

OFFICE OF THE COUNTY ADMINISTRATOR

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September 20, 2019

TO: Mahesh Sharma, County Administrator
FROM: Chris Berge, ERP/ECM Budget Analyst
SUBJECT: FY19 Budgeting for Outcomes Quarterly Report

Attached for the Board's review is a summary of the highlighted items from the 4th Quarter FY19 Budgeting for Outcomes report for all County departments and authorized agencies.

cc: David Farmer

2019 BUDGETING FOR OUTCOMES HIGHLIGHTS QUARTERLY REPORT

FY19 Budgeting for Outcomes Report for the quarter ended June 30, 2019.

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

1.	DEPARTMENT NAME/ ACTIVITY SERVICE: Administration - Policy and Facilitation	
	PROGRAM DESCRIPTION:	Organize and coordinate the legislative and policy functions of the Board of Supervisors. Recommend ordinances, resolutions, motions and provide administrative guidance.
	BUDGETED/ PROJECTED 100% / 100%	PERFORMANCE MEASUREMENT OUTCOME: Administration will prepare reports, studies, legislative actions for Board consideration in a prompt, efficient manner.
	DEPARTMENT QUARTERLY 99%	PERFORMANCE MEASUREMENT ANALYSIS: Administration will place agenda items on the agenda 5 days in advance of the meeting. Through the fiscal year, there were 298 agenda items which is slightly over the yearly projections, and they reached 99% of this goal.
2.	DEPARTMENT NAME/ ACTIVITY SERVICE: Administration - Financial Management	
	PROGRAM DESCRIPTION:	Recommend balanced budget and capital plan annually. Forecast revenues and expenditures and analyze trends. Prepare reports and monitor and recommend changes to budget plan. Monitor and audit purchasing card program. Administer grants and prepare reports. Coordinate the annual audit and institute recommendations. Prepare special reports.
	BUDGETED/ PROJECTED 20%/100% & 20%/100%	PERFORMANCE MEASUREMENT OUTCOME: Administration maintained a minimum fund balance requirement for the County's general fund - according to the Financial Management Policy, and within legal budget.
	DEPARTMENT QUARTERLY 22% / 100%	PERFORMANCE MEASUREMENT ANALYSIS: Administration maintained a 22% general fund balance, and each state service area was 100% expended. Through the fiscal year, Administration managed 63 grants, processed 2 budget amendments, and issued 388 purchase orders.
3.	DEPARTMENT NAME/ ACTIVITY SERVICE: Administration - Strategic Plan	
	PROGRAM DESCRIPTION:	Facilitate through collaboration the achievement of the Board of Supervisors goals and report the outcomes bi-monthly. Supervise appointed Department Heads.
	BUDGETED/ PROJECTED 76% / 76%	PERFORMANCE MEASUREMENT OUTCOME: Administration ensured that the Strategic Plan goals were on-schedule and reported quarterly.
	DEPARTMENT QUARTERLY 70%	PERFORMANCE MEASUREMENT ANALYSIS: Administration maintained 105 Strategic Plan goals and 75 goals were on schedule which both are slightly over projections. Strategic Plan goals completed was at 74 which is 76% of projections. This is due to multi-year Strategic Plan goals that are in progress.
4.	DEPARTMENT NAME/ ACTIVITY SERVICE: Attorney's Office - Criminal Prosecution	
	PROGRAM DESCRIPTION:	The County Attorney Office is responsible for the enforcement of all state laws and county ordinances charged in Scott County. The duties of a prosecutor include advising law enforcement in the investigation of crimes, evaluating evidence, preparing all legal documents filed with the court, and participating in all court proceedings including jury and non-jury trials.
	BUDGETED/ PROJECTED 98% / 98%	PERFORMANCE MEASUREMENT OUTCOME: The Attorney's Office will represent the State in all criminal proceedings.
	DEPARTMENT QUARTERLY 98%	PERFORMANCE MEASUREMENT ANALYSIS: 98% of all criminal cases will be prosecuted by the SCAO. Through the fiscal year, new felony cases were at 1,355 (36% over projections), new indictable misdemeanor cases were at 3,689 (23% over projections), and new non-indictable cases were at 2,089 (10% over projections). The caseload for the Attorney's Office remains high.

