

AGENDA

Eau Claire County

- Joint Meeting – Committee on Administration and Committee on Finance & Budget •
Tuesday, September 8, 2020
2:30 p.m.
Virtual Meeting – Webex

Dial In: 1-415-655-0001 **Access Code:** 923 166 903 **please mute device upon entry*

For those wishing to make public comment, you must e-mail Samantha Kraegenbrink at samantha.kraegenbrink@co.eau-claire.wi.us at least 30 minutes prior to the start of the meeting. You will be called on during the public session to make your comments.

1. Call to Order and confirmation of meeting notice
2. Roll Call of Committees
3. Public Comment
4. Review of Department Budgets – **Discussion/Information**
 - a. Facilities: Matt Theisen, Facilities Director
 - b. Information Systems: Dave Hayden, Information Systems Director
 - c. Risk Management: Sonja Leenhouts, Risk Analyst
 - d. Child Support: Megan Brasch, Director of Child Support
 - e. Corporation Counsel: Tim Sullivan, Corporation Counsel
 - f. Veteran Services: Adam Kohls
 - g. Administration/County Board: Kathryn Schauf, County Administrator
5. Adjournment of the Finance & Budget Committee - **Action**
6. Review/Approval of Committee Minutes – **Discussion/Action**
 - a. August 11, 2020
7. File No. 20-21/061: Resolution – Authorizing the expenditure of funds to conduct a forensic audit of the finances of the Department of Human Services – **Discussion/Action**
8. Appointments – **Discussion/Action**
 - a. City-County Board of Health
 - i. Mark Kaeding (5-year term)
 - b. Library Planning Committee
 - i. Charlene Conradi – Fall Creek Library
 - ii. John Thompson – IFLS
 - iii. Lee Adams – Augusta Library
 - iv. Stella Pagonis – County Board
 - v. Chris Hambuch-Boyle – County Board
 - vi. Alyson Jones – Altoona Library Board
 - vii. Pam Westby – Eau Claire Library Board
 - viii. Jacob Winzenz – Resident of Eau Claire
9. Set Future Committee Meetings and Items for Discussion
10. Adjourn

Next Regular Meeting – October 13, 2020 at 2:30 p.m.

Prepared by: Samantha Kraegenbrink

Please note: Upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through sign language, interpreters or other auxiliary aids. For additional information or to request the service, contact the County ADA Coordinator at 839- 6945 (FAX) 8391669 or (TDD) 8394735 or by writing to the ADA Coordinator, Human Resources Department, Eau Claire County Courthouse, 721 Oxford Ave., Eau Claire, Wisconsin 54703.

FACILITIES

DEPARTMENT MISSION

Provides cost effective & efficient general and preventative maintenance/custodial services to County departments and facilities. Provides a safe, secure, clean, healthy work environment for employees and general visiting public.

STRATEGIC DIRECTION AND PRIORITY ISSUES

- Continue expanding facility maintenance services to offsite County departments
- Implement energy efficiency/reduction projects at all County facilities
- Expand renewable energy options
- Work with County departments on space concerns/modifications
- Facilities capital investments

TRENDS AND ISSUES ON THE HORIZON

- Increased cost of contracted services, and supplies
- Adequate staffing to accommodate increasing demand for department services
- Funding for energy efficiency/renewable energy projects
- Collaborating with other departments to share staffing resources
- COVID19 challenges and response
- Revenue Reductions

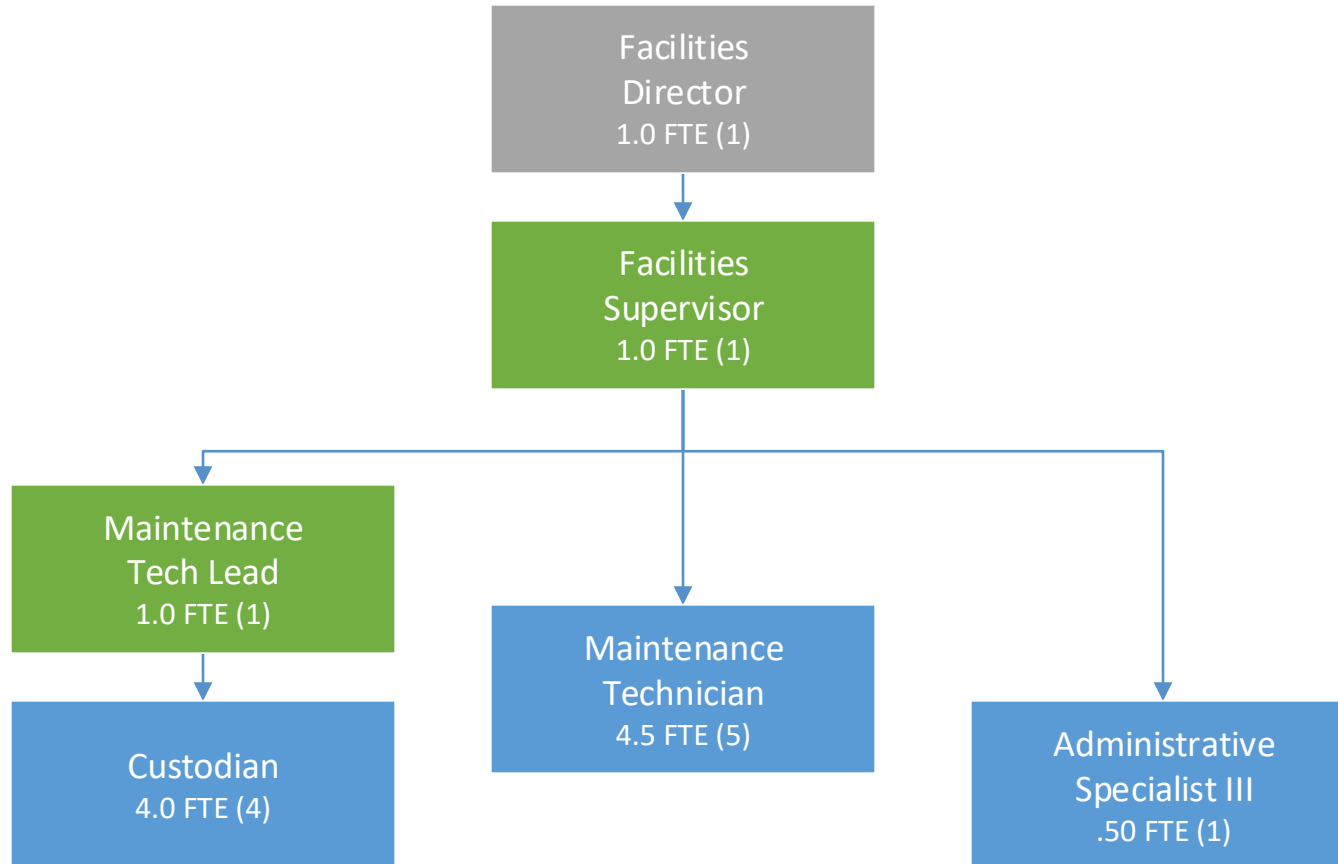
OPERATIONAL CHANGES – WITH FISCAL IMPACT

1. With the Administrative Operations Manager position being eliminated, several job duties/responsibilities will be assigned to the Facilities Director position. The position has been recommended to be reclassified to pay grade U, step 1.
2. Putting the Vacant position of Custodian on hold will save \$63,702 in 2021.

POTENTIAL RISKS

- Facilities could require additional cleaning as COVID19 progresses. If that happens staffing levels will need to be reassessed.

Facilities



Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
FTE	14.00	15.00	15.00	15.00	15.00	15.00	15.00	15.00	12.00	12.00	12.00

Courthouse/Jail/Towers

In house department that provides cost effective, efficient maintenance and custodial services for the Eau Claire County Courthouse. Provides a safe, secure, clean, and healthy work environment for courthouse employees and general visiting public.

OUTPUTS	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
General requests/repairs completed	4726	4636	4105	4977	2458

*YTD indicates Jan-Jun Results

OUTCOMES	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
95% of maintenance and custodial work orders will be completed within 7 days of being requested.	95%	98%	93%	95%	97%
Maintenance cost per ft2 of building (not including labor & utilities)			\$1.31	\$1.49	\$0.60
Utilities (Electric & Natural Gas) cost per ft2 of building.			\$1.53	\$1.35	\$0.42

*YTD indicates Jan-Jun Results

Ag Center

In house department that provides cost effective, efficient maintenance and custodial services for the Eau Claire County AG Center. Provides a safe, secure, clean, and healthy work environment for AG Center employees and general visiting public.

OUTPUTS	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
General requests/repairs completed	163	148	133	148	75

*YTD indicates Jan-Jun Results

OUTCOMES	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
95% of maintenance and custodial work orders will be completed within 7 days of being requested.	90%	96.0%	93%	95%	97%
Maintenance cost per ft2 of building (not including labor & utilities)			\$1.63	\$2.19	\$0.54
Utilities (Electric & Natural Gas) cost per ft2 of building.			\$0.71	\$0.38	\$0.18

*YTD indicates Jan-Jun Results

Cemetery

In house department that provides cost effective maintenance, service procurement, and contract oversight for the Orchard Cemetery.

