/2019	Tina Starks, James Rice, Winston Miller	Due to staff shortage, Styrofoam trays used at dinner, dishwasher dirty, kosher room grill equipment dirty, both restrooms dirty, cooler-baker/0189A dirty, blue carts dirty, mop room-drain, etc dirty	Winston Miller said he will have discrepancies taken care of by end of shift	Angela Goff

Angela F. Smith

From: Jeanna M. Harris
Sent: Tuesday, April 30, 2019 10:07 AM
To: Angela F. Smith
Cc: Jared S. Ollison; James R. Brown
Subject: Trinity Accountability Check List Spreadsheet
Attachments: Trinity justification.xlsx

Follow Up Flag: Follow up
Flag Status: Flagged

Angela,

I have completed this thru April 25 – all the sheets I had.

An electronic copy is attached and the hard copies are in your box.

Let me know if you need anything else.

Thanks..

Jeanna Harris

Senior Accountant
Wake County Sheriff's Office
Management Services
Jeanna.harris@wakegov.com
919.856.6936 office | 919.856.6952 fax
PO Box 550
Raleigh, NC 27602
wakegov.com

Angela F. Smith

From: Angela F. Smith
Sent: Friday, April 26, 2019 10:12 AM
To: Jeanna M. Harris
Cc: Karen Y. Wallace; Jared S. Ollison; James R. Brown
Subject: RE: DETENTION FOOD CONCERNS - TRINITY

Follow Up Flag: Follow up
Flag Status: Flagged

Tracking:	Recipient	Read
	Jeanna M. Harris	Read: 4/26/2019 10:32 AM
	Karen Y. Wallace	Read: 4/26/2019 8:53 PM
	Jared S. Ollison	
	James R. Brown	Read: 4/26/2019 11:02 AM

Hi,

No Jeanna I have not received the rest of the March and April food accountability sheets or information.

Jared,

Please forward asap today for completion. We have a budget meeting coming up very soon next week.

Thanks,

Angela F. Smith

Budget & Management Analyst
Wake County Sheriff's Office
Management Services
AFSmith@wakegov.com
330 S. Salisbury Street
Raleigh, NC 27601

From: Jeanna M. Harris
Sent: Tuesday, April 23, 2019 10:26 AM
To: Angela F. Smith <AFSmith@wakegov.com>
Cc: Karen Y. Wallace <Karen.Wallace@wakegov.com>; Jared S. Ollison <Jared.Ollison@wakegov.com>; James R. Brown <James.Brown@wakegov.com>
Subject: RE: DETENTION FOOD CONCERNS

Hi Angela,

I just wanted to let you know that I have not gotten any of the information for the rest of March and April to input in my spreadsheet.

I hope your back is feeling better.....

Jeanna Harris

Senior Accountant
Wake County Sheriff's Office
Management Services
Jeanna.harris@wakegov.com
919.856.6936 office | 919.856.6952 fax
PO Box 550
Raleigh, NC 27602
wakegov.com

From: Angela F. Smith
Sent: Thursday, April 18, 2019 10:48 AM
To: Jeanna M. Harris <Jeanna.Harris@wakegov.com>
Cc: Karen Y. Wallace <Karen.Wallace@wakegov.com>; Jared S. Ollison <Jared.Ollison@wakegov.com>; James R. Brown <James.Brown@wakegov.com>
Subject: RE: DETENTION FOOD CONCERNS

Thanks Jeanna. Good call out.

Jared or Rick please provide the remaining information for March and full month of April.

Thanks,

Angela F. Smith

Budget & Management Analyst
Wake County Sheriff's Office
Management Services
AFSmith@wakegov.com
330 S. Salisbury Street
Raleigh, NC 27601

From: Jeanna M. Harris
Sent: Thursday, April 18, 2019 10:44 AM
To: Angela F. Smith <AFSmith@wakegov.com>
Cc: Karen Y. Wallace <Karen.Wallace@wakegov.com>; Jared S. Ollison <Jared.Ollison@wakegov.com>; James R. Brown <James.Brown@wakegov.com>
Subject: RE: DETENTION FOOD CONCERNS

Angela,

No problem, you are welcome – but I noticed that March only went thru 3/6 – are there more sheets for the rest of that month?

Thanks,

Jeanna Harris

Senior Accountant

Wake County Sheriff's Office
Management Services
Jeanna.harris@wakegov.com
919.856.6936 office | 919.856.6952 fax
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From: Angela F. Smith
Sent: Thursday, April 18, 2019 10:41 AM
To: Jeanna M. Harris <Jeanna.Harris@wakegov.com>
Cc: Karen Y. Wallace <Karen.Wallace@wakegov.com>; Jared S. Ollison <Jared.Ollison@wakegov.com>; James R. Brown <James.Brown@wakegov.com>
Subject: RE: DETENTION FOOD CONCERNS

Hi Jeanna,

Thank you for completing the spreadsheet as listed below. I received the hardcopy. Jared, could you provide the April information as soon as possible for Jeanna to complete this request? This information is needed prior to an email needed to submit to the County.

Jeanna, good job and thank you for getting this done so quickly. Once we receive the April information from Jared, if you could please forward the spreadsheets to all cc'd on this email, including myself. This would complete the request on our end to submit as supporting documentation for what I would like to forward to the County.

Thanks again,

Angela F. Smith
Budget & Management Analyst
Wake County Sheriff's Office
Management Services
AFSmith@wakegov.com
330 S. Salisbury Street
Raleigh, NC 27601

From: Angela F. Smith
Sent: Wednesday, April 17, 2019 11:31 AM
To: Jeanna M. Harris <Jeanna.Harris@wakegov.com>
Cc: Karen Y. Wallace <Karen.Wallace@wakegov.com>; Jared S. Ollison <jared.ollison@wakegov.com>; James R. Brown <James.Brown@wakegov.com>
Subject: DETENTION FOOD CONCERNS

Hi Jeanna,

It has been brought to my attention regarding that there are some additional concerns regarding our current food vendors. I have copied information for you I received from Attorney Brown which was given to him on a monthly basis by WCDC since February 2019. This log and/or daily kitchen accountability checklist lists detailed information pertaining to some incidents that have taken place.

Please provide a spreadsheet of timeline information to summary this information by Monday, 4/22/19. This should provide support for our vendor selections and staffing going forward.

Thank you for your assistance,

Angela F. Smith

Budget & Management Analyst

Wake County Sheriff's Office

Management Services

AFSmith@wakegov.com

330 S. Salisbury Street

Raleigh, NC 27601



Wake County Bidding Procedures

x	Countywide or	Department:	Division:
Supersedes: Wake County Procurement Manual			Effective Date: 12/1/2010
Approving Authority: Board of Commissioners			
Originating Department(s): Finance			

- I. **Purpose:** This procedure provides Wake County Government employees bidding information and guidelines to ensure compliance with general statutes concerning the procurement of goods, materials, supplies, and services; as well as to establish a fair, open and equitable process to expend County funds.

II. **Procedure Statement:**

The North Carolina General Statutes (N.C.G.S.) specify requirements that must be followed in the bidding process for the purchase of supplies, material, and equipment, and for construction, renovation and repair. Wake County's procurement operations are governed by North Carolina General Statutes, primarily found in Chapter 143. Some of these include bonding requirements, bid deposits, contractor licenses, and Minority and Women Owned Business Enterprise Program (MWBE) participation requirements. Procurement Services staff is available and should be contacted to ensure compliance with all requirements prior to issuing bids or Request for Proposals (RFP).

As allowed by NCGS 143-129(e)(9), Wake County may participate in contracts established by the "State or any agency of the State" that were competitively bid. In these cases, the bidding process has already been followed and, thus, the County may purchase from these contracts without further bidding requirements. County departments should procure items from North Carolina state contracts when possible and in the County's best interest. Where items cannot be procured through state contracts, they are obtained through standard County bidding procedures.

When competitive proposals and offers are received for services, departments are required to develop and utilize a comprehensive review, evaluation, and selection process based on pre-defined criteria. The purpose of the review and evaluation process is to provide an unbiased comparison of the vendors' proposals against the specifications and/or project requirements. The evaluation is not intended to necessarily compare one vendor's proposal against another's. Unless specifically prohibited by statute, pricing is a factor to be considered. In the event that any part of this procedure conflicts with the provisions of the applicable statute, the statute shall control.

A. **Purchase Specifications**

Prior to bidding, County departments must develop purchasing specifications in conjunction with Procurement Services. A specification is a clear, concise and accurate statement of the technical requirements to be satisfied by a product or material. Purchase specifications narrow the selection of a service or commodity by identifying what is available in the market and establishes a minimum and maximum level of acceptability.

By definition, a purchasing specification can be construed as a restriction; that is, it both includes and eliminates by setting limits on what is acceptable. However, it cannot be unduly restrictive. Usually, more than one make, brand or model is satisfactory for a need. Procurement Services will review all bid / RFP specifications prior to bid issuance to ensure that they are not “vendor restrictive” to every extent possible.

B. Funding Sources

The type and source of funding influences the bidding process. If federal or state grants fund the purchase of equipment, supplies, and materials, contact Procurement staff prior to bidding or submitting the requisition document. Additionally, staff must provide all documentation pertaining to the funding source upon request by Procurement staff. Failure to comply with grant regulations may require the County to reimburse the funding source.

C. Competitive Bidding

Public bidding promotes competition, reduces the risks of fraud, promotes fair play and lowers costs. Therefore competition should be attempted and obtained for any contract where competition is available, unless it can be justified otherwise by statute or policy. It is not permissible to divide a proposal in order to avoid formal bidding requirements in favor of informal bids (G.S. 143-133). There are different bidding requirements according to the dollar amount of the equipment, service and material.

C.1. Purchases Less Than \$2,500

Departments are authorized to procure items with an aggregate total of less than \$2,500, as authorized by the department head, by using County-issued procurement cards. Employees must obtain either a copy of the invoice or other type of receipt to submit with their procurement card monthly statement as defined in the Procurement Card Policy and Procedures. This includes the purchase of preprinted material, books, pamphlets, and subscriptions or similar items for which a vendor order form is used. Items, supplies and materials that do not exceed a total of \$2,500 will not require quotes from more than one vendor.

C2. Purchases Between \$2,501 and \$5,000

Items, supplies and materials that do not exceed a total of \$5,000 will not require quotes from more than one vendor. The preferred method for these purchases is a purchase order.

Even though purchases of less than \$5,000 do not legally require bidding, governmental purchasing cannot eliminate vendors who wish to provide quotes on those items. Procurement will receive these quotes unless it can be verified that the vendor cannot or has not in the past been able to fulfill the orders they have received.

C.3. Informal Bidding Procedures (N.C.G.S. §143-131) – Purchases greater than \$5,001 and less than \$90,000

Informal bid/proposal procedures must be utilized for purchases of apparatus, supplies, materials, or equipment expected to require expenditure equal to or greater

than \$5,000 but less than \$90,000 or construction, renovation and repair contracts greater than \$30,000 but less than \$500,000. Informal bids involve the solicitation of bids, either verbal or written, from qualified sources of supply. Informal bids are not public record until after the contract is awarded. If more than one quote, bid, or proposal is not received, documentation must support the efforts to obtain competitive offers. A waiver from bidding may be granted if a business justification exists for not seeking competition. This decision would be reviewed and confirmed by Procurement with a final approval by the Finance Director.

When possible the item should be obtained from existing contracts. If the item is not available from an existing approved contract, then every attempt will be made to secure price quotes from three vendors. Expenditure of funds totaling or exceeding \$5,000 will be handled in accordance with North Carolina General Statutes. Again, if the item can be obtained through existing contracts, then staff should consider this method.

If the bidding procedure was handled directly by Procurement Services, then the purchase order or contract issued will reference the bid number or proposals received. Whenever possible, Procurement Services will solicit three or more bids/proposals from representative suppliers based on previous experience and knowledge of the market. In cases where the item or material requested is available from a single source, the Procurement employee handling the requisition will note this information on the requisition.

If another department initiates the bidding procedure, Procurement Services must have the bids, proposals, or summary tabulation before a purchase order or contract is issued. The bids/proposals or a bid tabulation must be attached to the initiating department's requisition to provide accountability and an audit trail.

C.4. Formal Bidding Procedures (N.C.G.S. §143-129)

Formal bid procedures must be followed for purchases of apparatus, supplies, materials, or equipment expected to require expenditure equal to or greater than \$90,000 or construction, renovation and repair expected to exceed \$500,000. The threshold applies to the estimated cost of the total contract, not each item. These procedures also apply to lease-purchase contracts and personal property leases containing an option to purchase, (N.C.G.S. §160A-19; 153-165).

Formal bid procedures may be used for purchases or construction projects involving dollar amounts less than those prescribed for formal bids.

C.4.1 Legal Advertisements

Formal bids must be legally advertised, which would include a legal advertisement in a newspaper having general circulation in the jurisdiction that is seeking bids and/or an electronic advertisement posted on either the County's web site or other publicly accessible electronic site. Electronic advertisements have been authorized by the Wake County Board of Commissioners, (N.C.G.S. §143-129(b)).

The legal advertisement must be published at least once, seven (7) full days prior to the date set for receipt of bids, not counting the day the advertisement is published and the day the bids are due.

Advertisement must state the time and place where specifications may be obtained, the time and place for opening the bids, and the right to reject any and all bids (N.C.G.S. §143-129(b)).

C.4.2 Receiving and Opening Bids; Number of Bids

Procurement Services will open and read bids at the prescribed time and place as listed in the bid documents. All formal bids must be sealed and opened in public. Opening a bid or package with knowledge that it contained a bid or disclosing the contents without the permission of the bidder prior to the time set for opening constitutes a Class 1 misdemeanor (N.C.G.S. §143-129(b)).

Purchase contract bids may be received electronically as long as the same security, authenticity and confidentiality of the bid can be maintained just as it is for sealed paper bids. (N.C.G.S. §143-129.9(a)).

- Electronic receipt of bids may be used for informal or formal commodity bids.
- Electronic receipt of formal construction bids is not allowed.
- No minimum numbers of bids are required for purchase bids.

Three complete bids are required for formal construction, renovation and repair contracts (N.C.G.S. §143-132(a)). If at least three are not received, a second advertisement must be made, after which bids may be opened and contracts awarded even if less than three bids are received.