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5.	DEPARTMENT NAME/ ACTIVITY SERVICE: Attorney's Office - Juvenile	
	PROGRAM DESCRIPTION:	The Juvenile Division of the County Attorney's Office represents the State in all Juvenile Court proceedings, works with police departments and Juvenile Court Services in resolving juvenile delinquency cases, and works with the Department of Human Services and other agencies in Children in Need of Assistance actions.
	BUDGETED/ PROJECTED 98% / 98%	PERFORMANCE MEASUREMENT OUTCOME: The Attorney's Office represents the State in juvenile delinquency proceedings.
	DEPARTMENT QUARTERLY 98%	PERFORMANCE MEASUREMENT ANALYSIS: 98% of all juvenile delinquency cases will be prosecuted by the SCAO. Through the fiscal year, new juvenile cases of delinquencies, child in need of assistance, & terminations were at 869 (45% over projections). New uncontested juvenile hearings were at 2,054 (52% over projections), and evidentiary juvenile hearings were at 552 (58% over projections). The caseload for the Attorney's Office remains high.
6.	DEPARTMENT NAME/ ACTIVITY SERVICE: Attorney's Office - Driver's License / Fine Collection	
	PROGRAM DESCRIPTION:	The Driver License Reinstatement Program gives drivers the opportunity to get their driver's licenses back after suspension for non-payment of fines. The Delinquent Fine Collection program's purpose is to assist in collecting delinquent amounts due and to facilitate the DL program. The County Attorney's Office is proactive in seeking out candidates, which is a new revenue source for both the County and the State.
	BUDGETED/ PROJECTED 10% / 10%	PERFORMANCE MEASUREMENT OUTCOME: The Attorney's Office will work to assist Scott County residents in paying delinquent fines.
	DEPARTMENT QUARTERLY 10%	PERFORMANCE MEASUREMENT ANALYSIS: The Attorney's Office will grow the program approximately 10% each quarter as compared to the previous fiscal years grand total. Through the fiscal year, the fine collection program collected \$432,646 for the county, \$1,029,647 for the state, and \$2,568 for the DOT. The fine collection program remains very active.
7.	DEPARTMENT NAME/ ACTIVITY SERVICE: Community Services - Veteran Services	
	PROGRAM DESCRIPTION:	To provide outreach and financial assistance to Scott County veterans and their families, in addition to providing technical assistance in applying for federal veteran benefits.
	BUDGETED/ PROJECTED 700/700	PERFORMANCE MEASUREMENT OUTCOME: To provide public awareness/outreach activities in the community.
	DEPARTMENT QUARTERLY 1061	PERFORMANCE MEASUREMENT ANALYSIS: The VA Director has done a large amount of outreach activities and now sends out a quarterly VA newsletter. The number of Veterans coming into the office for assistance has increased, which allows the VA Director to help them apply for federal benefits.
8.	DEPARTMENT NAME/ ACTIVITY SERVICE: Community Services - MH/DD Services	
	PROGRAM DESCRIPTION:	To provide services as identified in the Eastern Iowa MH/DS Regional Management Plan to persons with a diagnosis of mental illness, intellectual disability, brain injury and other developmental disabilities.
	BUDGETED/ PROJECTED \$1,400 / \$1,400	PERFORMANCE MEASUREMENT OUTCOME: To provide mandated court ordered MH evaluations in most cost effective manner possible.
	DEPARTMENT QUARTERLY \$1,852.36	PERFORMANCE MEASUREMENT ANALYSIS: Community Services ended up over budget in MH evaluations. The cost of the MH evaluations has increased. The number of people without insurance is growing even though it is a federal mandate. The county pays for individuals who don't have insurance when under commitment.

2019 BUDGETING FOR OUTCOMES HIGHLIGHTS QUARTERLY REPORT

9.	DEPARTMENT NAME/ ACTIVITY SERVICE: Conservation/Recreational Services	
	PROGRAM DESCRIPTION:	This program is responsible for providing facilities and services to the public for a wide variety of recreational opportunities and to generate revenue for the dept.
	BUDGETED/ PROJECTED 46,000 / 38,000	PERFORMANCE MEASUREMENT OUTCOME: To provide unique outdoor aquatic recreational opportunities that contribute to economic growth
	DEPARTMENT QUARTERLY 28,471	PERFORMANCE MEASUREMENT ANALYSIS: FY19 attendance at the Scott County Park Pool and West Lake Park Beach and Boat Rental was down this year. This decrease is largely due to the weather. Camping season slowed early in the fall and started later in the spring due to rain and flooding. Buffalo Shores was closed all Spring and Summer due to flooding.
10.	DEPARTMENT NAME/ ACTIVITY SERVICE: Conservation/Historic Preservation	
	PROGRAM DESCRIPTION:	This program involves the programming and facilities of the Walnut Grove Pioneer Village and the Buffalo Bill Cody Homestead that are dedicated to the historical preservation and education of pioneer life in Scott County.
	BUDGETED/ PROJECTED 20,000 / 20,000	PERFORMANCE MEASUREMENT OUTCOME: To have as many people as possible enjoy the displays and historical educational festivals provided at each site
	DEPARTMENT QUARTERLY 14,513	PERFORMANCE MEASUREMENT ANALYSIS: Attendance at displays were down 6,000 from FY18. The department notes that attendance was down for all festivals: fall festival down 600, Christmas walk cancelled, weddings attendance down 1,800 (only 36 weddings and FY18 was 52), and visitors to Pioneer Village were down 1,400, etc. The department is looking at ways to better advertise the church for weddings, and offer electronic scheduling options. They already have 36 weddings scheduled for FY20.
11.	DEPARTMENT NAME/ ACTIVITY SERVICE: Conservation/Golf Operation	
	PROGRAM DESCRIPTION:	This program includes both maintenance and clubhouse operations for Glynn's Creek Golf Course.
	BUDGETED/ PROJECTED \$0 / \$50,000	PERFORMANCE MEASUREMENT OUTCOME: To increase revenues to support program costs to ensure financial responsibility.
	DEPARTMENT QUARTERLY (\$27,453)	PERFORMANCE MEASUREMENT ANALYSIS: This year the Golf Course was not able to break even due to some major contributing expenses, such as: revenues were down \$33,000 (due to a decrease in rounds of golf due to weather) and approximately \$10,000 for tractor repairs.
12.	DEPARTMENT NAME/ ACTIVITY SERVICE: Facility and Support Services Maintenance of Buildings	
	PROGRAM DESCRIPTION:	To maintain the organizations real property and assets in a proactive manner. This program supports the organizations green initiatives by effectively maintaining equipment to ensure efficiency and effective use of energy resources. This program provides prompt service to meet a myriad of needs for our customer departments/offices and visitors to our facilities.
	BUDGETED/ PROJECTED 95%/95%	PERFORMANCE MEASUREMENT OUTCOME: Maintenance staff will make first contact on 90% of routine non-jail work orders within 5 working days of staff assignment.
	DEPARTMENT QUARTERLY 90%	PERFORMANCE MEASUREMENT ANALYSIS: Maintenance staff met their performance measurement outcome goal of making first contact of routine, non-jail, work orders within 5 working days of assignment at 90% to provide the prompt service to employees and visitors to our campus. Budgeted and projected expectations were slightly higher, but this outcome was fulfilled.