OUTPUTS	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
Grave sites maintained	318	318	318	318	318
Square footage of grounds mowed & maintained	31,873	31,873	31,873	31,873	31,873

*YTD indicates Jan-Jun Results

OUTCOMES	<u>Benchmark</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
95% of maintenance and custodial work orders will be completed within seven days.	95%	100%	100%	100%	100%

*YTD indicates Jan-Jun Results

Facilities

Overview of Revenues and Expenditures

Revenues	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Tax Levy	\$1,940,985	\$1,859,969	\$1,859,969	\$1,770,695	-5%
05-Intergovernmental Charges for Services	\$3,541	-	-	-	
09-Other Revenue	\$451,078	\$457,114	\$457,114	\$465,680	2%
Total Revenues:	\$2,395,604	\$2,317,083	\$2,317,083	\$2,236,375	-3%

Expenditures	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Regular Wages	\$555,285	\$585,261	\$567,386	\$542,271	-7%
02-OT Wages	\$13,245	\$17,000	\$17,000	\$15,000	-12%
03-Payroll Benefits	\$257,534	\$263,124	\$263,125	\$245,301	-7%
04-Contracted Services	\$1,222,516	\$1,335,098	\$1,311,098	\$1,319,314	-1%
05-Supplies & Expenses	\$78,213	\$86,600	\$86,300	\$85,350	-1%
07-Fixed Charges	\$77,917	\$26,500	\$26,500	\$23,500	-11%
09-Equipment	\$9,618	\$3,500	\$3,500	\$5,639	61%
Total Expenditures:	\$2,214,327	\$2,317,083	\$2,274,909	\$2,236,375	-3%

Net Surplus/(Deficit)- Facilities	\$181,277	\$0	\$42,174	\$0	
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Revenue Assumptions

	2019	2020	2020	2021		
Revenue Source	Actual	Budget	Estimate	Request	Assumptions	Confidence Level %
County Tax Levy	1,940,985	1,859,969	1,859,969	1,770,695	5% Levy Reduction based on budget guidelines	100%
Maint - Work For Others	3,541	-	-	-		0%
Maintenance/ Rent Co Bldg & Offices	440,592	457,114	457,114	465,680	Lease agreements based on lease formula	100%
Miscellaneous Revenue	10,487	-	-	-		0%
TOTAL	\$2,395,604	\$2,317,083	\$2,317,083	\$2,236,375		

Budget Analysis

	2020 Adjusted Budget	Facilities Director position Change	Vacant Position	Cost to Continue Operations in 2021	2021 Requested Budget
01-Tax Levy	\$1,859,969	\$3,724	(\$63,702)	(\$29,296)	\$1,770,695
09-Other Revenue	\$457,114			\$8,566	\$465,680
Total Revenues	\$2,317,083	\$3,724	(\$63,702)	(\$20,730)	\$2,236,375

01-Regular Wages	\$585,261	\$3,724	(\$31,658)	(\$15,056)	\$542,271
02-OT Wages	\$17,000			(\$2,000)	\$15,000
03-Payroll Benefits	\$263,124		(\$32,044)	\$14,221	\$245,301
04-Contracted Services	\$1,335,098			(\$15,784)	\$1,319,314
05-Supplies & Expenses	\$86,600			(\$1,250)	\$85,350
07-Fixed Charges	\$26,500			(\$3,000)	\$23,500
09-Equipment	\$3,500			\$2,139	\$5,639
Total Expenditures	\$2,317,083	\$3,724	(\$63,702)	(\$20,731)	\$2,236,375

INFORMATION SYSTEMS

DEPARTMENT MISSION

The mission of the Information Systems Department is to enable Eau Claire County departments to better serve their customers and clients through cost effective use of technology for information management.

STRATEGIC DIRECTION AND PRIORITY ISSUES

- Support, maintain and enhance our existing applications and infrastructure. This is always our number one priority
- Take full advantage of the technology we already own:
 - **Microsoft Office 365** provides access to additional tools such as SharePoint, Teams, OneDrive and OneNote which have the potential to change the way people work – while we have made progress implementing some of these new tools, much more could be done
 - **Laserfiche** provides form definition and workflow capabilities which have the potential to improve processes across the county – again, much more could be done
 - **Avatar** is the case management and billing application used by Human Services, is very flexible but work needs to be done to fully utilize all its capabilities
 - **Ascent** is the land records and tax processing application used by Planning and Development and the Treasurer’s Office. It is our newest major application, going live in phases throughout the year. There likely will be additional reporting requirements.
 - Training and consulting assistance are key for us to take full advantage of these and other applications
- Evaluate opportunities for new and replacement applications that would improve service or reduce costs

TRENDS AND ISSUES ON THE HORIZON

- Departments will continue to request more technology solutions to improve service, increase efficiency and reduce costs
- Public expectations are driven by consumer experiences
- Anytime / anywhere access to information and applications
- More automation and less human intervention in routine processes
- Cybersecurity threats remain a significant concern

OPERATIONAL CHANGES – WITH FISCAL IMPACT

1. System Center Configuration Manager (SCCM) is included in operating budget – \$30K. SCCM enables us to update applications, apply patches and install hardware drivers remotely, minimizing the potential for cyber threats to compromise our network and steal our sensitive data.

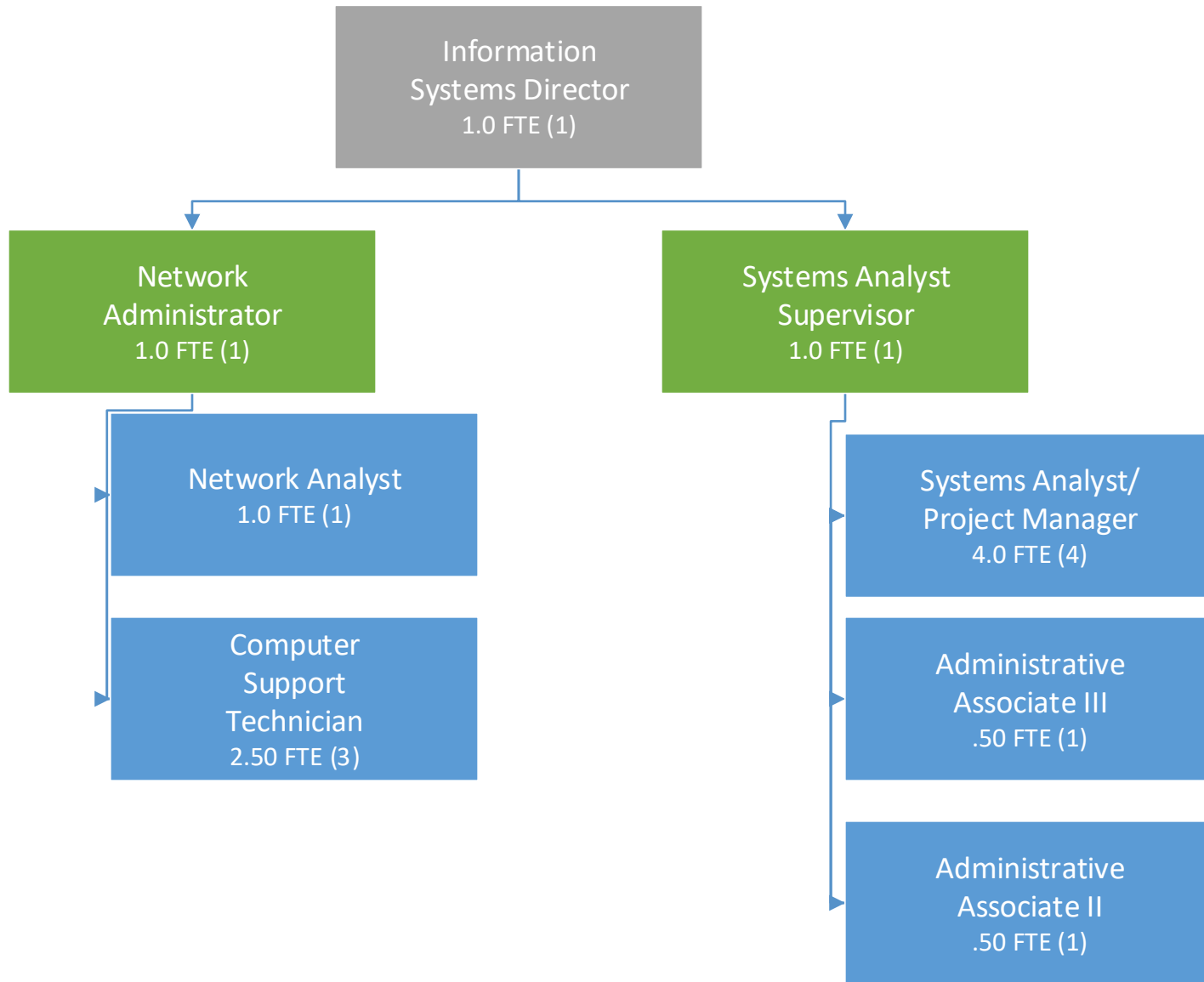
OPERATIONAL CHANGES – WITHOUT FISCAL IMPACT

- Working in and supporting a remote work environment because of the current Coronavirus – this will very likely be a permanent change for many county staff.

POTENTIAL RISKS

1. Eliminating SCCM would have a significant negative impact on our ability to support the County's remote work environment.

Information Systems



Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
FTE	10.50	10.50	10.80	11.30	11.23	11.23	12.00	12.50	11.50	11.50	11.50

Systems Support

Systems Support keeps the applications used by county staff and the underlying servers and network infrastructure running smoothly on a day-to-day basis. Systems support addresses issues, which are typically errors or problems that prevent staff from effectively doing their work. It also addresses requests, which typically do not prevent staff from doing their work but do need to be completed at some point

OUTPUTS	2015	2016	2017	2018	2019	YTD* 2020
Number of computer applications	106	106	106	106	106	91
Number of physical servers	16	16	18	18	18	18
Number of virtual servers	78	87	105	103	100	97
Number of virtual VoIP servers	11	11	11	11	11	10
Number of VMware host servers	9	9	9	9	11	11
Number of servers defined as critical	30	30	30	30	30	34
Number of core network devices	36	38	38	42	44	44
Number of closet network devices	81	85	106	110	110	111
Number of wireless access points	206	212	217	217	220	222
Number of remote locations	23	24	25	26	26	26
Number of WiMax partner locations	10	10	10	10	0	0
Number of tickets requiring network staff response	90	95	155	242	287	136
Number of tickets requiring systems analyst staff response	205	172	240	244	822	494

*YTD indicates Jan 1 – Aug 20 Results

OUTCOMES	Benchmark	2016	2017	2018	2019	YTD* 2020
Less than 1% unscheduled critical application downtime.	<1%	0.00%	0.02%	0.01%	0.02%	0.00%
Less than 1% unscheduled critical server downtime	<1%	0.00%	0.01%	0.03%	0.00%	0.00%
Less than 1% unscheduled network downtime.	<1%	0.01%	0.02%	0.01%	0.04%	0.01%
100% of critical applications and servers covered by maintenance / support / warranty.	100%	98%	98%	98%	99%	99%
Less than 40% average utilization on major network connections.	<40%	5%	5%	5%	5%	5%
100% of critical servers will be patched within 30 days of service pack stabilization.	100%	100%	100%	100%	100%	100%
On average, support tickets requiring network staff will be open less than 7 days	7.00	1.97	5.20	12.16	9.67	4.58
On average, support tickets requiring systems analyst staff response will be open less than 7 days	7.00	6.63	8.57	9.55	6.05	12.64

*YTD indicates Jan 1 – Aug 20 Results

Help Desk

The Help Desk keeps individual county staff productive by providing day-to-day application assistance and hardware support. This assistance and support addresses issues, which are typically errors or problems that prevent staff from effectively doing their work. It also addresses requests, which typically do not prevent staff from doing their work but do need to be completed at some point.

