

OLMSTED COUNTY, MINNESOTA

Request For County Board Action

AGENDA DATE: June 18, 2019

REQUEST BY: Lisa Morris-Helmstetler, Administration
Debra EhretMiller, Administration

STATE ITEM OF BUSINESS: Approve Participation in Standard Performance Measures Program

BACKGROUND:

Performance Measurement and Reporting are at the core of a well-functioning entity. Through the County Board resolution process, the County has an opportunity to continue its voluntary participation in the Minnesota Council on Local Results and Innovation (Council) Standard Performance Measures Program as outlined in Minn. Stat. 6.91.

Benefits to program participation include the provision that any county or city that elects to participate in the standard measures / performance measurement program is eligible for a reimbursement of 0.14 per capita, not to exceed \$25,000, and is also exempt from levy limits under sections 275.70 to 275.74 for taxes payable in the following calendar year, if levy limits are in effect.

The Council on Local Results and Innovation (Council) was created by the Minnesota Legislature in 2010. In early 2011, the Council released a standard set of at least ten performance measures for cities and counties that aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities and counties providing services.

Subsequently, the Olmsted County Board of Commissioners declared its intent to participate in the Council's Standard Performance Measures Program through Resolutions No. 2011-038, 2012-038, 2013-049, 2014-046, 2015-51, 2016-49, 2017-41, and 2018-126.

We believe there continues to be value in participating in the program and sharing results with our residents, and respectfully request that the Olmsted County Board approve participation in the Council's Standard State Performance Measures Program and the attached Resolution.

Resolve that Olmsted County will adopt and implement a minimum of ten performance measures developed by the Council on Local Results and Innovation, and integrate these measures into its Managing for Results (M4R) Strategic Management System:

Performance Category Performance Measure: N = 11

Public Safety

Recidivism is reduced after supervision
- Probationers and Supervised Releasees

Public Works

Hours to Plow System During a Snow Event
Average County Pavement Condition Index (PCI)
Rating
- Target Score is an Average of 72

Resolution 19-125

Meeting of June 18, 2019

Property Records, Valuation, Assessment	Real Estate Document Turnaround Time Level of Assessment Ratio
Elections	Accuracy of Post-Election Audit (% of ballots counted accurately)
Veterans' Services	Federal and State Dollars brought into County for Veteran's Benefits
Public Health and Social Services	Olmsted County Residents' Life Expectancy at Birth Maltreatment Recurrence
Environment	Beneficial Use of Waste - Recycling Percentage
Budget, Financial	Bond Rating

In addition, the County Board is requested to approve the sharing of the performance results report with Olmsted County residents by the end of the year, and the submission of the report and this year's Resolution to the Office of the State Auditor by July 1, 2019.

Completion of the State Performance Measures Program Results Report is in progress and will be provided at a later date.

COUNTY BOARD ACTION REQUESTED:

Approved the County's participation in the Council's Standard State Performance Measures Program and supporting resolution as follows.

Reviewed with additional material provided: ✓ Approved
County Administrator

Resolution 19-125

Meeting of June 18, 2019

Resolution No. 19-125

WHEREAS, Olmsted County declares its intention to continue its voluntary participation in the Minnesota Council on Local Results and Innovation (hereinafter referred to as the "Council") Standard Performance Measures Program, as it has through past Resolutions No. 2011-038, 2012-038, 2013-049, 2014-046, 2015-51, 2016-49, 2017-41, and 2018-126; and

WHEREAS, benefits to Olmsted County for participation in the Council's comprehensive performance measurement program are outlined in Minn. Stat. 6.91 and include eligibility for a reimbursement as set by State statute (\$0.14 per capita in local government aid, not to exceed \$25,000); and

WHEREAS, any jurisdiction participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, Olmsted County has adopted and implemented at least 10 of the performance measures, as developed by the Council, and integrated these measures into its Managing for Results (M4R) Strategic Management System to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes.

NOW, THEREFORE, BE IT RESOLVED, that the Olmsted County Board of Commissioners hereby approves the County's continued participation in the Standard Performance Measures Program; and

BE IT FURTHER RESOLVED, that results of the performance measures shall be reported to residents by the end of the year through publication, direct mailing, posting on the County's website, or through a public hearing at which the budget and levy will be discussed and public input allowed; and

BE IT FURTHER RESOLVED, that the results of the performance measures adopted by the County shall be submitted to the Office of the State Auditor, along with this Resolution, by July 1, 2019.