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13.	DEPARTMENT NAME/ ACTIVITY SERVICE:	Facility and Support Services Custodial Services	
	PROGRAM DESCRIPTION:	To provide a clean and sanitary building environment for our customer departments/offices and the public. This program has a large role in supporting the organization-wide green initiative by administering recycling and green cleaning efforts. This program administers physical building security and access control.	
	BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Divert 85,000 pounds of waste from the landfill by: shredding confidential information, recycling cardboard, plastic and metals and kitchen grease.
	85,000/115,000		
	DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	Through fiscal year 2019, FSS staff has diverted 149,460 pounds of waste by recycling. The fiscal year finished at 175% of budgeted goal and 130% of the projected goal.
	149,460		
14.	DEPARTMENT NAME/ ACTIVITY SERVICE:	Health - Health	
	PROGRAM DESCRIPTION:	Iowa Code Ch. 137 requires each county maintain a Local Board of Health. One responsibility of the Board of Health is to assure compliance with grant requirements-programmatically and financially. Another is educate the community through a variety of methods including media, marketing venues, formal educational presentations, health fairs, training, etc.	
	BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Establish a culture of quality within the Scott County Health Department.
	40% / 45%		
	DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	Fifty percent of benefit eligible staff (21 of 42) participated in Quality Improvement Projects during the year. This is an area that they have been working on as they put more energy towards quality improvement in the department.
	50%		
15.	DEPARTMENT NAME/ ACTIVITY SERVICE:	Health - Correctional Health	
	PROGRAM DESCRIPTION:	Medical care is provided in a cost-effective, secure environment.	
	BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Maintain inmate health contacts within the jail facility.
	99% / 99%		
	DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The Health Department was able to meet their 99% budgeted goal (36,476 of 36,826) of inmate health contacts within the jail facility. These contacts are expected to continue to rise with the increase in population as well as the medical needs of the population (compared to 29,686 contacts in FY18).
	99%		
16.	DEPARTMENT NAME/ ACTIVITY SERVICE:	Health - Employee Health	
	PROGRAM DESCRIPTION:	Tuberculosis testing, Hepatitis B vaccinations, Hearing and Blood borne Pathogen education, CPR trainings, Hearing screenings, etc. for all Scott County employees that meet risk criteria as outlined by OSHA. Assistance for jail medical staff is used to complete services provided to Correctional staff. (OSHA 1910.1020)	
	BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Minimize the risk of workplace exposure to blood borne pathogens.
	95% / 95%		
	DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	100% of eligible employees (45 of 45) received a Hepatitis B vaccination and had blood drawn within three weeks of their start date. This number was up significantly from 29 employees in FY18.
	100%		

