

DATE June 23, 2020
MOTION
BY COMMISSIONER Karwoski

DEPARTMENT Administration
SECONDED BY
COMMISSIONER Weik

PARTICIPATION IN THE 2020 PERFORMANCE MEASUREMENT PROGRAM

WHEREAS, the Minnesota Legislature created the Council on Local Results and Innovation in 2010, outlined in MS 6.91; and

WHEREAS, the Council on Local Results and Innovation released a standard set of performance measures for counties that will aid residents, taxpayers, and state, and local elected officials in determining the efficacy of counties in providing services and measure residents' opinions of those services; and

WHEREAS, in 2011, the County Board began its participation in the voluntary standard measures program by adopting resolution #2011-068; and

WHEREAS, a county that elects to participate in the standard measures program for 2020 may be eligible for a reimbursement of \$0.14 per capita in county government aid, not to exceed \$25,000; and

WHEREAS, counties must file a report with the Office of the State Auditor by July 1, 2020, consisting of a declaration adopting and implementing performance measures developed by the Council on Local Results and Innovation; and

WHEREAS, the county has a longstanding commitment to performance measurement and improvement that focuses on outcome goals and performance results going back to the mid-1990s; and

WHEREAS, the county has implemented a local performance measurement system, including the use of measurement and reporting to contribute to planning, budgeting, managing, and evaluating programs and processes; and

WHEREAS, the county is implementing an internal quality improvement plan to provide a framework for countywide quality improvement efforts, which includes setting targets, measuring progress, reporting on progress, and making improvements; and

WHEREAS, the county will report the results of the 11 adopted measures from this program to residents by posting the results on the county's website; and

WHEREAS, the county will continue to communicate the results of its performance measurement and improvement program with residents through the use of public meetings, news releases, an insert in the Staying in Touch countywide newsletter, and an annual report to the County Board and residents.

NOW, THEREFORE, BE IT RESOLVED that the Washington County Board of Commissioners adopts 11 Model Performance Measures for Counties and authorizes the County Administrator to file the declaration to participate in the 2020 Performance Measurement Program and to file the Performance Measurement Review with the Office of the State Auditor by July 1, 2020.

ATTEST:

COUNTY ADMINISTRATOR

Kenn J. Corbid

COUNTY BOARD CHAIR

Don Hahn

YES NO

MIRON	<u>X</u>	___
KARWOSKI	<u>X</u>	___
KRIESEL	<u>X</u>	___
JOHNSON	<u>X</u>	___
WEIK	<u>X</u>	___

State Standard Measures Program

In 2010, the Legislature created the Council on Local Results and Innovation. In February 2011, the Minnesota Council released a set of performance measures for counties that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services, and measuring residents' opinions of those services.

This document provides summary information on 11 of those performance measures. For additional information, including narratives and analysis on many of these measures, refer to the annual Washington County Performance Measurement Report on the county website: www.co.washington.mn.us/

PUBLIC SAFETY

Part I and Part II Crimes per 1,000 residents

	2017	2018	2019
Part I Crimes	3.9	3.7	3.1
Part II Crimes	13.6	11.8	8.8

Crimes committed by offenders are classified as either Part I or Part II crimes. Part I crimes include homicide, sexual assault, robbery, aggravated assault, burglary, larceny-theft (shoplifting, pick-pockets), motor vehicle theft, and arson. Part II crimes include other assaults, forgery and counterfeiting, fraud, embezzlement, stolen property (buying, receiving, possessing), prostitution, sex offenses, drug abuse violations, gambling, offenses against family and children, driving under the influence, violating liquor laws, drunkenness, disorderly conduct, vagrancy, and all other offenses (any offense that does not fit in any category except for driving offenses).

Note: 2018 population estimate was used to calculate 2018 and 2019 crimes per 1,000 residents, as the 2019 population estimate was not available at the time of publication. Both Part I and Part II Crime rates fell for the third consecutive year in Washington County. Although it is early, a preliminary look at the Department of Justice's 2019 Uniform Crime Report shows an overall decline in both violent and property crimes. Source: Washington County Sheriff's Office

Percent of adult offenders with new felony conviction within 3 years of discharge

	2017	2018	2019
Percent of adult offenders with a felony conviction within 3 years of discharge	15%	15%	20%

Washington County recidivism rates for 2019 involve probation sentenced offenders with a felony level case discharged in 2015. The 2019 recidivism rate for Washington County probationers was similar to the overall Twin Cities metro region rate of 21% and to the 18% rate for the entire state of Minnesota. Source: Washington County Community Corrections

PROPERTY RECORDS, VALUATION, ASSESSMENT

Turnaround time for recording, indexing, and returning real estate documents

	2017	2018	2019
Recording compliance	100%	100%	100%
Timely recording, paper documents	3.26 days	2.76 days	3.90 days
Timely recording, electronic documents	<1 day	<1 day	<1 day

To aid and improve commerce in Minnesota, state law compels specific processing requirements and compliance standards for recording of real estate documents, no later than 10 business days for documents submitted in paper form and no later than 5 days electronically after receipt by the county. Source: Property Records and Taxpayer Services

PUBLIC WORKS

Average pavement condition rating

	2017	2018	2019
Pavement Condition Index (PCI)	76	73	70

Note: The PCI rating monitors the surface quality of the pavement. Washington County's goal is to maintain the overall pavement condition of its roadway system at an average PCI of 72 or greater, with a minimum PCI of 40. In 2019, 8.3 miles of county roads were under 40 PCI rating. Source: Washington County Public Works and Minnesota Department of Transportation

Resident rating of county roads such as Manning Avenue, Radio Drive, or Bailey Road

	2013	2016	2018
Resident rating of road conditions	59	63	62

Note: Numbers are presented on a 0-100 scale where 0 equals "poor," 33 equals "fair," 67 equals "good," and 100 equals "excellent." Source: Washington County Resident Survey 2013, 2016, and 2018.