After bids are opened, the originating agency will analyze and compare the bids with respect to compliance with specifications, quality and suitability of the products, time of delivery and any other pertinent factors.

C.5 Withdrawal of Bid

A bidder may request to withdraw their bid after the bids are opened, without forfeiting their bid deposit, if they can produce credible evidence that the bid was based on a mistake containing a substantial, unintentional arithmetic error or unintentional omission of work. Withdrawal is not allowed due to errors in judgment. The request to withdraw must be made not later than 72 hours after the bid opening. A bidder that requests that their bid be withdrawn cannot participate in the contract, even if the project is re-bid.

C.6 Bid Requirements for Building Construction, Renovation and Repair

Building construction, renovation and repair is:

- (1) A vertically constructed or erected building or facility for public use or for conducting the business of the citizenry
- (2) This shall include contracts for horizontal (surface or sub-surface) construction that are a part of or done to support the construction of buildings as listed above.
- (3) Renovation and repair projects are those that affect or change either the

- (a) Building structure or support, exterior and interior;
- (b) The building's systems that makes the building useful such as HVAC, electrical, plumbing, life safety, and are an integral part of the building. These are systems that are tantamount to making the building usable and safe for its occupants and users.

Examples of projects that would not meet the criteria above:

1. Horizontal projects undertaken alone, not as a part of a "building"
2. Parking lots
3. Sewer / water line installation (utilities)
4. Landfills
5. Land grading/clearing
6. Demolition
7. Maintenance on buildings, such as: painting, carpet replacement, repairs as a result of normal wear & use

For construction, repairs, renovations, and alterations, work will not be started until the legal requirements dictated by the General Statutes have been satisfied.

C.6.1 Formal Construction Renovation and Repair

Formal construction, renovation and repair contracts are those that are expected to exceed \$500,000.

Contractors must be properly licensed on all projects exceeding \$30,000.00

Bidding methods that may be used when competing construction, renovation and repair contracts include:

- a. Separate prime (N.C.G.S. §143-128(b))
- b. Single prime (N.C.G.S. §143-128(d))
- c. Dual bidding, both single and separate prime bids are received (N.C.G.S. §143-128(d1))
 - Under this method, the separate prime bids must be received one hour prior to the single prime bids, but all are opened at the same time. Also, for the 3-bid requirement, one single prime bid counts as one complete set of separate prime bids.
 - Example: two complete sets of separate prime & one single prime bid would meet the 3-bid minimum.
- d. Construction management at risk (N.C.G.S. §143-128.1)
- e. An alternate method approved by the State Building Commission (N.C.G.S. §143-135.26(9))

Plans and specifications for public building construction, renovation or repair projects must be prepared by a registered architect or engineer or both:

- a. For projects exceeding \$300,000 that do not include "major structural change in framing or foundation support systems"
- b. For project exceeding \$100,000 for the repair of public buildings "affecting life safety systems"
- c. For projects exceeding \$135,000 that do include "major structural change in

framing or foundation support systems

For projects exceeding \$135,000 for construction of additions to public buildings, the selection of architects, engineers, surveyors, and construction management at risk services must be advertised and selected based on demonstrated competence and qualification for the type of professional services required without regard to fee other than unit price. (N.C.G.S. §143-64.31)

C.6.2 Informal Construction Renovation and Repair

Informal construction, renovation and repair contracts are those that are greater than \$30,000 and less than \$500,000. Contractors must be properly licensed on all projects exceeding \$30,000.

Bids may be received in the same manner and conditions as formal bids. While there is no requirement for a public opening, it has and continues to be the practice of Wake County to open all bids in public, unless prohibited by statute. No formal advertisement is required. Design requirements and licensing requirements are the same as formal bids.

C.6.3 MWBE Requirements for Construction Renovation and Repair

For construction renovation and repair contracts there are certain MWBE requirements for solicitation and reporting that apply. Failure on the part of the bidder to include, complete, sign and notarize the forms is grounds to reject the bid.

The MWBE process requirements listed below are based on the project cost:

- **Projects less than \$300,000 (MWBE Process A)**
 - MWBE solicitation efforts are the responsibility of the County to either have 30% of the invited bidders be identified MWBE vendors; or the County must advertise the project in an MWBE targeted publication.
 - The bidder is not required to submit MWBE recruitment documents with the bid.
 - The bidder must provide MWBE participation on the project at completion of the project.

- **Projects greater than \$300,000 (MWBE Process B)**
 - The MWBE efforts are the responsibility of the bidder.
 - The County is required to advertise the project in an MWBE targeted publication. The bidder must submit evidence of "good faith" efforts to obtain MWBE participation with the bid.
 - The bidder must amass at least 50 points as defined by the stated approved MWBE form.
 - The bidder must include the MWBE form listing the MWBE's to be used on the project, or the form indicating the bidder's intent to self-perform all work.

Wake County must demonstrate good faith efforts to use MWBE bidders. If the project is over \$100,000 and uses State funds, MWBE bidders must represent 10% of the expenditures in the project.

Projects can be exempt from qualification-based criteria if the estimated professional fee is less than \$30,000 or if the Board of Commissioners, at its sole discretion, exempts the projects. For further information see MWBE resolution adopted by the Board of Commissioners. (N.C.G.S. §143-128.2 (a)(b)(e)(f) and N.C.G.S. §143-128.3)

C.6.4 Bid Deposits

N.C.G.S §143-129 requires bid deposits for formal construction, renovation and repair contracts, the bid must contain a bid deposit equal to not less than five percent of the bid amount. The deposit may be in the form of:

- (1) Cash
- (2) Cashier's Check
- (3) Certified Check
- (4) Bid bond executed by a surety licensed in North Carolina

No other forms are acceptable.

A bid deposit may be required in other situations as determined by Procurement Services and the originating agency.

C.7 Waiver of Bidding

If deemed to be in the public interest, competitive bidding may be waived as provided by North Carolina General Statutes. Certain exceptions allow for waiver of the bidding requirements. Some apply only to purchase contracts and others apply to purchase contracts and construction, renovation and repair contracts.

D. Guidelines for Evaluating Bids:

To be evaluated, bids must be responsive, which means they must substantially comply with the requirements and specifications outlined in the bid document. Procurement Services may waive requirements for deviations it evaluates as minor. However, material deviations, ones that may provide that bidder with an advantage not enjoyed by the other bidders, may not be waived.

Different criteria apply to "information technology" RFPs, (N.C.G.S. §143-129.8), where award decisions may be based on the "overall best solution." The evaluation committee will determine and document whether a response constitutes an overall best solution.

In the event the lowest responsible bid exceeds the funds available for the project or purchase, negotiations may be held with the low bidder to make *reasonable* changes in the plans and specifications to bring the price within the funds available.

Where a bid appears to contain a mathematical error and unit pricing is provided, then the unit price will be the controlling factor in determining the bidder's position as it

relates to pricing. Where bids are substantially in accordance with the invitation but are not entirely clear as to the intent or to some particular fact or other ambiguities, clarification may be sought and accepted provided that in doing so, changes that would improve the competitive position of a bid are not permitted.

E. Guidelines for Awarding or Rejecting Bids:

Award should be made to the “lowest responsible, responsive bidder or bidders” taking into consideration quality, performance and the time specified for performance.

In situations where bids are required, a tabulation of all bids received, including a record of all non-responsive bidders, must be submitted with the contract documents or purchase requisition. The Procurement Services Director is required to review the bids and recommended award prior to contract approval. Bid documents are a vital component of the contract package and become a permanent part of the contract maintained in Finance.

E.1 Bid award approvals

The following approval of award to the vendor need to be in place before a purchase order or contract is finalized:

Bid Type	Contract Type	Authority
Formal Bids	Construction, Renovation and Repair	Board of Commissioners
	Purchase Contracts	Finance Director
Informal Bids	Construction, Renovation and Repair	FD&C and/or GSA
	Purchase Contracts	Purchasing Director

E.2 Rejection of Bids

In requesting bids/proposals, any and all offers received may be rejected in whole or in part. Basis for rejection shall include, but not be limited to:

- The bid/proposal is deemed unsatisfactory as to quantity, quality, delivery, price or service offered
- The bid/proposal does not comply with the conditions of the invitation or with the intent of the proposed contract
- Lack of competitiveness, by reason of collusion or otherwise, or knowledge that reasonably available competition was not received
- Errors in specifications or indication that revisions would be to the County's advantage
- Cancellation of or changes in the intended project or determination that the proposed requirement is no longer needed
- Limitation or lack of available funds
- Circumstances, that prevent determination of the lowest responsible or most

advantageous bid/proposal

- A determination that rejection would be in the best interest of the County.

F. Guidelines for Publication/Distribution of Bid Information:

During the period of evaluation and prior to the award, possession of the bids and accompanying information is limited to personnel of the Wake County Procurement Services and to those in user agencies who are responsible for participating in the evaluation. Vendor participation or furnishing information to vendors on the status of bids is not permitted.

After award of the contract, the complete bid file is available to any interested person with the exception of trade secrets, test information or similar proprietary information as provided by statute and law. As a general rule, the products or services offered and the price paid is public record. Trade secrets, and other information marked as confidential are not public record and will not be disclosed to the extent allowed by statute. Refer to N.C.G.S. Chapter 132 for definitions of public records. Requests by vendors for bid tabulations will be honored as time permits. Request for copies of bids or proposals will be honored again, as time permits, provided that disclosure is pursuant to all laws and policy regarding public records.

III. Definitions:

- **Bid** – usually a document created to solicit pricing from vendors. It contains detailed data concerning the products or services being requested. It provides a structured format for a “bidder” (vendor) to respond with pricing.
- **Construction Manager at Risk (CMAR)** – A construction project delivery method where the CMAR acts in the owner’s interest and must manage and control construction costs within a Guaranteed Maximum Price, while overseeing the day-to-day operations of the project. The CMAR bids out all contracts in the same manner as would the owner, including all MWBE requirements. The contractual agreement is a cost-plus-fee contract with a guaranteed maximum price consisting of the CMAR’s fees, contingency, general conditions and all sub-contractor costs, referred to as trade contracts in this delivery process.
- **Bidder** – a person, company, firm, or organization that offers or proposes to offer goods, supplies, materials, or services in a bid / request for proposal situation.
- **Vendor** – a person, company, firm, or organization that provides the goods, supplies, materials, or services.
- **Minority & Women Owned Business Enterprise (MWBE)** – a business/enterprise where at least 51 percent of the company is owned by either a minority or a woman.
- **Separate Prime** – Bids are received for multiple disciplines, (i.e. HVAC, Electrical, Plumbing and General), for which unique specifications are prepared for each type of service. Individual contracts are awarded to each contractor.
- **Single Prime** – Contractors bid on performing all of the work required by the project for a specified price. The contractor hires and supervises the subcontractors used for various parts of the project.

IV. Applicability: This procedure applies to all Wake County departments that procure goods and services through Wake County Finance Department.

V. Procedure Responsibility and Management:

- Enforcement –The Finance Director has the delegated authority for the enforcement and management of this procedure.
- Review – The Purchasing Director will review this procedure annually. If warranted, the procedure will be updated and submitted through the review and approval process in force at the time.
- Communication – The Finance Department has the responsibility for disseminating and reviewing this procedure. Within the department, the responsibility is delegated to the Purchasing Director.
- Contact: Purchasing Director 856-6153.

VI. Related Policies, Procedures, and Publications:

Contract Control Procedures
Architectural, Engineering, Surveying and Construction Manager at Risk Procedures
Procurement Card Program Policy
Procurement Card Program Procedures
Procurement Policy
Request for Proposal Procedures

VII. Appendices: N/A

VIII. History:

Effective Date	Version	Section(s) Revised	Author
12/1/2010	1.1	Format Change	Tom Wester



FINANCE DEPARTMENT
MEMO
TEL 919 856 6120

To: David Ellis, County Manager
Sheriff Gerald Baker
Scott Warren, County Attorney

From: Emily Lucas, Chief Financial Officer

Re: Sheriff's Department Budget & Fiscal Controls

Date: July 26, 2019

CC: Michelle Venditto, Budget & Management Services Director
John Stephenson, Internal Audit Director

County staff has worked with the Sheriff's Department over the past several months to inform and empower new Department staff with fiscal and/or budgetary roles. As with any transition, we expect a time of adjustment, and work to build relationships and offer guidance.

Several processes administered by the Sheriff's Department have been inconsistent with County policies, procedures, and guidelines. The list below outlines areas we seek to emphasize with the Department to make certain they operate within the County's fiscal and budgetary framework.

Contracts:

The County's institutional practice of competing services promotes accountability by vendors and transparency to the public. Although competition for most services is not required by NC General Statutes, the Board-adopted Procurement Policy outlines how services should be competed.

For services under \$50,000, departments should submit information about the competition process to Finance. For services over \$50,000, Finance should either manage the competition process and/or provide guidance to departments during the process.

In some instances, departments may believe that competition of a service is not practical, given the circumstances. The justification to not compete a service should be submitted to and approved by Finance prior to the engaging a new vendor contract.

Departments should use County-approved contract templates. All contracts, including vendor-generated documents, must be reviewed by Finance, Budget, Risk Management, and the County Attorney's Office prior to commencement of services. Departments should engage Finance well in advance of the commencement of services to enable adequate contract reviews and approvals.

The County Attorney's Office and Finance should be consulted when departments plan to terminate services with a vendor. This protects the County against litigation and allows for consideration of how contract termination may impact other departments and services.

Pre-Audit of Contracts:

State statutes require pre-auditing all contracts and purchases to ensure availability of funds. To fulfill this requirement for contracts, the assigned Budget & Management Services analyst reviews contracts as part of the approval process to ensure sufficient budget remains to fulfill the agreement and the contracts are in line with the mission of the County and its programs.

Disbursements:

Finance follows a specified process for disbursement requests to verify public purposes, confirm availability of funds, and ensure accurate payments.

Vendors should have all information up to date in the financial system prior to requesting payments. To maintain internal controls, only vendors can make account changes by contacting Finance directly or using the Vendor Self-Service system.

Only authorized employees should approve invoices, which typically includes the department head and key management or fiscal staff. Each department should keep an updated list of authorized approvers on file with Finance.

