

# OLMSTED COUNTY, MINNESOTA

## Request For County Board Action

**AGENDA DATE:** July 7, 2020

**REQUEST BY:** Debra EhretMiller, Administration

**STATE ITEM OF BUSINESS:** Approve Continued Participation in the State Performance Measures Program

**BACKGROUND:**

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.

In 2010, the Legislature created the Council on Local Results and Innovation (Council). In February 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 in providing services.

Subsequently, Olmsted County Board of Commissioners declared its intent to participate in the Council's Standard Performance Measures Program and has submitted annual reports with performance measure results.

We believe there continues to be value in participating in the program and sharing results with our residents. We recommend that the Olmsted County Board continue the county's participation in the Council's Standard State Performance Measures Program.

Performance Category Performance  
Public Safety

Recidivism is reduced after supervision:  
probationers and supervised releases

Public Works

Hours to plow system during a snow event  
Average county pavement condition rating

Property Records, Valuation, Assessment

Real estate document turnaround time  
Level of assessment ratio

Elections

Accuracy of post-election audit

Veterans' Services

Federal and state funds available in the county for  
veteran's benefits

Public Health and Social Services

Olmsted County residents' life expectancy  
Maltreatment recurrence

Environment

Recycling

Resolution 20-121

Meeting of July 7, 2020

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.

**COUNTY BOARD ACTION REQUESTED:**

Approved the Continued Participation in the State Performance Measures Program and Resolution, and adopted supporting resolution as follows.

Reviewed with additional material provided:           ✓ Approved            
County Administrator

Resolution 20-121

Meeting of July 7, 2020

Resolution No. 20-121

WHEREAS, Olmsted County declares its intention to continue its voluntarily participation in the Minnesota Council on Local Results and Innovation (hereinafter "the Council") Standard Performance Measures Program; and

WHEREAS, benefit to participation are outlined in Minnesota Statute 6.91 and include eligibility for a reimbursement (\$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 to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, Olmsted County will continue to report the results of the performance measures to its residents by the end of the year by posting on the County's website; and

BE IT FURTHER RESOLVED, Olmsted County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the county, along with this resolution.

OLMSTED COUNTY BOARD OF COMMISSIONERS

DocuSigned by:  
*Matt Flynn* 7/7/2020 | 8:19 PM CDT  
141C092CF65344C  
Matt Flynn, Chairperson

ATTEST:

DocuSigned by:  
*Lisa Morris-Helmstetler* 7/7/2020 | 8:19 PM CDT  
F2D519A00DB1430...  
Lisa Morris-Helmstetler, Deputy Clerk to the County Board

<b>RESULT:</b>	<b>ADOPTED BY CONSENT VOTE [UNANIMOUS]</b>
<b>AYES:</b>	podulke, Brown, Flynn, Bier, Kiscaden, Thein, Wright

## **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 scorecard on page three of this report shows our high-level goals and measures of success using a balanced scorecard framework. Performance measures such as those in this report are tied to department-level goals and scorecards.

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.

# Olmsted County Strategy Scorecard 2020

## Mission:

To Provide the Foundation of a Vibrant Community

## Vision:

A Dynamic, World-class County Delivering Excellence Every Day

## Values:

Integrity

Innovation

Pro-Activity

Respect

Reliability

## Goals:

---

### Assure Safe and Healthy Communities

Keep the community safe  
Provide pathways to health, housing and well-being

---

### Provide Operational Excellence

Develop our employees  
Use public resources wisely  
Plan, adapt and respond effectively

---

### Be Good Stewards of Our Built and Natural Environments

Provide excellent transportation, land use and recreation  
Protect air, water and soil quality and manage waste effectively

---

### Maintain Foundations of Democracy

Provide fair property valuation and elections  
Provide access to documents of record and the judicial system

---

# Measures of Success

## Resident Quality of Life

Program Effectiveness | Resident Satisfaction | Customer Service

Measures	Baseline	Target	Description of Measure
<b>Resident-reported satisfaction with county services</b>	61pts.	65pts.	Average rating was between good and excellent on a 100-point scale. Data are 2019 and are collected every three years.
<b>Resident-reported quality of life, from household survey</b>	73pts.	75pts.	Average rating was between good and excellent on a 100-point scale. Data are 2019 and are collected every three years.

