

PRESS RELEASE



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BEST ACHIEVEMENT AWARD

HENRICO COUNTY | Equity Ambassadors | [Read Submission](#)

HCPS' Student Congress was repurposed, and the mission changed to focus on one of the needs identified by stakeholders across the division — amplifying student voices on issues of equity. This group became the HCPS Equity Ambassadors. The mission was revised to focus on amplifying student voices, ensuring diverse representation, promoting student leadership and Equity Ambassadors championing school-based issues of equity. Equity Ambassadors are thoroughly trained in equity work, including daring dialogue and the Culturally Responsive Education Model (CREM), and are provided with opportunities to create and execute school-based projects specific to the needs for equity in their school communities. Students participating in equity ambassador activities report feeling more knowledgeable about equity issues, more self-aware of their own perspectives that impact equity and empowered to participate in and lead equity-based activities and dialogue in their communities.

BEST SMALL COUNTY ACHIEVEMENT (50,000 or less population)

NELSON COUNTY | Blue Ridge Tunnel Rehabilitation and Trail Project | [Read Submission](#)

The Blue Ridge Tunnel was constructed between 1850 and 1858 beneath Rockfish Gap in the Blue Ridge Mountains of central Virginia. The former railroad tunnel is 4,273-feet long and approximately 700 feet below the surface at its deepest point. It was originally constructed to move goods

and people back and forth from the coastal plain to the Piedmont, Shenandoah Valley, and beyond. The bulkheads created a barrier for walking through the entire tunnel, which sat vacant, unused and reclaimed by nature. That is, until Nelson County envisioned the passage as a major recreational and historical amenity; an economic initiative that will further strengthen the area's thriving recreation and tourism industry. Totalling almost a 20-year process, the tunnel has been transformed into an extremely popular recreational trail and Virginia destination, with over 60,000 visitors in less than 7 months. Traveling through the long, dark tunnel is a stirring experience for a variety of visitors from across the Commonwealth and beyond: this shared-use trail is for hikers and cyclists of every level, wildlife watchers, history enthusiasts, railroad buffs, heritage tourists, school children on field trips, and nearby residents.

BEST LARGE COUNTY ACHIEVEMENT

CHESTERFIELD COUNTY | Innovation Bootcamp | [Read Submission](#)

Seeking a way to increase awareness and enhance the practice of innovation, Chesterfield County, Virginia created an innovation bootcamp challenge. Participants learned how to ideate, clarify, and scope an innovation or idea, conduct research to validate the innovation, develop a business case and present it to senior leaders for funding.

ACHIEVEMENT AWARD WINNERS

ALBEMARLE COUNTY | Court Square Community Conversation/At Ready Confederate Statue Removal | [Read Submission](#)

The elements within a public space articulate how the space should be used and the markers and monuments tell a story about a community's identity and what the community values. The most prominent public space in Albemarle County is Court Square, including the historic Courthouse and surrounding grounds, located in the center of the City of Charlottesville. Court Square is a public space, a public good intended to be accessible and available to any member of our community. In 1909, the At Ready statue was installed in front of the Courthouse, at the head of

road leading from the downtown business district. At Ready is a bronze statue of a generic Confederate soldier holding a rifle, flanked by two Napoleon cannons. In Virginia, prior to July 1, 2020, localities were prohibited from removing, relocating, covering, or contextualizing war memorials. A state code change in 2020 articulated a process that any locality seeking to remove or move a memorial or monument must take. Staff identified a few areas of focus – a community engagement process that allowed the Board to hear from a cross-section of the community about their desires for At Ready, a strong logistics plan for removing and/or relocating the statue, and a coordinated public safety framework. A cross-functional team including leadership from the Police Department, Fire Rescue Department, Facilities/Public Works, Attorney’s Office, Communications/Public Engagement, Equity & Inclusion, and the Executive’s Office actively participated in all meetings to ensure active communication and alignment. The community engagement process focused on five areas:

1. Transparency
2. Empower Community Voices & Leverage Partnerships
3. Elevate Primary Documents to Develop a Shared Understanding
4. Acknowledging the Role of Government
5. Create Inclusive and Welcoming Opportunities to Engage

In Albemarle County, our process of creating community partnerships and empowering community members resulted in a removal event with no incidents. While everyone was not happy with the outcome, there was a shared understanding of how it was arrived at. That the engagement and the removal remained peaceful was widely acknowledged to be due to the strong planning by Albemarle County Local Government. The lasting impact of the trust built with partners is evident as we move into other community-based work.

