Scott County

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February 14, 2017

- TO: Mahesh Sharma, County Administrator
- FROM: Chris Berge, ERP/ECM Budget Analyst
- SUBJECT: FY17 Budgeting for Outcomes Quarterly Report

Attached for the Board's review is a summary of the highlighted items from the 4th Quarter FY17 Budgeting for Outcomes report for all County departments and authorized agencies.

cc: David Farmer

FY17 Budgeting for Outcomes Report for the quarter ended December 31, 2016.

In addition to the attached report submitted for the Board's review the following additional comments about specific outcomes from various programs are highlighted.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Administration - Financial Management
BUDGETED / PROJECTED 20% - 20%	PERFORMANCE MEASUREMENT OUTCOME:	Administration will maintain a minimum fund balance requirement for the County's general fund - according to the Financial Management Policy.
DEPARTMENT QUARTERLY 26.5%		Administration will maintain a 15% general fund balance. At the midpoint of the fiscal year, the County is still using property tax collection from the fall 2016 collection which is why the fund balance is high.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Administration - Strategic Plan
BUDGETED / PROJECTED 85% - 85%	PERFORMANCE MEASUREMENT OUTCOME:	Administration will maintain that Board goals are on-schedule and reported quarterly.
DEPARTMENT QUARTERLY 91.67%	PERFORMANCE	Administration works toward keeping Board goals on schedule. Through the first 6 months of the fiscal year, there are 11 (91.67%) actual out of the 12 budgeted Board goals on schedule. This is a transition time as most Board goals are completed and a current planning session is forthcoming.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Auditor - Elections
BUDGETED / PROJECTED 100% -100%	PERFORMANCE MEASUREMENT OUTCOME:	Contract for and arrange facilities for election day and early voting polling places.
DEPARTMENT QUARTERLY 100.0%		The department ensured that 100% of polling places met legal accessibility requirements, or received a waiver from the Secretary of State, prior to opening a polling location.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Auditor - Registrar of Voters
BUDGETED / PROJECTED 100% - 100%	PERFORMANCE MEASUREMENT OUTCOME:	Ensure that all new voters have the opportunity to vote.
DEPARTMENT QUARTERLY 100%	PERFORMANCE MEASUREMENT ANALYSIS:	100% of all new voters are verified, processed, and voters are sent confirmation by legal deadlines.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Conservation / Recreational Services
BUDGETED / PROJECTED 36% - 36%	PERFORMANCE MEASUREMENT OUTCOME:	To provide high quality rental facilities (i.e. shelters, cabins, etc) for public use.
DEPARTMENT QUARTERLY 39.0%		The department's goal is to maintain a 36% occupancy per year for all rental facilities. The rate as of the 2nd quarter was 39%, which is slightly over their goal. The department attributes this success to warmer temps that carried the camping season well into November.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Conservation / Historic Preservation & Interpretation
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	To have as many people as possible enjoy the displays and historical educational festivals provided at each site.
20,000 - 20,000	MEASUREMENT OUTCOME:	
DEPARTMENT QUARTERLY		The department's goal is to increase annual attendance over 20,000. As of 2nd qtr FY17 attendance was 11,877. The department is on track to meet this goal and hopes to beat FY16's actual attendance of 20,076. A wide variety
11,877	MEASUREMENT ANALYSIS:	of things helped, namely the weather and increased business at the Pioneer Village Soda Fountain.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Conservation / Golf Operations