Dated at Rochester, Minnesota this 18th day of June, 2019.

OLMSTED COUNTY BOARD OF COMMISSIONERS

DocuSigned by:

Jim Bier

6/18/2019 | 3:48 PM CDT

Jim Bier, Chairperson

ATTEST:

DocuSigned by:

Lisa Morris-Helmstetler

6/19/2019 | 8:56 AM CDT

Lisa Morris-Helmstetler, Deputy Clerk to the County Board

Resolution 19-125

Meeting of June 18, 2019

RESULT:	ADOPTED BY CONSENT VOTE [UNANIMOUS]
AYES:	Brown, Flynn, Bier, Kiscaden, Thein, Wright
ABSENT:	Podulke

Background

Olmsted County has been a voluntary participant in the Minnesota Council on Local Results and Innovation's (Council's) Standard Performance Measure Program since 2011.

Per the Council's reporting requirements, a copy of the resolution approved by the Olmsted County Board to participate in this program will be submitted electronically to the Minnesota Office of the State Auditor, along with this report.

The strategy map on page three of this report shows our current goals and long-range priorities as well as key initiatives for 2019. We are in the process of developing a new framework for strategy that maintains a balanced scorecard framework and includes measures as well. Future strategy maps will be completed at the countywide level and department level. Department level maps will include the details on outputs and outcomes related to the state performance measures.

The tables on pages four-five shows results from each of the measures in the past year and is also organized to show our community goal related to each measure.



A dynamic, world-class County delivering excellence every day

ORGANIZATIONAL STRATEGY January 2019

Foundational:

- Maintain Foundations of Democracy*
- Assure Safe and Healthy Communities: Keep the Community Safe and Provide Pathways to Health, Housing and Well Being*
- Be Good Stewards of Our Built and Natural Environments*

Operational:

- Develop Our Employees*
- Use Public Resources Wisely*
- Plan, Adapt and Respond Effectively*

Goals

Why and how we do our work

Long-range Priorities

What we intend to do long-term

- Provide for:
- o Effective, fair and accessible elections
 - o Access to remedy through the judicial system
 - o Access to documents of record
 - o Unbiased property valuation
 - o Enforce the laws
 - o Respond effectively to emergencies
 - o Prevent threats to safety and health
 - o Promote health, stability and self-sufficiency
 - o Care for vulnerable people
 - o Remedy poverty
 - o Provide affordable housing
 - o Maintain excellent transportation systems
 - o Provide for planful and sustainable land use
 - o Create and maintain recreation facilities and land of regional significance
 - o Improve and maintain air, water and soil health
 - o Provide efficient and sustainable waste mgmt.
 - o Champion sustainable energy sources

- o Recruit and retain excellent employees
- o Encourage learning and growth
- o Cultivate well-trained leadership
- o Ensure long-range financial health
- o Continuously improve efficiency and value of services
- o Responsibly manage public funds and resources
- o Ensure fair and equitable services
- o Provide consistent high-quality customer service
- o Communicate well
- o Use data to drive decisions
- o Strengthen intergovernmental relations

2019 Key Initiatives

Selected areas of emphasis in the short-term

- o Agree on Courts space plan
- o Implement e-poll books
- o Increase 2020 absentee voting locations
- o Develop shared decision-making model in Dispatch
- o Implement pre-trial services
- o Increase number of mental health providers
- o Enhance the behavioral health continuum of services
- o Build mental health crisis ctr
- o Implement Pathways to Prosperity pilot
- o Develop supportive housing
- o Update transportation plan
- o Begin to plan CR 104/TH14 intersection
- o Launch Graham Park Master Plan
- o Maintain and enhance ROCOG
- o Update land use plan, zoning and subdivision ordinances
- o Advocate for affordable housing
- o Advance Oxbow Nature Center plans
- o Complete Bierman House conversion
- o Support Zumbro and Root Rivers 1 Watershed, 1 plan
- o Develop pilot use of OWEF ash
- o Complete regional solid waste strategy
- o Review solid waste fees
- o Clean-up contaminated tax-forfeited land