OUTPUTS	2015	2016	2017	2018	2019	YTD* 2020
Number of desktop computers	365	325	298	296	243	195
Number of laptops computers	154	214	265	440	451	470
Number of MS Surfaces	30	37	15	15	3	3
Number of iPads	52	52	43	46	34	39
Number of iPhones	45	40	182	270	202	227
Number of Android smartphones		13	13	13	14	16
Number of flip phones				19	19	11
Number of netmotion laptops	45	45	45	50	52	52
Number of netbooks	15	3	3	3	3	3
Number of printers	149	153	152	155	145	142
Number of desktop applications	30	30	30	30	30	30
Number of tickets requiring immediate response	217	198	130	68	61	22
Number of tickets in the system	2054	2107	2792	5406	5121	3659

*YTD indicates Jan 1 – Aug 20 Results

OUTCOMES	Benchmark	2016	2017	2018	2019	YTD 2020
On average, Help Desk tickets requiring immediate response will be open less than 1 day	1.00	0.29	0.74	1.03	2.60	1.51
On average, Help Desk tickets will be open less than 3 days	3.00	3.15	3.43	3.79	4.99	3.55

*YTD indicates Jan 1 – Aug 20 Results

Information Systems

Overview of Revenues and Expenditures

Revenues	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Tax Levy	\$2,136,286	\$2,033,264	\$2,033,264	\$2,000,381	-2%
05-Intergovernmental Charges for Services	\$27,898	\$38,064	\$35,908	\$49,847	31%
09-Other Revenue	\$4,370	-	\$2,100	-	
Total Revenues:	\$2,168,554	\$2,071,328	\$2,071,272	\$2,050,228	-1%

Expenditures	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Regular Wages	\$753,674	\$796,894	\$748,778	\$785,959	-1%
02-OT Wages	\$176	-	\$200	-	
03-Payroll Benefits	\$276,599	\$312,974	\$275,967	\$316,608	1%
04-Contracted Services	\$704,306	\$642,746	\$601,129	\$620,042	-4%
05-Supplies & Expenses	\$23,409	\$24,125	\$11,395	\$20,650	-14%
07-Fixed Charges	-	\$600	\$600	\$600	0%
09-Equipment	\$208,927	\$293,989	\$273,457	\$306,369	4%
Total Expenditures:	\$1,967,090	\$2,071,328	\$1,911,526	\$2,050,228	-1%

Net Surplus/(Deficit)- Information Systems	\$201,464	\$0	\$159,746	\$0	
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Revenue Assumptions

	2019	2020	2020	2021		
Revenue Source	Actual	Budget	Estimate	Request	Assumptions	Confidence Level %
County Tax Levy	\$2,136,286	\$2,033,264	\$2,033,264	\$2,000,381		0 100%
Data Processing Rev	27,898	38,064	35,908	49,847	charge actual expenditure cost	100%
Is/Misc Revenue	4,370	-	2,100	-		0 0%
TOTAL	\$2,168,554	\$2,071,328	\$2,071,272	\$2,050,228		

Budget Analysis

	2020 Adjusted Budget	System Center Configuration Manager	Cost to Continue Operations in 2021	2021 Requested Budget
01-Tax Levy	\$2,033,264	\$30,000	(\$62,883)	\$2,000,381
05-Intergovernmental Charges for Services	\$38,064		\$11,783	\$49,847
Total Revenues	\$2,071,328	\$30,000	(\$51,100)	\$2,050,228

01-Regular Wages	\$796,894		(\$10,935)	\$785,959
03-Payroll Benefits	\$312,974		\$3,634	\$316,608
04-Contracted Services	\$642,746		(\$22,704)	\$620,042
05-Supplies & Expenses	\$24,125		(\$3,475)	\$20,650
07-Fixed Charges	\$600		-	\$600
09-Equipment	\$293,989	\$30,000	(\$17,620)	\$306,369
Total Expenditures	\$2,071,328	\$30,000	(\$51,100)	\$2,050,228

RISK MANAGEMENT

DEPARTMENT MISSION

Provide effective safety training to employees and encourage employees to safe work practices. Pay claims that we owe, and fight claims we do not owe.

STRATEGIC DIRECTION AND PRIORITY ISSUES

Risk Analyst was hired in June 2019 and savings in WC costs have been significant since that time. This position is more proactively focused on claims and on the prevention of injuries. Safety Coordinator resigned in July 2019 and the Risk Analyst has taken on the extra duties along with the Admin Specialist III.

TRENDS AND ISSUES ON THE HORIZON

High cost claims of other municipalities are increasing the insurance markets cost. Most all high cost claims are in the Law Enforcement area including jails and patrol. Also, we are seeing higher workers comp cost claims mostly due to high medical costs. contract database and contract management. Chargeback to departments include 20% based on past claims/80% based on current payroll. The 20% is increased for 2021.

OPERATIONAL CHANGES – WITH FISCAL IMPACT

1. The Operations Administrator position was abolished due to retirement and the Risk Analyst position was changed to a Risk Manager position to better align with new responsibilities. The net of these changes saves (-\$44,724) in the Risk Management budget.

OPERATIONAL CHANGES – WITHOUT FISCAL IMPACT

- Work with departments to establish relationships and visibility with the employees
- Continue to be the main focal point for WC and safety so employees know who to contact

POTENTIAL RISKS

- Covid-19 could lead to high WC costs if we have employees who contracted the disease from a work-related exposure (jail and patrol, DHS, etc.) and need to be hospitalized. At this point, we have not had any work-related cases. Cases involving law enforcement brutality and ensuing lawsuits are on the rise. This has not been a problem in Eau Claire County in the past.

Risk Management and Insurance

Manages insurance in accordance to risk tolerance. Activities include managing self-insurance and large deductible programs; minimize the number claims and cost of claims once submitted (losses), workers compensation, and safety.

OUTPUTS	2016	2017	2018	2019	YTD* 2020
Number of contracts reviewed for appro. Language	1	1	1	1	1
Number of staff trained by Risk Management for safety programs	230	365	398	398	250
Number of vehicle accidents, property and liability claims processed	5	9	18	28	3
Number of Workers Compensation claims	25	39	73	88	34

*YTD indicates Jan-June results

OUTCOMES	Benchmark	2017	2018	2019	YTD 2020
Mod rate for workers comp . maintain a mod rate of less than 1.00.	<1.00		0.770	0.880	88%
Provide adequate funding of self-insurance of workers comp and liability programs. Measured at 80% to 85% reliability level as determined by actuary review	80%	New Metrics			
In depth system review of 4 programs per year.	4				

*YTD indicates Jan-June results

Risk Management

Overview of Revenues and Expenditures

Revenues	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
05-Intergovernmental Charges for Services	\$1,138,869	\$1,217,750	\$1,217,750	\$1,225,000	1%
09-Other Revenue	\$43,716	\$38,000	\$45,218	\$43,932	16%
11-Fund Balance Applied	-	\$434,030	\$76,296	\$477,453	10%
Total Revenues:	\$1,182,585	\$1,689,780	\$1,339,264	\$1,746,385	3%

Expenditures	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Regular Wages	\$151,226	\$149,825	\$148,325	\$107,367	-28%
03-Payroll Benefits	\$84,514	\$52,617	\$72,928	\$50,583	-4%
04-Contracted Services	\$17,205	\$43,500	\$36,500	\$40,000	-8%
05-Supplies & Expenses	\$7,763	\$9,760	\$5,220	\$8,760	-10%
07-Fixed Charges	\$535,902	\$594,849	\$616,761	\$625,575	5%
09-Equipment	\$611,913	\$839,229	\$550,100	\$864,100	3%
10-Other	\$49,231	-	\$49,231	\$50,000	
Total Expenditures:	\$1,457,754	\$1,689,780	\$1,479,065	\$1,746,385	3%

Net Surplus/(Deficit)- Risk Management	(\$275,169)	\$0	(\$139,801)	\$0	
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Revenue Assumptions

	2019	2020	2020	2021		
Revenue Source	Actual	Budget	Estimate	Request	Assumptions	Confidence Level %
Chargeback To City	23,947	-	-	-	Risk Analyst is providing safety services	100%
Workers Comp Dept Chgs	561,760	576,050	576,050	580,000	Costs have been down and contained in late '19-20	75%
Dept Insurance Charges	553,162	641,700	641,700	645,000	Spreading costs based on experience and payroll	95%
Interest On Work Comp Escrow Funds	7	-	7	7	Thinking it will be similar to '19	95%
Interest On Liability Escrow Funds	5,925	-	5,925	5,925	Thinking it will be similar to '19	95%
Premium Dividend	15,790	16,000	16,492	16,000	Depends on WMMIC and MPIC performance	85%
Capital Dividends	21,994	22,000	22,794	22,000	Depends on WMMIC and MPIC performance	85%
Fund Balance Applied	-	434,030	76,296	477,453		0%
TOTAL	\$1,182,585	\$1,689,780	\$1,339,264	\$1,746,385		

Budget Analysis

	2020 Adjusted Budget	Admin Opr Mgr position abolishment	Cost to Continue Operations in 2021	2021 Requested Budget
01-Tax Levy	-	(\$44,724)	\$44,724	-
05-Intergovernmental Charges for Services	\$1,217,750		\$7,250	\$1,225,000
09-Other Revenue	\$38,000		\$5,932	\$43,932
11-Fund Balance Applied	\$434,030		\$43,423	\$477,453
Total Revenues	\$1,689,780	(\$44,724)	\$101,329	\$1,746,385

01-Regular Wages	\$149,825	(\$33,164)	(\$9,294)	\$107,367
03-Payroll Benefits	\$52,617	(\$11,559)	\$9,525	\$50,583
04-Contracted Services	\$43,500		(\$3,500)	\$40,000
05-Supplies & Expenses	\$9,760		(\$1,000)	\$8,760
07-Fixed Charges	\$594,849		\$30,726	\$625,575
09-Equipment	\$839,229		\$24,871	\$864,100
Total Expenditures	\$1,689,780	(\$44,723)	\$101,328	\$1,746,385

CHILD SUPPORT

DEPARTMENT MISSION

The mission of the Eau Claire County Child Support Agency is: "With authority and funding from County, State, and Federal government, the Child Support Agency establishes and enforces child and medical support orders and establishes paternity for non-marital children. Appropriate administrative, civil, and criminal procedures are used to ensure that children are supported by both parents."

STRATEGIC DIRECTION AND PRIORITY ISSUES

Succession planning and training for loss of 120+ years of experience due to retirements over next 5 years. Continue training for new hires. Investment in technology to allow increased performance and collections utilizing resources such as credit cards payments, Laserfiche, and laptops. Maintaining performance to sustain current funding.

