King County

STRATEGIC ADVISORY COUNCIL

March 30, 2021

The meeting will start shortly.

#KCSAC2021

Let's get started

Introductions

Tanya Hannah

King County

Chief Information Officer

King County

SAC Members

Dow Constantine
King County
Executive SAC Chair

Tanya Hannah
King County
Chief Information Officer

Kathy Lambert
King County
Councilmember

TBD
King County
Councilmember

King County

SAC Members

Mitzi Johanknecht
Sheriff

Jim Rogers
Superior Court
Chief Presiding Judge

Dan Satterberg
Prosecuting Attorney

Susan Mahoney
District Court
Chief Presiding Judge

John A. Wilson
Assessor

Julie Wise
Elections
Director

Private & Public Sector

SAC Members

Jason Weiss
Sound Transit
CIO

Michael Mattmiller
Microsoft
Director of
Government Affairs

James Weaver
State of North Carolina
CIO

Gary Leaf
King County
Housing Authority
CIO

Mark Ronaldson
Amazon Web Services
Senior Sales Manager

Mark Quimby
State of Washington
Acting Director and CIO

Viggo Forde
Snohomish County
CIO

Gretchen Peri
Slalom
Senior Director

TBD
King County
Library System

Today's Agenda

1:00	Welcome & Introductions
1:05	Opening Remarks
1:20	Recap October 2020 Meeting
1:30	Impact 2021
2:00	Spotlight: Supporting Individuals and Strengthening Communities
2:50	Final Comments
3:00	SAC Virtual Social

Opening Remarks

Dwight Dively

King County

Chief Operating Officer

Making King County a welcoming community where every person can thrive.

King County

Focusing Our Priorities

- Appreciation for SAC Members' Participation and Advice
- Role of Technology
- Pandemic Impacts
- Economic & Budgetary Impacts
- Executive's COVID budget proposals

Let's recap

October 2020 SAC Meeting

Zlata Kauzlaric

King County

IT Governance Manager

King County

Tech Awards

15 nominated projects sponsored by 13 agencies advance KC Strategic Goals

Public Safety

Healthy Environment/Climate

Equity

Economic Vitality

Mobility

Tech Awards Winners

Digital Evidence

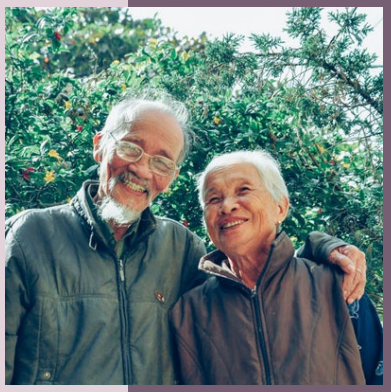
King County Sheriff's Office and
Sheriff Johanknecht; King County Prosecuting Attorney's Office and Dan Satterberg;
Department of Public Defense and Anita Khandelwal; KCIT and Tanya Hannah

For helping make our communities safer by providing criminal justice agencies a better way to store and share data

Senior Property Tax Exemption

Department of Assessments and John Wilson; Department of
Executive Services and Caroline Whalen; KCIT and Tanya Hannah

For improving tax equity in our communities by providing an on-line portal for seniors and disabled to apply for tax relief.



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CIO Award to King County

COVID Response

Rising to the challenge

2020-2023 Strategic Plan and Vision

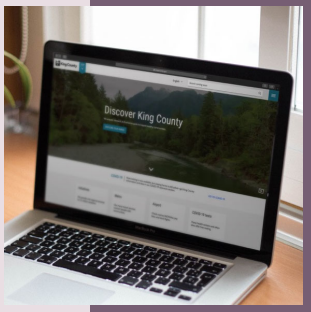
Service Delivery in Turbulent Times

Reimagining Government

Cybersecurity & Privacy

Relevant More Than Ever
How we are responding in King County

Connected Communities



Connected Data

Connected Government

Impact 2021

Tanya Hannah

King County

Chief Information Officer

“The new dawn blooms as we free it
For there is always light,
if only we're brave enough to see it
If only we're brave enough to be it.”

Amanda Gorman

Strategic Plan & Vision

"The communities we serve, the employees we support, and the partners we work with benefit from responsive government that is customer centric. Improving service delivery, increasing transparency and reducing complexity will help county departments, agencies and employees better deliver upon the reasons why government exists."