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17.	DEPARTMENT NAME/ ACTIVITY SERVICE: Health - Onsite Wastewater Program	
	PROGRAM DESCRIPTION:	Providing code enforcement and consultation services for the design, construction, and maintenance of septic systems for private residences and commercial operations. Collect effluent samples from sewage systems which are designed to discharge effluent onto the surface of the ground or into a waterway. Scott County Code, Chapter 23 entitled Private Sewage Disposal System.
	BUDGETED/ PROJECTED 100% / 100%	PERFORMANCE MEASUREMENT OUTCOME: Assure the safe functioning of septic systems.
	DEPARTMENT QUARTERLY 72%	PERFORMANCE MEASUREMENT ANALYSIS: The Health Department completed 75% (1,029 of 1,338) sand filter inspections during FY19. The department projected completing 100% of these by June 30th, but the unusually wet spring and flooding delayed sampling. They anticipate being able to complete the remaining inspections in this calendar year.
18.	DEPARTMENT NAME/ ACTIVITY SERVICE: HR - Policy Administration	
	PROGRAM DESCRIPTION:	Develops County-wide human resources and related policies to ensure best practices, consistency with labor agreements, compliance with state and federal law and their consistent application County wide.
	BUDGETED/ PROJECTED 5 / 5	PERFORMANCE MEASUREMENT OUTCOME: Review policies at a minimum every 5 years to ensure compliance with laws and best practices.
	DEPARTMENT QUARTERLY 17	PERFORMANCE MEASUREMENT ANALYSIS: The department reviewed 17 policies over the year which is 12 more than projected. The salary study and changes to collective bargaining law required many language changes.
19.	DEPARTMENT NAME/ ACTIVITY SERVICE: HR - Benefit Administration	
	PROGRAM DESCRIPTION:	Administers employee benefit programs including enrollment, day to day administration, as well as cost analysis and recommendation for benefit changes.
	BUDGETED/ PROJECTED 10 / 10	PERFORMANCE MEASUREMENT OUTCOME: # of new or increased contributions to deferred compensation
	DEPARTMENT QUARTERLY 49	PERFORMANCE MEASUREMENT ANALYSIS: While the department projected 10 new or increased contributions, the actual was almost 5 times that. There was an increase in the deferred compensation match which was marketed by the HR department.
20.	DEPARTMENT NAME/ ACTIVITY SERVICE: HR - Compensation	
	PROGRAM DESCRIPTION:	Monitors County compensation program, conducts organizational studies using the Hay Guide Chart method to ensure ability to remain competitive in the labor market. Work with consultant to review job descriptions and Hay points. Responsible for wage and salary administration for employee merit increases, wage steps and bonuses. Coordinate and monitor the Employee Performance Appraisal system, assuring compliance with County policy and all applicable contract language.
	BUDGETED/ PROJECTED 33% / 33%	PERFORMANCE MEASUREMENT OUTCOME: Measures timely submission of evaluations by supervisors.
	DEPARTMENT QUARTERLY 48%	PERFORMANCE MEASUREMENT ANALYSIS: The % of reviews not completed within 30 days of effective date for the fiscal year is 15% higher than projected. The FY18 average was 47% and this year was 48%. By June 30, the majority of evaluations were completed so the appropriate step could be applied to the new compensation model. However, the yearly average was 48% of evaluations were not timely.

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21.	ACTIVITY SERVICE:	Department of Human Services (DHS)	
	PROGRAM DESCRIPTION:	(Medicaid), child and adult protection (abuse investigations) and resource management. Obviously the goal is to increase self-sufficiency and good health. All of the programs are federally mandated. The county is mandated as well by the state to provide day to day operational funding.	
	BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	DHS strives to remain within the budget constraints and monitors expenses quarterly while at the same time implementing cost savings measures within the offices.
	100% / 100%		
	DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	DHS implemented 2 cost saving measures which lead to a savings of county funds. DHS was at 94% of the budgeted amount because of the cost saving measures- \$83,452 budgeted amount and \$78,573 4th quarter budgeted dollars expended, equaling a savings of \$4,879.
	94%		
22.	DEPARTMENT NAME/ ACTIVITY SERVICE:	IT - GIS Management	
	PROGRAM DESCRIPTION:	Develop, maintain, and provide GIS data services to County Offices and Departments. Support county business processes with application of GIS technology.	
	BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	# of enterprise Spatial Database Engine and non-Spatial Database Engine feature classes managed in the GIS database
	1,262 / 1,250		
	DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The IT department managed over 300 more feature classes during the fiscal year than budgeted.
	1,598		
23.	DEPARTMENT NAME/ ACTIVITY SERVICE:	Juvenile Detention/ In Home Detention Program	
	PROGRAM DESCRIPTION:	Certain juveniles are eligible to be supervised in the community through an "In-Home detention" program as an alternative to secure detention. JDC staff can supervise these juveniles in the community through random phone calls and home visits. Studies show that juveniles are less likely to commit crimes if diverted into a community-based,	
	BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	To ensure that all juveniles who are referred for In Home Detention supervision are given every opportunity to successfully complete the program.
	87% / 87%		
	DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	80% or more of juveniles who are referred for in Home Detention complete the program successfully. 122 out of 138 juveniles referred, completed the In Home Detention Program successfully. This exceeded the goal by 8%. This goal was exceeded due to solid supervision and mentoring work completed by a consistent staff team.
	88%		
24.	DEPARTMENT NAME/ ACTIVITY SERVICE:	Juvenile Detention/ Detainment of Youth	
	PROGRAM DESCRIPTION:	Detainment of youthful offenders who reside in Scott County. Provide children with necessary health care, clothing, and medication needs in compliance with state regulations, in a fiscally responsible manner. Facilitate and assist agencies with providing educational, recreational, spiritual, and social skill programming to residents in our care.	
	BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	To safely detain youthful offenders according to state licensing regulations/best practices, and in a fiscally responsible manner.
	\$200 / \$200		
	DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	To serve all clients for less than \$240 per day after revenues are collected. This year the detention center had more bed days and a higher daily population than ever before. The center averaged 21 residents per day and had 7,676 bed days total. This goal was exceeded due to staff working harder to provide the same high level of supervision with more residents than ever. JDC staff also worked hard to place residents in outside facilities in the most fiscally responsible manner possible.
	\$210 per day		