TRENDS AND ISSUES ON THE HORIZON

- Federal/state mandate effective 07/01/18- no longer able to collect birth costs for intact families, thus affecting the 15% reimbursement received for MSL Incentives.
- New law requiring DOJ background checks and fingerprinting for all child support staff at \$40/person cost to agency.
- Succession planning and training for loss of 120+ years of experience over next 5 years due to retirements in CSA.
- CCAP and WiKids interface in 2020-2021, impact on training, staffing, and potential cost to CSAs
- New Cooperative Agreement in 2019 with Clerk of Courts to seek reimbursement for their time dedicated to the CSA.
- Reviewing option to charge fees for NIVD services as additional revenue.

OPERATIONAL CHANGES – WITH FISCAL IMPACT

1. Increased attorney time effective July 2020 to pay .25 of position from Corp Counsel, for total of 1.02 Corp Counsel wage and fringe paid by CSA.
2. New Cooperative Agreement in 2020 with Sheriff's Department to seek reimbursement for bailiff time dedicated to CSA court hearings.
3. Effective 07/01/2020, no longer receive federal match for birth cost collections. In the past, when a county received \$100 in birth cost collections, the birth cost collection was subject to federal match of 66%, for total funding of \$294 (\$100 + \$194 in federal match). Counties will no longer receive federal match from this funding source.

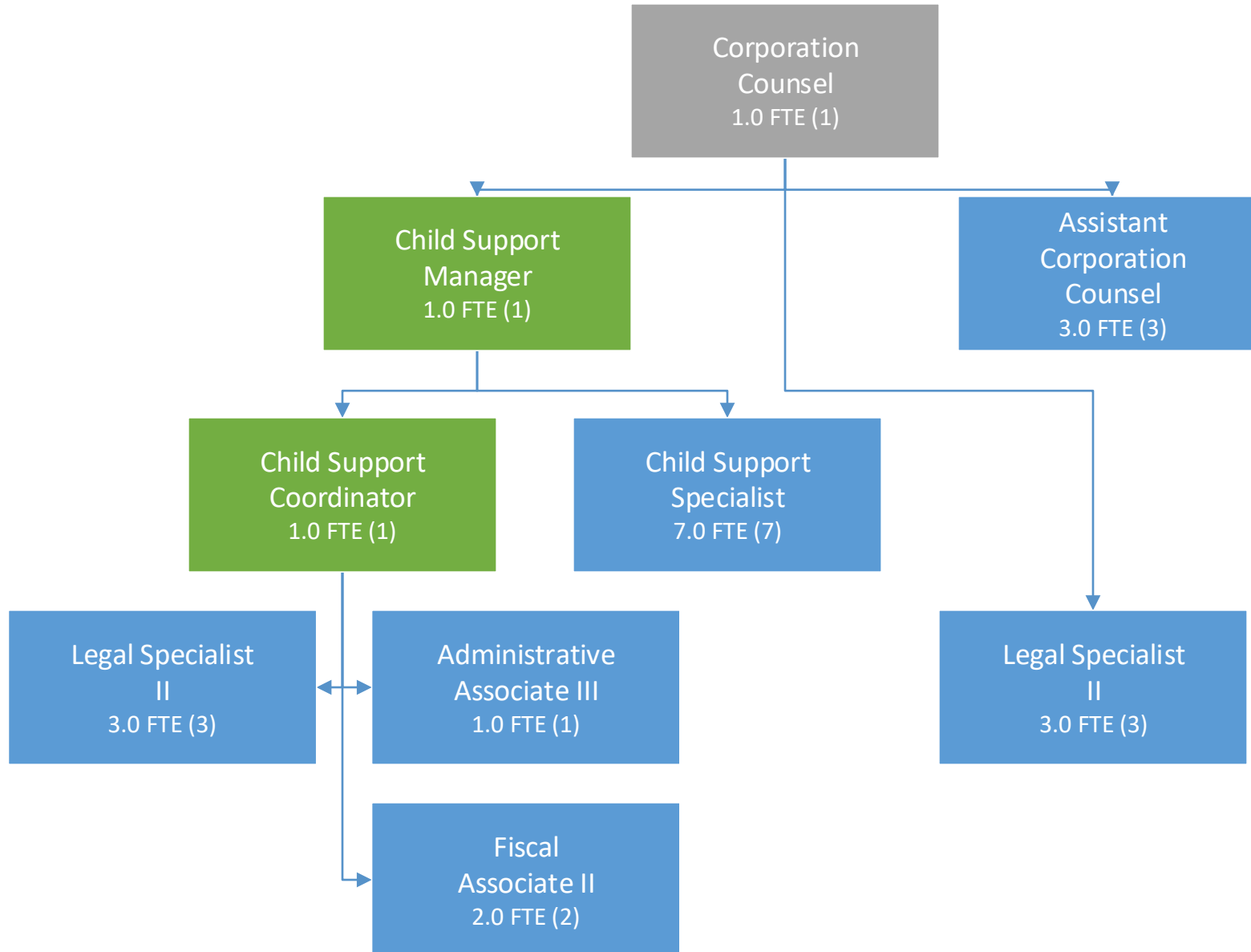
OPERATIONAL CHANGES – WITHOUT FISCAL IMPACT

- Paperless project to be completed by end of 2020 to improve efficiencies, allow staff to work remotely, and reduce printing (potential fiscal impact unknown at this time).

POTENTIAL RISKS

- Reducing services or staff ability to provide services (such as increased caseloads) potentially decreases performance-based funding.
- Sixth court room will require additional staffing.

Corporation Counsel



Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
FTE	22.35	22.50	21.00	21.00	21.50	21.50	21.50	22.00	22.00	22.00	22.00

Child Support

The purpose of the Child Support Program is to establish paternity for non-marital children, and to establish and enforce child support and health insurance obligations for children whose parents do not live together. Protect children and strengthen families and their economic well-being and encourage self-sufficiency.

OUTPUTS	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
Full service (IV-D) cases	5,667	5,854	5,864	5,858	5,767
Financial record-keeping only cases (non IV-D)	1,472	1,593	1,640	1,650	1,707
*YTD indicates Jan-Jun Results					
OUTCOMES	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
Establish new court orders within 90 days for at least 80% of cases.	92.04%	91.11%	90.55%	90.93%	90.98%
Establish paternity within federal timelines for at least 80% of cases.	109.73%	105.38%	105.88%	103.53%	100.20%
Collect at least one payment towards arrears on at least 80% of cases with arrears owed.	71.72%	71.90%	68.37%	69.51%	69.61%
Collect at least 80% of all child support due each month.	73.68%	73.12%	72.17%	72.66%	73.39%
Receipt of birth cost repayments and health insurance orders.	\$54,170	\$54,195	\$45,487	\$35,304	\$56,450
Number of substantiated administrative customer complaints.	0	0	0	0	0
Dollars Spent : Dollars Collected			\$1,173,651 : \$16,159,538	\$1,236,927 : \$16,289,989	\$558,586 : \$8,022,864
*YTD indicates Jan-Jun Results					

Child Support Agency

Overview of Revenues and Expenditures

Revenues	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Tax Levy	\$36,222	\$52,053	\$52,053	\$64,459	24%
04-Intergovernment Grants and Aid	\$1,169,092	\$1,238,161	\$1,247,886	\$1,263,454	2%
06-Public Charges for Services	\$6,198	\$8,975	\$7,725	\$8,975	0%
Total Revenues:	\$1,211,512	\$1,299,189	\$1,307,664	\$1,336,888	3%

Expenditures	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Regular Wages	\$789,363	\$815,419	\$824,468	\$825,941	1%
02-OT Wages	\$229	-	-	-	
03-Payroll Benefits	\$364,429	\$399,385	\$420,759	\$428,659	7%
04-Contracted Services	\$31,982	\$42,360	\$32,701	\$37,200	-12%
05-Supplies & Expenses	\$39,147	\$34,025	\$24,034	\$30,655	-10%
07-Fixed Charges	\$4,734	\$4,000	\$4,000	\$4,100	3%
09-Equipment	\$17,706	\$4,000	-	\$10,333	158%
Total Expenditures:	\$1,247,591	\$1,299,189	\$1,305,962	\$1,336,888	3%

Net Surplus/(Deficit)- Child Support Agency	(\$36,079)	\$0	\$1,702	\$0	
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Revenue Assumptions

	2019	2020	2020	2021		
Revenue Source	Actual	Budget	Estimate	Request	Assumptions	Confidence Level %
County Tax Levy	36,222	52,053	52,053	64,459	Based on other revenues and reimbursements	80%
Administration Cost Reimb.	792,712	854,275	842,000	888,472	Based on 66% of expenditures, no longer receive match for birth costs	80%
Child Sup/Finger Print Reimb	1,646	-	-	-	No longer receive this reimbursement	100%
Performance Based Funding	203,083	202,523	202,523	203,931	Allocations provided by state	100%
State General Purpose Revenue	132,513	140,663	140,663	141,051	Allocations provided by state	100%
Msl Incentives	35,304	35,000	57,000	25,000	Collection of birth costs, state is holding us harmless for 2021 and we have received our allocation amount	100%
Spcl Incentive Funds	-	-	-	-	No longer receive this reimbursement	100%
Health Insurance Gpr	3,834	5,700	5,700	5,000	Based on health insurance collections	60%
Genetic Test Repayments	4,319	7,250	6,000	7,250	Based on genetic test collections, one of the last accounts paid on the case	75%
Filing Fees	1,879	1,725	1,725	1,725	Historical data supports this collection amount	90%
TOTAL	\$1,211,512	\$1,299,189	\$1,307,664	\$1,336,888		

Budget Analysis

	2020 Adjusted Budget	.25 Atty Position	Sheriff Coop Agreement	Cost to Continue Operations in 2021	2021 Requested Budget
01-Tax Levy	\$52,053	\$12,085	\$3,005	(\$2,684)	\$64,459
04-Intergovernment Grants and Aid	\$1,238,161	\$23,460	\$5,835	(\$4,002)	\$1,263,454
06-Public Charges for Services	\$8,975	-	-	-	\$8,975
Total Revenues	\$1,299,189	\$35,545	\$8,840	(\$6,686)	\$1,336,888

01-Regular Wages	\$815,419	\$25,064	\$5,435	(\$19,977)	\$825,941
03-Payroll Benefits	\$399,385	\$10,481	\$3,405	\$15,388	\$428,659
04-Contracted Services	\$42,360	-	-	(\$5,160)	\$37,200
05-Supplies & Expenses	\$34,025	-	-	(\$3,370)	\$30,655
07-Fixed Charges	\$4,000	-	-	\$100	\$4,100
09-Equipment	\$4,000	-	-	\$6,333	\$10,333
Total Expenditures	\$1,299,189	\$35,545	\$8,840	(\$6,686)	\$1,336,888

CORPORATION COUNSEL

DEPARTMENT MISSION

The mission of the Eau Claire County Corporation Counsel is: “To protect the public health, safety and general welfare of Eau Claire County residents by providing quality legal services in an efficient and timely manner to the County, its boards, commissions, committees, departments and employees.”