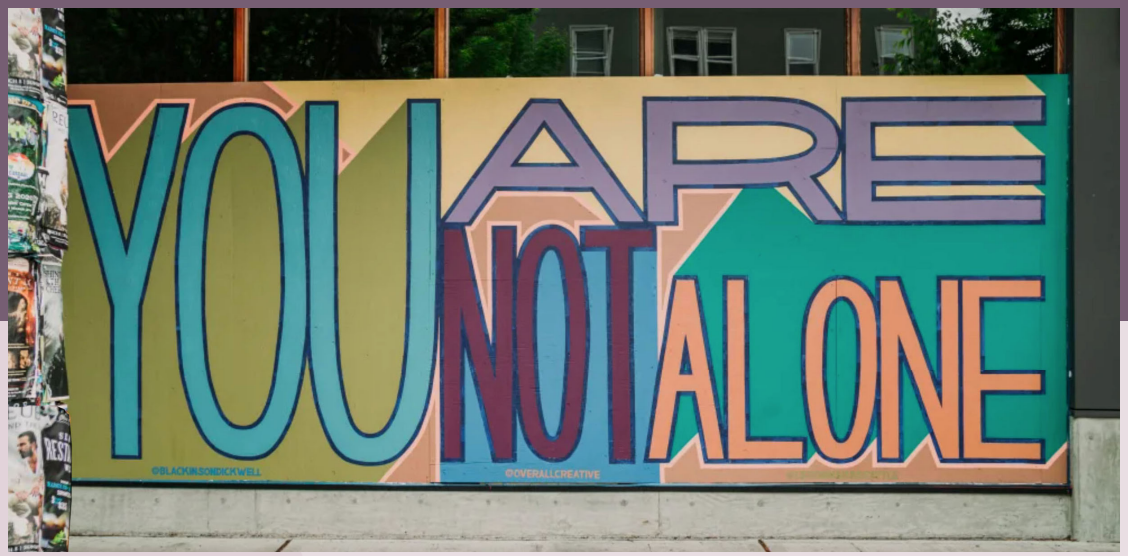
Tanya Hannah

GetInspired

Investing in Impact

- Omnichannel Engagement
- Service Automation
- Broadband/Wireless Connectivity
- Equity and Social Justice
- Next Generation Puget Sound Emergency Radio Network (PSERN)
- Next Generation 911
- Document Management
- Cybersecurity and Privacy

Power of Partnerships



- Multiple clinic/vaccination sites
- Vaccine administration
- COVID and vaccine dashboards
- Mass-vaccination sites (Auburn, Kent, Lumen Field Event Center)
- Eviction prevention and rental assistance

Mission-Critical Technology

- Supporting remote and in-person work through tech
- Contactless technology
  - Telehealth to treat patients
  - Video conferencing for jury selection and remote witness testimony
  - Virtual conferences for plumbing permitting inspections
  - Solid Waste QR Codes

The Why

Our community's vitality has been impacted by COVID in various ways:

- Unemployment
- Economic instability
- Housing insecurity
- Food insecurity
- Family violence
- Behavioral health
- Internet access
- And more...

Key Economic, Social, and Overall Health Impacts in King County

Economic	Social	Health
92,200+ Unemployment	↑ **20,200** Food Insecurity	↑ **12%** Death
25% Economic Stability	**7%** Food Insecurity	↑ **49,200** Healthcare
↓ **-20%** Traffic	↑ **25%** Family Violence	↑ **25%** Behavioral Health
58% Housing	**67,000** Internet Access	↓ **-4%** Toxic Exposures

Source: https://kingcounty.gov/depts/health/covid-19/data/impacts.aspx

Open Mic

SAC Discussion

All Members:

How do we sustain our momentum and continue to make an impact?

Spotlight:

Supporting Individuals and Strengthening Communities

Tanya Hannah

King County

Chief Information Officer

A Lasting Impact

- The pandemic has caused massive changes to our lives.
- People and communities within King County have been affected differently.
- Many of the changes from the pandemic are here to stay for current and future generations.
- Therefore, while we focus on recovery, we must also build resiliency within our communities.

