



Rebuilding After Fraud

Presented by

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Buncombe County Manager



Breaking News...

Addressing what happened and closing that chapter



LOCAL

'Horrorific abuse of office': Wanda Greene gets 7 years for wide-ranging corruption

[Jennifer Bowman](#), [Mackenzie Wicker](#) and [John Boyle](#) Asheville Citizen Times

Published 5:36 p.m. ET Aug. 28, 2019 | Updated 7:19 a.m. ET Aug. 29, 2019

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CRIME & JUSTICE

Judge issues federal sentences to 5 tied to defrauding Buncombe County

by [Staff Reports](#) · August 28, 2019



category/environment/

Latest News

Waiting for the feds: Some NC sat on ARPA funds for months unclear rules
July 11, 2022

How state ARPA grants are h communities in Southeastern
July 8, 2022



BUNCOMBE COUNTY



News

Wanda Greene Indicted For 3rd Time, Two Former Employees Also Charged

Matt Bush, August 7, 2018

UPDATE 10:00 PM - A statement put out by Buncombe County commissioners Tuesday evening seemed to indicate an indictment as Joseph Wiseman....

News

Buncombe County Commissioner Indicted

U.S. Attorneys » Western District of North Carolina » News

Department of Justice
U.S. Attorney's Office
Western District of North Carolina

News

Former Buncombe County Manager, Three Former Employees, And A County Contractor Are Sentenced For Embezzling Public Funds

Matt Bush

A former manager of Buncombe County was sentenced to 84 months in prison for embezzling public funds.

FOR IMMEDIATE RELEASE

Former Buncombe County Manager, Three Former Employees, And A County Contractor Are Sentenced For Embezzling Public Funds

Pete Kaliner

Former Buncombe County Commissioner Ellen Frost indicted for fraud

4 ex-Buncombe officials so far have been indicted on federal charges. What's their status?



Jennifer Bowman

The Citizen-Times

Published 6:00 a.m. ET Dec. 19, 2018

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Stephanie Santostasi

@TVReporterSteph · Aug 28, 2019
#BREAKING: Former Buncombe County Manager Wanda Greene sentenced to 84 months in prison.

@WLOS_13



Stephanie Santostasi
@TVReporterSteph · Follow

MORE: Judge to Greene: "this is horrific abuse of office" and "out of control criminal activity"

@WLOS_13

3:50 PM



Reputation Damage

- Former County Manager sentenced to 7 years for wide ranging corruption
- Conspiracy to commit honest services fraud, bribery scheme, federal program fraud, misuse of county funds
- Early retirement bonuses
- Retention bonuses
- Paid comp time
- Inappropriate travel
- Accepting bribes and kickbacks
- Embezzling public funds by misusing their County-issued government credit cards
- Fraudulent life insurance policy scheme

Citizen Times

Downtown Asheville's Wall Street parking deck to reopen: All garages

Local Sports High School Huddle Scene Advertise Obituaries eNewspaper Legals

LOCAL

Boyle column: Buncombe County corruption leaves loose ends and questions

They've been sentenced. But questions remain surrounding the federal investigation that will send Wanda Green, Jon Creighton, Mandy Stone, Michael Greene and Joe Wiseman to prison.



John Boyle
The Citizen-Times

Aug. 31, 2019, 10:49 a.m. ET

abc 13 NEWS



Citing 'grave public harm,' U.S. attorney opposes Greene's 4-year sentence request



Rebuilding Trust From the Inside Out

- Communication
- Internal Control
- Defining our Values
- Setting Expectations
- Deconstructing Silos
- Service Delivery



Employee Focus

Your source for employee and departmental news.

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Community Service Spotlight: Habitat For Humanity to Hold Service Day for County Employees

Wednesday, August 3, 2022

Looking for ways to use your community service leave? Learn more here.



Manager's Message: Retention Bonuses

Friday, July 15, 2022

Learn more about the proposed retention bonuses.