ARLINGTON COUNTY | Emergency Communications Center Remote Call-Taking & Dispatch | [Read Submission](#)

The COVID-19 pandemic has challenged the public safety sector like no other disaster. Many agencies and departments have had to reimagine standard operations to ensure the safety of personnel while providing critical public safety services for citizens in the Arlington area. During the early onset of the pandemic, Arlington County Emergency Communications Center (ECC) developed comprehensive, innovative solutions to address unprecedented operational challenges as they arose. To ensure the safety of personnel while in the Center, ECC leadership exceeded guidelines by the Centers for Disease Control and Prevention

(CDC) and Cybersecurity and Infrastructure Security Agency (CISA) by immediately instituting precautions. The protective measures adopted by the ECC were some of the first in the region, such as restricted access, specialized equipment to facilitate decontamination, no-contact temperature scanning, etc. Since the summer of 2020, Arlington's ECC has established 12 remote call-taking units in homes throughout the National Capital Region to serve 15 Emergency Communications Technicians.

CHESTERFIELD COUNTY | ChesterBOT – A Successful Collaboration of Communications and Technology | [Read Submission](#)

ChesterBot, of Chesterfield County, Virginia, is an automated question and answer-style chatbot designed to assist users of the county's Chesterfield.gov and Library.Chesterfield.gov websites locate online resources across a variety of departments, resources and services. ChesterBot has been specifically designed to maximize accessibility: the initialization code is optimized for screen readers, it is entirely tab-navigable, it utilizes ARIA attributes and the embedded interface is able to benefit from global web services such as Google Translate. In addition to its curated knowledge base, ChesterBot connects users to the entirety of our website's content, including many of the county's custom-built and third-party applications by using webhooks and application programming interfaces (APIs). Chesterfield County Public Library (CCPL) ChesterBot's interface integrates directly to the library's catalogue and includes a live chat with a librarian feature. Since activation, ChesterBot has received over 29,800 queries, 14,800 click-throughs and 1,700 live chats, assisting users in quickly navigating to needed information.

CHESTERFIELD COUNTY | Labor Redeployment | [Read Submission](#)

When the COVID-19 pandemic struck, a time of economic uncertainty ensued with numerous layoffs and furloughs. Chesterfield County, Virginia devised a way, through the immediate redeployment of labor, to maintain meaningful employment for their full-time staff that aligned to mission critical needs without adding to expenses and maintaining service excellence.

CHESTERFIELD COUNTY | StratIS – Delivering Creative Cloud Solutions through Strategic Information Sharing | [Read Submission](#)

Over the last few years, StratIS — Chesterfield’s enterprise data program — has grown tremendously; collecting robust datasets and leveraging cloud-based technologies to deliver dynamic tools for trending, predictive analysis, modeling and reporting. Through the StratIS platform, data is managed to support accurate reporting, offering a single source of truth and prevents duplication of efforts throughout the organization. By first identifying problems to solve, StratIS then begins to connect with appropriate data sources, working to build data intelligence and then offer data modeling and insights. StratIS accumulates complex data to formulate analytical reviews, ultimately publishing insightful reports and offering our citizens access to information in a way not previously available. Recently, StratIS delivered a demand forecasting model to predict where students will be living in the next five years. The goal of this work is to inform county officials making critical decisions while planning for capital facilities and assessing program and service delivery for Chesterfield citizens now and in the future. The tools, resources, data and visuals — all leveraged from StratIS — work to better inform Chesterfield leadership, Chesterfield citizens, and ultimately those making decisions, grounded in key community data.

DINWIDDIE COUNTY | Community Support Program | [Read Submission](#)

Dinwiddie County’s Community Support Program was born of a need to provide meals to elderly and disabled citizens, sustain employment during a pandemic, and provide opportunities for businesses to make a meaningful contribution to the community. The solution was nothing short of amazing! Through an innovative partnership, five local businesses prepared and donated meals, delivered by County staff 4 days each week, to 40 of the County’s most vulnerable citizens. The only expense to Dinwiddie County is staff time and gas for delivery vehicles. While this program will not continue in perpetuity, it successfully met an immediate need and has been operational for more than one year. The model is easily replicated by other localities to meet short or long-term needs.