BUDGET, FINANCIAL

Bond rating

	2017	2018	2019
Standard and Poor's Rating Service	AAA	AAA	AAA
Moody's Investors Services	Aaa	Aaa	Aaa

Note: Washington County holds the highest rating obtainable from both Standard & Poor's Ratings Services and Moody's Investor's Services. Source: Washington County Accounting and Finance

PUBLIC HEALTH, SOCIAL SERVICES

Percentage of children in which there is a recurrence of maltreatment within 12 months following an intervention

	2017	2018	2019
Child Maltreatment	1.8%	3.2%	3.8%

Child maltreatment includes physical abuse, neglect, sexual abuse, mental injury, or maltreatment of a child in a facility. Minnesota's Department of Human Services measures repeat maltreatment as the percentage of children in which there is a recurrence of maltreatment within 12 months following an intervention. The federal performance standard is 9.1%.

Note: Data for 2019 is for a portion of the year; data for 2018 will be finalized after a full 12 months have elapsed after the occurrence of maltreatment. Source: Minnesota Department of Human Services' Social Services Information System

PARKS, LIBRARIES

Resident's rating of county parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park

	2013	2016	2018
Resident's rating of county parks	82	83	82

Note: Numbers are presented on a 0-100 scale where 0 equals "poor," 33 equals "fair," 67 equals "good," and 100 equals "excellent." Source: Washington County Resident Survey 2013, 2016, and 2018.

Number of annual library visits per 1,000 residents

	2017	2018	2019
Number of annual library visits per 1,000 residents	3,553	3,520	3,419

Note: 2018 population estimate was used to calculate 2018 and the 2019 population in-person library visits per 1,000 residents, as the 2019 population was not available at the time of publication. The 2017 number does not include libraries in Bayport, Lake Elmo, and Stillwater. Numbers in 2018 and 2019 do not include Bayport and Stillwater. Source: Washington County Library

ENVIRONMENT

Recycling percentage

	2017	2018	2019
Percentage of recycled waste	49.3%	48.9%	46.7%

Note: The recycling percentage is the total tons of county recyclable materials as a percentage of the waste generated. Recycling rate is subject to change as data reporting delayed or unavailable from sources partially due to COVID 19. Source: Washington County Public Health and Environment SCORE Report

Amount of hazardous household waste and electronics collected

	2017	2018	2019
Household hazardous waste	1.658 million lbs.	1.719 million lbs.	1.931 million lbs.
Electronics waste	1.910 million lbs.	1.830 million lbs.	1.510 million lbs.

Note: The decrease for electronic waste is likely due to products being manufactured at a lighter weight than in the past. Source: Washington County Public Health and Environment

Washington County Performance Measurement Program

Since the mid-1990s, Washington County departments have tracked, reported, and monitored performance measures to support decision-making, and to drive continued improvement in the services provided.

The information that each department gathers is shared with representatives from other departments and the Office of Administration each year, providing an opportunity to review the gathered data, and analyze its meaning. That spurs continuing discussions on how to use the collected data to implement improvements that lead to more efficiency and more effective practices to serve residents of the county.

Washington County's multi-departmental Performance Measurement and Improvement Team (PerMIT) continues to further institutionalize the use of performance measurement, lean, and quality improvement throughout the organization with a five-year Quality Improvement Plan.

With this plan, the departments commit themselves to seeking out continued improvement in the work that they do, and commit themselves to a quality improvement culture in the county.

WASHINGTON COUNTY VISION, MISSION, GOALS & VALUES

VISION

A great place to live, work and play...today and tomorrow

MISSION

Providing quality services through responsible leadership, innovation, and the cooperation of dedicated people

GOALS

- To promote the health, safety, and quality of life of citizens
- To provide accessible, high-quality services in a timely and respectful manner
- To address today's needs while proactively planning for the future
- To maintain public trust through responsible use of public resources, accountability, and openness of government

VALUES

- Ethical: to ensure public trust through fairness, consistency, and transparency
- Stewardship: to demonstrate tangible, cost-effective results and protect public resources
- Quality: to ensure that services delivered to the public are up to the organization's highest standards
- Responsive: to deliver services that are accessible, timely, respectful, and efficient
- Respectful: to believe in and support the dignity and value of all members of this community
- Leadership: to actively advocate for and guide the county toward a higher quality of life

MORE INFORMATION AVAILABLE

Performance Measurement and Indicators Report

The annual Performance Measures and Indicators Report reflects Washington County's continued commitment to high-quality service that meets and exceeds the needs and expectations of Washington County residents. The 2019 Performance Measures and Indicators Report is the county's 21st annual report and is expected to be published late summer 2020.

www.co.washington.mn.us/performanceasures

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