- o Assess and invigorate org development
- o Advance workforce diversity
- o Create a paid internship program
- o Pilot career pathways program
- o Advance wellness culture
- o Implement succession planning
- o Create five-year staffing plan
- o Review/ standardize fee schedules
- o Catch up on facilities deferred maintenance
- o Train staff on cultural competence
- o Continue web redesign
- o Complete/implement communication plan
- o Respond to changing community demographics

Olmsted County– Standard State Performance Measures

July 1, 2018 – July 1, 2019

GOAL	DEPARTMENT	ID	MEASURE ISSUER	PERFORMANCE MEASURE	TARGETS	RESULTS	YEAR TO YEAR (B/W)	INITIATIVES	OWNERS
Be Good Stewards of our Built Environment	Public Works	1.1	State	Hours to Plow Complete System during a Snow Event	Substantially bare pavement within:			<ul style="list-style-type: none"> Maintain roads in a reasonable, safe, and serviceable condition throughout winter. Automated Vehicle Location System Participation Secure adequate capital improvement funding Perform bituminous road reclamation and overlays 	Kaye Bieniek, Director of Public Works
					a. 48 hours on principal arterial roadways	✓ Met	—		
					b. 72 hours on minor arterial roadways	✓ Met	—		
Maintain Foundations of Democracy	Property Records, Valuation, & Assessment	1.3	State	Real Estate Document Recording, Indexing and Return Time	90% of Documents, Turn-around time			<ul style="list-style-type: none"> Increase in imaged documents to provide improved disaster recovery and online access to documents Prepare ballots and tabulating system for 84 precincts for an estimated population of 151,000 with 85,000 registered voters Train 650+ election judges every 2 years Continue efforts to legislate early voting 	Mark Krupski, Director of Property Records and Licensing
					eRecorded Documents: 5 days	✓ 2	→ 0 Days 0%		
		Paper Recorded Documents: 10 days	✓ 5	→ 0 Days 0%					
		1.4	State	Post-Election Audit Accuracy	Voting system/Hand count Reconciliation Variance: < .5% (total variance from reconciliations of three random precincts)	✓ 0.00%	→ 0.00% Pts. 0%		
Provide Operational Excellence	Veterans' Services	1.5	County Department	Federal and State dollars brought into county for veterans' benefits	2018 Veteran Population: No Target	9,053	↓ (270) -3%	<ul style="list-style-type: none"> Request and coordinate delivery of goods/services through the Disabled American Veterans (DAV) Donor Connect Program Attend court proceedings and child protection hearings involving our veteran families Assist Olmsted County Veterans in securing SSAP for Dental, Optical, Rent and Utility, and Subsistence Allowance Benefits Make claims for death benefits, Death Pension or Dependency and Indemnity Compensation 	Nathan Pike, Senior Veterans' Services Officer
					2018 Federal Expenditures: No Target	\$44,079,000	↓ \$(1,050,000) 2%		
					2018 State Soldiers Assistance Program: No Target (also includes Local Veteran Service Organizations and non-profit entities financial assistance)	\$ 100,000	↑ \$ 5,000 5%		