Finance will process a payment once the payment request is entered in the financial system and the documentation supporting the request is delivered to Finance. Processing vendor payments takes place on Tuesdays and Thursdays.

Due to the volume of payment requests, it may take up to 10 business days to process a payment. Vendors should be made aware of these timeframes. Payments will not be made on demand.

Documentation for Resident Pay must be verified by the Department and submitted in a timely manner and in the format specified by Finance in order to process Resident Pay.

Travel:

Overnight travel must be approved in writing prior to making travel arrangements, including conference registrations, hotel reservations, and transportation. Supporting information may be requested to substantiate the travel request. If prior authorization is not obtained, the employee may be required to reimburse the County for expenses incurred.

Food Purchasing:

Food purchases are allowed for the general public for an event that further the County's mission or a business activity involving employees that meets specified criteria in the Food Policy. A Food Authorization form for each event should be complete prior to the purchase of food.

P-Cards:

P-Cards enable departments to make small dollar, low volume purchases, typically less than the County's purchase order limit of \$2,500. P-card policies and procedures promote responsible use and management of p-cards in the County.

P-card limits may be temporarily changed to accommodate travel arrangements for several employees when Travel Authorizations forms are completed and approved by the appropriate supervisor prior to making the arrangements.

Unauthorized uses include, but are not limited to, meals, splitting transactions to avoid purchase order limits, personal purchases, and contract services of \$1,000 or more.

Any unauthorized p-card uses are to be reimbursed by the employee. Repeated violations of the County's p-card policies can result in suspension of p-cards.

Cash Handling/Receiving Payments:

The accurate and timely accounting of revenues remains of utmost importance to maintain public trust. Policies and procedures related to cash handling reflect efforts to protect all County funds.

All employees who handle cash and their supervisors must take the online cash handling training prior to being allowed to accept funds on behalf of the County.

Duties related to cash handling, banking services, and revenue reconciliation should be properly segregated to protect County funds.

Funds collected must be reconciled daily and deposited with the bank in accordance with County policies. Deposits should be recorded in the financial system and the deposit package submitted to Finance daily.

Electronic Commerce:

The County seeks to modernize the way citizens interact with the County, including the use of electronic commerce. The County's PCI (Payment Card Industry) Policy outlines how to implement and maintain e-commerce systems in a safe and effective manner in accordance with PCI regulations.

Departments seeking to utilize online and card payment systems should submit a request to Finance. Any new or changes to existing systems must be reviewed by Finance and Information Systems to ensure PCI compliance and security standards prior to executing a contract.

All employees who handle cardholder data must take PCI compliance training. Security of cardholder data must always be maintained, and no cardholder data should be stored electronically. If hard copies of cardholder data are maintained, data should be stored in a locked location with controlled access and should be destroyed via cross-cutting shredding.

Budget Management:

Departments are expected to manage expenditures within the resources provided by the Board of Commissioners in the annual operating budget. Budget & Management Services centrally monitors expenditures to identify trends and make projections. Throughout the fiscal year a department's assigned analyst will contact departments to ask questions and address unexpected variances in expenditures. Regular communication and information sharing keeps Budget staff aware of changes in operations that have the potential to impact the department's ability to stay within budget.

Position Management:

Budget & Management Services is responsible for oversight and enforcement of the Position Authorization Ordinance which is adopted each fiscal year with the annual budget. This Ordinance establishes the total amount of FTEs (full-time equivalent positions) for each department. Any changes (increase or decrease) to these FTE amounts must be approved by the Board.

The County Manager is authorized to reclassify positions approved within the ordinance. Departmental requests to reclassify positions are reviewed by Human Resources and Budget as part of the approval process. The department's assigned budget analyst may reach out for additional information about the request to determine whether the request will impact the department's ability to stay within budget.

Risk Management:

The County's risk program establishes policies and procedures to protect employees, property, and the public. This includes procedures around those authorized to drive for the County.

Certain job functions require a Motor Vehicle Record form on file with Finance prior to the employee being allowed to drive. A completed form acknowledges the employee has read and understands the procedures and the consequences for on-the-job accidents and off-the-job vehicle infractions.

Recommendations:

As CFO, I recommend the following actions to enhance budgetary and fiscal accountability:

- Create a Service Level Agreement between the Sheriff's Department and the County to establish roles, responsibility, and authority. The County has successfully used and managed such agreements between departments headed by elected officials as well as for County-wide efforts led by multiple departments.

- Schedule recurring, in-person meetings between the Sheriff's Department, Budget & Management Services, and Finance. These meetings can be used to build relationships and understanding about the vision and goals of the Sheriff's Department while facilitating discussion about the best budgetary and fiscal approaches to achieving these goals.
- Provide training for Sheriff's Department staff within 30 days of starting in a fiscal or budgetary role. Training provides context around County's policies, procedures, and guidelines and staff an opportunity to establish lines of communication.

The following online resources are available to County departments:

- Up-to-date Finance policies, procedures, and forms can be found on The Wire (Wake Spaces > Policies & Procedures > Finance).
- Current contract templates are located on the County's public shared drive (Contract folder).
- Budget guidelines can be found on The Wire (Wake Spaces > Money Matters).
- Information on how to access and utilize the County's ERP system (finance, budget, HR, and reporting) can be found on The Wire (Wake Spaces > eWake Services).

We look forward to working with Sheriff Baker and his staff to enhance collaborative efforts and implement the best fiscal and budgetary practices.

Angela F. Smith

From: Jeanna M. Harris
Sent: Tuesday, April 16, 2019 2:59 PM
To: Angela F. Smith
Cc: Kimberly M. Hake
Subject: Contract Process
Attachments: image2019-04-16-135718.pdf

Hi Angela,

Please find attached the contract process.

Let me know if you need anything else.

Thanks,

Jeanna Harris

Senior Accountant
Wake County Sheriff's Office
Management Services
Jeanna.harris@wakegov.com
919.856.6936 office | 919.856.6952 fax
PO Box 550
Raleigh, NC 27602
wakegov.com

Contract Renewal Process

All contracts are renewed on an annual basis based on our Fiscal Year. If a contract starts during the fiscal year, it will be from the time it starts to June 30th of that fiscal year. Then the next fiscal year, it can be renewed for the whole year with the rest of the contracts.

Each year around April Kim and I get together and work on the contracts. The process is as follows:

- We take the previous year's contracts and create a new folder in Word under the next fiscal year.
- We copy over the previous fiscal year's contracts into the new folder
- We rename them for the next fiscal year and we change the term and the amount payable
- We determine the amount payable by looking at the last year's history and discuss any potential reasons why they would need to be increased or decreased.
- Once the contract is updated, we print and scan it into a .pdf file
- We then email the contract to the vendor's representative for routing to legal, the owner, or whoever will sign the contract. Contained in the email are instructions on what to do and a deadline for getting the contract back to us
- As we get the contracts back, we put in a folder until we get them all back – some are faster than others – some we must remind
- Once we get them all back, Kim makes three copies of each contract
- She marks where the Sheriff needs to sign all of them (he must sign all three copies) and she takes them to him
- Once the contracts are all signed, on July 1st of the new fiscal year, Kim inputs each contract into Advantage
- She then sends all three copies over to the contracts department in Finance for their review and approval
- Two copies are sent back to Kim for her files with the contract number written in the upper right-hand corner – one is for her files and the other is for the vendor
- Kim monitors the contracts using her contracts spreadsheet

Issues we have had doing contracts

A couple of years ago, the contracts department in finance – I'm sure in conjunction with Wake County legal – change both contract templates – there are two templates – one for under \$50k and one for over \$50k (both attached).

We were unaware of these changes and proceeded on like we normally do, but we were using the old templates and not the new ones – we had a lot of issues for two years then it settled down.

It seems to run smoothly for the most part, but we have always been confused as to why Legal does not do the contracts – we can be involved from the Finance side, but it was given to us years ago.

FY 2020 Process Update

So far, the contracts have been updated for FY 2020 and are in the computer waiting to be sent out. We plan to get them sent out by next week. We have updated the term and the contract amount on all the contracts.

The ones we will not send out are (until instructed to):

- Trinity
- Oasis
- PayTel
- Next Care
- Cary Psych
- Cindy Cottle

Next Care, Cary Psych and Cindy Cottle are all wrapped up in employee drug testing, physicals and psych evaluations, etc. – we have a meeting on May 1st about possibly utilizing FMRT which is company a lot of Sheriff's Offices are using that do both drug testing, physicals, psych evaluations, etc.

Angela F. Smith

From: Melissa England
Sent: Tuesday, June 25, 2019 3:55 PM
To: Mandison C. Wilder; Emily Lucas
Cc: Angela F. Smith; Kimberly M. Hake; Ann Mattern; Scott Warren; Beth Smerko; James R. Brown; Thomas Wester
Subject: RE: WCSO FY 2020 Contracts

Follow Up Flag: Follow up
Flag Status: Flagged

Mandison -

Below are comments from Ann regarding the Insurance Waivers for Dr. Lavin and Dr. Meltzer. Dr. Lanvin's request was approved, but we need additional information from Dr. Meltzer.

Dr. Meltzer: his insurance waiver request indicates that he has GL, PL, and workers' comp. The documentation provided only shows PL and his limits are sufficient. We have historically waived the other requirements as long as he has PL, which is the major risk in this contract. Please have WCSO get documentation from him indicating that he does not have 3 or more employees in order to waive workers' comp. Or if he has workers' comp (and GL), as his waiver request indicates, we need a certificate of insurance.

Dr. Lavin: waiver request indicates that he does not have employees, so okay to waive workers' comp. His PL limits are fine and I am willing to accept the COI, even though it is not currently dated, because this is renewal of an existing contract and we have been provided with continuous evidence of his coverage. Okay to waive GL, same as above.

Thanks,

Melissa England

Contracts/Disbursements Manager
Wake County Government
Finance Department
Melissa.england@wakegov.com
919.856-6327 office | 919.856-6880 fax
P.O. Box 550, Raleigh, NC 27602

From: Mandison C. Wilder
Sent: Tuesday, June 25, 2019 9:51 AM
To: Emily Lucas <Emily.Lucas@wakegov.com>
Cc: Angela F. Smith <AFSmith@wakegov.com>; Kimberly M. Hake <kimberly.hake@wakegov.com>; Melissa England <Melissa.England@wakegov.com>; Ann Mattern <Ann.Mattern@wakegov.com>; Scott Warren <swarren@wakegov.com>; Beth Smerko <Beth.Smerko@wakegov.com>; James R. Brown <James.Brown@wakegov.com>; Thomas Wester <twester@wakegov.com>
Subject: Re: WCSO FY 2020 Contracts

Thanks Emily. We will be working to get these resolved expeditiously.
Mandison

Sent from my iPhone

On Jun 25, 2019, at 8:43 AM, Emily Lucas <Emily.Lucas@wakegov.com> wrote:

Angela:

This is a follow up to the voicemail I left you a short time ago.

Thanks for getting us the contracts last week; this helps expedite review. We have some changes and additional requirements in order to process the contracts and vendors to begin/continue work on July 1.

Templates

The contracts were assembled using an old contract template, and does not include changes made to the templates in 2018. Current contract templates are always kept on the P Drive (Contracts Folder). The clauses that are in the 2018 template are important to ensuring vendors are aware of various state and federal regulations the County must comply with and are noted below:

- **IRAN DIVESTMENT**

By signing this agreement; accepting this contract/purchase order; or submitting any bid, proposal, etc., vendors and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State Treasurer pursuant to *NCGS 147 Article 6E, Iran Divestment Act, Iran Divestment Act Certification*. Vendors and contractors shall not utilize any subcontractor that is identified on the Final Divestment List. Any organization defined under *NCGS 147-86.80(2), Divestment from Companies Boycotting Israel*, shall not engage in business totaling more than \$1,000 with any company/business, etc. that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to *NCGS 147-86.81(a)(1)*. Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.

- **FEDERAL FUNDS**

If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable): Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland "Anti-Kickback" Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2 CFR § 200.324)

There are a couple of ways to handle this:

1. For the contracts where the signature page is separate from the rest of the document, you can use the updated contract template to reprint all of the other pages (would not need to go back to the vendor for signature).
2. For the contracts where the signature lines would move as a result of adding these clauses, you will need to reprint the contract and send it back to the vendor for signature.

Melissa England can assist you and your staff with this.

Certificates of Insurance

The County requires certificates of insurance (COI) from vendors to ensure they are appropriately covered. Coverage required depends on the nature of the service. These need to be submitted to County Finance in order to complete the processing of a contract and before the vendors can begin work.

- We do not have a COI for LeCount's.
- We need an updated COI for Eckerd Work Youth Alternatives.
- For medical professionals (Dr. Meltzer and Dr. Lavin), we will accept insurance waivers for review.

Ann Mattern can assist you and your staff with ensuring we get what we need from these vendors.

Contract Monitoring

The person monitoring the contract should be the person that ensures the work or service is done satisfactorily and that the invoices contain the correct charges based on the work done. Kim normally has been the person processing the invoices, but not monitoring the contracts. Can you confirm that she will be the person now monitoring these contracts, or should someone else be listed as the contract monitor?

Non-Competition

County policy states that all contracts over \$50,000 should be competed. For the following contracts, we need something in writing to Procurement Services (Tom Wester) stating the business reason for not competing these contracts:

- Eckerd Work Youth Alternatives
- LabCorp
- LeCount's Catering

Please let me know what we can do to assist you in expediting these additional needs and changes to get these contracts complete by the end of the week.

Thanks,

Emily Lucas

Chief Financial Officer

Wake County

emily.lucas@wakegov.com

919.856.5447 office | 919.856.6880 fax

301 S. McDowell Street, Raleigh, NC 27601

wakegov.com

Angela F. Smith

From: Angela F. Smith
Sent: Friday, June 14, 2019 10:52 AM
To: James R. Brown
Cc: Mandison Wilder
Subject: LeCounts: Voided check

Tracking:	Recipient	Read
	James R. Brown	Read: 6/14/2019 1:13 PM
	Mandison Wilder	

Hi Rick,

Please see the information you requested below for the LeCounts contract.