Individuals

Public

- COVID testing and vaccination management
- Consolidate and virtualize our service centers
- Enhanced access to services and digital payments

Employees

- Remote work support: increased bandwidth capacity for 31 cities and public safety agencies connected to the County's internet service enabled employees to work remotely
- Skype to MS Teams
- Digital signage and paperless business operations
- 2021 Employee Engagement Survey
- Return to work initiatives
- Future of work innovation

Communities

Public Health:
- New call center
- New sites for treating cases
- Daily EOC reporting

Small Business Grants

Omnichannel:
Website, social media, phone, email and text messages, virtual public meetings, and a digital town hall platform.

Digital Assistants on Four new channels:
Web, Text, Voice, and Social

Community connectedness:
Grant program of $2.2 million: funds to six school districts, 18 community organizations and the University of Washington to develop:

- Community area networks and provide households and students with new computing devices, subsidized internet access, digital skills training and translation of student materials for remote on-line learning.

- Internet Action Crisis Team (I-ACT):
  - Drive-in Wi-Fi Hotspots
  - Free public WiFi
  - Personal devices/tablets and internet subscriptions for students.

Vaccine Management

Natasha Jones, John Klein, Shannon Smith

Spotlight: Equity and Social Justice

36 Languages

Customer Demand Increase

2019 Issue Total	2020 Issue Total	2021 Issues Through March 1
4,602	**9,367**	**2,007**

Omni-channel Service to Communities

Web, Chat **Text** **Social** **Voice**

Getting vaccinated in King County - King County

Spotlight: Partnerships

“Whatever affects one directly, affects all indirectly. I can never be what I ought to be until you are what you ought to be. This is the interrelated structure of reality.”

Martin Luther King, Jr.

- **Amazon**
- **Microsoft**
- **State of Washington**
- **Others**

Your advice

What is possible?

All Members:

How do we get people back into communities and work safely with the help of technology?

Break Out
SAC Discussion

How do we get people back into communities and work safely with the help of technology?