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25.	DEPARTMENT NAME/ ACTIVITY SERVICE:	Planning and Development/Building Inspection/Code Enforcement
	PROGRAM DESCRIPTION:	Building Inspection and Code Enforcement
	BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:
	800 / 800	Review and issue all building permit applications within five working day of application.
	DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:
	908	All permits were issued within 5 days. The projections for building permits for this budget year were projected to be 800 which was slightly higher than in previous years and year end the actual numbers were 908 total permits issued which was 13.5% higher than budget projections. This is reflective of the strength of the local economy for the last fiscal year.
26.	DEPARTMENT NAME/ ACTIVITY SERVICE:	Planning and Development/Building Inspection/Code Enforcement
	PROGRAM DESCRIPTION:	Building Inspection and Code Enforcement
	BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:
	75 / 75	Review and issue all building permit applications within five working day of application.
	DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:
	64	The department met this goal. The projections for new house permits for this budget year were projected to be 75 based on 78 being issued in the previous fiscal year (FY18). At year end the actual number for this year finished at 64 which was 15% less than budget projections. However looking at the six years previous to FY18 reveals the cyclical nature of new house starts: FY12 - 57, FY13 -150, FY14 - 171, FY15 - 76, FY16 - 53, FY17 - 53.
27.	DEPARTMENT NAME/ ACTIVITY SERVICE:	Recorder - Vital Records
	PROGRAM DESCRIPTION:	Maintain official records of birth, death and marriage certificates. Issue marriage license, accept passport applications and take photos for applicant.
	BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:
	95% / 95%	Ensure timely processing of funeral home certified copy requests
	DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:
	100%	The department surpassed their goal of processing 95% of funeral home requests the same day they are received. They were able to process 100% of all requests received prior to 4pm. The department is doing cross training so more clerks are able to assist the funeral homes and provide timelier processing.
28.	DEPARTMENT NAME/ ACTIVITY SERVICE:	Secondary Roads - Rock Resurfacing
	PROGRAM DESCRIPTION:	To provide a safe, well-maintained road system by utilizing the latest in maintenance techniques and practices at a reasonable cost while providing the least possible inconvenience to the traveling public.
	BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:
	100% / 100%	Maintain a yearly rock resurfacing program to insure enough thickness of rock.
	DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:
	100%	Despite an unduly harsh winter the Department reports that it has applied enough rock to prevent mud from breaking through on 100 percent of gravel road surfaces. The County employed additional carriers to ensure the timely application of rock.

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29.	DEPARTMENT NAME/ ACTIVITY SERVICE: Secondary Roads - Engineering	
	PROGRAM DESCRIPTION:	To provide professional engineering services for county projects and to make the most effective use of available funding.
	BUDGETED/ PROJECTED 100% / 100%	PERFORMANCE MEASUREMENT OUTCOME: To complete project plans accurately to prevent extra work orders.
	DEPARTMENT QUARTERLY 100%	PERFORMANCE MEASUREMENT ANALYSIS: The Department met this goal by limiting extra work order items to less than 10% of contracted price on all contracts.
30.	DEPARTMENT NAME/ ACTIVITY SERVICE: Sheriff - Traffic Enforcement	
	PROGRAM DESCRIPTION:	Uniformed law enforcement patrolling Scott County to ensure compliance of traffic laws and safety of citizens and visitors to Scott County.
	BUDGETED/ PROJECTED 1,200 / 1,200 hours	PERFORMANCE MEASUREMENT OUTCOME: To increase the number of hours of traffic safety enforcement/seat belt enforcement.
	DEPARTMENT QUARTERLY 655.8 hours	PERFORMANCE MEASUREMENT ANALYSIS: The Department met 54.7 percent of this goal. Staffing limitations and other demands staff time such as transportation of prisoners and juveniles have restricted the ability of the Department to meet the desired outcome. The employment of additional staff should help improve reaching this goal in the next year.
31.	DEPARTMENT NAME/ ACTIVITY SERVICE: Sheriff - Traffic Enforcement	
	PROGRAM DESCRIPTION:	Uniformed law enforcement patrolling Scott County to ensure compliance of traffic laws and safety of citizens and visitors to Scott County.
	BUDGETED/ PROJECTED 300 / 300 accidents	PERFORMANCE MEASUREMENT OUTCOME: Reduce the amount of traffic accidents in Scott County.
	DEPARTMENT QUARTERLY 731 accidents	PERFORMANCE MEASUREMENT ANALYSIS: The Department failed to meet this goal as there were 731 accidents for the year, 431 more accidents than projected. There are multiple factors which influence the number of accidents each year. Increased traffic enforcement is one factor in the county's control. The employment of additional staff should help improve reaching this goal in the next year.
32.	DEPARTMENT NAME/ ACTIVITY SERVICE: Sheriff - Traffic Enforcement	
	PROGRAM DESCRIPTION:	Uniformed law enforcement patrolling Scott County to ensure compliance of traffic laws and safety of citizens and visitors to Scott County.
	BUDGETED/ PROJECTED 7.25 / 7.25 minutes	PERFORMANCE MEASUREMENT OUTCOME: Respond to calls for service in a timely manner.
	DEPARTMENT QUARTERLY 10.97 minutes	PERFORMANCE MEASUREMENT ANALYSIS: The Department did not meet this goal as it took 3.72 more minutes on average to respond to a call for service than projected. The availability of staff to respond to calls for service is a major factor in driving up the response time. The employment of additional staff should help improve reaching this goal in the next year.