BUDGETED / PROJECTED 65% - 65%	PERFORMANCE MEASUREMENT OUTCOME:	Increase profit margins on concessions
DEPARTMENT QUARTERLY 56%		The department's goal is to increase profit levels on concessions to 65%. As of 2nd quarter the profit levels on concessions were only at 56%. The golf course attributes this to increased costs of goods sold and intends to raise the concession prices when they reopen in March.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Community Service: Veteran Services
BUDGETED / PROJECTED 800 - 800		The goal to provide awareness/outreach activities in the community through contact of at least 200 veterans/families each quarter.
DEPARTMENT QUARTERLY 882	PERFORMANCE MEASUREMENT ANALYSIS:	Veteran Services has surpassed its annual outreach goal with 882 contacts in the first half of the year.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Community Services: Substance Related Disorder Services
BUDGETED / PROJECTED 500 - 500	PERFORMANCE MEASUREMENT OUTCOME:	To provide mandated court ordered substance SA evaluation in the most cost effective manner as possible, holding costs to no greater than \$500.00.
DEPARTMENT QUARTERLY \$262		The cost of evaluation has remained low due to the low number of cases and more individuals with insurance coverage.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Facility and Support Services/Administration
BUDGETED / PROJECTED		To reduce total energy consumption by 2% per square foot in the next fiscal year.
-2%/0%	MEASUREMENT OUTCOME:	
DEPARTMENT QUARTERLY		The percentage of energy used actually increased 8% over the same quarter last year. This is believed to be due to the window replacement project with large openings in the building during the hottest, most humid part of the
+8%	MEASUREMENT ANALYSIS:	year as well as additional construction traffic in and out of the building.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Health - EPSDT
BUDGETED / <u>PROJECTED</u> 90% - 85%	PERFORMANCE MEASUREMENT OUTCOME:	Ensure EPSDT Program participants have a routine source of medical care
DEPARTMENT QUARTERLY	PERFORMANCE	The department projects that 85% of children in the EPDST Program will have a medical home. As of 2nd Quarter, only 80% had a medical home. The department does their best to follow-up with families and provide them a listing
80%		of physicians accepting Medicaid, but has had some difficulty with the accuracy of the phone numbers provided nor can they force them to go to a doctor when they do get ahold of them.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Health - Childhood Lead Poisoning Prevention
BUDGETED / PROJECTED		Children identified with blood lead levels greater than or equal to 10 micrograms per deciliter receive services as appropriate for the lead level.
95% - 95%	MEASOREMENT OUTCOME.	
DEPARTMENT QUARTERI Y	PERFORMANCE	The Health Department projected that at least 95% of children with capillary lead levels greater than or equal to 15 ug/dl receive confirmatory venous blood lead measurements. As of 2nd Quarter, the department was able to
100%	MEASUREMENT ANALYSIS:	surpass that goal at 100%. The department projects for 95% anticipating for a problem, but they work very hard not to have any and to be sure services are provided 100% of the time.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Health - Water Well
BUDGETED / PROJECTED	PERFORMANCE	Promote safe drinking water
30% - 31%	MEASUREMENT OUTCOME:	
DEPARTMENT QUARTERLY	PERFORMANCE	The department projected that 31% of wells with testing unsafe for bacteria or nitrates will be corrected. As of 2nd quarter only 7% have been corrected. Currently it is the Homeowner's decisions to correct the problem and/or
7%	MEASUREMENT ANALYSIS:	resample. The Health Department is planning on taking a look at what they could do to encourage resampling as part of their quality improvement efforts.