— 20 minutes —

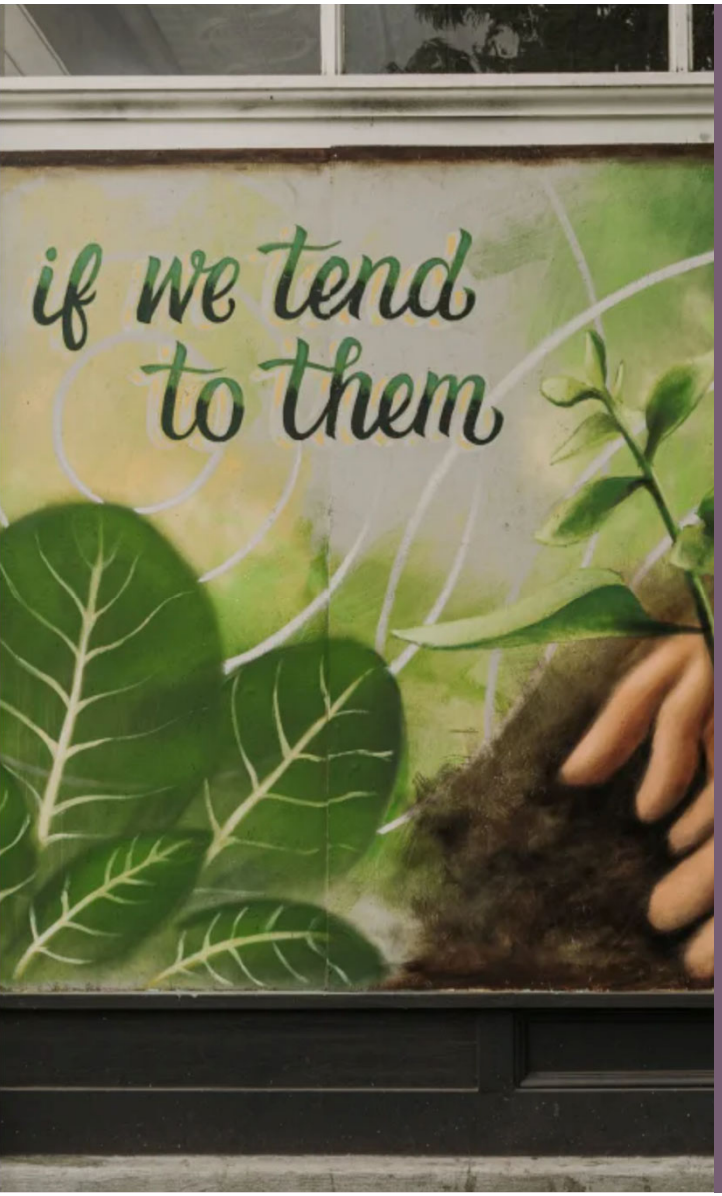
Break Out Rooms

Report Out

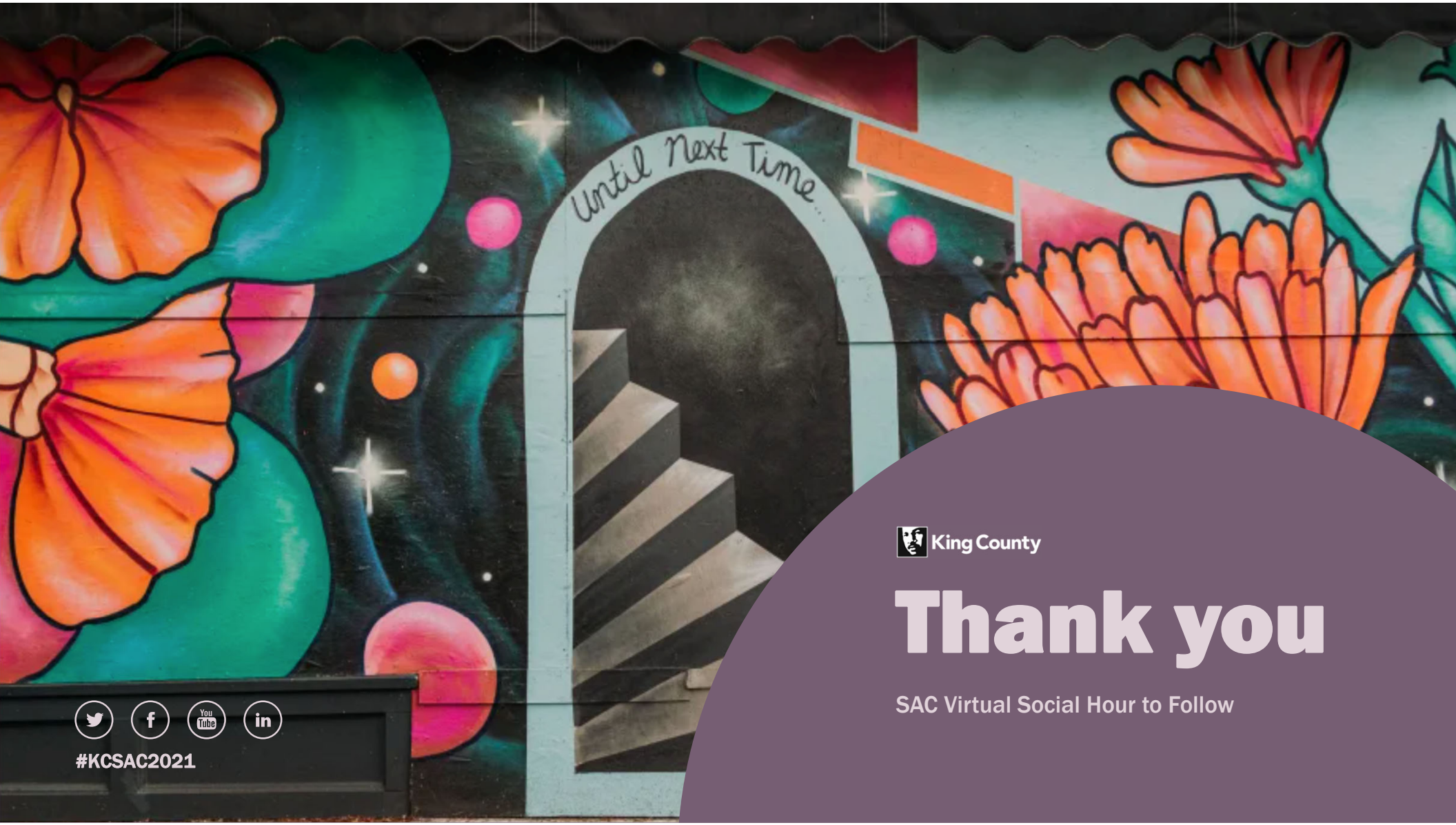
10 minutes

All Members:

How do we get people back into communities and work safely with the help of technology?



Final Remarks



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Thank you

SAC Virtual Social Hour to Follow

#KCSAC2021