## Financial Stewardship

Planful and Sustainable Finances

Measures	Baseline	Target	Description of Measure
<b>Cash balance as a percent of operating revenues (AAA credit rating factor)</b>	54%	50%	Governmental Funds ability to meet financial obligations. U.S. counties median is about 37%.
<b>Unrestricted fund balance as a percent of operating revenues (AAA credit rating factor)</b>	44%	42.5%	Financial position of Governmental Funds unrestricted balances available for use. Midpoint of State Auditor’s recommendation is 42.5% and U.S. counties median is about 32%.
<b>Levy ranking per capita</b>	55 <sup>th</sup>	Lower Half	Olmsted County’s rank among Minnesota’s 87 counties (one is highest)

## Internal Processes

### Data-Driven Decisions | Efficient and Effective Processes | Effective Communications

Measures	Baseline	Target	Description of Measure
<b>County departments with completed scorecard</b>	0%	100%	County departments that have completed a strategy scorecard.
<b>Resident and business services online</b>	116	146	Applicable services that can be started or completed online (target is 71% of total).

## Organizational Capacity

### Effective Technology Use | Skilled and Diverse Staff

Measures	Baseline	Target	Description of Measure
<b>Employee retention</b>	8.6%	8-12%	Employee turnover in 2018, including retirements. Target is typical for industry.
<b>Staff race/ethnicity reflective of community</b>	7.5%	13.0%	Non-White staff in 2019. Target is percent of the county's non-White population ages 25-64 in 2018. (source: U.S. Census)

# Olmsted County– Standard State Performance Measures

**July 1, 2019 – July 1, 2020**

GOAL	DEPARTMENT	PERFORMANCE MEASURE	TARGETS	RESULTS	YEAR TO YEAR	INITIATIVES	OWNERS	
Be Good Stewards of our Built Environment	Public Works	Hours to Plow Complete System during a Snow Event	Substantially bare pavement within:			<ul style="list-style-type: none"> <li>Maintain roads in a reasonable, safe, and serviceable condition throughout winter.</li> <li>Automated Vehicle Location System Participation</li> <li>Secure adequate capital improvement funding</li> <li>Perform bituminous road reclamation and overlays</li> </ul>	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	Real Estate Document Recording, Indexing and Return Time	95% of Documents, Turn-around time			<ul style="list-style-type: none"> <li>Increase imaged documents to provide improved disaster recovery and online access to documents</li> <li>Prepare ballots and tabulating system for 84 precincts for an estimated population of 151,000 with 85,000 registered voters</li> <li>Train 650+ election judges every 2 years</li> </ul>	Mark Krupski, Director of Property Records and Licensing	
			eRecorded Documents: 5 days	✓	2			→ 0 Days
		Paper Recorded Documents: 10 days	✓	3	↓ (2) Days			
		Post-Election Audit Accuracy	Voting system/Hand count Reconciliation Variance: < .5% (total variance from reconciliations of three random precincts)	✓	0.00%	→ 0.00% Pts.		
Provide Operational Excellence	Veterans' Services	Federal and State dollars brought into county for veterans' benefits	2019 Veteran Population: <b>No Target</b>		8,787	↓ (266)	<ul style="list-style-type: none"> <li>Request and coordinate delivery of goods/services through the Disabled American Veterans (DAV) Donor Connect Program</li> <li>Attend court proceedings and child protection hearings involving our veteran families</li> <li>Assist Olmsted County Veterans in securing SSAP for Dental, Optical, Rent and Utility, and Subsistence Allowance Benefits</li> <li>Make claims for death benefits, Death Pension or Dependency and Indemnity Compensation</li> </ul>	Nathan Pike, Senior Veterans' Services Officer
			2019 Federal Expenditures: <b>No Target</b>	\$	48,327,000	↑ \$ 4,248,000		
			2019 State Soldiers Assistance Program: <b>No Target</b> (also includes Local Veteran Service Organizations and non-profit entities financial assistance)	\$	105,000	↑ \$ 5,000		