STRATEGIC DIRECTION AND PRIORITY ISSUES

Convert all or portions of files in Corporation Counsel to minimize storage needs. Succession planning and training and continue training for new hires. Investment in technology to allow increased performance and collections utilizing resources such as credit cards payments and laptops.

TRENDS AND ISSUES ON THE HORIZON

- Staffing issues with the creation of Branch 6 in the Circuit Court. The new court will create additional demand for hearings that will need to be covered by staff in Corporation Counsel and Child Support.
- Training and succession planning. 3 of 7 seven staff have one year or less experience in this office. Two of the Four attorneys are approaching retirement age. We need to work on making sure that all staff are fully trained and cross trained to handle all the responsibilities of the office.

OPERATIONAL CHANGES – WITH FISCAL IMPACT

1. We have increased the attorney time in child support agency to capture the 66% reimbursement from the state and federal government for the CSA budget.

OPERATIONAL CHANGES – WITHOUT FISCAL IMPACT

- Continued implementation of technology to increase efficiencies within the department and compliance with court guidelines.
- During the past year we have worked with the Department of Human Services to prioritize cases with out of home placements, including Involuntary Termination of Parental Rights (TPR) cases, Child in Need of Protection or Services (CHIPS) cases, placements in Mental Health Commitments (Chapter 51) cases, to assist with reduction of out-of-home placement costs.

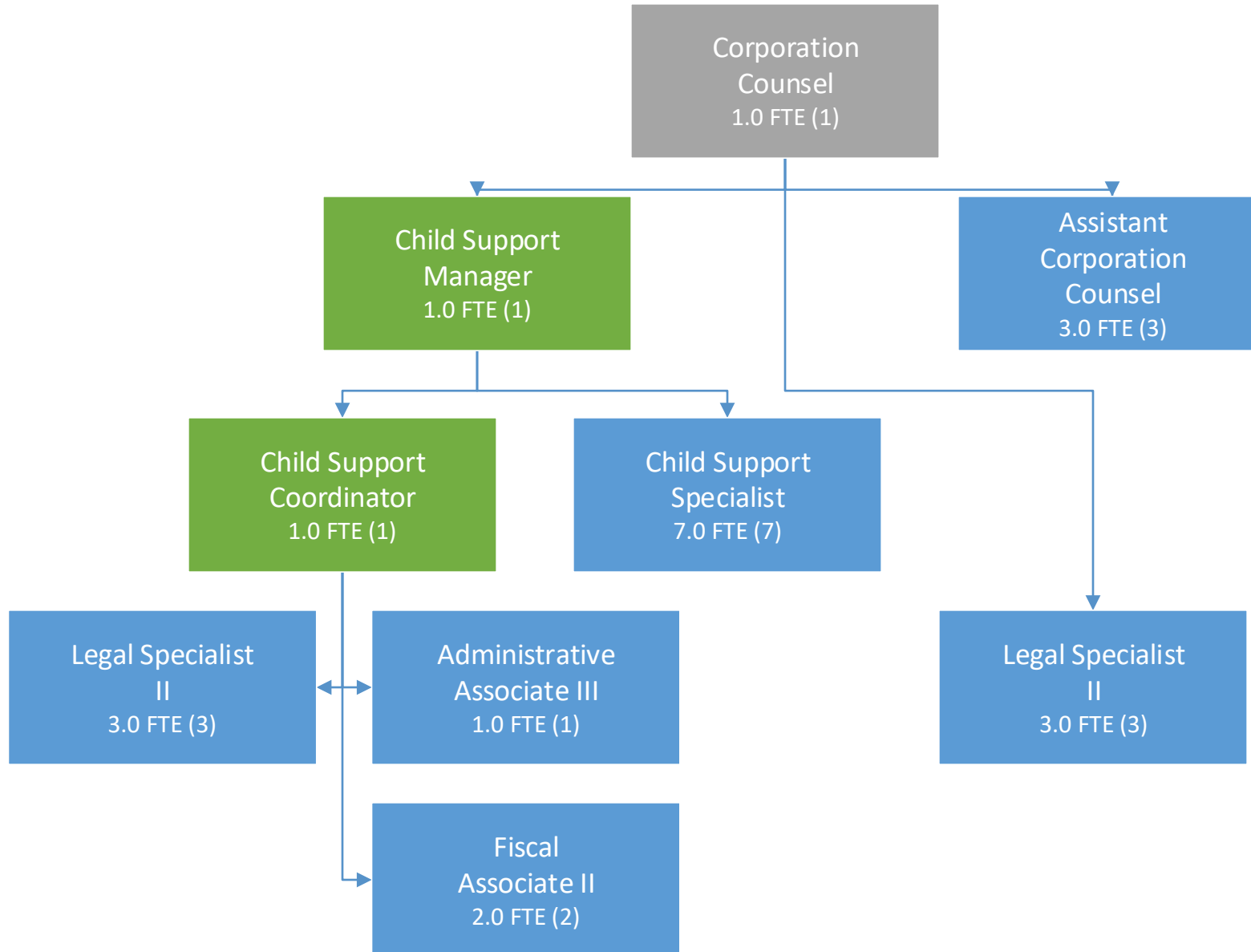
POTENTIAL RISKS

- The operations of the Corporation Counsel are very lean with employees working to their capacity in many different areas. The office does not have the ability to control its overall case load as we are required to respond to all child support, paternity, Chapter 51, CHIPS, JIPS, TPR,

and Guardianship and Protective Placement cases that are referred to this office, as well as all of the issues that arise within the various departments of the county. With the addition of Branch 6 Circuit Court additional cases will be filed and court hearings will be scheduled that staff will need to respond to. This is further compounded by the fact that many of our cases are subject to strict statutory time limits that require us to respond immediately. We do not have the ability to push them out to a later date. We need to plan for additional staff in the next 2-5 years.

- Ability to hire/retain staff. During the past year we have filled three vacancies in the legal Specialist II position. We are seeing a pattern where we make offers of employment, and then the candidates decline the position because they are offered a higher salary by their current employer. Two staff left during the past year to take similar positions in the private sector with a higher rate of pay.

Corporation Counsel



Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
FTE	22.35	22.50	21.00	21.00	21.50	21.50	21.50	22.00	22.00	22.00	22.00

General Legal Services

Provide contract review and drafting, legal advice to departments and county board and training to county employees. Protect county interests and reduce liability risk.

OUTPUTS	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
Number of Child Abuse Restraining Orders opened	20	33	29	32	15
Number of claims reviewed	22	39	34	45	13
Number of contracts reviewed	85	81	92	73	23
Number of contacts (All) Maintained	311	296	257	255	257
Number of county ordinance violations pretrials held	22	26	29	28	7
Number of foreclosure cases reviewed	8	6	5	3	3
Number of ordinances and resolutions drafted	56	50	41	36	31
Number or ordinances and resolutions reviewed and/or revised	177	123	149	115	75
Number of Minor guardianship cases opened	3	1	3	17	5

*YTD indicates Jan-July Results

OUTCOMES	Benchmark	2017	2018	2019	YTD* 2020
97% of contracts will be reviewed within 7 days of receipt.	97%	100%	100%	100%	91%
97% of resolutions and ordinances referred for drafting will be returned for review or additional information within 7 days.	97%	100%	100%	100%	94%
100% of in-house legal services will be provided at a rate less expensive than local private attorney rates as illustrated in local attorney rate survey.	100%	100%	100%	100%	100%
95% of claims filed against the county, will be processed within 2 days of receipt of the claim by Corporation Counsel, excluding weekends and holidays.	95%	100%	100%	100%	100%

*YTD indicates Jan-July Results

CHIPS, JIPS, TPR's and DHS Legal Services

Provide legal counsel and representation to the Department of Human Services (DHS) by processing children in need of protection and services (CHIPS) cases, juveniles in need of protection and services (JIPS) cases, and termination of parental rights (TPR'S) cases. Protect children and allow them to thrive. Maintain families when possible.

OUTPUTS	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
Number of CHIPS cases opened	241	216	165	128	68
Number of CHIPS cases involving Meth	86	66	88	67	43
Number of JIPS cases opened	174	161	182	146	68
Number of TPR cases opened	17	17	26	18	3

*YTD indicates Jan-July Results

OUTCOMES	Benchmark	2017	2018	2019	YTD* 2020
100% of CHIPS and JIPS referrals will be responded to within 20 days of Corporation Counsel's receipt.	100%	100%	100%	100%	100%
100% of in-house legal services will be provided at a rate less expensive than local private attorney rates as illustrated in local attorney rate survey.	100%	100%	100%	100%	100%

*YTD indicates Jan-July Results

Chapters 51, 54, and 55 and Annual Reviews

Provide legal counsel and representation to the Department of Human Services (DHS) by drafting and review of legal documents, court representation in matters prosecuting Chapter 51 mental commitments, Chapters 54 and 55 temporary guardianships, guardianships and protective placements and annual protective placement reviews. Protect individuals with mental illness and the residents of the county. Protect vulnerable adults from abuse / neglect.

OUTPUTS	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
Number of Chapter 51 cases opened	344	352	371	360	234
Number of Chapter 51 (New) cases committed	67	49	48	63	26
Number of Chapter 51 recommitment cases continued	48	51	53	51	23
Continued signed stipulation	39	42	40	41	13
Continued via court appearances	9	9	13	10	10
Number of Chapters 54 and 55 cases opened	42	40	32	52	34
Number of Chapter 54 Temporary Guardianship cases opened	31	24	24	29	17
Number of Protective Placement Annual reviews scheduled	307	306	297	305	201
Total fees collected from 54, 55 and Annual Reviews	\$22,735	\$20,270	\$25,095	\$31,480	\$11,250

*YTD indicates Jan-July Results

OUTCOMES	Benchmark	2017	2018	2019	YTD* 2020
100% of Chapter 51 emergency detentions and recommitments, and Chapter 54 annual protective placement reviews will be processed and completed within the statutory time requirements.	100%	100%	100%	100%	100%
100% of Chapter 54 guardianship and protective placement petitions will be completed within the statutory time requirement.	100%	100%	100%	100%	100%
100% of in-house legal services will be provided at a rate less expensive than local private attorney rates as illustrated in annual local attorney rate survey.	100%	100%	100%	100%	100%

*YTD indicates Jan-July Results

Building, Zoning, and Health Code Enforcement

Provide legal counsel and representation to the Planning and Development Department and the City-County Health Department. Ensure the public health, safety and general welfare of Eau Claire County residents.

