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

Updated: 7/2/2020 2:35 PM
Resolution 20-121

Budget, Financial

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 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

Matt Flynn, Chairperson

Lisa Morris-Helmstetler, Deputy Clerk to the County Board

RESULT: ADOPTED BY CONSENT VOTE [UNANIMOUS]
AYES: 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:

<table>
<thead>
<tr>
<th>Goals</th>
<th>Details</th>
</tr>
</thead>
</table>
| **Assure Safe and Healthy Communities**                              | Keep the community safe  
Providing 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

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

## Financial Stewardship

### Planful and Sustainable Finances

<table>
<thead>
<tr>
<th>Measures</th>
<th>Baseline</th>
<th>Target</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Cash balance as a percent of operating revenues (AAA credit rating factor)</td>
<td>54%</td>
<td>50%</td>
<td>Governmental Funds ability to meet financial obligations. U.S. counties median is about 37%.</td>
</tr>
<tr>
<td>Unrestricted fund balance as a percent of operating revenues (AAA credit rating factor)</td>
<td>44%</td>
<td>42.5%</td>
<td>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%.</td>
</tr>
<tr>
<td>Levy ranking per capita</td>
<td>55th</td>
<td>Lower Half</td>
<td>Olmsted County’s rank among Minnesota’s 87 counties (one is highest)</td>
</tr>
</tbody>
</table>
### Internal Processes

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

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<tbody>
<tr>
<td>County departments with completed scorecard</td>
<td>0%</td>
<td>100%</td>
<td>County departments that have completed a strategy scorecard.</td>
</tr>
<tr>
<td>Resident and business services online</td>
<td>116</td>
<td>146</td>
<td>Applicable services that can be started or completed online (target is 71% of total).</td>
</tr>
</tbody>
</table>

### Organizational Capacity

**Effective Technology Use | Skilled and Diverse Staff**

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<tr>
<td>Employee retention</td>
<td>8.6%</td>
<td>8-12%</td>
<td>Employee turnover in 2018, including retirements. Target is typical for industry.</td>
</tr>
<tr>
<td>Staff race/ethnicity reflective of community</td>
<td>7.5%</td>
<td>13.0%</td>
<td>Non-White staff in 2019. Target is percent of the county’s non-White population ages 25-64 in 2018. (source: U.S. Census)</td>
</tr>
</tbody>
</table>
## Olmsted County— Standard State Performance Measures

**July 1, 2019 – July 1, 2020**

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<tr>
<th>GOAL</th>
<th>DEPARTMENT</th>
<th>PERFORMANCE MEASURE</th>
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<th>RESULTS</th>
<th>YEAR TO YEAR</th>
<th>INITIATIVES</th>
<th>OWNERS</th>
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</table>
| Be Good Stewards of our Built Environment | Public Works | Hours to Plow Complete System during a Snow Event | Substantially bare pavement within:  
  a. **48 hours** on principal arterial roadways  
  b. **72 hours** on minor arterial roadways | Met | | | Kaye Bieniek, Director of Public Works |
| Maintain Foundations of Democracy | Property Records, Valuation, & Assessment | Real Estate Document Recording, Indexing and Return Time | 95% of Documents, Turn-around time  
  eRecorded Documents: **5 days**  
  Paper Recorded Documents: **10 days** | 2 > 0 Days  
  3 > (2) Days | | | Mark Krupski, Director of Property Records and Licensing |
| Provide Operational Excellence | Veterans' Services | Federal and State dollars brought into county for veterans’ benefits | 2019 Veteran Population: **No Target**  
  2019 Federal Expenditures: **No Target**  
  2019 State Soldiers Assistance Program: **No Target** (also includes Local Veteran Service Organizations and non-profit entities financial assistance) | 8,787 > (266)  
  $48,327,000 > $4,248,000  
  $105,000 > $5,000 | | | Nathan Pike, Senior Veterans' Services Officer |
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| Assure Safe and Healthy Communities | DFO Community Corrections | Adult Recidivism Rate                                     | 2018 Recidivism after supervision (2019 data not yet available):       | ✔️       | 0% Pts.       | • 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 |
|                             |                             |                                                           | a. 85% of DFO felony case probationers remain free of felony conviction for 3 years after discharge | ✔️       | 85%           |                                                                                                                                         |                                             |
|                             |                             |                                                           | b. 75% of DFO supervised releases remain free of felony conviction for 3 years after discharge | ✖️       | 69%           |                                                                                                                                         |                                             |
|                             |                             |                                                           |                                                                         |         | 6% Pts.       |                                                                                                                                         |                                             |
| Assure Safe and Healthy Communities | Public Health               | Life Expectancy                                           | Life Expectancies Higher than:                                        | ✔️       | 1.2 Yrs.      | • 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 Protecting Against Environmental Hazards  
• Assure an Adequate Local Public Health Infrastructure                                                                                                                                     | Stacy Sundve, Director of DFO Community Corrections |
|                             |                             |                                                           | a. US Average: 78.7 years                                           | ✔️       | 81.9          |                                                                                                                                         |                                             |
|                             |                             |                                                           | b. MN Average: 77.8 years                                           | ✔️       | 81.9          |                                                                                                                                         |                                             |
| 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?  
Target: 9.1% or Less | ✔️       | 3.6%           | • 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 |
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| Maintain Foundations of Democracy | Property Records, Valuation, & Assessment | Taxation Assessment Accuracy (Payable 2019 Assessment) | Median Assessment Ratios: 90% - 105%  
  a. Residential  
  b. Commercial  
  c. Apartment  
  d. Agriculture | ✓ 93%  
  ✓ 95%  
  ✓ 95%  
  ✓ 95% | ✓ 0% Pts.  
  ✓ 1% Pts.  
  ✓ 2% Pts.  
  ✓ -8% Pts. | • Rochester continues to experience high inflation in its 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 | Mark Krupski, Director of Property Records and Licensing |
| | | Parcel Inspection Rate | County Parcel Inspection Rate: 20% Minimum | ✓ 20% | ➔ 0% Pts. | • Perform physical inspections of at least 20% of County parcels as mandated by state law | |
| Be Good Stewards of our Natural and Built Environment | Env. Resources | Recycling & Solid Waste Processing | Total Olmsted County Solid Waste:  
  a. Recycling Rate: > 45%  
  b. OWEF Processible Waste Rate: > 90%  
  c. Hazardous Waste Program Household Participation Rate: >10% | ✗ 41%  
  ✓ 99%  
  ✓ 19% | ➔ 2% Pts.  
  ✓ 0% Pts.  
  ➔ 1% Pts. | • 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 | Standard & Poors Bond Rating | AAA Rating | ✓ AAA |  | • 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 Reporting by the Government Finance Officers Association of the United States and Canada. | Wilfredo Roman Catala, Chief Financial Officer |