FAIRFAX COUNTY | Eco Video Series | [Read Submission](#)

The Educational, Collaborative Online (ECO) video series produced by Fairfax County freshwater ecologists in the Watershed Education and Outreach (WEO) section has become an invaluable and inclusive tool that connects students and teachers to their local environment, regardless of access to in-person, outdoor education experiences. As the 10th largest school system in the country with a heavy focus on preparing students for standards of learning tests, it is simply logistically and financially impossible for every student to experience their local streams and watershed firsthand. The recent long-term closure of public schools has only exacerbated the need for accessible and engaging environmental education tools and programming. Videos provide an opportunity to supplement traditional indoor classwork with experiences that students may not be able to have in-person due to the constraints of distance, time, or funding. Videos can virtually take students to their neighborhood streams or across the county to visit different watersheds, introduce them to various interactive labs, and allow them to meet local scientists, regardless of access to in-person, outdoor education experiences. The connection between the local school system and local scientists created through these videos ultimately engages and inspires the next generation of scientists. Teaching these future leaders of Fairfax County about the health of our watershed can increase their connection to the local environment and help reduce the negative impact on water locally. The ECO video series is also easily transferable to other jurisdictions across the country to assist with environmental awareness and foster environmental stewards.

FLUVANNA COUNTY | Fluvanna County Library Response to Covid-19 | [Read Submission](#)

The Fluvanna County Public Library wanted, and needed, to continue providing services during the pandemic. Closures because of COVID-19 gave Library staff an opportunity to get creative and adapt to the new reality of physical distancing and closures, and to fundamentally change how services were provided. In order to keep staff and customers safe, the Library implemented Curbside Delivery, Grab n' Go kits, Virtual Story Time, and more.

FRANKLIN COUNTY | 24-Hour Library at Summit View | [Read Submission](#)

The Franklin County Public Library (FCPL) in Franklin County, Va. has installed a self-service 24-Hour Library kiosk where the public can access library materials 24 hours a day, 7 days a week. The FCPL conceived of the kiosk when the COVID-19 pandemic restricted access to the library's physical and digital materials. Individuals without internet service—who comprise more than 30% of Franklin County's population—were particularly impacted. Because the demand for books and other library materials increased during the pandemic, the FCPL needed an innovative way to provide materials safely and continuously for both the digitally disconnected and the public at large. The 24-Hour Library operates like a food vending machine except the items are free and the machine is Wi-Fi-enabled. Users can visually browse and select from 235 books, audiobooks and DVDs, then scan their library card to dispense items. The kiosk's free Wi-Fi service allows users to borrow and download e-books, audiobooks and periodicals to their personal e-readers or smartphones. The Summit View Business Park is located along a heavily trafficked section of US 220 that connects Rocky Mount to Roanoke County to the north and Henry County to the south. A \$150,000 allocation from Franklin County's receipt of CARES Act funds paid for the 24-Hour Library. In addition, the 24-Hour Library received technical, logistical and leadership support from the Franklin County departments of economic development, information technology, and parks and recreation and from the Franklin County Board of Supervisors.

FRANKLIN COUNTY | River of Lights | [Read Submission](#)

Due to COVID-19 health restrictions, Franklin County Parks and Recreation had to cancel its signature 3-day paddling festival. The inability to shuttle hundreds of participants safely between river access points led us to reimagine a new socially distanced river event. River of Lights, a nighttime tubing event on the Pigg River, combines the use of natural resources with repurposing seasonal Christmas supplies. Four thousand feet of overhead string lights illuminate the river in this adventurous, no-shuttle-needed, family-friendly activity. Waid Recreation Park provides the perfect location with its shallow water and easily accessible amenities. River of Lights has attracted interest cross-country, with registrants from 15 states including Washington State, Maine, Texas, and Florida. The program reached over nine million views on Facebook and

sold-out all 1,200 tickets within hours of opening registration. While we welcome all benefits of tourism, we are most grateful to be able to serve our community with low cost, world-class recreation opportunities, which make our residents proud to call Franklin County home.