DEPARTMENT NAME/ ACTIVITY SERVICE:		HR - Employee Development
BUDGETED / PROJECTED 35% - 35%	PERFORMANCE MEASUREMENT OUTCOME:	HR evaluates the effectiveness and utilization of County sponsored supervisory training.
DEPARTMENT QUARTERLY 31%		Notifications and announcements by the department of upcoming training opportunities encouraged 31% of Leadership employees to attend supervisory training during the period.

DEPARTMENT NAME/ ACTIVITY SERVICE:		HR - Benefit Administration
BUDGETED / PROJECTED 60% - 60%	PERFORMANCE MEASUREMENT OUTCOME:	HR measures the utilization of the Deferred Compensation plan.
DEPARTMENT QUARTERLY 59%		HR provides opportunities for employees to speak with deferred comp plan providers on a regular basis. Currently 59% of eligible employees participate in deferred compensation plans.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Juvenile Detention - Safety and Security
BUDGETED / PROJECTED	PERFORMANCE	Juvenile Detention will de-escalate children in crisis through verbal techniques.
83% - 100%	MEASUREMENT OUTCOME:	
DEPARTMENT QUARTERLY	PERFORMANCE	Juvenile Detention will diffuse crisis situations without the use of physical force 80% of the time. Through the first 6 months of the fiscal year, there have been no escape attempts and only 5 incidents requiring staff physical
79%	MEASUREMENT ANALYSIS:	intervention. 10 incidents were budgeted for the year and now the projection is down to 8. This decrease is accredited to the continued staff training on verbal techniques to diffuse crisis situations.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Juvenile Detention - Documentation
BUDGETED / PROJECTED 8% - 10	PERFORMANCE MEASUREMENT OUTCOME:	Juvenile Detention will reduce the error rate in case file documentation.
DEPARTMENT QUARTERLY		Juvenile Detention will have 10% or less error rate in case file documentation. Through the first 6 months of the fiscal year, JDC is already at 61.7% (108) of the budgeted 175 intakes processed. Even with the increase in
10%		intakes, the staff has reduced it's error rate by 1% from last fiscal year. JDC has been utilizing a new system this year and have also recently been updating information with the ECM project.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Juvenile Detention - In Home Detention Program
BUDGETED / PROJECTED		Juvenile Detention will ensure that all juveniles who are referred for In Home Detention supervision are given every opportunity to successfully complete the program.
90% / 85%		
DEPARTMENT QUARTERLY	PERFORMANCE	Juvenile Detention works toward having 90% or more of juveniles who are referred for In Home Detention complete the program successfully. Through the first 6 months of the fiscal year, JDC is already at 94% (47) of the
83%		budgeted 50 residents referred for the IHD program. Because of the success of the program, this fiscal year's projections have increased to 60.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Planning and Development Building Inspection/Code Enforcement
BUDGETED/ PROJECTED 800 - 800	PERFORMANCE MEASUREMENT OUTCOME:	Review and issue building permit applications within five working days of application.
DEPARTMENT 546		Although new house permits are down from the years before the Great Recession they do remain steady with 35 issued this year and a total of 546 permits which is an increase from last year at this time.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Planning and Development/Building Inspection/Code Enforcement
BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Complete inspection requests within two day of request.
4,000 - 4,000		
DEPARTMENT		The department's objective is to complete all inspections within two days of request. Remodels, additions and
QUARTERLY	MEASUREMENT ANALYSIS:	accessory buildings remain strong. Even though inspections requests continue at a high level, all inspections are
1,882	MEASUREMENT ANALTSIS:	completed within the two day time frame.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Recorder - Vital Records
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Ensure all customers passport applications are properly executed the same day the customer submits paperwork.
100% - 100%	MEASOREMENT COTCOME.	
DEPARTMENT QUARTERLY		The Recorder's Office was able to meet this goal by ensuring that all completed applications and transmittal forms submitted before 2:00pm were mailed to the US Dept of State the same day. In the 2nd quarter more than 400
100%	PERFORMANCE MEASUREMENT ANALYSIS:	passports were processed, compared to 325 the 1st quarter. This is 65% of the total passports processed in FY16. Passport processing nationally has increased causing the US State Dept to alert applicants that processing will take a minimum of six weeks compared to the typical four weeks.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Recorder - Public Records
BUDGETED / PROJECTED 25% - 33%	PERFORMANCE MEASUREMENT OUTCOME:	Percent of total real estate documents recorded electronically through e-submission
DEPARTMENT QUARTERLY 36%		The recorder's office encourages the use of e-submission and continues to promote the convenience of using the system for research purposes. The department's projected goal for the year is 33% total submissions and they have surpassed this goal at 36% as of 2nd quarter.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Secondary Roads - Asset Management
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	To perform cost effective repairs to equipment.
100% - 100%		
DEPARTMENT QUARTERLY	PERFORMANCE	Maintain cost of repair per unit to less than \$550. Secondary Roads Department continues to meet this goal. This quarter their cost per unit for repairs was at \$270.
100%	MEASUREMENT ANALYSIS:	