OUTPUTS	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
Number of Building, Zoning and Health Code cases opened during year	1	1	3	1	2
Number of Building, Zoning and Health Code cases resolved during year	1	0	1	0	2

*YTD indicates Jan-Jun Results

OUTCOMES	Benchmark	2017	2018	2019	YTD* 2020
100% of zoning matters referred will be reviewed on a monthly basis with zoning staff until resolved.	100%	100%	100%	100%	100%
100% of in-house legal services will be provided at a rate less expensive than local private attorney rates as illustrated in local attorney rate survey.	100%	100%	100%	100%	100%

*YTD indicates Jan-July Results

Collections

Provide legal counsel and representation to any department of the county requiring assistance in pursuing collection and reimbursement.

OUTPUTS	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
Number of collections cases referred and files opened	4	80	0	0	0
Number of tax intercepts filed	0	5	0	16	0
Amount of payments received from tax intercept	19	17	\$8,638	\$6,242	\$6,782
Amount of payments received, excluding tax intercepts	51	52	\$1,599	\$1,069	\$90
Total amount collected: <i>Bottom figure includes collections for lumber for P&F on past due accts</i>	\$8,855	<u>\$8,560</u> \$20,560	<u>\$10,237</u> \$85,237	<u>\$7,311</u> 48,370	\$6,872
*YTD indicates Jan-July Results					
OUTCOMES	Benchmark	2017	2018	2019	YTD* 2020
95% of tax intercept cases that qualify will be referred to the Department of Revenue (“DOR”) within 7 days.	95%	100%	100%	?100%	100%
The cost of collections will be less than the amount of money collected.	Yes	No	Yes	Yes	Yes
*YTD indicates Jan-July Results					

Corporation Counsel

Overview of Revenues and Expenditures

Revenues	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Tax Levy	\$681,966	\$652,138	\$652,138	\$605,440	-7%
05-Intergovernmental Charges for Services	\$3,434	\$2,750	\$2,750	\$2,750	0%
06-Public Charges for Services	\$38,658	\$36,000	\$34,250	\$34,250	-5%
Total Revenues:	\$724,058	\$690,888	\$689,138	\$642,440	-7%

Expenditures	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Regular Wages	\$501,664	\$491,068	\$441,613	\$458,914	-7%
02-OT Wages	\$2,544	-	\$100	-	
03-Payroll Benefits	\$212,252	\$185,280	\$185,280	\$166,361	-10%
04-Contracted Services	\$2,160	\$2,200	\$2,200	\$2,000	-9%
05-Supplies & Expenses	\$9,598	\$11,540	\$10,340	\$11,840	3%
09-Equipment	\$326	\$800	\$800	\$3,325	316%
Total Expenditures:	\$728,543	\$690,888	\$640,333	\$642,440	-7%

Net Surplus/(Deficit)- Corporation Counsel	(\$4,485)	\$0	\$48,805	\$0	
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Revenue Assumptions

	2019	2020	2020	2021		
Revenue Source	Actual	Budget	Estimate	Request	Assumptions	Confidence Level %
County Tax Levy	681,966	652,138	652,138	605,440	Several vacancies this year, depends on collection of other fees	70%
Corp Counsel Fees	133	500	250	250	Based on administrative fees owed, unpredictable, typically one time fee	60%
Bad Debt Collections	6,996	9,000	9,000	9,000	Collected by tax intercept	100%
Gn / Pp Service Fees	31,530	26,500	25,000	25,000	Collections based on # of cases and customer's ability to pay	100%
Airport Chargeback	3,434	2,750	2,750	2,750	Based on historical data	90%
TOTAL	\$724,058	\$690,888	\$689,138	\$642,440		

Budget Analysis

	2020 Adjusted Budget	.25 Atty Position to Child Support	Cost to Continue Operations in 2021	2021 Requested Budget
01-Tax Levy	\$652,138	(\$35,545)	(\$11,153)	\$605,440
05-Intergovernmental Charges for Services	\$2,750	-	-	\$2,750
06-Public Charges for Services	\$36,000	-	(\$1,750)	\$34,250
Total Revenues	\$690,888	(\$35,545)	(\$12,903)	\$642,440

01-Regular Wages	\$491,068	(\$25,064)	(\$7,090)	\$458,914
03-Payroll Benefits	\$185,280	(\$10,481)	(\$8,438)	\$166,361
04-Contracted Services	\$2,200	-	(\$200)	\$2,000
05-Supplies & Expenses	\$11,540	-	\$300	\$11,840
09-Equipment	\$800	-	\$2,525	\$3,325
Total Expenditures	\$690,888	(\$35,545)	(\$12,903)	\$642,440

VETERAN SERVICES

DEPARTMENT MISSION

Honor, respect, support, and advocate for veterans and their families residing in Eau Claire County. As advocates we will guide veterans through the application process and help them to obtain all eligible opportunities that will improve their quality of life. We provide friendly and professional service to our veterans and their dependents for all their sacrifices in serving our country.

STRATEGIC DIRECTION AND PRIORITY ISSUES

Provision of Services. Ensure that current changes in Federal and State benefits are provided to local Veterans. Continue partnerships with local Veteran Service Organizations, Federal, and State agencies. Maintain flexible hours to meet the needs of our Veterans allowing them access to information and assistance. Partner and collaborate with the many community agencies to better assist the veterans of ECC.

Communication. Reach out personally to those veterans most affected by pandemic. Expand awareness of programs, and benefits utilizing marketing, social media, and customer surveys.

Technology. Veterans Benefits Management System (VBMS) electronic claims processing system allows faster and easier claims processing. We plan to continue to use and improve our digital capability with this system.

TRENDS AND ISSUES ON THE HORIZON

Remote Working – The onset of COVID-19 has made working from home a reality. This is an opportunity we can take advantage of as remote employees can execute their projects and surpass their goals wherever they please. They have flexibility to design their days so their professional/personal lives can be experienced to their fullest potential. This is a paradigm shift that we can capitalize on.

OPERATIONAL CHANGES – WITH FISCAL IMPACT

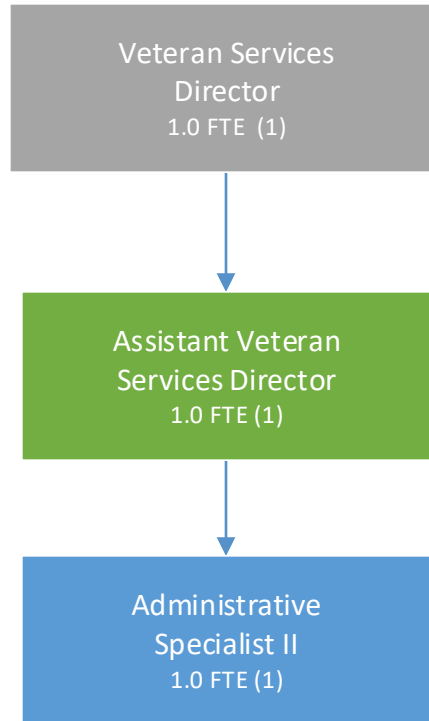
- Suspended attendance at national CVSO conference for certification. Plan to attend state level conference and save \$6,000.
- Reduced the size of flags for veterans' markers and saved \$3,000.

OPERATIONAL CHANGES – WITHOUT FISCAL IMPACT

- Suspended walk-in hours. We have moved appointments to phone or video appointments. Our veterans have found very convenient.
- Suspended DAV van rides to Minneapolis VA medical center. Volunteer drivers and veteran passengers fall into the high-risk category and we cannot take the chance of putting their health at risk.

POTENTIAL RISKS

- Communication risks: Stay in touch with employees who work from home so they do not feel isolated from the larger team.



Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
FTE	2.80	2.80	2.80	2.73	3.00	3.00	3.00	3.00	3.00	3.00	3.00

Federal, State, and County Veteran Benefit Programs

Provide professional guidance and assistance in obtaining federal, state, and county veteran benefits. Advise veterans with physical and mental health concerns on available resources and services. Ensure veterans, dependents, and survivors are treated fairly and equitably.

OUTPUTS	Source	2017	2018	2019	YTD* 2020
Veterans living in Eau Claire County (per 2019 Forward Analytics Report)		7,256	7,110	8.12% of ECC	8.12% of ECC
Number of office appointments with Veterans and dependents	Vetra Spec	2,096	1,974	1,579	481
Number of Veterans transported to VA medical centers	Tracker	247	376	333	52
Telephone calls with Veterans, dependents, agencies, etc...	Vetra Spec	10,598	14,466	8,296	6,154
Email and other communications with Veterans, dependents, agencies	Vetra Spec	unk	unk	6,181	2,257
Hours of certification training attended by staff	Tracker	104	72	180	24
Grants awarded to Veterans (gas cards, food cards, rents, etc...)	Tracker	20	17	88	35
Federal VA \$ coming into ECC: Compensation for Disabilities/Pension	VA	\$18.3 Mill	\$18.4 Mill	\$22.2 Mill	working
Federal VA \$ coming into ECC: Educational Benefits	VA	\$2.7 Mill	\$2.5 Mill	\$2.5 Mill	working
Federal VA \$ coming into ECC: Medical Benefits	VA	\$18.1 Mill	\$16.7 Mill	\$15 Mill	working

OUTCOMES	Benchmark	2017	2018	2019	YTD* 2020
Provide professional, compassionate and timely service. Goal is to address questions and provide an understanding of issues at end of meeting. (End of meeting Survey initiated to capture this metric).	85%	Unk	Unk	90%	Working
As mandated by VA, 100% of visitors requesting confidential information or paperwork will present proper identification and/or consent forms before having their requests fulfilled.	100%	100%	100%	100%	100%
Veteran Services will meet with the Eau Claire County Veteran's Service Commission no less than once quarterly to review expenditures to veterans in crisis and efforts to assist other veterans in need.	4	4	4	4	1
The Veteran Services Director and Assistant Veteran Services Director will maintain VA accreditation through accepted veteran service organizations in order to legally represent veteran's claims to the VA.	100%	100%	100%	100%	100%

*YTD indicates Jan - Aug results

Outreach, Public Education, and Advocacy (GOAL - Expand Awareness of Vets Programs)

Provide public outreach and education to raise awareness about federal, state and county veteran's benefits and services. Acts as official liaison between mandated county, state, and federal programs and providers. Advocate for veterans, dependents, and survivors.