Thanks,

Angela F. Smith
Business Office - Budget & Management Analyst
Wake County Sheriff's Office
Management Services
AFSmith@wakegov.com
919.856.7538 Office / 919.208.7651 Cell
919.856.6952 Fax
130 S. Salisbury Street
Raleigh, NC 27601

From: Queen Lecount <queenlecount@aol.com>
Sent: Friday, June 14, 2019 10:12 AM
To: Angela F. Smith <AFSmith@wakegov.com>
Subject: Voided check

CAUTION: This email originated from outside of the Wake County network. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Angela F. Smith

From: Angela F. Smith
Sent: Tuesday, July 16, 2019 12:13 PM
To: Melissa England
Cc: Kimberly M. Hake; Karen Y. Wallace
Subject: LeCounts catering contract

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Melissa,

Hope all is well. Just left you a voicemail. I'm on my way into a meeting and wanted to touch bases with you in regard to the conversation that sheriff and David ELLIS had late yesterday evening. We're trying to go ahead and get the Lecounts contract finalized because they are two bills that need to be paid and David stated that he would assist in this area.

Please advise as soon as possible before 2 PM please. I will have the invoices sent over as soon as possible no later than 1:30 PM today. Thank you so much.

Angela Smith
919.208.7651

Sent from my iPhone

WCSCO RESPONSE: SEE HIGHLIGHTS BELOW CONFIRMING AUTHORIZATION.

Tue 7/16/2019 12:13 PM

From: Angela F. Smith <AFSmith@wakegov.com>

Subject: LeCount's catering contract

To: Melissa England <Melissa.England@wakegov.com>

Cc: Kimberly M. Hake <kimberly.hake@wakegov.com>; Karen Y. Wallace <Karen.Wallace@wakegov.com>

Hi Melissa,

Hope all is well. Just left you a voicemail. I'm on my way into a meeting and wanted to touch bases with you in regard to the **conversation that sheriff and David ELLIS** had late yesterday evening. We're trying to go ahead and get the LeCount's contract finalized because they are two bills that need to be paid and **David stated that he would assist in this area.**

Please advise as soon as possible before 2 PM please. I will have the invoices sent over as soon as possible no later than 1:30 PM today. Thank you so much.

Angela Smith
919.208.7651

Angela F. Smith

From: Angela F. Smith
Sent: Tuesday, July 16, 2019 4:10 PM
To: Melissa England
Cc: David Ellis; Karen Y. Wallace; Gerald M. Baker; Kimberly M. Hake
Subject: URGENT PLEASE: Status on LeCounts Catering Contract

Follow Up Flag: Follow up
Flag Status: Flagged

Tracking:	Recipient	Read
	Melissa England	Read: 7/16/2019 4:19 PM
	David Ellis	Read: 7/16/2019 4:19 PM
	Karen Y. Wallace	Read: 7/16/2019 4:25 PM
	Gerald M. Baker	
	Kimberly M. Hake	Read: 7/17/2019 8:31 AM

Hi Melissa,

Hope your day is going well. Just following up on my voicemail messages I left for you earlier today. I was not able to email you based on my location at the time. Sheriff and David had a discussion yesterday on expediting the LeCount contract approval so I wanted to check the status please. I have two invoices that need to be processed as soon as possible and would like to be able to do so and have checks issued before the week is out. Please advise of the status before end of business today.

Thanks again for your assistance,

Angela F. Smith

Business Officer - Budget & Management Analyst

Wake County Sheriff's Office

Management Services

AFSmith@wakegov.com

919.856.7538 Office / 919.208.7651 Cell

919.856.6952 Fax

330 S. Salisbury Street

Raleigh, NC 27601

Angela F. Smith

From: Angela F. Smith
Sent: Wednesday, July 17, 2019 12:25 PM
To: Melissa England
Cc: Demetrice S. Moore
Subject: RE: LeCounts In's image2019-07-09-091236.pdf
Attachments: image2019-07-17-111957.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Tracking:	Recipient	Read
	Melissa England	Read: 7/17/2019 12:59 PM
	Demetrice S. Moore	Read: 7/17/2019 3:15 PM

Hi Melissa,

Attached is the information you requested. Please review asap so we can complete this final step. The attachment includes the Worker's Compensation (Declaration page) and Commercial Auto Insurances.

Thanks,

Angela F. Smith
Business Officer - Budget & Management Analyst Wake County Sheriff's Office Management Services
AFSmith@wakegov.com
919.856.7538 Office / 919.208.7651 Cell
919.856.6952 Fax
330 S. Salisbury Street
Raleigh, NC 27601

-----Original Message-----

From: Melissa England
Sent: Wednesday, July 17, 2019 9:46 AM
To: Angela F. Smith <AFSmith@wakegov.com>
Cc: Demetrice S. Moore <dede.moore@wakegov.com>
Subject: RE: LeCounts In's image2019-07-09-091236.pdf

Angela - He will also need to provide proof of Worker's Compensation and Commercial Auto, per the contract. If he does not have he will need to fill out the attached insurance waiver request and submit it for approval from our Risk Management area.

Melissa England
Contracts/Disbursements Manager
Wake County Government
Finance Department
Melissa.england@wakegov.com
919.856-6327 office | 919.856-6880 fax

P.O. Box 550, Raleigh, NC 27602

-----Original Message-----

From: Angela F. Smith

Sent: Tuesday, July 16, 2019 4:54 PM

To: Melissa England <Melissa.England@wakegov.com>

Cc: Demetrice S. Moore <dede.moore@wakegov.com>

Subject: LeCounts In's image2019-07-09-091236.pdf

Angela F. Smith

From: Melissa England
Sent: Wednesday, July 17, 2019 2:01 PM
To: Angela F. Smith
Cc: Emily Lucas
Subject: RE: Business Justification for Non-Competition of Contracts

Follow Up Flag: Follow up
Flag Status: Flagged

Angela – This is the bank information in our Financial system for LeCount's. This doesn't match what is in the contract, which probably shouldn't be printed in the contract since this is a public document. He will need to update that information or else the payment that is made will go to the Wachovia account in our Financial system. The link below is information to help him update his bank account.

▼ Prenote EFT	
Generate EFT Payment: <input checked="" type="checkbox"/>	EFT Format: CCD
ABA Number: 053000219	EFT Format Description: CCD
Bank Name: WACHOVIA BANK N.A.	EFT Status: Eligible for EFT <input type="checkbox"/>
Account Type: Checking <input checked="" type="checkbox"/>	Last Status Change: 03/09/2008
Account Number: *****8840	EFT Status Description:
Routing ID Number:	
Prenote Requested Date:	
Prenote Return Reason:	Prenote Return Reason Explanation:
Prenote Return Reason Message:	
Foreign Correspondent Bank Name:	Foreign Correspondent Bank Identification Number Qualifier:
Foreign Correspondent Bank Branch Country Code:	Foreign Correspondent Bank Identification Number:

To: Emily Lucas <Emily.Lucas@wakegov.com>

Cc: Melissa England <Melissa.England@wakegov.com>; Thomas Wester <twester@wakegov.com>; Demetrice S. Moore <dede.moore@wakegov.com>; Karen Y. Wallace <Karen.Wallace@wakegov.com>; James R. Brown <James.Brown@wakegov.com>

Subject: Re: Business Justification for Non-Competition of Contracts

Hi Emily,

Please see the information in this email to cover the questions listed below. The first two names should say Dr. ROBERT Rella and Dr. Cindy COTTLE to fill in the blanks.

The next answer highlighted should The current services being offered are not adequate services for our commissary at this time. This office has decided to go with a vendor that offers more quality services.

Thank you for your assistance,

Angela F. Smith

Sent from my iPhone

On Jul 16, 2019, at 12:54 PM, Emily Lucas <Emily.Lucas@wakegov.com> wrote:

Angela/Rick:

Thanks for sending this information to us. This is helpful information about the vendors you have selected and retained for these services and gets us on the way to the documentation we need.

Another way to look at the question we are seeking an answer to and document for our files to is this: "We recommend to not compete this service because...."

Based on what we have discussed in person or over the phone, the following statements are what I have discerned about why a formal competition process was not completed:

Psychological Services:

- Current services provided by vendors are not adequate to meet the needs of the department. The department decided that we needed to contract with a firm that could ensure timely, quality service delivery. Our research indicated there are limited vendors that can provide the specialized level of behavioral health services for law enforcement, who also are knowledgeable about the specific services provided by law enforcement agencies in NC. Those vendors include: xxxx, xxxxx, and FMRT. While a formal RFP process was not completed, we determined FMRT best meets our needs.

Food Services:

- Per NCGS 143-131.1, we are choosing to use LeCounts for the purchase of food and food services supplies.

Commissary Goods and Services:

- It was discovered that the previous vendor, Oasis, was not providing services that met the basic standards of the WCSO, including providing goods without charge a resident. The WCSO ended its relationship with this vendor as of June 30, 2019, the termination date of the contract. Need

explanation about why WCSO did not bid this out to find the lowest cost/best service standards according to a set of defined criteria.

Resident Acclamation:

- Due to the transition of leadership and staffing, the WCSO recommends continuing with the existing vendor (Eckerd Work Youth Alternatives) for another year.

Resident Medical Testing/Exams:

- Due to the transition of leadership and staffing, the WCSO recommends continuing with the existing vendor (Labcorp) for another year.

Can you confirm these statements are accurate, and for the areas highlighted in Yellow, provide us additional detail?

Thanks,

Emily Lucas

Chief Financial Officer

Wake County

emily.lucas@wakegov.com

919.856.5447 office | 919.856.6880 fax

301 S. McDowell Street, Raleigh, NC 27601

wakegov.com

From: Angela F. Smith

Sent: Tuesday, July 09, 2019 5:05 PM

To: Melissa England <Melissa.England@wakegov.com>

Cc: Thomas Wester <twester@wakegov.com>; Emily Lucas <Emily.Lucas@wakegov.com>; Demetrice S. Moore <dede.moore@wakegov.com>; Karen Y. Wallace <Karen.Wallace@wakegov.com>; James R. Brown <James.Brown@wakegov.com>

Subject: RE: FMRT INFORMATION

Good Morning Melissa,

Apologies for the delay. I was trying to obtain all information at once to include in one email. Please see the attached insurance information that was in the folders. Attorney Brown returned to the office yesterday and had some of the information you requested. Demetrice Moore will monitor the contracts (as well as myself during the transition) and Mandison is no longer in our area. There is no Management Services Director at this time. I can assist with these duties, if needed.

Business Justification:

FMRT – Administration researched and reviewed our current contracts (specifically Dr. Cindy Cottle and Dr. Robert Rella) including the minimal current and additional services that would provide a broader variety of psychological services that are needed based on our behavioral health needs and population served. FMRT is a leading specialized support for safety-sensitive employers (law enforcement) that is used throughout NC/SC by over 450+ counties. It is essential to have this type of broad based service to support law enforcement to assist with enhancing quality job performance. We will still use Dr. Robert Rella for other psychological needs as WCSO has in the past and previous administration.

LeCounts – This replaces the previous food service company, Trinity. LeCounts is a local company and was a previous Wake County provider. Based on the information gathered it is equipped and able to service specific dietary needs, quick responses and provide better service than the previous food

provider. Per Wake County Government (WCSO) policies and procedures we did not have to do a RFP, therefore, the business justification is being requested.

Keefe - This provider offers better average pricing for commissary goods than the previous provider. The previous provider was employing individuals who had not been the subject of criminal background checks. It was discovered that a provider employee had been providing commissary goods to a resident without charge.

Eckerd Work Youth Alternatives – This is an existing program contracted from the previous administration that will continue for this fiscal year. The County continues to use this program (based on the meeting I attended yesterday, 7/8/19) and WCSO supports its initiatives in assisting with the acclimation of residents back to the community while being incarcerated.

Labcorp - This is an existing local contract from the previous administration that will continue for this fiscal year based on its specified medical needs to assist with daily medical testing and/or exam clarifications. This is a nationally known business that is utilized based on routine and emergency needs.

Thank you again for your assistance,

Angela F. Smith

Business Officer - Budget & Management Analyst

Wake County Sheriff's Office

Management Services

AFSmith@wakegov.com

919.856.7538 Office / 919.208.7651 Cell

919.856.6952 Fax

330 S. Salisbury Street

Raleigh, NC 27601

From: Melissa England

Sent: Friday, July 5, 2019 11:10 AM

To: Angela F. Smith <AFSmith@wakegov.com>

Cc: Thomas Wester <twester@wakegov.com>; Emily Lucas <Emily.Lucas@wakegov.com>

Subject: RE: FMRT INFORMATION

Angela – Thank you for the information below regarding The FMRT Group. In order to continue processing the contract we would need a documented business case for not competing these services. The information provided below is just a summary of the types of services that they provide. You had mentioned that you had done research on other vendors that provide psychological services and because of the services offered you had decided to go with The FMRT Group. That is the type of information we need documented for the file in order to be in compliance with WC Procurement Policy regarding competition.

Also – I gave you back the entire folders for the old contract versions and need to get the insurance and/or insurance waivers that were included for some of the vendors. Can you scan over any insurance related information that was in the folders.

As mentioned in a previous email from Emily, we would need a business justification for not competing the following contracts in order to process the contracts: LeCount's, Keefe, Eckerd Work Youth Alternatives and Labcorp.

Thanks, please contact myself or Tom with any questions.

Melissa England

Contracts/Disbursements Manager
Wake County Government
Finance Department
Melissa.England@wakegov.com
919.856-6327 office | 919.856-6880 fax
P.O. Box 550, Raleigh, NC 27602

From: Angela F. Smith
Sent: Friday, July 5, 2019 9:57 AM
To: Melissa England <Melissa.England@wakegov.com>
Subject: FMRT INFORMATION

Hi Melissa,

Hope all is well. Per our conversation on Wednesday, below you will see some information pertaining to The FMRT Group. This vendor replaces Dr. Cindy Cottle (psychologist) contract based on her not responding (several attempts made) for renewal with more extensive services needed. This group provides needed psychological and medical support for safety-sensitive employers.

FRMT provides:

- 1) a variety of comprehensive psychological services and assessments for pre-and post-hire evaluations, support, and training services for public safety departments and other safety-sensitive employers;
- 2) personality assessment options, which include a data-driven screening report for employers to best assess candidate history and psychological suitability;
- 3) screening evaluations, post-conditional offer psychological evaluations and post-hire clinical services for human resources, health-care, education, departments of social services, and other safety-sensitive employers and
- 4) providing comprehensive psychological and medical services for all safety-sensitive departments. This was just some general information I selected from their website just to give you a summary as I stated I would.