# Olmsted County– Standard State Performance Measures

**July 1, 2019 – July 1, 2020**

GOAL	DEPARTMENT	PERFORMANCE MEASURE	TARGETS	RESULTS	YEAR TO YEAR	INITIATIVES	OWNERS
Assure Safe and Healthy Communities	DFO Community Corrections	Adult Recidivism Rate	<p><b>2018 Recidivism after supervision (2019 data not yet available):</b></p> <p>a. 85% of DFO felony case <u>probationers remain free of felony conviction</u> for 3 years after discharge</p> <p>b. 75% of DFO <u>supervised releases remain free of felony conviction</u> for 3 years after discharge</p>	<p>✓ 85%</p> <p>✗ 69%</p>	<p>→ 0% Pts.</p> <p>→ 6% Pts.</p>	<ul style="list-style-type: none"> <li>Coordinate Olmsted County Drug Court</li> <li>Partner with Damascus Way Halfway House Program</li> <li>Apply Research-driven practices</li> <li>Teach Cognitive Skills Programming</li> <li>Use Validated Risk Needs Assessment</li> <li>Provide Intensive Supervision</li> <li>Offer Domestic Violence Education and Treatment</li> <li>Prioritize supervision and treatment interventions to higher risk clients</li> <li>Target interventions to reduce risk</li> <li>Utilize effective Communication and motivation interview strategies to enhance positive change</li> </ul>	Travis Gransee, Director of DFO Community Corrections
	Public Health	Life Expectancy	<p><b>Life Expectancies Higher than:</b></p> <p>a. US Average: 78.7 years</p> <p>b. MN Average: 77.8 years</p>	<p>✓ 81.9</p> <p>✓ 81.9</p>	<p>↓ (1.2) Yrs.</p> <p>↓ (1.2) Yrs.</p>	<ul style="list-style-type: none"> <li>Promote Healthy Communities and Healthy Behaviors</li> <li>Assure the Quality and Accessibility of Health Services</li> <li>Prevent the Spread of Infectious Diseases</li> <li>Prepare for and Respond to Disasters and Assist Communities in</li> <li>Protect Against Environmental Hazards</li> <li>Assure an Adequate Local Public Health Infrastructure</li> </ul>	Stacy Sundve, Director of Health Assessment and Planning
	Social Services	2019 Maltreatment Recurrence Rate	Of all children who were victims of a substantiated maltreatment report during 2019, what percent were victims of another substantiated or indicated maltreatment report within 12 months of their initial report? <b>Target: 9.1% or Less</b>	<p>✓ 3.6%</p>	<p>↑ 3.6% Pts.</p>	<ul style="list-style-type: none"> <li>Collaborate with law enforcement, medical personnel, and other agency staff working with the family as well as extended family member and friends</li> <li>Utilize differential response and early intervention services</li> <li>Engage with families to help them change</li> <li>Utilize differential response and early intervention services</li> <li>Use Family Involvement Strategies (FIS): Case Planning Conferences and Family Group Conferences</li> </ul>	Amy Shillabeer, Director of Child and Family Services

# Olmsted County– Standard State Performance Measures

July 1, 2019 – July 1, 2020

GOAL	DEPARTMENT	PERFORMANCE MEASURE	TARGETS	RESULTS	YEAR TO YEAR	INITIATIVES	OWNERS	
Maintain Foundations of Democracy	Property Records, Valuation, & Assessment	Taxation Assessment Accuracy (Payable 2019 Assessment)	Median Assessment Ratios: <b>90% - 105%</b> a. Residential b. Commercial c. Apartment d. Agriculture	✓ 93% ✓ 95% ✓ 95% ✓ 95%	↑ 0% Pts. ↑ 1% Pts. ↓ 2% Pts. ↓ -8% Pts.	<ul style="list-style-type: none"> <li>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%.</li> <li>Assessment aides assist Assessment Services personnel in revaluation</li> </ul>	Mark Krupski, Director of Property Records and Licensing	
		Parcel Inspection Rate	County Parcel Inspection Rate: <b>20% Minimum</b>	✓ 20%	→ 0% Pts.	<ul style="list-style-type: none"> <li>Perform physical inspections of at least 20% of County parcels as mandated by state law</li> </ul>		
Be Good Stewards of our Natural and Built Environment	Env. Resources	Recycling & Solid Waste Processing	<b>Total Olmsted County Solid Waste:</b>			<ul style="list-style-type: none"> <li>Develop a regional solid waste management plan with SEMREX partners to increase recycling, organic management and other alternatives to disposal</li> <li>Continue educational outreach to expand generator knowledge of proper waste disposal and recycling options.</li> <li>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.</li> </ul>	Tony Hill, Director of Environmental Resources	
			a. Recycling Rate: > 45%	✗	41%			↓ 2% Pts.
			b. OWEF Processible Waste Rate: > 90%	✓	99%			→ 0% Pts.
		c. Hazardous Waste Program Household Participation Rate: >10%	✓	19%	↑ 1% Pts.			
Provide Operational Excellence	Finance	Standard & Poors Bond Rating	<b>AAA Rating</b>	✓	AAA	—	<ul style="list-style-type: none"> <li>Maintain consistent internal control systems</li> <li>Set example for staff and customers that demonstrates a commitment to ethical and careful work</li> <li>Work with departments to correct problems</li> <li>Continue to earn a certificate of Achievement for Excellence in Financial Reporty by the Government Finance Officers Association of the United States and Canada.</li> </ul>	Wilfredo Roman Catala, Chief Financial Officer
		Moody's Investors Service	<b>AAA Rating</b>					