OUTCOMES	Benchmark	2017	2018	2019	YTD* 2020
Submit an informative article for publication on a monthly basis.	12	12	12	16	4
Presentation to a veterans or community group at least quarterly	4	16	9	17	1
Develop and expand social media presence and increase the number of followers each quarter until a sustainable level is determined.	400	Unk	270	450	518
Honorably discharged veterans buried in ECC receive a cemetery flag/marker within 1 month of notification.	95%	100%	100%	100%	100%

Veterans Services

Overview of Revenues and Expenditures

Revenues	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Tax Levy	\$246,809	\$253,346	\$253,346	\$239,187	-6%
04-Intergovernment Grants and Aid	\$13,000	\$13,000	\$13,000	\$13,000	0%
09-Other Revenue	\$859	-	\$5,095	-	
Total Revenues:	\$260,668	\$266,346	\$271,441	\$252,187	-5%

Expenditures	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Regular Wages	\$172,861	\$176,703	\$177,336	\$175,354	-1%
02-OT Wages	\$202	\$400	\$100	\$200	-50%
03-Payroll Benefits	\$43,471	\$47,113	\$45,664	\$48,133	2%
04-Contracted Services	\$17,532	\$10,300	\$6,800	\$6,800	-34%
05-Supplies & Expenses	\$17,843	\$16,030	\$6,400	\$8,700	-46%
09-Equipment	\$12,108	\$15,800	\$14,955	\$13,000	-18%
10-Other	\$211	-	-	-	
Total Expenditures:	\$264,227	\$266,346	\$251,255	\$252,187	-5%

Net Surplus/(Deficit)- Veterans Services	(\$3,559)	\$0	\$20,186	\$0	
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Revenue Assumptions

	2019	2020	2020	2021		
Revenue Source	Actual	Budget	Estimate	Request	Assumptions	Confidence Level %
County Tax Levy	\$246,809	\$253,346	\$253,346	\$239,187	Historical data used to calculate	90%
State Aid - Vets	13,000	13,000	13,000	13,000	Historical amount provided by state of WI	90%
General Donations	859	-	5,070	-	Amount varies greatly year to year	50%
Transportation Donations	-	-	25	-	amount varies year to year	50%
TOTAL	\$260,668	\$266,346	\$271,441	\$252,187		

Budget Analysis

	2020 Adjusted Budget	Training Exp. Reduction for Certification	Veteran Marker Flag Savings	Cost to Continue Operations in 2021	2021 Requested Budget
01-Tax Levy	\$253,346	(\$6,000)	(\$3,000)	(\$5,159)	\$239,187
04-Intergovernment Grants and Aid	\$13,000			-	\$13,000
Total Revenues	\$266,346	(\$6,000)	(\$3,000)	(\$5,159)	\$252,187

01-Regular Wages	\$176,703			(\$1,349)	\$175,354
02-OT Wages	\$400			(\$200)	\$200
03-Payroll Benefits	\$47,113			\$1,020	\$48,133
04-Contracted Services	\$10,300	(\$6,000)		\$2,500	\$6,800
05-Supplies & Expenses	\$16,030		(\$3,000)	(\$4,330)	\$8,700
09-Equipment	\$15,800			(\$2,800)	\$13,000
Total Expenditures	\$266,346	(\$6,000)	(\$3,000)	(\$5,159)	\$252,187

ADMINISTRATION

DEPARTMENT MISSION

The County Administrator's office provides executive management and oversight to all operations of Eau Claire County government. The County Administrator is the county's chief administrative officer, develops and executes the annual budget and ensures that policies and procedures adopted by the county board are carried out.

STRATEGIC DIRECTION AND PRIORITY ISSUES

- Process validation and audits to create integrated internal control function
- Work with board and strategic partners to develop financial sustainability strategy
- Work with teams to develop "change-management" strategies to ensure capacity needs are met and sustainability is achieved (long term view). LEAN, identification of base service levels.
- County-wide initiative (knowledge bases): shared data and automated workflows
- Identification of long-term solutions to service; including which services will be discontinued.
- Collection of data (qualitative and quantitative to tell the story of county government.) Use to communicate challenges and future implications; as well as measuring success of evidence-based decision making

TRENDS AND ISSUES ON THE HORIZON

- Ten years of levy limits, revenue that does not support basic county function threatens financial sustainability of operations.
- Demographic changes and expectations of local government will continue to change.
- Revenue loss/changes due to the Covid-19 Pandemic

OPERATIONAL CHANGES – WITH FISCAL IMPACT

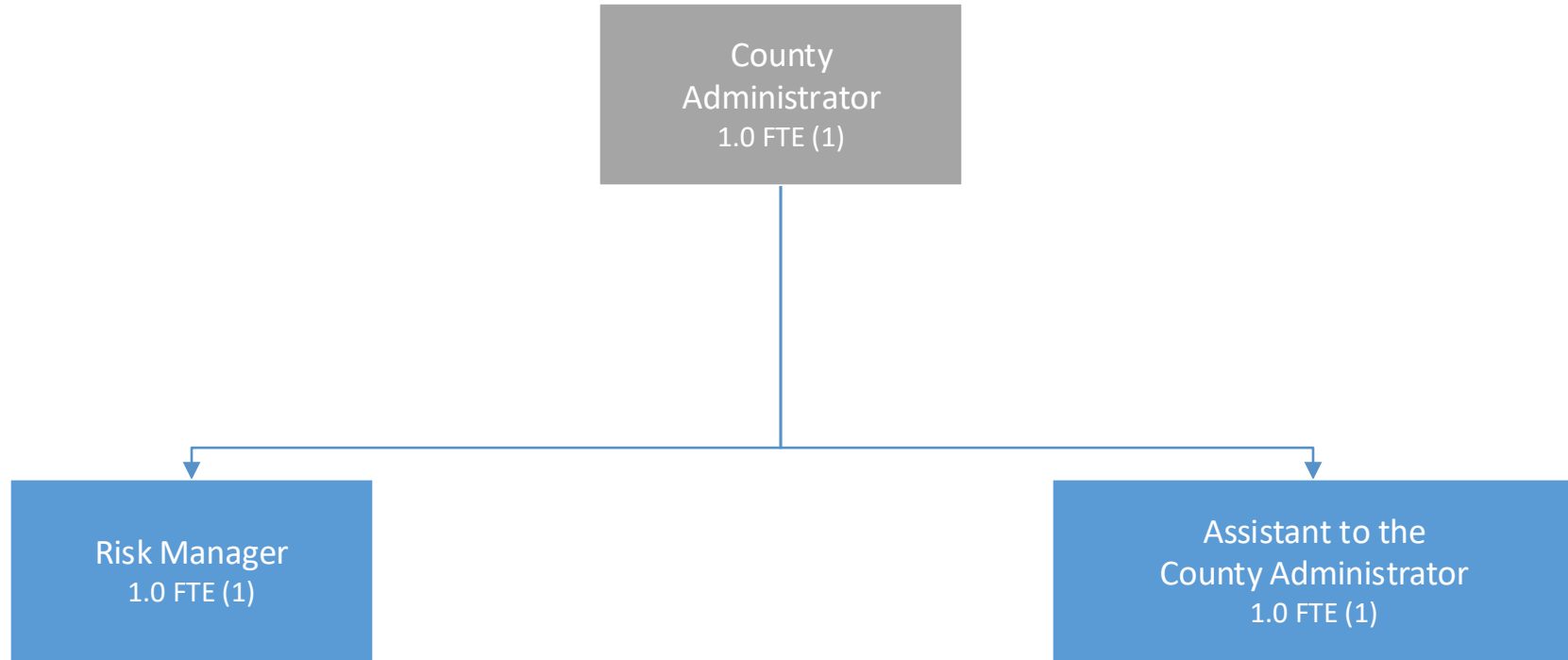
- Anticipate a savings of \$84,133 for Administration by the abolishment of the Administrative Operations Manager.
- Administration is requesting to abolish the Administrative Specialist III (-\$17,863) and create an Assistant to the County Administrator (\$22,110) – Fiscal Impact for Administration would be an increase of \$4,247.

- Shared contracted position with the City of Eau Claire for Equity, Diversity, Inclusion, and Social Justice Coordinator. The cost would be \$58,000.
- Automation of legislative process with Granicus Legistar. The cost included in the budget is for the start-up cost of the software. This software will enable Administration along with Finance, Corporation Counsel, County Clerk, and all other departments who are tasked with the creation of legislation, agendas, and minutes work with a more streamlined process resulting in less time, less paper trail and less error (\$21,900).

POTENTIAL RISKS

- Delayed implementation of best practices across governmental operations.

Administration



Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
FTE	3.75	5.48	6.61	6.38	6.38	6.38	6.38	6.00	9.70	8.70	3.00

Administration

The County Administrator's office: Manages the daily county government operations; carries out policies and procedures adopted by the county board; ensures fiscal and programmatic accountability; provides support to the Board of Supervisors; and medical examiner services.

OUTPUTS	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
Number of Community Events Attended	69	65	71	38	15
Number of Meetings Attended	514	478	411	686	474
Number of Board, Commission, Vacancies Recruited	21	15	16	15	35
# of Committee Agendas Prepared	56	17	28	40	31
# of County Board Agendas /Addendums prepared	27	9	15	21	15
# of Resolutions/Ordinances	151	51	80	88	76

*YTD indicates Jan-Jun Results

OUTCOMES	<u>Benchmark</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>YTD* 2020</u>
Cost per resdint for Medical Examiner services	<u>N/A</u>	New in 2019		\$3.24	\$3.59
Employees surveyed will indicate basic understanding of code of conduct.	<u>1:1</u>	New in 2019		<u>1:1</u>	
Strategic plan identifies focused goals and meaningful process as identified by survey of participants.	<u>1:1</u>	New in 2019		<u>1:1</u>	<u>1:1</u>
Contracts for shared services updated.	<u>100%</u>	New in 2019		<u>100%</u>	<u>100%</u>

*YTD indicates Jan-Jun Results

Administration

Overview of Revenues and Expenditures

Revenues	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Tax Levy	\$361,749	\$273,705	\$273,705	\$259,947	-5%
06-Public Charges for Services	\$985	-	\$50	-	
Total Revenues:	\$362,734	\$273,705	\$273,755	\$259,947	-5%

Expenditures	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Regular Wages	\$252,466	\$189,988	\$116,808	\$129,282	-32%
02-OT Wages	\$91	-	-	-	
03-Payroll Benefits	\$68,878	\$49,772	\$71,281	\$31,320	-37%
04-Contracted Services	\$20,809	\$21,620	\$12,092	\$87,220	303%
05-Supplies & Expenses	\$13,158	\$12,325	\$4,095	\$12,125	-2%
Total Expenditures:	\$355,403	\$273,705	\$204,276	\$259,947	-5%