Assure Safe and Healthy Communities	DFO Community Corrections	2.1	State	Adult Recidivism Rate	<p>2018 Recidivism after supervision:</p> <p>a. 85% of DFO felony case <u>probationers</u> remain free of felony conviction for 3 years after discharge</p> <p>b. 75% of DFO <u>supervised releases</u> remain free of felony conviction for 3 years after discharge</p>	<p>✓ 85%</p> <p>✗ 69%</p>	<p>↓ 3% Pts.</p> <p>↓ 6% Pts.</p>	<p>-3%</p> <p>-8%</p>	<ul style="list-style-type: none"> Coordinate Olmsted County Drug Court Partner with Damascus Way Halfway House Program Apply Research-driven practices Teach Cognitive Skills Programming Use Validated Risk Needs Assessment Provide Intensive Supervision Offer Domestic Violence Education and Treatment Prioritize supervision and treatment interventions to higher risk clients Target interventions to reduce risk Utilize effective Communication and motivation interview strategies to enhance positive change 	Travis Gransee, Director of DFO Community Corrections
	Public Health	2.2	County	Life Expectancy	<p>Life Expectancies Higher than:</p> <p>a. US Average: 78.8 years</p> <p>b. MN Average: 80.85 years</p>	<p>✓ 83.1</p> <p>✓ 83.1</p>	<p>↑ 0.4 Yrs.</p> <p>↑ 0.4 Yrs.</p>	<p>0%</p> <p>0%</p>	<ul style="list-style-type: none"> Promote Healthy Communities and Healthy Behaviors Assure the Quality and Accessibility of Health Services Prevent the Spread of Infectious Diseases Prepare for and Respond to Disasters and Assist Communities in Recovery Protect Against Environmental Hazards Assure an Adequate Local Public Health Infrastructure 	Stacy Sundve, Director of Health Assessment and Planning
	Social Services	2.3	State	2018 Maltreatment Recurrence Rate	<p>Of all children who were victims of a substantiated maltreatment report during 2017, what percent were victims of another substantiated or indicated maltreatment report within 12 months of their initial report?</p> <p>Target: 9.1% or Less</p>	<p>✓ 0%</p>	<p>→ 0% Pts.</p>	<p>0%</p>	<ul style="list-style-type: none"> Collaborate with law enforcement, medical personnel, and other agency staff working with the family as well as extended family member and friends Utilize differential response and early intervention services Engage with families to help them change Utilize differential response and early intervention services Use Family Involvement Strategies (FIS): Case Planning Conferences and Family Group Conferences 	Amy Shillabeer, Director of Child and Family Services
Maintain Foundations of Democracy	Property Records, Valuation, & Assessment	2.4	State	Taxation Assessment Accuracy (Payable 2019 Assessment)	<p>Median Assessment Ratios: 90% - 105%</p> <p>a. Residential</p> <p>b. Commercial</p> <p>c. Apartment</p> <p>d. Agriculture</p>	<p>✓ 93%</p> <p>✓ 94%</p> <p>✓ 93%</p> <p>✓ 102%</p>	<p>↑ 3% Pts.</p> <p>↑ 4% Pts.</p> <p>↑ 1% Pts.</p> <p>→ 0% Pts.</p>	<p>3%</p> <p>4%</p> <p>1%</p> <p>0%</p>	<ul style="list-style-type: none"> Rochester continues to experience high inflation in it's Residential market. To return median Residential Assessment Ratio's to the acceptable range (90%-105%), Assessors have raised values ~ 8.5%. Assessment aides assist Assessment Services personnel in revaluation Perform physical inspections of at least 20% of County parcels as mandated by state law 	Mark Krupski, Director of Property Records and Licensing
		2.5	State	Parcel Inspection Rate	<p>County Parcel Inspection Rate: 20% Minimum</p>	<p>✓ 20%</p>	<p>→ 0% Pts.</p>	<p>0%</p>		
Be Good Stewards of our Natural and Built Environment	Env. Resources	3.1	County Department	Recycling & Solid Waste Processing	<p>Total Olmsted County Solid Waste:</p> <p>a. Recycling Rate: > 45%</p> <p>b. OWEF Processible Waste Rate: > 90%</p> <p>c. Hazardous Waste Program Household Participation Rate: >10%</p>	<p>✗ 43%</p> <p>✓ 99%</p> <p>✓ 18%</p>	<p>↓ 3% Pts.</p> <p>↑ 8% Pts.</p> <p>↑ 7% Pts.</p>	<p>-14%</p> <p>9%</p> <p>64%</p>	<ul style="list-style-type: none"> Develop a regional solid waste management plan with SEMREX partners to increase recycling, organic management and other alternatives to disposal Continue educational outreach to expand generator knowledge of proper waste disposal and recycling options. Continue to monitor and respond to changing trends in traditional and digital marketing strategies to provide information where and when the public is seeking information. 	Tony Hill, Director of Environmental Resources
Provide Operational Excellence	Finance	4.1	County	Standard & Poors Bond Rating	AAA Rating	<p>✓ AAA</p>	<p>—</p>	<p>—</p>	<ul style="list-style-type: none"> Maintain consistent internal control systems Set example for staff and customers that demonstrates a commitment to ethical and careful work Work with departments to correct problems Continue to earn a certificate of Achievement for Excellence in Financial Reporty by the Government Finance Officers Association of the United States and Canada. 	Wilfredo Roman Catala, Chief Financial Officer