GRAYSON COUNTY | Connecting People with the Rest of the World and with Each Other | [Read Submission](#)

Grayson County is 446-square miles of mountainous terrain with a population of just over 15,000. Grayson also has the least connectivity in the region with 57% of households having no broadband access and more than half of the fire and rescue stations without access. While the natural assets contribute to a positive quality of life and drive entrepreneurship and tourism, this same topography and a limited customer base of just over 9,000 housing units present a significant challenge for broadband service providers. However, these challenges did not deter Grayson County from exploring the feasibility of increased broadband access. In 2017, broadband was deemed the County's top priority. They worked with the Wired Road, hired a consultant, and put out a Request for Proposals for broadband services. As a result, in 2020, the County began a partnership with Appalachian Power and GigaBeam Networks. When the feasibility study was conducted in 2018, the County thought broadband would be a 10-year project. Fast forward to June 2021 with about 40% of the 240 miles of fiber having been installed.

GRAYSON COUNTY | Getting Information and Resources to People in Need | [Read Submission](#)

Grayson County, located in Southwest Virginia, has a population of just over 15,000. An initial challenge of the 2020 pandemic was how to disseminate information to residents in a county where less than half of the residents are connected to the internet. Without a reasonable level of connectivity in place, Grayson County responded to residents' needs during COVID-19 with the next best thing – the telephone. A helpline was put in place through a combination of county employees and community volunteers. It soon became obvious they also needed a relief fund. To meet this need, the County created the Grayson County Emergency Relief Fund. Donations supported the Fund for those who were not eligible for other types of assistance or who had an urgent need that could not be met through traditional assistance. Although the helpline and relief fund were put in place in response to the pandemic crisis, they were still viable

components that have been integrated in County operations. They serve as a direct connection and assistance to those in need and, the County will be ready if/when the next crisis comes along.

HANOVER COUNTY | Hanover County Sheriff's Office SHIELD |
[Read Submission](#)

The Hanover Sheriff's Office SHIELD initiative formalizes a culture of community partnerships and packages this concept in such a way that law enforcement agencies around the world have been influenced through these best practices. SHIELD is designed with an understanding that strong partnerships create safe communities and serves as a link for private and public sector partners to work closely together. SHIELD was developed in partnership with police agencies from around the world to counter terrorism and increasing crime trends. As a member of the Global SHIELD Network, the Hanover Sheriff's Office partnered with NYPD and helped develop a design that provides a platform for any citizen to partner with the Sheriff's Office and receive not only the latest terrorism information from around the world, but local and regional crime trends as well. These partnerships increase opportunities to share potential crime or suspicious information as well as increase awareness of crime trends, the current condition of homeland security and terrorism abroad. Partners receive access to crime prevention resources, significant event "real time" alerts/reports, Sheriff's Office newsletters, a crime reporting phone app, a community resource guide, quarterly meetings and training in areas such as Civilian Response to Active Shooter Events (CRASE).

HANOVER COUNTY | Hanover Fire-EMS Resiliency Initiative | |
[Read Submission](#)

First responders experience high levels of stress, trauma, and danger as part of their everyday jobs. These experiences take a toll on first responder mental health. In response to the growing mental health needs of this population, Hanover County Fire-EMS and the Hanover County Community Services Board have partnered with private practice clinicians to deliver the Hanover Fire-EMS Resiliency Initiative to improve firefighter/medic mental health. The initiative is designed to help meet the unique behavioral health needs of first responders by training clinicians in first responder culture and clinical practices as well as expanding the Hanover FireEMS Peer Support Team to include contracted clinicians who

will provide mental healthcare in individual crisis situations and during large-scale crisis events such as a line of duty death.

HENRICO COUNTY | Communications RN Model and Communication Fire Officer Program | [Read Submission Part 1](#) | [Read Submission Part 2](#)

In an innovative format, the Henrico County Division of Fire deployed an exciting new model of triaging patient acuity utilizing Henrico County Public School nurses in conjunction with Paramedic Fire Officers to match risk with response during the COVID-19 pandemic. The Division of Fire partnered with HCPS nurses and paired them with firefighters to ask enhanced questions to efficiently meet the needs of the community while balancing risk to firefighters, risk to the community, and maintaining critical personal protective equipment caches in stock.