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33.	DEPARTMENT NAME/ ACTIVITY SERVICE: Board of Supervisors	
	PROGRAM DESCRIPTION:	Formulate clear vision, goals and priorities for County Departments. Legislate effective policies and practices that benefit and protect County residents. Plan for and adopt policies and budgets that provide for long term financial stability.
	BUDGETED/ PROJECTED 95% / 95%	PERFORMANCE MEASUREMENT OUTCOME: Participate in special meetings and discussions to prepare for future action items.
	DEPARTMENT QUARTERLY 95%	PERFORMANCE MEASUREMENT ANALYSIS: The Board was able to achieve a 95% attendance rating for the Committee of the Whole discussion sessions.
34.	DEPARTMENT NAME/ ACTIVITY SERVICE: Treasurer - Accounting/Finance	
	PROGRAM DESCRIPTION:	Provide professional accounting, cash handling, and investment services to Scott County following generally accepted accounting principles.
	BUDGETED/ PROJECTED 90% / 90%	PERFORMANCE MEASUREMENT OUTCOME: Investment earnings at least 10 basis points above Federal Funds rate.
	DEPARTMENT QUARTERLY 99.62%	PERFORMANCE MEASUREMENT ANALYSIS: During FY19 interest rates were rising therefore the sweep account was earning at a higher rate.
35.	DEPARTMENT NAME/ ACTIVITY SERVICE: Treasurer - Tax Collections	
	PROGRAM DESCRIPTION:	Collect all property taxes and special assessments due within Scott County. Report to each taxing authority the amount collected for each fund. Send, before the 15th of each month, the amount of tax revenue, special assessments, and other moneys collected for each taxing authority in the County for direct deposit into the depository of their choice.
	BUDGETED/ PROJECTED 85% / 85%	PERFORMANCE MEASUREMENT OUTCOME: Serve 80% of customers within 15 mins of entering the que.
	DEPARTMENT QUARTERLY 91.60%	PERFORMANCE MEASUREMENT ANALYSIS: The Treasurers office continues to provide prompt customer service. Not only was the Treasurers office able to perform beyond what was budgeted, they exceeded what they had done in FY18.
36.	DEPARTMENT NAME/ ACTIVITY SERVICE: Center For Alcohol and Drug Services / Detoxification, Evaluation & Treatment	
	PROGRAM DESCRIPTION:	The Center for Alcohol & Drug Services, Inc. will provide social (non-medical) detoxification services, evaluations, and treatment services at our Country Oaks residential facility.
	BUDGETED/ PROJECTED 95% / 95%	PERFORMANCE MEASUREMENT OUTCOME: Clients will successfully complete detoxification. Clients who enter detoxification will successfully complete that process and not discharge against advice.
	DEPARTMENT QUARTERLY 98%	PERFORMANCE MEASUREMENT ANALYSIS: CADS has structured its program to increase the likelihood that clients will successfully complete the process.

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37.	DEPARTMENT NAME/ ACTIVITY SERVICE: Community Health Care (CHC)	
	PROGRAM DESCRIPTION:	CHC provides comprehensive primary health care for the Quad City population in need on a sliding fee scale basis.
	BUDGETED/ PROJECTED \$453,900	PERFORMANCE MEASUREMENT OUTCOME: CHC has reported that the number of clients below 100% of Federal Poverty Level (FPL) decreased from the previous year and at the same time, the number of clients above the 138% FPL have increased.
	DEPARTMENT QUARTERLY \$634,074	
		PERFORMANCE MEASUREMENT ANALYSIS: The shift in the number of clients above 138% FPL may explain why the amount of discounts increased dramatically as those clients may have insurance through the Marketplace and have larger deductibles and co-pays.
38.	DEPARTMENT NAME/ ACTIVITY SERVICE: Center for Active Seniors (CASI)- Outreach	
	PROGRAM DESCRIPTION:	CASI assists senior citizens in maintaining an independent lifestyle by completing comprehensive assessments to determine needs and programs available at the local, state and federal level.
	BUDGETED/ PROJECTED 80%	PERFORMANCE MEASUREMENT OUTCOME: CASI's Outreach workers assist seniors to enroll in various programs that help them remain in their own home longer, avoiding premature nursing home placement.
	DEPARTMENT QUARTERLY 92%	
		PERFORMANCE MEASUREMENT ANALYSIS: CASI Outreach workers continue to assist a large number of seniors to get enrolled in a variety of programs such as food assistance, energy assistance and elderly waiver. Various programs are much less costly than the monthly cost of a nursing home.
39.	DEPARTMENT NAME/ ACTIVITY SERVICE: Center for Active Seniors (CASI)- Outreach	
	PROGRAM DESCRIPTION:	The adult day services provide another option to seniors who are still at home, may need some supervision, offers therapeutic activities, and gives caretakers a much needed break (respite).
	BUDGETED/ PROJECTED 95	PERFORMANCE MEASUREMENT OUTCOME: Jane's Place offers another option for seniors and their families. It is report that 98% of the caregivers are satisfied with Jane's Place and that the quality of their loved one's life has improved.
	DEPARTMENT QUARTERLY 90	
		PERFORMANCE MEASUREMENT ANALYSIS: The number of admissions to Jane's Place had increased from the previous year 90 vs 82. The quality of life is reported to be better utilizing this service and participants are engaged in activities or services.
40.	DEPARTMENT NAME/ ACTIVITY SERVICE: Durant Ambulance	
	PROGRAM DESCRIPTION:	Emergency Medical Treatment and Transport
	BUDGETED/ PROJECTED 90%	PERFORMANCE MEASUREMENT OUTCOME: Respond within 20 minutes to 90% of calls in Scott County area.
	DEPARTMENT QUARTERLY 93%	
		PERFORMANCE MEASUREMENT ANALYSIS: Durant Ambulance report having exceeded the projection for arriving on scene for 90% of calls in Scott County.