DEPARTMENT	DEPARTMENT NAME/ ACTIVITY SERVICE:		Secondary Roads - Asset Management
BUDGETE PROJECT 100% - 100	TED	PERFORMANCE MEASUREMENT OUTCOME:	To maintain high levels of service to secondary road equipment.
DEPARTMI QUARTER 100%	RLY		Service equipment within 10% of manufacturer's recommended hours or miles. The Secondary Raods Department continues to meet this goal.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Sheriff - Investigations
BUDGETED / PROJECTED 300 - 415	PERFORMANCE MEASUREMENT OUTCOME:	Complete home compliance checks on sex offenders in Scott County.
DEPARTMENT QUARTERLY	PERFORMANCE	Complete 300 home compliance checks annually on sex offenders. The Sheriff's Office far exceeded both the 300 compliance check budgeted goal and the almost exceeded the 415 check projected goal. Additional help from the
396	MEASUREMENT ANALYSIS:	U.S. Marshal Service allowed for a sweep of enforcement checks during the second quarter.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Sheriff - Traffic Enforcement
BUDGETED / PROJECTED 1,000 - 1,000	PERFORMANCE MEASUREMENT OUTCOME:	To increase the number of hours of traffic safety and seat belt enforcement
DEPARTMENT QUARTERLY 587.25	PERFORMANCE MEASUREMENT ANALYSIS:	Complete 1,000 hours of traffic safety and seat belt enforcement. The Sheriff's Office in on track to meeting this goal having completed 58.7% of this annual goal during the first six months of the fiscal year.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Sheriff - Civil Support
BUDGETED / PRO.IFCTFD Two days - One day	PERFORMANCE MEASUREMENT OUTCOME:	Timely process of protective orders and mental injunctions.
DEPARTMENT QUARTERLY	PERFORMANCE	All protective orders and mental injunctions will be entered and given to a civil deputy for service the same business day of receipt. The Sheriff's Office continues to meet this goal.
One day	MEASUREMENT ANALYSIS:	

DEPARTMENT NAME/ ACTIVITY SERVICE:		Treasurer: Tax Collection
BUDGETED / PROJECTED 95% - 85%	PERFORMANCE MEASUREMENT OUTCOME:	Serve over 80% of customers within 15 minutes of entering the queue.
DEPARTMENT QUARTERLY 88%	PERFORMANCE	The Treasurer's management exceeded its goal of providing prompt customer service by ensuring proper staffing levels.

DEPARTMENT NAME/	ACTIVITY SERVICE:	Treasurer: County General Store
BUDGETED /	PERFORMANCE	Process at least 4.5% of property taxes collected at an alternative site for the convenience of citizens.
4.5% - 4.5%	MEASUREMENT OUTCOME:	
DEPARTMENT QUARTERLY		The Treasurer, has achieved its goal to provide convenient sites for citizens to pay motor vehicle registration. The public utilizes the General Store as a viable option at a consistent rate of 4.8% of all registrations.
4.80%	MEASUREMENT ANALISIS.	

DEPARTMENT NAME/ ACTIVITY SERVICE:		BOS: Legislative Policy and Policy Development
BUDGETED / PROJECTED 98% - 98%	PERFORMANCE MEASUREMENT OUTCOME:	Participate in special meetings and discussions to prepare for future action items.
DEPARTMENT QUARTERLY 94%	PERFORMANCE MEASUREMENT ANALYSIS:	The Board of Supervisors nearly met their goal for attendance at discussion sessions.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Center for Drug and Alcohol Services
BUDGETED / PROJECTED	PERFORMANCE	Clients who enter detoxification will successfully complete that process and not discharge against advice.
94% - 94%	MEASUREMENT OUTCOME:	
DEPARTMENT QUARTERLY		CADS has a robust program with much effort spent engaging clients and guiding them through the difficult detoxification process.
99.0%	MEASUREMENT ANALYSIS:	