A host of other services are also available and additional information can be obtained through www.FRMT.com.

Thanks again for your assistance and have a great weekend.

Angela F. Smith

Business Officer - Budget & Management Analyst
Wake County Sheriff's Office
Management Services
AFSmith@wakegov.com

919.856.7538 Office / 919.208.7651 Cell
919.856.6952 Fax
330 S. Salisbury Street
Raleigh, NC 27601

Angela F. Smith

From: James R. Brown
Sent: Thursday, July 18, 2019 7:34 AM
To: Angela F. Smith
Subject: Fwd: Tel. Call
Attachments: LeCount Contract.docx; ATT00001.htm

Follow Up Flag: Follow up
Flag Status: Flagged

Sent from my iPhone

Begin forwarded message:

From: Beth Smerko <Beth.Smerko@wakegov.com>
Date: July 18, 2019 at 6:11:56 AM CDT
To: "James R. Brown" <James.Brown@wakegov.com>
Cc: Scott Warren <swarren@wakegov.com>
Subject: FW: Tel. Call

Good morning, Rick! This contract is legally sufficient and has all required county provisions. Three points:

1. In D, they may want to take routing and checking number out since this will be a public record
2. in E, good practice to add "with no minimum amount due" so they don't claim they are owed entire 2.5 m if Sheriff has to cancel contract.
3. In 9, typo..2019

Beth

From: Scott Warren
Sent: Wednesday, July 17, 2019 2:41 PM
To: Beth Smerko <Beth.Smerko@wakegov.com>
Subject: Fwd: Tel. Call

Thanks!
Sent from my iPhone

Begin forwarded message:

From: "James R. Brown" <James.Brown@wakegov.com>
Date: July 17, 2019 at 2:34:27 PM EDT
To: Scott Warren <swarren@wakegov.com>
Cc: "Angela F. Smith" <AFSmith@wakegov.com>
Subject: RE: Tel. Call

Thank you Scott.

From: Scott Warren
Sent: Wednesday, July 17, 2019 2:30 PM
To: James R. Brown <James.Brown@wakegov.com>
Subject: Re: Tel. Call

Rick, spoke to Beth, send it to me and we'll handle today. Thanks, Scott

Sent from my iPhone

On Jul 17, 2019, at 1:26 PM, James R. Brown <James.Brown@wakegov.com> wrote:

Scott:

Are you available for a brief telephone call?

Rick

J. Rick Brown
Chief Legal Advisor
Wake County Sheriff's Office
330 S. Salisbury St | PO Box 550
Raleigh, North Carolina 27602
P: 919.856.6926 | F: 919.856.6874
James.Brown@wakegov.com

<image001.png>

Angela F. Smith

From: James R. Brown
Sent: Wednesday, July 17, 2019 2:15 PM
To: Angela F. Smith
Subject: LaCounts

Importance: High

Follow Up Flag: Follow up
Flag Status: Flagged

Please send me Lacounts contract to send to Scott.

Angela F. Smith

From: Kimberly M. Hake
Sent: Friday, July 19, 2019 9:50 AM
To: Emily Lucas
Cc: Angela F. Smith; Melissa England
Subject: RE: LeCount's

Follow Up Flag: Follow up
Flag Status: Flagged

Ok, thank you!

Kim M. Hake
Buyer
Wake County Sheriff's Office
Kimberly.Hake@wakegov.com
919.856.5662 office | 919.856.6952 fax
PO Box 550
Raleigh, NC 27602

From: Emily Lucas
Sent: Friday, July 19, 2019 9:49 AM
To: Kimberly M. Hake <kimberly.hake@wakegov.com>
Cc: Angela F. Smith <AFSmith@wakegov.com>; Melissa England <Melissa.England@wakegov.com>
Subject: RE: LeCount's

Thanks!

Lauren Casey, Disbursements Manager, will call you as soon as the check is ready.

Emily Lucas

Chief Financial Officer
Wake County
emily.lucas@wakegov.com
919.856.5447 office | 919.856.6880 fax
301 S. McDowell Street, Raleigh, NC 27601
wakegov.com

From: Kimberly M. Hake
Sent: Friday, July 19, 2019 9:44 AM
To: Emily Lucas <Emily.Lucas@wakegov.com>
Cc: Angela F. Smith <AFSmith@wakegov.com>
Subject: FW: LeCount's

Hi Emily.

Please see attached Lecount's PRC.

Thanks so much!

Kim M. Hake
Buyer
Wake County Sheriff's Office
Kimberly.Hake@wakegov.com
919.856.5662 office | 919.856.6952 fax
PO Box 550
Raleigh, NC 27602

From: Kimberly M. Hake
Sent: Thursday, July 18, 2019 5:08 PM
To: Melissa England <Melissa.England@wakegov.com>
Cc: Angela F. Smith <AFSmith@wakegov.com>
Subject: RE: LeCount's
Importance: High

Please process for payment.

Thanks!

Kim M. Hake
Buyer
Wake County Sheriff's Office
Kimberly.Hake@wakegov.com
919.856.5662 office | 919.856.6952 fax
PO Box 550
Raleigh, NC 27602

From: Melissa England
Sent: Thursday, July 18, 2019 4:53 PM
To: Kimberly M. Hake <kimberly.hake@wakegov.com>
Cc: Angela F. Smith <AFSmith@wakegov.com>
Subject: FW: LeCount's

Kim – The LeCount's contract is now final in Advantage. The CT # is 12404.

Melissa England
Contracts/Disbursements Manager
Wake County Government
Finance Department
Melissa.England@wakegov.com
919.856-6327 office | 919.856-6880 fax
P.O. Box 550, Raleigh, NC 27602

From: Emily Lucas
Sent: Thursday, July 18, 2019 1:46 PM
To: Melissa England <Melissa.England@wakegov.com>
Subject: LeCount's

Melissa:

Please contact Kim Hake and Angela Smith as soon as Kim would be able to put the PRC in the system for LeCount's.

Thanks,

Emily Lucas

Chief Financial Officer

Wake County

emily.lucas@wakegov.com

919.856.5447 office | 919.856.6880 fax

301 S. McDowell Street, Raleigh, NC 27601

wakegov.com

Angela F. Smith

From: Angela F. Smith
Sent: Friday, July 19, 2019 12:25 PM
To: Emily Lucas; Angela F. Smith
Subject: Emily Lucas sent you a message in Skype for Business

Follow Up Flag: Follow up
Flag Status: Flagged

Angela F. Smith 1:27 PM:

Hi again Emily. Sheriff (he is currently in a meeting) wanted me to touch basis with David (as they previously discussed) to ensure that the EFT takes place today for LeCount's Catering. Everything has been submitted and reviewed. David is not in so your assistance is greatly needed and appreciated so this can take place today instead of waiting until next Tuesday. Please advise that this will occur today.

Emily Lucas 1:34 PM:

Hi! Melissa is working diligently for the next (and last) sign off from Budget. As soon as that is in, David has authorized me to sign off as County Manager (since I am a Deputy County Manager). Once that is complete, Kim Hake will need to create a PRC and bring that paperwork to Finance. Melissa is correct that we cannot complete an EFT today -- our system will not allow it since we do a batch EFT process on Thursdays (and that already is submitted). I am working with her to ensure a manual check is ready at 10am tomorrow.

Angela F. Smith 1:43 PM:

Okay. Thanks. I thought Melissa meant they were generated on Tuesdays and Thursdays, not batched already. Gotcha. I'll let the vendor know to come by here around 10:30 tomorrow morning. Can Kim go ahead and prepare the PRC now? Or does she need to wait for Melissa to let her know?

Emily Lucas 2:03 PM:

Melissa will let her know.

Angela F. Smith 9:36 AM:

Good Morning. Happy Friday. Hope all is well.

Angela F. Smith 9:37 AM:

Just checking in. I know Melissa has got a lot going on and this is a stressful time

Angela F. Smith 9:37 AM:

so I did not IM her this morning regarding LeCount's Catering

Angela F. Smith 9:38 AM:

I will wait to hear from her hopefully around 10:30ish or so.

Angela F. Smith 9:38 AM:

Thanks.

Emily Lucas 9:38 AM:

Has Kim Hake entered the PRC?

Angela F. Smith 9:39 AM:

Yes. She did last night.

Angela F. Smith 9:40 AM:

and emailed Melissa

Emily Lucas 9:40 AM:

Great! Has she walked the paperwork over to Finance?

Angela F. Smith 9:41 AM:

let me check

Angela F. Smith 9:41 AM:

Melissa has it in her email

Emily Lucas 9:42 AM:

Can someone send it to me? Melissa is not here at the moment and I want to make sure this gets processed for you.

Angela F. Smith 9:42 AM:

Great. Will do it right now.

Angela F. Smith 9:43 AM:

Thanks so much

Angela F. Smith 9:43 AM:

Kim Hake is sending it now.

Emily Lucas 9:47 AM:

Got it! Gave it to our disbursements manager, Lauren Casey, and she is working on processing it now. She will call you around 10:30am when the check is ready for pick up.

Angela F. Smith 10:03 AM:

Great. Thanks so much. 919.208.7651

Emily Lucas 12:23 PM:

Angela - I've been in interviews the past couple of hours -- did you get the check?

Angela F. Smith

From: Demetrice S. Moore
Sent: Friday, June 21, 2019 9:17 AM
To: Pam Harrington; Demetrice S. Moore
Subject: Conversation with Pam Harrington

Demetrice S. Moore 9:01 AM:

Hey Pam.

Pam Harrington 9:01 AM:

hello

Demetrice S. Moore 9:02 AM:

Any news on Advantage from yesterday? Or can you advise me who I need to contact to make sure myself and Kim McMillian is set up

Pam Harrington 9:06 AM:

Do you know what position Kim McMillian is in? Is she having issues?

Demetrice S. Moore 9:07 AM:

Yes she replaced me as a Senior Accounting Technician. She doesn't have access to Advantage at all.

Pam Harrington 9:08 AM:

What is her Position #?

Pam Harrington 9:13 AM:

If it's your old position, 02940. she should have everything you had when you were in that position.... I'll send Security an email

Demetrice S. Moore 9:16 AM:

Yes that is it

Pam Harrington 9:16 AM:

I am told....the position change was finalized on 6/19 and it takes a day to come up on the report - They will run it again today and make sure you and Kim get the security for your positions

Demetrice S. Moore 9:17 AM:

Thank you so much for working with me.

Angela F. Smith

From: Angela F. Smith
Sent: Thursday, June 20, 2019 12:01 PM
To: Melissa England
Cc: Mandison C. Wilder; Kimberly M. Hake; Emily Lucas; Thomas Wester; Karen Y. Wallace; Gerald M. Baker
Subject: RE: Maint. Form

Tracking:	Recipient	Read
	Melissa England	Read: 6/20/2019 12:02 PM
	Mandison C. Wilder	Read: 6/20/2019 1:12 PM
	Kimberly M. Hake	Read: 6/20/2019 12:09 PM
	Emily Lucas	
	Thomas Wester	
	Karen Y. Wallace	Read: 6/20/2019 4:21 PM
	Gerald M. Baker	

Hi Melissa,

We are trying to provide and expedite a solution this morning to accomplish a requirement of our new vendor for WCDC commissary. We usually do not run so close to most deadlines and would appreciate an exception in this particular situation. Kim was trying to provide another avenue based on the guideline recommended for a temporary p-card increase (based on the example listed in Procurement Card procedures) to take care of this purchase, which is needed for the vendor no later than 7/1/19, as listed on the initial request.

After discussion with and updating the Sheriff and explaining to him that this was an extenuating circumstance for this fiscal year, I think the solution could be rectified this time by making two separate orders using two separate p-cards.

Thank you in advance for your cooperation and understanding regarding this matter.

Angela F. Smith

Business Officer - Budget & Management Analyst
 Wake County Sheriff's Office
 Management Services
AFSmith@wakegov.com
 919.856.7538 Office / 919.208.7651 Cell
 919.856.6952 Fax
 330 S. Salisbury Street
 Raleigh, NC 27601

From: Kimberly M. Hake
Sent: Thursday, June 20, 2019 10:57 AM
To: Angela F. Smith <AFSmith@wakegov.com>

Cc: Mandison C. Wilder <mandison.wilder@wakegov.com>

Subject: FW: Maint. Form

FYI

Kim M. Hake

Buyer

Wake County Sheriff's Office

Kimberly.Hake@wakegov.com

919.856.5662 office | 919.856.6952 fax

PO Box 550

Raleigh, NC 27602

From: FIN - Purchase Card Program

Sent: Wednesday, June 19, 2019 10:51 PM

To: Kimberly M. Hake <kimberly.hake@wakegov.com>

Cc: Emily Lucas <Emily.Lucas@wakegov.com>; Thomas Wester <twester@wakegov.com>

Subject: RE: Maint. Form

Kim -

Missing a deadline is not a reason to raise a p-card to purchase something that should be purchased on a PO, this will need to wait for FY20, especially since it is for the use by a vendor in FY20.

Melissa England

Contracts/Disbursements Manager

Wake County Government

Finance Department

Melissa.england@wakegov.com

919.856-6327 office | 919.856-6880 fax

P.O. Box 550, Raleigh, NC 27602

From: Kimberly M. Hake

Sent: Wednesday, June 19, 2019 4:25 PM

To: FIN - Purchase Card Program <pcard@wakegov.com>

Subject: RE: Maint. Form

I normally would, but I thought the last day for that was May 17?

Kim M. Hake

Buyer

Wake County Sheriff's Office

Kimberly.Hake@wakegov.com

919.856.5662 office | 919.856.6952 fax

PO Box 550

Raleigh, NC 27602

From: FIN - Purchase Card Program

Sent: Wednesday, June 19, 2019 4:23 PM

To: Kimberly M. Hake <kimberly.hake@wakegov.com>

Cc: Cleo Cooper <Cleo.Cooper@wakegov.com>

Subject: RE: Maint. Form

Why can't this be done on a PO? This is not something that we would typically raise a p-card limit to purchase.