2019 BUDGETING FOR OUTCOMES HIGHLIGHTS QUARTERLY REPORT

41.	DEPARTMENT NAME/ ACTIVITY SERVICE: Humane Society	
	PROGRAM	Complete the bite reports, assure quarantine of the bite animal and follow up after the quarantine period is over. Issue citations when necessary. Iowa Code Chapter 351
	BUDGETED/ PROJECTED 5 / 5	PERFORMANCE MEASUREMENT OUTCOME: Maintain offering 5 low cost rabies clinic held at the HSSC per year.
	DEPARTMENT QUARTERLY 4	PERFORMANCE MEASUREMENT ANALYSIS HSSC states 5 clinics were not held as contract veterinarian said 4 was enough.
42.	DEPARTMENT NAME/ ACTIVITY SERVICE: Humane Society	
	PROGRAM	Complete the bite reports, assure quarantine of the bite animal and follow up after the quarantine period is over. Issue citations when necessary. Iowa Code Chapter 351
	BUDGETED/ PROJECTED 62% / 62%	PERFORMANCE MEASUREMENT OUTCOME: 65% of dispatched calls for animals running at large will result in the animal being confined and impounded.
	DEPARTMENT QUARTERLY 74%	PERFORMANCE MEASUREMENT ANALYSIS: HSSC has improved several measures this quarter, with this being an important one. Finding animals running at large helps to reduce the number of animal bite cases, providing protection for citizens, and to which HSSC and Scott County Health Department must respond.
43.	DEPARTMENT NAME/ ACTIVITY SERVICE: MEDIC EMS / 911 Ambulance Response	
	PROGRAM	Emergency medical treatment and transport
	BUDGETED/ PROJECTED 90% / 90%	PERFORMANCE MEASUREMENT OUTCOME: Urban response times will be: Code 1 < 7 minutes 59 seconds, Code 2 < 9 minutes 59 seconds, and Code 3 < 14 minutes 59 seconds: Rural response times will be Code 1 < 14 minutes 59 seconds, Code 2 < 17 minutes 59 seconds, and Code 3 < 19 minutes 59 seconds
	DEPARTMENT QUARTERLY Code 1: 83.62% / 87.14% Code 2: 92.61% / 93.21% Code 3: 95.18% / 94.71%	PERFORMANCE MEASUREMENT ANALYSIS: The time-on-scene targets set by MEDIC EMS for its urban and rural response at CODE 1 levels continue to be challenging. Multiple calls, traffic, distance, MEDCOM triage, and other factors play a role in determining whether this target is met. As has been discussed previously, however, the time-on-scene target is a fractile measure (pass/fail). Since the target is less than 7:59, a time of 7:59:00 will be recorded as missed. The average times augment the understanding of the overall response. For urban response the average response times are: Code 1, 6:18; Code 2, 6:54; Code 3, 8:55. For rural response: Code 1, 10:28; Code 2, 10:38; Code 3, 11:22. While there may be a more calls not meeting the Code 1 targets, the average times for all Codes, both urban and rural, are well below the target times.
44.	DEPARTMENT NAME/ ACTIVITY SERVICE: SECC Training	
	PROGRAM	Maintenance of all training programs within the organization including: training of all new employees, maintenance training of all Certified Training Officers (CTOs), ongoing
	BUDGETED/ PROJECTED 100% / 50%	PERFORMANCE MEASUREMENT OUTCOME: Our current training curriculum has not gone through a comprehensive review and update in over six years. Updating the training curriculum assures training keeps pace with current industry standards.
	DEPARTMENT QUARTERLY 75%	PERFORMANCE MEASUREMENT ANALYSIS: SECC training curriculum finished the fiscal year at 75% completion, 25% below budgeted but 25% ahead of projections.

2019 BUDGETING FOR OUTCOMES HIGHLIGHTS QUARTERLY REPORT

45.	DEPARTMENT NAME/ ACTIVITY SERVICE:	SECC Management and Planning
	PROGRAM DESCRIPTION:	Management and Planning are vital to any organization to help keep the organization moving forward into the future. This allows SECC to keep up to date with the ever changing society and the expectations that go along with the ever changing needs of society.
	BUDGETED/ PROJECTED 100%/100%	PERFORMANCE MEASUREMENT OUTCOME: Revise hiring process to help identify those candidates most likely to succeed as a dispatcher.
	DEPARTMENT QUARTERLY 100%	PERFORMANCE MEASUREMENT ANALYSIS: SECC completed their revision of the hiring process to help identify likely successful candidates. SECC met both the budged and projected expectations.