DEPARTMENT NAME/ ACTIVITY SERVICE:		Center for Drug and Alcohol Services
BUDGETED / PROJECTED 87% - 87%		Scott County Jail inmates referred to residential, halfway house, outpatient, or continuing care will successfully complete that program.
DEPARTMENT QUARTERLY 95%	PERFORMANCE MEASUREMENT ANALYSIS:	The jail based program educates and engages inmates and provides support for reentry into society. Inmates who complete the program are positioned to be successful in programs outside the jail.
DEPARTMENT NAME/ A	ACTIVITY SERVICE:	Community Health Care (CHC)
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Scott County provides funding to Community Health Care (CHC) so citizens can afford healthcare services.
\$302,067 - \$449,736		
DEPARTMENT QUARTERLY \$231,210	PEPEOPMANCE	CHC offered the sliding fee scale to citizens who qualified, for both medical and pharmaceutical services. The total amount of discounts equaled \$231,210, which is significantly higher at mid year than budgeted. The projected level was increased to \$449,736. CHC is seeing more individuals struggle with high co-pays and deductibles.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Center for Active Seniors, Inc. (CASI)- Adult Day Services
BUDGETED / PROJECTED 95% - 95%		Caregivers and individuals who attend Jane's Place report a better or improved quality of life as it provides supportive services as well as services that are fun and challenging.
DEPARTMENT QUARTERLY 98%		CASI staff try to engage individuals in at least three or more activities daily. There were 98% of the individuals who participated in activities.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Center for Active Seniors, Inc. (CASI)- Outreach
BUDGETED / PROJECTED 80% - 80%		Through the Outreach program, CASI staff can assist individuals with the enrollment process for federal and state benefits. Outreach workers conduct assessments to determine what their needs are and how to best address them so they can remain in their own home longer.
DEPARTMENT QUARTERLY 96%		There were 799 individuals enrolled in the CASI program, and of that total, 764 or 96% remained in their own home at the end of the second quarter. Remaining safely in your own home is the ideal scenario and much lower in cost in terms of services.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Durant Ambulance
BUDGETED / PROJECTED 88% - 90%	PERFORMANCE MEASUREMENT OUTCOME:	Respond within 15 minutes to 90% of 911 requests in area.
DEPARTMENT QUARTERLY	PERFORMANCE	Durant Ambulance is below both budgeted and projected performance for this measure. Durant is an all-volunteer organization. Responders have day jobs, and respond from work or home. Also, the physical location, outside Scott County, builds lag time into response even before they enter the response area. Although Durant is a
84%		capable organization, its response cannot equal that of one with full time staff.

DEPARTMENT NAME/ ACTIVITY SERVICE:		EMA/Training
BUDGETED / PROJECTED 100%/100%	PERFORMANCE MEASUREMENT OUTCOME:	Coordinate/provide training for EOC staff and other agencies to support radiological emergency response.
DEPARTMENT QUARTERLY 80%		EMA has provided the annual training for approximately 80% of the radiological responders, but still need to complete 20%. The remaining 20% are the agencies that staff the reception center at North Scott High School. That part of the plan is being updated and that training will be completed in Spring of 2017.

DEPARTMENT NAME/ ACTIVITY SERVICE:		EMA/Exercises
BUDGETED / PROJECTED 100%/100%	PERFORMANCE MEASUREMENT OUTCOME:	5 year exercise program requires a minimum of two tabletop or one functional exercise per year.
DEPARTMENT QUARTERLY 100%		In FY17 EMA participated in one functional (November 2016 Radiological Drill with Exelon), one table top (a mass fatality workshop in February 2017) and one full-scale exercise (with the Coast Guard, Davenport Police and Fire in May 2017). EMA expects to be more active with exercises going forward. Exercises provide the most impact in terms of responder readiness but are difficult to deliver with tight overtime budgets and scheduling constraints.

DEPARTMENT NAME/ ACTIVITY SERVICE:		MEDIC EMS
BUDGETED / PROJECTED 92% - 92%	PERFORMANCE MEASUREMENT OUTCOME:	Response time targets will be achieved at 92% compliance.
DEPARTMENT QUARTERLY 91%	MEASUREMENT ANALYSIS:	MEDIC EMS responds from three stations within the county to cover the rural areas. However, only one unit is based in each. When multiple calls occur in the rural area, metro units must respond. This can increase response time. MEDIC EMS met the effectiveness goal, but is under projection.

DEPARTMENT NAME/ ACTIVITY SERVICE:		SECC/Infrastructure/Physical Resources
BUDGETED / PROJECTED 40%/75%		Review and make recommendations to update the current radio system thereby creating better radio coverage for all public safety responders and increasing officer safety.
DEPARTMENT QUARTERLY 90%	MEASUREMENT ANALYSIS:	SECC has been working with Elert & Associates, a consultant, to look at the best option for better radio coverage. An invitation went out on 2/9/17 about the meeting to hear the consultant's report. It is estimated that within 30 to 60 days a recommendation/decision will be made.