The Henrico County Division of Fire adopted the Communications Fire Officer program in response to the COVID-19 pandemic. Utilizing Paramedic Fire Officers, the division was able to ask more in-depth questions to citizens and thus make more informed decisions. This was paramount because it allowed the division to scale resources when appropriate, and directly aided in maintaining a healthy work force and minimizing PPE usage. This “virtual first responder” places a Paramedic Fire Officer with a citizen in that critical time between 911 activation and dispatch and the moment first response units arrive. This time is capitalized on to ask more informed decisions, give specific advice, and provide a direct liaison between the citizen and responding units while never delaying service.

HENRICO COUNTY | Culture of Dignity and Responsive Action Plan | [Read Submission](#)

Henrico County Public Schools includes equity and opportunity as core values (cornerstones) and defines this as the “collective effort of all stakeholders to reduce disparities among students from varying demographics and backgrounds through engaging, meaningful and relevant experiences.” In addition, “relationships” is also a core value, defined as “building authentic, trusting connections that encourage collaboration and engagement among students, families, staff and communities.” The Culture of Dignity and Responsive Action Plan is

directly correlated with these core values. This action plan provides the opportunity for staff members to build relationships through the educator collective affinity groups, has strengthened the trust among educators and has been an integral part of reaching the goal of ensuring the quality and effectiveness of cultural responsiveness in a safe and welcoming environment for all students and employees. This plan includes affinity groups (collectives), book study and discussions, and an “Ensuring Equity” series of online learning courses in alignment with our Culturally Responsive Education Model (CREM) framework. These all center on anti-racism, belonging, culturally responsive principles and dignity. The design and content were based on conversations we had with staff members during the healing circles our department facilitated following the murder of George Floyd in Minnesota. As a result of the action plan, more than 1,000 educators, staff members and school leaders participated in at least one of the opportunities, with exit survey results indicating overwhelmingly positive feedback about educators’ growth and understanding of themselves and others.

HENRICO COUNTY | Progress Through Community Conversation **| [Read Submission](#)**

In response to a need to provide spaces for Black voices in Henrico County to be heard and to discuss equity and safety needs for all students, staff, and families in the division, “Community Conversations” were developed. Beginning in June 2020, the Henrico County Public Schools (HCPS) Family and Community Engagement Department introduced the first of five planned conversations. Throughout the five-session series, participants were provided a forum and heard from Henrico County Public Schools and Henrico County General Government representatives, parents and guardians, community members and most importantly, students. The feedback and participation were overwhelmingly positive — from those who participated in the live virtual events and those who watched the event recordings later online. Responses to the series indicated that more opportunities for open communication and dialogue were needed. These were then created following the format of the community conversations. The series was administered by the Progress Through Community Conversations Henrico County, Virginia Page 7 department’s Family and Educator Resource Center, a part of the Family and Community Engagement Department.

JAMES CITY COUNTY | Clean Water Heritage Grant Program | [Read Submission](#)

The James City County (JCC) Stormwater and Resource Protection (SRP) Division manages a program called the Clean Water Heritage Grant Program to promote the maintenance of privately owned neighborhood drainage systems and private stormwater management facilities (BMPs) in a manner that best supports the safety and general welfare of all County residents. JCC matches the costs with neighborhoods for each of the grants. The grant program provides a 50% - 50% match up to \$50,000 per project for drainage maintenance and repair grants. BMP maintenance and repair grants provide a 50% - 50% match up to \$7,500 and for inspection grants there is a 75% - 25% (County/HOA) split up to \$6,000 per project. The Clean Water Heritage Grant Program has been a successful program to support HOAs with stormwater infrastructure inspections and maintenance. The grant program is more than just a matching grant, it provides support to neighborhoods and HOAs from the first phone call or email all the way through the process to the grant reimbursement at project completion. During the life of the project, from discussing potential projects for submitting a grant application to grant award, staff will provide technical advice, support, coordination and direction. Over the past six years, total funding for the Clean Water Heritage Grant Program is \$1,294,636. Through FY20, this grant program has funded 135 stormwater infrastructure projects in neighborhoods throughout James City County, dramatically improving local neighborhood stormwater infrastructure and providing support to neighborhoods in managing stormwater resources.