Melissa England

Contracts/Disbursements Manager

Wake County Government

Finance Department

Melissa.england@wakegov.com

919.856-6327 office | 919.856-6880 fax

P.O. Box 550, Raleigh, NC 27602

From: Kimberly M. Hake

Sent: Wednesday, June 19, 2019 11:59 AM

To: FIN - Purchase Card Program <pcard@wakegov.com>

Cc: Cleo Cooper <Cleo.Cooper@wakegov.com>

Subject: FW: Maint. Form

Hey!

Was this approved for Cooper's card to be increased? He just called me inquiring.

Thanks!

Kim M. Hake

Buyer

Wake County Sheriff's Office

Kimberly.Hake@wakegov.com

919.856.5662 office | 919.856.6952 fax

PO Box 550

Raleigh, NC 27602

From: Kimberly M. Hake

Sent: Tuesday, June 18, 2019 10:17 AM

To: FIN - Purchase Card Program <pcard@wakegov.com>

Cc: Cleo Cooper <Cleo.Cooper@wakegov.com>

Subject: Maint. Form

Please process.

Thanks!

Kim M. Hake

Buyer

Wake County Sheriff's Office

Kimberly.Hake@wakegov.com

919.856.5662 office / 919.856.6952 fax
PO Box 550
Raleigh, NC 27602

From: kimberly.hake@wakegov.com [mailto:kimberly.hake@wakegov.com]

Sent: Tuesday, June 18, 2019 10:15 AM

To: Kimberly M. Hake <kimberly.hake@wakegov.com>

Subject:

Angela F. Smith

From: Emily Lucas
Sent: Thursday, June 20, 2019 5:26 PM
To: Angela F. Smith
Cc: Mandison C. Wilder; Melissa England
Subject: RE: Commissary Services Equipment & Contract

Follow Up Flag: Follow up
Flag Status: Flagged

Angela:

Thanks for the follow up call today! We are all running in different directions this time of year, and the quick catch up was helpful.

As mentioned, we always want to make sure we are following policies. Our priority is to ensure compliance, and to adjust deadlines or review a unique situation to determine the best course of action.

We will note the p-card transactions below for when the end of months statements come in. Please put a copy of this email string with the p-card statement so we can keep a record of what transpired.

Melissa will be communicating with Kim that she can go ahead and enter the new contracts in Advantage, she just cannot "submit" them until July 1.

As soon as we get the contract documents mentioned below, we will review them to make sure all County-required items are covered and route them for the appropriate signatures.

We look forward to having you, Mandison, and other staff at our office soon for an overview of finance policies and procedures.

As always, please do not hesitate to call me with questions.

Emily Lucas

Chief Financial Officer

Wake County

emily.lucas@wakegov.com

919.856.5447 office | 919.856.6880 fax

301 S. McDowell Street, Raleigh, NC 27601

wakegov.com

From: Angela F. Smith
Sent: Thursday, June 20, 2019 2:03 PM
To: Emily Lucas <Emily.Lucas@wakegov.com>
Cc: Mandison C. Wilder <mandison.wilder@wakegov.com>; Melissa England <Melissa.England@wakegov.com>
Subject: RE: Commissary Services Equipment & Contract

Hi Emily,

Thanks for the updates. We can plan on meeting to share more information than what is printed in policies and procedures online. We suggested to Melissa yesterday to do a PO, but she stated this could not be done. We have

placed two (2) separate orders using two (2) separate p-cards for this particular transaction this morning. We will use your recommendation going forward. We read guidelines and this should conform to what is stated regarding p-card expenses. I spoke to Michael earlier last week and he stated not to wait until the last minute to submit contracts to meet the 7/1/19 deadline. We have nine (9) contracts (each with three copies) that have been signed by our vendors and the Sheriff. Do the contracts need to be entered into Advantage now or on 7/1/19? And How can I forward and/or deliver these to you now as well? Please advise.

Thanks again for your patience and assistance,

Angela F. Smith

Business Officer - Budget & Management Analyst

Wake County Sheriff's Office

Management Services

AFSmith@wakegov.com

919.856.7538 Office / 919.208.7651 Cell

919.856.6952 Fax

330 S. Salisbury Street

Raleigh, NC 27601

From: Emily Lucas

Sent: Thursday, June 20, 2019 12:15 PM

To: Angela F. Smith <AFSmith@wakegov.com>

Cc: Mandison C. Wilder <mandison.wilder@wakegov.com>; Melissa England <Melissa.England@wakegov.com>

Subject: Commissary Services Equipment & Contract

Angela:

I was made aware of an upcoming contractual change for commissary services. Hopefully we can meet soon to discuss County policies and how to use them to meet Sheriff Baker's goals and objectives.

In the meantime, I wanted to provide some additional information on why we did not approve the requested change for Cleo Cooper's p-card:

- Per County Procurement Policy, the procurement of any equipment or supplies of \$2,500 or more requires the department to obtain a purchase order prior to the purchase.
- This dollar threshold applies whether the individual item cost \$2,500 or more OR the aggregate purchase price is \$2,500 or more.
- Per the County P-Card Policy, transactions *cannot* be split into multiple p-card transactions to avoid this dollar limit.

Melissa and her team can help expedite a requisition and purchase order to get these items purchased timely and continue to meet County policies.

Additionally, we need to get the new commissary vendor set up in our financial system. Can you provide the following information:

- Name and contact information of the vendor
- Proposed amount and duration of the contract
- Draft of the contract document
- Anticipated timing for review and approval of the contract

Although contracts for services have no statutory requirement to be bid, the following County policies relate to service contracts:

- Contracts of \$50,000 or more should be competed, in consultation with Procurement.
- The County Procurement Director approves any business case for non-competition for services.
- All documentation related to the vendor selection process must be submitted to Finance to file with the contract.

There also are County and statutory provisions on the review and approval of contracts. We are available to answer any questions and assist through the contract approval process.

Finance staff can further assist in the proper closeout of the current vendor and the transfer of data to the new vendor as it relates to banking and resident account information. This will ensure the safety of the County's funds/bank accounts as well as the security of the jail resident's balances. If the new vendor's kiosks accept debit/credit cards, we need to review the system's compliance with PCI standards.

I know everyone is busy setting up new contracts for the new fiscal year; please let us know how we can be a resource to you and your staff to make contract and vendor changes run smoothly.

Thanks,

Emily Lucas

Chief Financial Officer

Wake County

emily.lucas@wakegov.com

919.856.5447 office | 919.856.6880 fax

301 S. McDowell Street, Raleigh, NC 27601

wakegov.com



Wake County Rebate Cards Policy

Countywide or	X	Department:	Division:
Supersedes:			Effective Date: Upon Approval
Authority: Wake County Manager			
Originating Department: Finance			

I. Purpose:

The purpose of this policy is to establish guidelines for the use of manufacturer generated rebate cards or programs within the Sheriff's Department.

II. Policy Statement:

In certain cases, a manufacturer of a product may issue a rebate card containing monetary value. Such programs may be used by county departments if and only if, the use of the rebate program is used directly for county benefit and not for any individual gain or benefit. Before a rebate card is accepted, the Department should first request a credit or check rebate from the vendor.

If the purchase of a product used directly for county business results in the issuance of a rebate card, the county department involved must maintain current records showing -

- (1) the date the rebate card was received;
- (2) the amount of the rebate card;
- (3) the item being purchased;
- (4) the amount of the rebate involved;
- (5) the date of the purchase or transaction;
- (6) the employee and department/division making the transaction
- (7) the approval of this purchase from the Wake County Sheriff's Business Officer or designee.

Prior to making a purchase using a rebate program, the employee shall determine the balance available and utilize the rebate amount first before county funds are used.

III. Definitions:

Rebate - a program where a manufacturer or seller of a product issues a credit, based on the current transaction amount, toward future purchases of the same product or from the same manufacturer.

IV. Applicability:

This policy currently applies to the Wake County Sheriff's Department. Additional rebate programs should be evaluated by Finance on a case-by-case basis.

V. Policy Responsibility and Management:

- The Purchasing Director will communicate any changes to the Policy to department heads. Department heads are responsible for updating departmental policies as needed to comply with the county policy and communicating and providing training to department employees as needed.
- Contact: Purchasing Director 919-856-6153.

VI. Related Policies, Procedures, and Publications:

Purchasing Policy

VII. Appendices:

None

VIII. History:

Effective Date	Version	Section(s) Revised	Author
When approved	1.0	New Policy	Tom Wester

Angela F. Smith

From: Kim Lorbacher
Sent: Thursday, October 31, 2019 9:22 AM
To: Angela F. Smith
Cc: Thomas Wester; Emily Lucas
Subject: FW: WCSO: REWARDS AND/OR REWARDS CARDS
Attachments: Procurement Policy_Sheriff Rebate Program_DRAFT.docx

Follow Up Flag: Follow up
Flag Status: Flagged

Angela – We have created a draft policy regarding the rebate cards. Please review and give us feedback or concerns you may have.

We also think that creating a log to capture this information would be the easiest. Can you come up with a draft log based on the attached policy for us to review?

Thanks!

Kim Lorbacher

Controller
Wake County Government
Finance Department
kim.lorbacher@wakegov.com
919.856.6128 office
301 S. McDowell Street, PO Box 550, Raleigh, NC 27602-0550
wakegov.com

From: Emily Lucas <Emily.Lucas@wakegov.com>
Sent: Wednesday, October 16, 2019 7:50 AM
To: Thomas Wester <twester@wakegov.com>; Kim Lorbacher <Kim.Lorbacher@wakegov.com>
Subject: FW: WCSO: REWARDS AND/OR REWARDS CARDS

Following up on this email, can you all put a response together by the end of next week and get back to Angela?

A couple of thoughts:

- This needs to be put in the format of our policies or procedures by WCSO and officially submitted to Finance.
- We need to respond in writing that we received the policy and approved.
- These procedures currently only would apply to rebates for vet supplies received via a prepaid card. Any other similar instances would need to be approved by Finance prior to receiving the cards.
- The document should include a statement that the WCSO always seeks first to receive a credit/check rebate from a vendor. This option is to be used only if that is not available.
- The document should discuss how they will document/track and any information we would require for substantiation, how we would collect it and when.

Thanks,
Emily Lucas

Chief Financial Officer
Wake County
emily.lucas@wakegov.com
919.856.5447 office | 919.856.6880 fax
301 S. McDowell Street, Raleigh, NC 27601
wakegov.com

From: Angela F. Smith <AFSmith@wakegov.com>
Sent: Tuesday, October 15, 2019 10:46 AM
To: Emily Lucas <Emily.Lucas@wakegov.com>
Cc: Thomas Wester <twester@wakegov.com>; Kimberly M. Hake <kimberly.hake@wakegov.com>; Karen Y. Wallace <Karen.Wallace@wakegov.com>
Subject: RE: WCSO: REWARDS AND/OR REWARDS CARDS

Good Morning Emily,

Thank you for our recent telephone conversation regarding how to address prepaid/reward cards and rebates. Your last question was what were our thoughts on a possible solution that would provide some better accountability and transparency between the good purchased and the rebates. We would like to propose that:

- 1) Any "approved" prepaid/reward cards/rebates, etc. should only be used to purchase items for no personal use, only for WCSO (Approved would entail making sure offers are notably, valid and recognized as legitimate with no other extenuating commitments or agreements, not applied for by any division head or staff member and is submitted to WCSO for approval before usage – per established Finance County guidelines and/or approval)
- 2) From the division and/or unit that received them, in this case K-9 division/unit
- 3) For the specific items for the division/unit and
- 4) For a one time purchase usage (i.e. if the card/rebate is for \$50.00 then the entire \$50.00 has to be used for the purchase and not a portion of the \$50.00 card/rebate – ONE TRANSACTION, ONE TIME)
- 5) All continued applicable receipted documentation according to our existing policies

We would like to make these transaction as transparent and risk free as possible for accuracy and accountability purposes. What are your thoughts? This is a start since there is nothing currently in place. Please confirm or advise.

Thank you again for your assistance,

Angela F. Smith

Business Officer - Budget & Management Analyst
Wake County Sheriff's Office
Management Services
AFSmith@wakegov.com
919.856.7538 Office / 919.208.7651 Cell
919.856.6952 Fax
330 S. Salisbury Street
Raleigh, NC 27601

Angela F. Smith

From: Emily Lucas
Sent: Wednesday, October 16, 2019 7:46 AM
To: Angela F. Smith
Cc: Thomas Wester; Kimberly M. Hake; Karen Y. Wallace; Kim Lorbacher
Subject: RE: WCSO: REWARDS AND/OR REWARDS CARDS

Angela:

We will review these criteria and guidelines and let you know if we have any changes, questions or concerns. We will work to get back to you by the end of next week.

Thanks,

Emily Lucas

Chief Financial Officer
Wake County
emily.lucas@wakegov.com
919.856.5447 office | 919.856.6880 fax
301 S. McDowell Street, Raleigh, NC 27601
wakegov.com

From: Angela F. Smith <AFSmith@wakegov.com>
Sent: Tuesday, October 15, 2019 10:46 AM
To: Emily Lucas <Emily.Lucas@wakegov.com>
Cc: Thomas Wester <twester@wakegov.com>; Kimberly M. Hake <kimberly.hake@wakegov.com>; Karen Y. Wallace <Karen.Wallace@wakegov.com>
Subject: RE: WCSO: REWARDS AND/OR REWARDS CARDS

Good Morning Emily,

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- 1) Any "approved" prepaid/reward cards/rebates, etc. should only be used to purchase items for no personal use, only for WCSO (Approved would entail making sure offers are notably, valid and recognized as legitimate with no other extenuating commitments or agreements, not applied for by any division head or staff member and is submitted to WCSO for approval before usage – per established Finance County guidelines and/or approval)
- 2) From the division and/or unit that received them, in this case K-9 division/unit
- 3) For the specific items for the division/unit and
- 4) For a one time purchase usage (i.e. if the card/rebate is for \$50.00 then the entire \$50.00 has to be used for the purchase and not a portion of the \$50.00 card/rebate – ONE TRANSACTION, ONE TIME)
- 5) All continued applicable receipted documentation according to our existing policies

We would like to make these transaction as transparent and risk free as possible for accuracy and accountability purposes. What are your thoughts? This is a start since there is nothing currently in place. Please confirm or advise.