Employee Health Update: In-House UTI Screening Now Available

Tuesday, August 2, 2022

Learn more about scheduling in-house UTI screenings.

Upcoming Events

Finance Reminder: Last day to fully approve FY22 invoices in Workday related to FY22 Purchase Orders or Supplier Contracts.

Fri, Aug 5, 2022

Finance Reminder: Submit general ledger journal entries for FY22.

Fri, Aug 5, 2022



Rebuilding Trust from the Inside Out

Improving Internal Communications

- Commitment to inside-out transparency and communication
- Rebranded intranet as Employee Focus
- Internal Manager's blog and forum for questions & comments
- Departmental tours / listening sessions
- Regularly scheduled team meetings
- Monthly Virtual Town Hall "One Buncombe"



Rebuilding Trust from the Inside Out

Internal control



Rebuilding Trust from the Inside Out

Defining our Values

Collaboration



Rebuilding Trust from the Inside Out

Defining our Values

- Board of Commissioners established and adopted Strategic Plan
- Strategic Plan includes core values & guiding principles
 - Respect
 - Integrity
 - Collaboration
 - Honesty
 - Equity
- Living Our Values added to Learning & Development curriculum



Rebuilding Trust from the Inside Out

Setting Expectations



Rebuilding Trust from the Inside Out

Setting Expectations

- Board of Commissioners created Strategic Plan sets five-year goals & focus areas
- Departments create Business Plans
 - Creating one cohesive plan & mission
 - Business plan model honored with NACO Achievement Award
 - Community Input & Input



Rebuilding Trust from the Inside Out

Deconstructing Silos



Rebuilding Trust from the Inside Out

Deconstructing Silos

- Strategic Plan focus groups created
- Employee volunteering for assignments to help other departments during peak times
- Employee appreciation events



Rebuilding Trust from the Inside Out

Service Delivery



Rebuilding Trust from the Inside Out

Service Delivery

- Strategic Plan incorporation and acknowledgement of service delivery in mission statement
- Foundational focus area created for resources:
 - Restructure of Human Resources
 - Define Strategy and Innovation
 - Expansion of Budget Process
 - Establish information technology process
- Departmental business plans
- Building Culture of Service into Learning curriculum



Focus on the Community

- Communication
- Transparency
- Operational Excellence
- Service Delivery



Focus on the Community

Communication & Engagement








- Created award winning Let's Talk platform
- Dedicated strategic communications team
- Established PIO as Media contact
- New Public Input portal engage.buncombecounty.org
- Board of Commissioners briefings open to public and streamed on Facebook
- County Manager speaking engagements
- Press releases for all decisions-established a philosophy of owning our narrative



Focus on the Community

Transparency

FINANCIAL TRANSPARENCY

<small>New</small>  PARCEL OWNERSHIP DASHBOARD	 LIBRARY EXPENDITURE DASHBOARD	 BUDGET EXPLORER DASHBOARD	 POSITIONS & PAY DASHBOARD
 DEBT TRANSPARENCY DASHBOARD	 OPEN CHECKBOOK DASHBOARD	 SCH. CAPITAL FUND COMMISSION DASHBOARD	



Focus on the Community

Transparency

- Transparency dashboards and open data portal
- Audit committee
- Public records request portal
- Long-term goal to add all Boards & Commissions to Public Input portal – livestream of all meetings
 - Currently around 25 meetings are being broadcast
- Public work sessions