LOUDOUN COUNTY | Master Gardener Site Assessment Program [Read Submission](#)

Virginia Cooperative Extension Loudoun County Master Gardeners has developed a Pond/Stream/Site Erosion Site Assessment program that provides assistance to resident and community properties. Through this program, volunteers assess ponds, landscapes and stream sides that, through the years, have grown shady, stagnant and may threaten natural resource conservation during a weather event. The Master Gardeners document the issues through photos, samples of pond weed and water, and survey the surrounding landscape. They then provide property owners a detailed report, including options that can help them better maintain their own landscape and, as a result, a healthy ecosystem. At minimal cost to the county, the Site Assessment program offers a new service to

Loudoun County residents and property owners or managers, without any service fee. Expanding the county's community outreach education, the Master Gardeners assist in best management practices that contribute to natural resource conservation. And in the end, this program contributes to the Chesapeake Bay Watershed improvement plan.

LOUISA COUNTY | Wireless on Wheels | [Read Submission](#)

Louisa County Public Schools has created unique new approach to help make high-speed internet more accessible for its community. The school division constructed what it calls Wireless on Wheels (WOW) units. The units are solar-powered, Wi-Fi hotspots that operate based off of cell phone signals.

MONTGOMERY COUNTY | Millstone Kitchen: Neighbors in Need Program | [Read Submission](#)

The Neighbors in Need program, housed in Millstone Kitchen, in Montgomery County, was born from the desire to address food insecurity and employment needs during the COVID19 economic downturn. The program concept provides fully prepared meals, prepared in a local community kitchen by local caterers who were experiencing a shortage in work with most events on hold, and delivered by existing local partners to those in our community with food insecurity. The idea started as a pilot program accepting donations and grew with partnerships from Montgomery County and the Virginia Department of Housing and Community Development to access Community Development Block Grant funding. Since the beginning of the program, 18,880 meals have been delivered and funding has been expanded to support the program through June 2021. Although Neighbors in Need is still a thriving program, the successes continue to amaze our community. We've partnered with two caterers who have actually hired staff during this time. There are seven distribution partners who pick up and deliver meals to those members of our community they serve. This includes senior programs, the local diaper pantry, and the local chapter of the YMCA. From July 2020 through mid-June 2021, 22,064 meals have been served, with 11,889 being served from July – December 2020.

PRINCE WILLIAM COUNTY | Procurement Office Workload Balance | [Read Submission](#)

This project was the first time that the Procurement Office did a qualitative and quantitative analysis on how procurement officers were assigned departments to support. The total project from conception to end results took more than eight months. The evaluations provided information that was eye opening and allowed the procurement division to pivot in its format to gain efficiencies and to know where to focus its efforts to gain the greatest results. The objective evaluation showed which departments have the largest demand for procurement support. Objective measures generally improve through procedural or strategic interventions, allowing the Procurement Officer to identify the procedures/strategies most needed to support and assist the department. The subjective evaluation showed where procurement staff should direct efforts to make the biggest impact. Subjective measures generally improve through interventions by the Procurement Officer: relationship development, communication improvements, and training. The process that was implemented is under continuous evaluation. The indicators are reviewed bi-annually, while an in-depth status of the change is reviewed on an annual basis. The staff is also committed to identifying trends and adjusting based on a three-year plan. The County is in the process of bringing in two new departments in fiscal year 2022. Once these departments are fully stood up and staffed, a new evaluation will be done based on the six-month workload of the new departments to ensure that workload for all is balanced. This process allowed the procurement staff to identify which departments created the most workload and why. With that data, staff was able to rebalance workload by reassigning departments based on the analysis and to recognize which departments still require additional support. This improves morale for procurement officers and provides better customer service for each department.