Thank you again for your assistance,

Angela F. Smith

Business Officer - Budget & Management Analyst
Wake County Sheriff's Office
Management Services
AFSmith@wakegov.com
919.856.7538 Office / 919.208.7651 Cell
919.856.6952 Fax
330 S. Salisbury Street
Raleigh, NC 27601

From: Angela F. Smith
Sent: Thursday, September 19, 2019 12:08 PM
To: Thomas Wester <twester@wakegov.com>
Subject: RE: WCSO: REWARDS AND/OR REWARDS CARDS

Hi Tom,

The normal vet used is Carolina Ranch. Others are used for emergencies only since Carolina Ranch is not open 24 hours.

Thanks,

Angela F. Smith

Business Officer - Budget & Management Analyst
Wake County Sheriff's Office
Management Services
AFSmith@wakegov.com
919.856.7538 Office / 919.208.7651 Cell
919.856.6952 Fax
330 S. Salisbury Street
Raleigh, NC 27601

From: Thomas Wester
Sent: Thursday, September 19, 2019 11:03 AM
To: Angela F. Smith <AFSmith@wakegov.com>
Subject: RE: WCSO: REWARDS AND/OR REWARDS CARDS

Which vet is being used? Is it a standard each time a vet is needed?

Thanks

From: Angela F. Smith <AFSmith@wakegov.com>
Sent: Thursday, September 19, 2019 10:46 AM
To: Emily Lucas <Emily.Lucas@wakegov.com>
Cc: Thomas Wester <twester@wakegov.com>
Subject: RE: WCSO: REWARDS AND/OR REWARDS CARDS

Thank you for the update.

Angela F. Smith

Business Officer - Budget & Management Analyst
Wake County Sheriff's Office
Management Services
AFSmith@wakegov.com
919.856.7538 Office / 919.208.7651 Cell
919.856.6952 Fax
330 S. Salisbury Street
Raleigh, NC 27601

From: Emily Lucas
Sent: Wednesday, September 18, 2019 4:53 PM
To: Angela F. Smith <AFSmith@wakegov.com>
Cc: Thomas Wester <twester@wakegov.com>
Subject: RE: WCSO: REWARDS AND/OR REWARDS CARDS

Angela:

I spoke with Tom and we may have come up with a possible solution that would provide some better accountability and transparency between the good purchased and the rebates. He will give you a call to follow up.

Thanks,

Emily Lucas

Chief Financial Officer
Wake County
emily.lucas@wakegov.com
919.856.5447 office | 919.856.6880 fax
301 S. McDowell Street, Raleigh, NC 27601
wakegov.com

From: Angela F. Smith <AFSmith@wakegov.com>
Sent: Wednesday, September 18, 2019 11:03 AM
To: Emily Lucas <Emily.Lucas@wakegov.com>
Subject: WCSO: REWARDS AND/OR REWARDS CARDS

Hi Emily,

Thank you for your usual assistance. Just wanted to try to revisit to determine a possible procedure or exception we could use the Frontline cards. Please see the attachment. We now have a total of four (4) cards which = \$200.00 (\$50.00 each). Is there any way possible our K9 unit could use these cards for their next K9 purchase for WCSO purchases only? Perhaps they could use a card or cards on a purchase with a stipulation that they have to use the card's value in its entirety for the transaction? I do understand the explanation Tom listed below, but it seems like such a waste of money or benefits if we cannot use them. Please advise.

Thank you,

Angela F. Smith

Business Officer - Budget & Management Analyst

Wake County Sheriff's Office
Management Services
AFSmith@wakegov.com
919.856.7538 Office / 919.208.7651 Cell
919.856.6952 Fax
330 S. Salisbury Street
Raleigh, NC 27601

From: Thomas Wester
Sent: Thursday, August 15, 2019 10:25 AM
To: Angela F. Smith <AFSmith@wakegov.com>
Subject: RE: REWARDS AND/OR REWARDS CARDS

If the vendor wants/can issue credits to the account and only to be used by and for county needs, that should be acceptable. (not a big fan).

Prepaid cards of any type are not acceptable because they are not trackable or provide an audit trail.

Sorry

From: Angela F. Smith <AFSmith@wakegov.com>
Sent: Wednesday, August 14, 2019 5:40 PM
To: Thomas Wester <twester@wakegov.com>
Cc: Kimberly M. Hake <kimberly.hake@wakegov.com>
Subject: REWARDS AND/OR REWARDS CARDS

Hi Tom,

Hope you day went well today. I have a few questions regarding rewards programs or rewards/incentives that are offered when some purchases are made for WCSO. Can individuals using their PCards take advantage of those rewards by earning, through their PCards, future discounts, reward points or prepaid gift cards for WCSO purchases (not their own individual purchases, of course)? We have a situation where our canine unit purchased products from Heartgard/Frontline/Nextgard and received two (2) \$50.00 Visa prepaid cards and we want to make sure they can be and how they can be utilized to make additional purchases for the WCSO. Please advise.

Thank you,

Angela F. Smith

Business Officer - Budget & Management Analyst
Wake County Sheriff's Office
Management Services
AFSmith@wakegov.com
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330 S. Salisbury Street
Raleigh, NC 27601

COUNTY ALLEGATION: CASH HANDLING/DEPOSITS

At both the firing range and general WCSO offices, deposits were not being made as prescribed in policy. In other words, they were holding funds when they should have been deposited at the bank. The County's daily deposit threshold is \$250, weekly if less than \$250, and the last business day of the month. However, they usually collect \$250+ per day.

Sometimes, they were holding funds up to 13 days before deposit.

Daily revenues were not being recorded in the financial system timely. The average time has been seven days. This makes it difficult to reconcile bank information in a timely and accurate manner.

WCSO RESPONSE: CASH HANDLING/DEPOSITS

The isolated incident that is being referenced is regarding the time period of May 24-28, 2019. During this time Jeanna Harris was our Senior Accountant and it was her last week with WCSO due to her unexpected resignation and taking another position with Wake County. During Jeanna's last two (2) weeks she was able to do some updated training with our new Senior Accountant, Demetrice (DeDe) Moore. She was already somewhat familiar with this position (16+ years with WCSO) and had a start date of June 3, 2019. During Jeanna's last week (time period of May 24-28, 2019) no Cash Receipts were processed from the Firing Range.

On June 1, 2019, the Senior Accountant position was vacant and then filled by one of the Senior Accounting Technician, Demetrice Moore, from WCSO. Prior to Jeanna Harris leaving all paperwork and necessary information was submitted so Demetrice Moore had access to the Advantage System but was not given access to process Firing Range deposits. These same deposits were not processed prior to Jeanna Harris' last work day with WCSO. On June 3, 2019, Demetrice Moore brought to the attention of the System Administrator with the County Finance that access to process Cash Receipts from the Firing Range was not available. It was during that time when the Demetrice Moore was told she would not be able to gain security to that area until that position was processed in Human Resources Management System (HRM).

Therefore, between the transition of positions and security access comes the dates in question about the Cash Receipts from the Firing Range not being processed. Ms. Moore had no access to complete this process since she was on vacation, out of the state, that was approved months prior to this date. After discovery, during Ms. Moore's absence, there were several emails, sent from Karen Theisen, County Finance directly to Ms. Moore and Mr. Wilder's email while Ms. Moore was on vacation, inquiring about the Cash Receipts not being processed.

Once Ms. Moore returned, on June 17, 2019, she reached out to Karen Theisen with County Finance again to let her know she was still waiting on HRM to finalize her position, so access could be granted. However, for a temporary solution Ms. Moore got Wanda Lee, Senior Accounting Technician, to have her process the deposits, since she already had access to Cash Receipts at this time. Once they were completed, the Cash Receipts were then hand delivered to County Finance on June 18, 2019 with no

further concerns or issues. Again, this was a temporary solution and all involved, especially County Finance, was aware of what had to transpire.

The Senior Accountant position access for Demetrice Moore was finalized on June 19, 2019 and access to the Cash Receipts was received on June 21, 2019.

Angela F. Smith

From: Demetrice S. Moore
Sent: Monday, June 3, 2019 9:17 AM
To: Pam Harrington; Demetrice S. Moore
Subject: Conversation with Pam Harrington

Demetrice S. Moore 9:04 AM:

Hi Pam

Pam Harrington 9:06 AM:

hello

Demetrice S. Moore 9:08 AM:

Good Morning. My first official day on the job as Sr. Accountant and Advantage is not allowing me to process Cash Receipts for the Firing Range. Can you help me with this?

Pam Harrington 9:11 AM:

I was told that you were going into Jeanna's position (#02910), is that incorrect?

Demetrice S. Moore 9:12 AM:

Yes I am going into Jeanna's Position but is not my Employee #

Pam Harrington 9:12 AM:

That is a Position #

Pam Harrington 9:12 AM:

02910 Senior Accountant

Demetrice S. Moore 9:12 AM:

Yes. That is the position number

Pam Harrington 9:13 AM:

Do you know if it's been processed in HRM yet?

Demetrice S. Moore 9:13 AM:

That might be the issue because I don't think it has.

Pam Harrington 9:13 AM:

Advantage Security comes with the position

Pam Harrington 9:14 AM:

LOL Welcome to your new position :)

Demetrice S. Moore 9:14 AM:

Ok. Thank you.

Angela F. Smith

From: Demetrice S. Moore
Sent: Thursday, June 20, 2019 10:32 AM
To: Pam Harrington; Demetrice S. Moore
Subject: Conversation with Pam Harrington

Demetrice S. Moore 10:02 AM:

Good Morning Pam.

Pam Harrington 10:03 AM:

Good Morning - I'm on the phone. Can you give me a minute?

Demetrice S. Moore 10:03 AM:

Yes.

Pam Harrington 10:07 AM:

Okay - What's up?

Demetrice S. Moore 10:11 AM:

They just changed my title in HR Advantage but I didn't receive the access to process CR's yet. Do I need to complete the form and submit it for myself and Kimberly McMillian.

Pam Harrington 10:17 AM:

What's your new position #?

Demetrice S. Moore 10:21 AM:

02910- Senior Accountant

Pam Harrington 10:23 AM:

If HRM has you in that position, you should have CR security.

Pam Harrington 10:23 AM:

What happens when you try to create one?

Demetrice S. Moore 10:23 AM:

It still gives me the unauthorized error

Pam Harrington 10:24 AM:

OK - let me check with the Security Administrator

Demetrice S. Moore 10:24 AM:

Thank you

Pam Harrington 10:25 AM:

one more question..... you are trying to create the document for Dept 50, right?

Demetrice S. Moore 10:25 AM:

yes

Demetrice S. Moore

From: Karen Thiessen
Sent: Tuesday, June 18, 2019 11:44 AM
To: Demetrice S. Moore
Subject: RE: May deposits

Thank you Dede! Will someone be delivering the hard copies to us today?

Karen Thiessen

Revenue Manager
Wake County Government
Finance/Accounting & Reporting
kthiessen@wakegov.com
919.856.6142 office | 919.856.6880 fax
301 S. McDowell Street, PO Box, Raleigh, NC 27602-0550
wakegov.com

From: Demetrice S. Moore
Sent: Tuesday, June 18, 2019 11:34 AM
To: Karen Thiessen <kthiessen@wakegov.com>
Cc: Angela F. Smith <AFSmith@wakegov.com>; Mandison C. Wilder <mandison.wilder@wakegov.com>
Subject: RE: May deposits

Karen. Cash Receipts have been completed and being sent to Cindy Dean today.

Thank you again for working with us.

Demetrice Moore, MPA

Senior Accounting Technician
Wake County Sheriff's Office
Management Services
dede.moore@wakegov.com
P.O. Box 550
Raleigh, NC 27602
919-856-6827 (office)
919-856-6952 (fax)

From: Karen Thiessen
Sent: Monday, June 17, 2019 4:31 PM
To: Demetrice S. Moore <dede.moore@wakegov.com>
Subject: RE: May deposits

Ok, sounds good.

thanks

Karen Thiessen

Revenue Manager
Wake County Government
Finance/Accounting & Reporting
kthiessen@wakegov.com
919.856.6142 office | 919.856.6880 fax
301 S. McDowell Street, PO Box, Raleigh, NC 27602-0550
wakegov.com

From: Demetrice S. Moore
Sent: Monday, June 17, 2019 3:42 PM
To: Karen Thiessen <kthiessen@wakegov.com>; Angela F. Smith <AFSmith@wakegov.com>; Mandison C. Wilder <mandison.wilder@wakegov.com>
Cc: Wanda L. Lee <Wanda.Lee@wakegov.com>; Cindy Dean <cdean@wakegov.com>; Russ O'Melia <Russ.OMelia@wakegov.com>
Subject: RE: May deposits

I didn't have access to CR's under the old title. I spoke with Pam on the 4th of June and advised her that I didn't have access, during that time she advised me that I wouldn't have it until they change the title. Once everything has been updated in the system then I should have access.

Demetrice Moore, MPA

Senior Accounting Technician
Wake County Sheriff's Office
Management Services
dede.moore@wakegov.com
P.O. Box 550
Raleigh, NC 27602
919-856-6827 (office)
919-856-6952 (fax)

From: Karen Thiessen
Sent: Monday, June 17, 2019 3:12 PM
To: Demetrice S. Moore <dede.moore@wakegov.com>; Angela F. Smith <AFSmith@wakegov.com>; Mandison C. Wilder <mandison.wilder@wakegov.com>
Cc: Wanda L. Lee <Wanda.Lee@wakegov.com>; Cindy Dean <cdean@wakegov.com>; Russ O'Melia <Russ.OMelia@wakegov.com>
Subject: RE: May deposits

DeDe, I left you a voice mail but want to follow up with an email to clarify. Simply changing your title in HRM will not give you security to process CR's in Advantage. You have to be given security to process different types of documents in Advantage.

Were you able to process CR's under your old title? If so, then you can process them now. Please go into Advantage and try to create a CR. If the system stops you, then you don't have security and will have to get the Advantage security form filled out and processed. Let me know asap.