Net Surplus/(Deficit)- Administration	\$7,331	\$0	\$69,479	\$0	
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Revenue Assumptions

Revenue Source	2019	2020	2020	2021	Assumptions	Confidence Level %
	Actual	Budget	Estimate	Request		
County Tax Levy	\$361,749	\$273,705	\$273,705	\$259,947		0%
Meeting Room Rentals	985	-	50	-		0%
TOTAL	\$362,734	\$273,705	\$273,755	\$259,947		

Budget Analysis

	2020 Adjusted Budget	Position Changes	Cost to implement Granicus Legistar	City of EC Contracted Position	Cost to Continue Operations in 2021	2021 Requested Budget
01-Tax Levy	\$273,705	(\$79,887)	\$21,900	\$58,000	(\$10,771)	\$262,947
Total Revenues	\$273,705	(\$79,887)		\$58,000	(\$10,771)	\$262,947

01-Regular Wages	\$189,988	(\$59,819)			(\$887)	\$129,282
03-Payroll Benefits	\$49,772	(\$20,068)			\$1,616	\$31,320
04-Contracted Services	\$21,620		\$21,900	\$58,000	(\$11,300)	\$90,220
05-Supplies & Expenses	\$12,325				(\$200)	\$12,125
Total Expenditures	\$273,705	(\$79,887)		\$58,000	(\$10,771)	\$262,947

COUNTY BOARD

DEPARTMENT MISSION

The county board is the governing body of the county and functions as the policy making and legislative branch of County government. Supervisors are elected in the spring nonpartisan election (even year) for two-year terms.

STRATEGIC DIRECTION AND PRIORITY ISSUES

- Automation to streamline the Legislation Process

OPERATIONAL CHANGES – WITH FISCAL IMPACT

1. Coverage for 29 County Board Supervisors to attend County Officials Workshops, Wisconsin Counties Association events, and Eggs & Issues in addition to their current \$500.00/year training/travel budget – \$24,280
2. Contract with Granicus (shared with Administration) to automate the legislation process (county board meetings, legislation); fiscal impact to the County Board budget: \$12,936.00 for 2021. This will be an ongoing contract.
3. Administration is requesting to abolish the Administrative Specialist III and create an Assistant to the County Administrator. Seventy percent of these positions are allocated to County Board; fiscal impact for County Board would be an increase of \$9,909.

County Board

Overview of Revenues and Expenditures

Revenues	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Tax Levy	\$141,511	\$218,032	\$218,032	\$259,295	19%
Total Revenues:	\$141,511	\$218,032	\$218,032	\$259,295	19%

Expenditures	2019	2020	2020	2021	%
	Actual	Adjusted Budget	Estimate	Request	Change
01-Regular Wages	\$42,700	\$118,566	\$118,566	\$120,248	1%
03-Payroll Benefits	\$43,182	\$63,773	\$49,913	\$71,611	12%
04-Contracted Services	\$720	\$3,580	\$1,070	\$15,406	330%
05-Supplies & Expenses	\$14,007	\$32,113	\$14,442	\$52,030	62%
Total Expenditures:	\$100,609	\$218,032	\$183,991	\$259,295	19%

Net Surplus/(Deficit)- County Board	\$40,902	\$0	\$34,041	\$0	
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Revenue Assumptions

	2019	2020	2020	2021
Revenue Source	Actual	Budget	Estimate	Request
County Tax Levy	\$141,511	\$218,032	\$218,032	\$259,295
TOTAL	\$141,511	\$218,032	\$218,032	\$259,295

Budget Analysis

	2020 Adjusted Budget	Granicus Legistar Software	Additional Training	Position Changes	Cost to Continue Operations in 2021	2021 Requested Budget
01-Tax Levy	\$218,032	\$12,936	\$24,280	\$9,909	(\$5,862)	\$259,295
Total Revenues	\$218,032	\$12,936	\$24,280	\$9,909	(\$5,862)	\$259,295

01-Regular Wages	\$118,566			\$1,993	(\$311)	\$120,248
03-Payroll Benefits	\$63,773			\$7,915	(\$77)	\$71,611
04-Contracted Services	\$3,580	\$12,936			(\$1,110)	\$15,406
05-Supplies & Expenses	\$32,113		\$24,280		(\$4,363)	\$52,030
Total Expenditures	\$218,032	\$12,936	\$24,280	\$9,909	(\$5,862)	\$259,295

MINUTES

Eau Claire County
Committee on Administration
Tuesday, August 11, 2020
3:15 p.m.
Virtual Meeting via Webex

Present: Collen Bates, Gerald Wilkie, Mark Beckfield, Ray Henning, Nick Smiar

Others: Samantha Kraegenbrink, Kathryn Schauf, Tim Sullivan, Norb Kirk, Sean Lentz (Ehlers)

Public: Judy Gatlin, other public present

Chair Smiar called the meeting to order at 3:15 p.m. and confirmed meeting notice.

Verbal roll call was taken by the Committee Clerk and is noted above under present.

No members of the public provided comment prior to the meeting.

The committee reviewed the meeting minutes from July 7, 2020 and July 30, 2020, together. Supervisor Henning motioned to approve the minutes as presented; seconded by Supervisor Bates. All in favor, the minutes were approved.

Chair Smiar removed the Refunding Alternatives for 2011B Issue presentation from the agenda without objection.

Administrator Schauf provided details on the United Way Day off with Pay request. The request has come to this committee each year to provide support to the United Way and an employee benefit. Supervisor Beckfield motioned to approve; seconded by Supervisor Bates. All in favor.

The committee discussed File No. 20-21/055: Ordinance – to amend section 2.04.010 B. of the Code: Rule 1 – Meetings; to amend section 2.04.310 B. of the Code: Rule 31 – Committee Meetings. Tim Sullivan provided further details to the ordinance. Supervisor Wilkie motioned to approve; seconded by Supervisor Beckfield. All in favor.

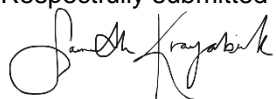
The committee discussed File No. 20-21/060: Resolution – Establishing a Library Planning Committee for Eau Claire County. Administrator Schauf provided further information on the resolution. Supervisor Beckfield motioned to approve; seconded by Supervisor Bates. All in favor.

The committee discussed proposed proclamation proclaiming August 2020 as “National Women’s Suffrage Month.” In Celebration, Recognition, and Honor of the 100th Anniversary of the 19th Amendment to the United States Constitution. Motioned by Supervisor Bates and seconded by Supervisor Wilkie. Supervisor Gatlin was in attendance and spoke on behalf of the proclamation without objection. All in favor.

The September meeting will be on September 8, 2020 at 2:30 p.m. Agenda items will include discussion and review of the Administration budgets.

Chair Smiar adjourned the meeting at 3:36 p.m.

Respectfully submitted by,



Samantha Kraegenbrink – Committee Clerk

August 13, 2020

FACT SHEET RESOLUTION 20-21/061. AUTHORIZING A FORENSIC AUDIT

This resolution authorizes the expenditure of funds of up to \$100,000 for the purpose of conducting a forensic audit of the finances of the Eau Claire County Department of Human Services.

Between 2017 and 2019 the department of Human Services has been overbudget approximately \$7,500,000. During that same period, it added approximately 70 employees to its staff. In 2019 the Department of Human Services was overbudget approximately \$3,100,000 and recorded an accounting error of approximately \$1,200,000, even though there are approximately 20 staff in the fiscal unit of the Department of Human Services. The finances of the Department of Human Services continue to be in disarray.

Recently, a former employee of the Department of human Services was charged with multiple criminal counts related to the theft of gift cards and misuse of purchasing cards.

This resolution would require the Committee on Finance and Budget and the Committee on Administration to determine the scope of work to be done in the forensic audit as well selecting an accounting firm to conduct the audit.

This resolution is also supported by the Eau Claire County Sheriff, the Eau Claire County Treasurer, and the Eau Claire County District Attorney.

Steve Chilson
District 7 Supervisor

Mark Beckfield
District 21, Supervisor

2
3 AUTHORIZING THE EXPENDITURE OF FUNDS TO CONDUCT A FORENSIC AUDIT OF
4 THE FINANCES OF THE DEPARTMENT OF HUMAN SERVICES

5
6 WHEREAS, the Department of Human Services has overspent its budget consistently over the
7 last three years (2017-2019), for a cumulative amount of over \$7,500,000; and,
8

9 WHEREAS, during the same three-year period the number of staff in the Department of Human
10 Services has increased by 70 individuals, or about 45 percent. This includes 17 FTEs from the juvenile
11 detention center; and,
12

13 WHEREAS, the overage in the budget for the Department of Human Services for the year 2019
14 exceeded \$3,100,000 of levy, or about 35 percent overage of levy, and 10 percent of the overall budget;
15 and,
16

17 WHEREAS, the Department of Human Services made an accounting error of approximately
18 \$1,200,000 in the 2019 end of year reconciliation; and,
19

20 WHEREAS, the finances of the Department of Human Services appear to be in disarray despite a
21 fiscal staff of more than 20 full time equivalent employees; and,
22

23 WHEREAS, criminal charges were recently filed against a former employee of the Department of
24 Human Service, that allege the employee stole credit cards and gift cards from the department, and that
25 the theft went unnoticed for approximately a year due to the inadequate accounting and reconciling; and,
26

27 WHEREAS, a previous request for a program audit of the Department of Human Services
28 resulted in a cursory analysis and a two-page memo from the auditors.
29

30 NOW THEREFORE BE IT RESOLVED, that the Eau Claire County Board of Supervisors
31 authorizes a complete forensic audit to be completed of the Department of Human Services, with the
32 scope of work to be determined jointly by the Committee on Administration and Committee on Finance
33 and Budget; and,
34

35 NOW THEREFORE BE IT FURTHER RESOLVED, the Board of supervisors authorizes the
36 expenditure of up to \$100,000 to complete a forensic audit of the finances of the Department of Human
37 Services by an accounting firm, the name of which will be determined jointly by the Committee on
38 Administration and the Committee on Finance and Budget.
39

40 I hereby certify that the foregoing
41 correctly represents the action of the
42 Committee on Finance and Budget on
43 August ____, 2020, by a vote of ____ for,
44 and ____ against.
45

46
47
48
49
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51
**Reviewed by Finance Dept.
for Fiscal Impact**

Stella Pagonis, Chair
Committee on Finance and Budget

**APPROVED BY
CORPORATION COUNSEL
AS TO FORM**