Focus on the Community

Operational Excellence



Focus on the Community

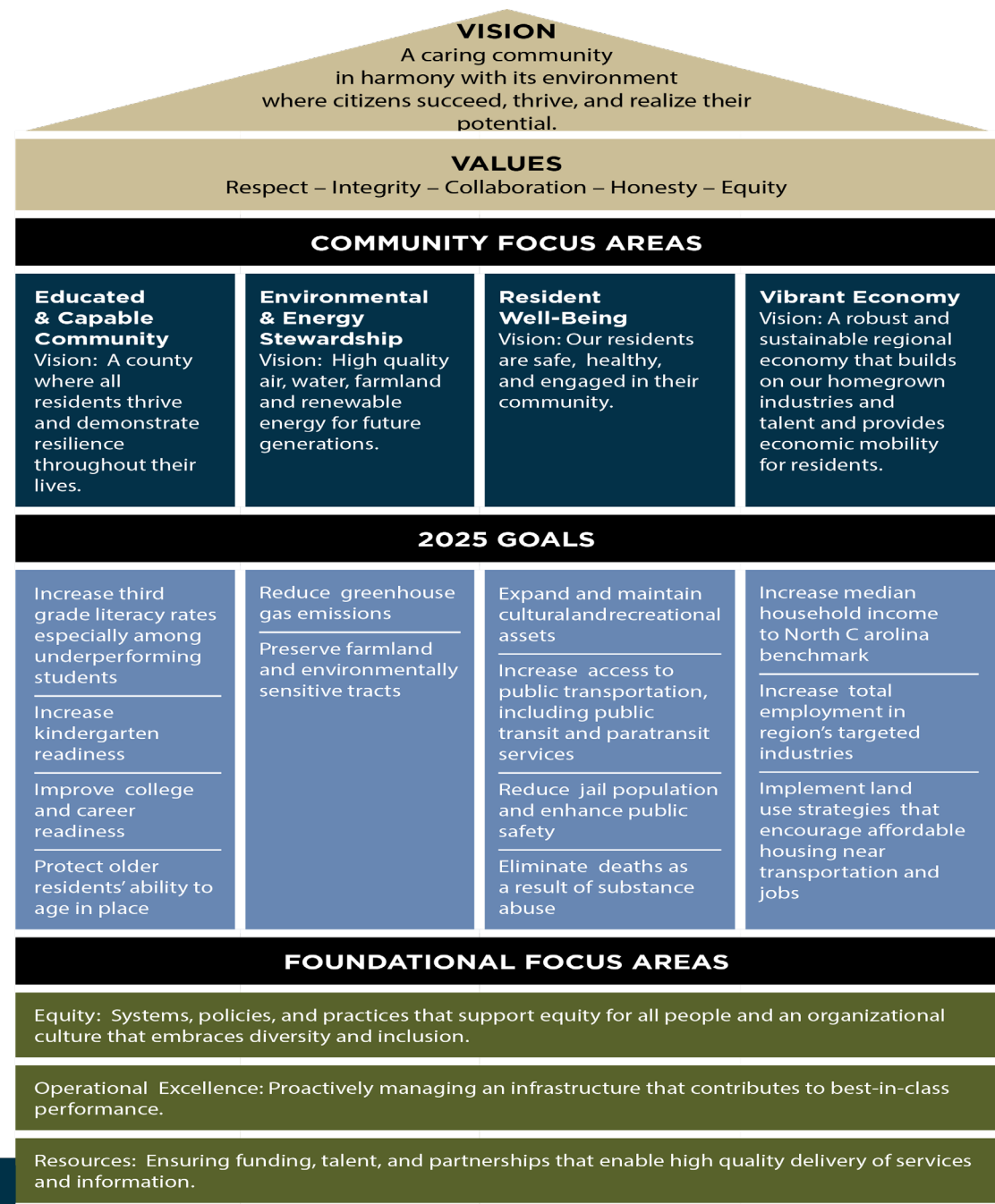
Operational
Excellence

- Foundational focus area
- Peer recognition-NACO, Chamber, NCACC, AG, MacArthur Foundation, ICMA Certificate of Distinction
- Learning & Development curriculum-fostering leadership



Focus on the Community

Service Delivery



Focus on the Community

Service
Delivery

- Foundational focus area on resources
- Baseline community survey
- Pilot approach to introduce projects
- Compensation study and philosophy ensures high-caliber talent
- Restructure of organization chart



Thank you & Questions

ONE BUNCOMBE