Karen Thiessen

Revenue Manager
Wake County Government
Finance/Accounting & Reporting
kthiessen@wakegov.com
919.856.6142 office | 919.856.6880 fax
301 S. McDowell Street, PO Box, Raleigh, NC 27602-0550
wakegov.com

From: Demetrice S. Moore
Sent: Monday, June 17, 2019 2:14 PM
To: Karen Thiessen <kthiessen@wakegov.com>; Angela F. Smith <AFSmith@wakegov.com>; Mandison C. Wilder <mandison.wilder@wakegov.com>
Cc: Wanda L. Lee <Wanda.Lee@wakegov.com>; Cindy Dean <cdean@wakegov.com>; Russ O'Melia <Russ.OMelia@wakegov.com>
Subject: RE: May deposits

Hello Karen,

I am back from vacation. Once they put my title to Senior Accountant then I would be able to complete the Cash receipts in Advantage. We are working with the County Human Resources to get that completed today so I can work on these items tomorrow. If any other issues or concern come up tomorrow I will let you know.

Thanks for the working with us as we move forward with this transition. Let me know if there is anything else that needs to be completed.

Demetrice Moore, MPA

Senior Accounting Technician
Wake County Sheriff's Office
Management Services
dede.moore@wakegov.com
P.O. Box 550
Raleigh, NC 27602
919-856-6827 (office)
919-856-6952 (fax)

From: Karen Thiessen
Sent: Monday, June 17, 2019 8:33 AM
To: Angela F. Smith <AFSmith@wakegov.com>; Mandison C. Wilder <mandison.wilder@wakegov.com>
Cc: Demetrice S. Moore <dede.moore@wakegov.com>; Wanda L. Lee <Wanda.Lee@wakegov.com>; Cindy Dean <cdean@wakegov.com>; Russ O'Melia <Russ.OMelia@wakegov.com>
Subject: RE: May deposits

Great, let me know if we can help in any way. Please be sure the May deposits are posted asap and please let me know once they've been submitted.

thanks

Karen Thiessen

Revenue Manager
Wake County Government

Finance/Accounting & Reporting
kthiessen@wakegov.com
919.856.6142 office | 919.856.6880 fax
301 S. McDowell Street, PO Box, Raleigh, NC 27602-0550
wakegov.com

From: Angela F. Smith
Sent: Monday, June 17, 2019 8:30 AM
To: Karen Thiessen <kthiessen@wakegov.com>; Mandison C. Wilder <mandison.wilder@wakegov.com>
Cc: Demetrice S. Moore <dede.moore@wakegov.com>; Wanda L. Lee <Wanda.Lee@wakegov.com>
Subject: RE: May deposits

Hi Karen,

Happy Monday. Thank you for your assistance in getting the deposits posted in time this time. Yes, DeDe would normally be the person responsible for posting, but she was on vacation and authority, regarding forms, had not been fully completed. I think we are fine on the procedures and I will see if I am able to post as well, maybe for the future as a backup. During our transitions there has been some delay on making sure some processes have been finalized on the technical end. We are looking to have this completed asap. If we need you we will reach out.

Thanks again,

Angela F. Smith

Business Officer - Budget & Management Analyst
Wake County Sheriff's Office
Management Services
AFSmith@wakegov.com
919.856.7538 Office / 919.208.7651 Cell
919.856.6952 Fax
330 S. Salisbury Street
Raleigh, NC 27601

From: Karen Thiessen
Sent: Friday, June 14, 2019 11:25 AM
To: Mandison C. Wilder <mandison.wilder@wakegov.com>; Angela F. Smith <AFSmith@wakegov.com>
Subject: RE: May deposits

Thanks Mandison & Angela. As I mentioned in my original email, we need to finalize financial posting for the month of May and would greatly appreciate your assistance with this.

We were able to resolve 2 of the transactions on the list I sent to you yesterday. These are the remaining May deposits that still need to be entered in Advantage.

Bank Date	Bank Deposit No.	Bank Deposit Amt	Descriptive Text
05/24/2019	50592624	1,897.50	DEPOSIT 50592624 051686739
05/28/2019	50592625	224.25	DEPOSIT 50592625 047432048
05/22/2019	000017220966	201.75	BANKCARD DEPOSIT 190522 415161448998250 WAKE CTY FIRIN
05/24/2019	000010275584	181.50	BANKCARD DEPOSIT 190524 415161448998250 WAKE CTY FIRIN
05/28/2019	000018372226	349.50	BANKCARD DEPOSIT 190525 415161448998250 WAKE CTY FIRIN
05/28/2019	000015903945	646.50	BANKCARD DEPOSIT 190526 415161448998250 WAKE CTY FIRIN
05/28/2019	000015121202	571.00	BANKCARD DEPOSIT 190527 415161448998250 WAKE CTY FIRIN

Karen Thiessen

Revenue Manager
Wake County Government
Finance/Accounting & Reporting
kthiessen@wakegov.com
919.856.6142 office | 919.856.6880 fax
301 S. McDowell Street, PO Box, Raleigh, NC 27602-0550
wakegov.com

From: Mandison C. Wilder
Sent: Friday, June 14, 2019 9:34 AM
To: Karen Thiessen <kthiessen@wakegov.com>
Cc: Angela F. Smith <AFSmith@wakegov.com>
Subject: RE: May deposits

Thanks for sharing Karen. I've forwarded this email to Angela F. Smith for her review and appropriate action. Thanks in advance. I'm cc Angela on this email exchange as well.

Mandison

From: Karen Thiessen
Sent: Thursday, June 13, 2019 4:33 PM
To: Mandison C. Wilder <mandison.wilder@wakegov.com>
Subject: May deposits

Mandison, I'm not sure who to direct this email to. This would be something we normally would have sent to Jeanna Harris to follow up on. I understand her replacement is Dede Moore but Dede is out of the office. If you're not the correct person who can help with this, feel free to forward my email or let me know who I should contact.

The Sheriff Department is responsible for posting deposits in our financial system, Advantage. Deposits should be posted no later than 3 days after the deposit date. We're currently trying to close out the month of May and have found 9 deposits for your department that still need to be posted. All but one are Firing Range deposits. With Dede being out of the office, who will be posting these deposits in Advantage?

Also, by the time Dede gets back, if no one is the back up for this function, there will be 2 weeks of deposits that will need to be posted in Advantage.

Please let me know if you'll be able to get the May deposits posted before Dede gets back and when you think that may be. I understand there have been staffing changes in your section so please let me know if I can help in any way or if you have any questions. If needed, I'll be glad to come over and train your staff on posting deposits in Advantage.

Let me know, thanks.

Bank Date	Bank Deposit No.	Bank Deposit Amt	Descriptive Text
05/24/2019	50592624	1,897.50	DEPOSIT 50592624 051686739
05/28/2019	50592625	224.25	DEPOSIT 50592625 047432048
05/22/2019	000017220966	201.75	BANKCARD DEPOSIT 190522 415161448998250 WAKE CTY FIRINC
05/24/2019	000010275584	181.50	BANKCARD DEPOSIT 190524 415161448998250 WAKE CTY FIRINC
05/28/2019	000018372226	349.50	BANKCARD DEPOSIT 190525 415161448998250 WAKE CTY FIRINC
05/28/2019	000015903945	646.50	BANKCARD DEPOSIT 190526 415161448998250 WAKE CTY FIRINC
05/28/2019	000015121202	571.00	BANKCARD DEPOSIT 190527 415161448998250 WAKE CTY FIRINC
05/30/2019	000018913653	54.63	BANKCARD FEE 190530 415161448998250 WAKE CTY FIRING R
			ACH CREDIT RECEIVED - Cust ID: 10191 Desc: PAYABLES Comp Name: (
			DURHAM Comp ID: 1566000225 Batch Discr: 121914 SEC: CCD Cust Nan
5/30/2019	19149012169010	1584.18	COUNTY SHERIFF'S Date: 05-30-19 Time: 05:27 AM Addenda: No Addenda

Karen Thiessen

Revenue Manager

Wake County Government

Finance/Accounting & Reporting

kthiessen@wakegov.com

919.856.6142 office | 919.856.6880 fax

301 S. McDowell Street, PO Box, Raleigh, NC 27602-0550

wakegov.com

Angela F. Smith

From: Emily Lucas
Sent: Wednesday, June 12, 2019 11:34 AM
To: Angela F. Smith; Dykesha L. Hargrove; Mandison C. Wilder; Teddy P. Patrick
Cc: Ann Mattern; Tymeeka Williams
Subject: FW: MVR Report for Sheriff
Attachments: WCSO Copy of MVR_Data_for_Export_3.7.19.xls

Follow Up Flag: Follow up
Flag Status: Flagged

All:

The attached is a report I sent in March to the WCSO requesting updates for MVRs (driving records) for WCSO staff.

To date, we have not received an update to this list (removing names, adding names, or the submission of MVRs for staff missing them) nor have we received any MVR forms – either for existing employees missing a form at the time of this report or for any new employees since this report.

For those at yesterday’s ELT meeting, having MVR information for employees is vital to ensuring the County protects its assets and minimizes liabilities and also is a procedural requirement for all applicable County employees.

Please provide updated MVR information as soon as possible; if you have any questions or concerns, please let me know.

Thanks,
Emily Lucas
Chief Financial Officer
Wake County
emily.lucas@wakegov.com
919.856.5447 office | 919.856.6880 fax
301 S. McDowell Street, Raleigh, NC 27601
wakegov.com

From: Emily Lucas
Sent: Thursday, March 07, 2019 12:24 PM
To: Dykesha L. Hargrove <Dykesha.Hargrove@wakegov.com>
Cc: Ann Mattern <Ann.Mattern@wakegov.com>; Tymeeka L. Williams <Tymeeka.Williams@wakegov.com>
Subject: FW: MVR Report for Sheriff

Dykesha:

As a follow up to the meeting we had on February 22 with the Sheriff and key WCSO business staff, here is the updated Motor Vehicle Records (MVR) list for the Sheriff’s Department. Please review the report (per the instructions provided by Ann Mattern below) and submit MVRs for any employees that require a MVR form to be on file.

If you are no longer the person handling MVRs, please forward to the appropriate person.

As always, if you have any questions or we can be of assistance, please let us know.

Thanks,

Emily Lucas

Chief Financial Officer

Wake County

emily.lucas@wakegov.com

919.856.5447 office | 919.856.6880 fax

301 S. McDowell Street, Raleigh, NC 27601

wakegov.com

From: Ann Mattern

Sent: Thursday, March 07, 2019 12:05 PM

To: Emily Lucas <Emily.Lucas@wakegov.com>

Subject: MVR Report for Sheriff

Emily,

Attached is an MVR status report for WCSO, as of today.

Instructions for review and update:

- Column J indicates whether a *position* requires an MVR form. Please review and update this column as appropriate for each position. Position numbers are in column A.
- Column K indicates whether the *employee* is required to have an MVR form on file. This may or may not be an exception to the position standard. Please review and update this column as appropriate for each employee. Employee names are in column N.
- Based on your review of the items above, if an MVR should be on file for an employee and column L is marked "NO," an MVR form needs to be completed and submitted to mvr.adminsetup@wakegov.com or sent to Tymeeka Williams in the Finance Department.

Let me know if you need anything else.

Thanks,

Ann Mattern, ARM

Insurance/Risk Analyst

Wake County Government

Finance Department / Risk Management

ann.mattern@wakegov.com

919.856.6127 office | 919.856.6880 fax

301 S. McDowell Street, Suite 2900 / P.O. Box 550, Raleigh, NC 27602

wakegov.com

Angela F. Smith

From: Melissa England
Sent: Tuesday, August 20, 2019 2:16 PM
To: Angela F. Smith; Thomas Wester
Cc: Emily Lucas; Kimberly M. Hake; Karen Y. Wallace
Subject: RE: WCSO CONTRACT APPROVAL STATUS

Follow Up Flag: Follow up
Flag Status: Flagged

See below in red.

Melissa England

Contracts/Disbursements Manager
 Wake County Government
 Finance Department
 Melissa.england@wakegov.com
 919.856-6327 office | 919.856-6880 fax
 P.O. Box 550, Raleigh, NC 27602

From: Angela F. Smith <AFSmith@wakegov.com>
Sent: Tuesday, August 20, 2019 12:50 PM
To: Melissa England <Melissa.England@wakegov.com>; Thomas Wester <twester@wakegov.com>
Cc: Emily Lucas <Emily.Lucas@wakegov.com>; Kimberly M. Hake <kimberly.hake@wakegov.com>; Karen Y. Wallace <Karen.Wallace@wakegov.com>
Subject: WCSO CONTRACT APPROVAL STATUS

Good Afternoon All,

Just checking the status of the following contracts. I am sure most have been completed by now, but wanted to check regarding the process. As of August 7th, per Kimberly Hake's email, we are waiting for confirmation on:

1. AT&T – completed on 8/9 and hard copies sent back interoffice mail to Kim
2. Corvel – An email was sent to Melissa on 8/16/19 where Beth Smerko approved to use the contract as is. I just haven't had a chance to resubmit it.
3. G4S – Attachment A is missing – email between Beth Smerko and Rick Brown on 8/13 regarding the missing attachment
4. Labcorp – completed on 8/9 and hard copies sent back interoffice mail to Kim
5. RSM – had to get Insurance waiver approval – was received and I just haven't had a chance to enter it for processing
6. Dr. Joseph Umesi – completed on 8/9 and hard copies sent back interoffice mail to Kim

Can you please provide a completion date for the above contracts? As Kim has stated, some vendors have not been paid (months past due) because they are not showing on the system to process paying their bills that are past due.

Thank you for your assistance in expediting this matter.

Angela F. Smith

Business Officer - Budget & Management Analyst

Wake County Sheriff's Office

Management Services

AFSmith@wakegov.com

919.856.7538 Office / 919.208.7651 Cell

919.856.6952 Fax

330 S. Salisbury Street

Raleigh, NC 27601

IN TESTIMONY WHEREOF, the parties hereto have executed this Agreement, consisting of fourteen (14) pages, in duplicate originals, one of which is retained by each of the parties, the day and date of the year first shown above.

WAKE COUNTY, NORTH CAROLINA

By: [Signature]
Wake County Department Head

Date: 6-19-19

PROVIDER

By: William J. Selant

Date: 6/14/19

By: [Signature]
Wake County Manager or Designee

Date: 07/20/2019

Mailing Address

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

[Signature]
FINANCE DIRECTOR

The person responsible for monitoring the contract performance requirements is

Kim Hake

[Signature]
Department Head Initials

ATTACHMENT 24