PRINCE WILLIAM COUNTY | Technology & Connectivity Plan | [Read Submission](#)

The Prince William County Technology & Connectivity Chapter of the Comprehensive Plan: Pathway to 2040 uses an innovative approach to planning for innovation in the future and leveraging the Technology & Connectivity Plan to improve service delivery, influence land use entitlement cases, direct legislative policy, and prioritize capital investment into the future. Prince William County is the first jurisdiction in Virginia to plan for innovative technology solutions to service delivery

for its residents and businesses through a comprehensive planning approach. The basis of the Plan was "How do we use technology to better and more efficiently deliver services to our constituents". The Plan encourages building an Infrastructure and Communications Technology (ICT) structure that is continuously forward-thinking, placing Prince William County in a competitive position to recruit a highly desirable workforce and business investment to the County. The Technology & Connectivity policies of the Comprehensive Plan aim to accelerate enhancement in quality of life by supporting a robust economy, safe and secure communities, quality education, workforce development, mobility and well-being of our citizens and businesses. As an example of Implementation, the Prince William County Department of Information Technology (Do IT) created the Prince William Technology Inclusion Initiative (TII) to help resolve chronic issues of technology access, affordability, and literacy (formerly known as the "Digital Divide") across the County. As a specialized program, TII serves under DoIT as a broadband strategist, advocate, sponsor, and domain representative for Prince William County and aligns with the Technology & Connectivity Chapter of the Comprehensive Plan. In short, the Technology & Connectivity Chapter of the Comprehensive Plan is the toolbox of the future for a high quality of life in Prince William County.

ROANOKE COUNTY | From Crisis to Transformation: Local Solutions to a Global Pandemic | [Read Submission](#)

As Roanoke County Public Library (RCPL) shifted its services home and back again, staff reimagined the library's role in civic engagement and in providing support across the area. The library leveraged its brick and mortar, technological, and intellectual resources, and over the course of 12 months, transitioned to new service delivery models, updated its buildings according to COVID-19 protocols, supported first responders by creating 300 3D printed face shields, the Treasurer's office by opening our three drive-through windows and renovating a former café for their use, schools by providing hot spots to students, the Census Bureau by dedicating our assistant director as the County's Census Count Committee Chair, and Virginia Department of Health by providing staff who would spend about 140 hours making phone calls to help mostly older residents schedule vaccines. Throughout the pandemic, RCPL strengthened our connections with one another and furthered our reach in the community. All the programs important to us before COVID-19 became even more so during it. Maintaining regular programs and services while adding more in response to critical real-time needs, we grew our trust in the region and

demonstrated the essential nature of our work, intangibles that will last well beyond the global health crisis.

ROANOKE COUNTY | Town of Vinton Business District Revitalization Project | [Read Submission](#)

The Town of Vinton Business District Revitalization Project consists of five (5) public-private partnerships involving two local governments and multiple properties. The Town of Vinton, located in Roanoke County, is a 3-square mile community, home to over 8,000 residents. Though small, the Town of Vinton and Roanoke County have initiated multiple redevelopment projects over the past six years to enhance the Town's economic vitality. The Vinton Business District Revitalization Project is comprised of five separately redeveloped properties: Roland E. Cook School; William Byrd School; Vinton Library; Vinyard Station; and Gish's Mill. The total investment is \$21.7 million in taxable new investment with \$533,500 in annual tax base enhancement, and over 129 jobs created from redeveloped properties.

STAFFORD COUNTY | Stafford County Joins with Schools to Pivot to an Alternative Form of Field Trip Delivery | [Read Submission](#)

Creating a virtual tour of the County's wastewater treatment facility enriches the public's understanding of county government and elevates awareness of county services in numerous ways. This tour provides the opportunity for all students, regardless of location or economic reality, to learn about the wastewater treatment process and the important role that local government and the public play in protecting public health and safety as well as the health of our waterways and the wildlife that depend on it. It is innovative and can be used for any government process that any local government wants to communicate to the public. It is low cost and solved a problem never faced before by local government – how to provide opportunities to students during a worldwide pandemic.

YORK COUNTY | Peninsula COVID-19 Operations Center | [Read Submission](#)

The Peninsula COVID-19 Operations Center (PCOC – “Peacock” for short) was a direct result of the rapidly evolving COVID-19 “Coronavirus”

Pandemic that began to appear in our region in early March of 2020. The initial discussions of the COVID-19 regional approach concept began after observing the operations of the Virginia Department of Health's Peninsula Health District COVID-19 call center operations. At the same time, cases of COVID-19 were appearing within our own communities, including the first death on the Peninsula.

VACo exists to support county officials and to effectively represent, promote and protect the interests of counties to better serve the people of Virginia.

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