Administration

Mahesh Sharma, County Administrator



MISSION STATEMENT: The County Administrator will work to create a sustainable, enjoyable and prosperous community for all Scott County residents

ACTIVITY/SERVICE:	Policy and Facilitation	DEPT/PROG:		Administration	
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:		All Residents	
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$360,484
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of agenda items		262	290	290	298
Number of agenda items postponed		0	0	0	0
Number of agenda items placed on agenda after distribution		0	0	0	4

PROGRAM DESCRIPTION:

Organize and coordinate the legislative and policy functions of the Board of Supervisors. Recommend ordinances, resolutions, motions and provide administrative guidance.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Prepare reports, studies, legislative actions for Board consideration in a prompt, efficient manner.	Percentage number of agenda items placed on the agenda 5 days in advance of the meeting.	100%	100%	100%	99%
Board members are informed and prepared to take action on all items on the agenda.	Percentage number of agenda items that are postponed at Board meeting.	0.00%	0.00%	0.00%	0.00%

ACTIVITY/SERVICE:	Financial Management	DEPT/PROG:	Administration		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET:	\$283,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of Grants Managed		58	60	60	63
Number of Budget Amendments		2	2	2	2
Number of Purchase Orders Issued		334	700	700	388

PROGRAM DESCRIPTION:

Recommend balanced budget and capital plan annually. Forecast revenues and expenditures and analyze trends. Prepare reports and monitor and recommend changes to budget plan. Monitor and audit purchasing card program. Administer grants and prepare reports. Coordinate the annual audit and institute recommendations. Prepare special reports.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Maintain minimum fund balance requirements for the County's general fund - according to the Financial Management Policy, and within legal budget	Maintain a 15% general fund balance, and each state service area to be 100% expended or below	20% / 100%	20% / 100%	20% / 100%	22% / 100%
Ensure that all Federal Grants receive a perfect score with no audit findings for County's annual Single Audit	Zero audit findings for federal grants related to the Single Audit	0	0	0	0
Submit Budget CAFR/PAFR to GFOA obtains Award Certificate	Recognition of Achievements in Reporting	3	3	3	3
Develop Training program for ERP users to increase comfort and report utilization	2 Training events outside of annual budget training	Program Developed FY19 Training	2	2	2

ACTIVITY/SERVICE:	Legislative Coordinator	DEPT/PROG:	Administration		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$53,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of committee of the whole meetings		45	50	50	44
Number of meetings posted to web 5 days in advance		100%	100%	100%	100%
Percent of Board Mtg handouts posted to web within 24 hours		100%	100%	100%	100%

PROGRAM DESCRIPTION:

Coordination of intergovernmental relations: scheduling meetings with city councils, authorized agencies and boards and commissions; appointments to boards and commissions, 28E Agreements, etc. Coordination of agenda preparation and meeting notices and custodian of official files for Board of Supervisors and Public Safety Authority.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Agenda materials are available to the public.	Agenda posted to the website 5 days in advance of the meeting.	100%	100%	100%	100%
Handouts are available to the public timely.	Handouts are posted to the website within 24 hours after the meeting.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Strategic Plan	DEPT/PROG:	Administration		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$72,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of Strategic Plan goals		20	105	101	105
Number of Strategic Plan goals on-schedule		16	80	81	75
Number of Strategic Plan goals completed		10	97	97	74

PROGRAM DESCRIPTION:

Facilitate through collaboration the achievement of the Board of Supervisors goals and report the outcomes bi-monthly. Supervise appointed Department Heads.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Strategic Plan goals are on-schedule and reported quarterly	Percentage of Strategic Plan goals on-schedule or complete	N/A	76%	76%	70%
Strategic Plan goals are completed*	Percentage of Strategic Plan goals completed	N/A	92%	92%	71%

Attorney's Office

Mike Walton, County Attorney



MISSION STATEMENT: The County Attorney's Office is dedicated to providing the citizens of Scott County with a safe community by providing well-trained, career prosecutors and support staff to pursue justice through the resolution of legal issues, prosecute criminal offenses occurring within Scott County, cooperate with law enforcement agencies for the protection of citizens, and provide legal representation for the County, its elected officials and departments.

ACTIVITY/SERVICE:	Criminal Prosecution	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$2,470,044
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
New Indictable Misdemeanor Cases		3139	3,000	3,000	3,689
New Felony Cases		1119	1,000	1,000	1,355
New Non-Indictable Cases		1964	1,900	1,900	2,089
Conducting Law Enforcement Training (hrs)		22.25	40	40	30

PROGRAM DESCRIPTION:

The County Attorney Office is responsible for the enforcement of all state laws and county ordinances charged in Scott County. The duties of a prosecutor include advising law enforcement in the investigation of crimes, evaluating evidence, preparing all legal documents filed with the court, and participating in all court proceedings including jury and non-jury trials.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attorney's Office will represent the State in all criminal proceedings.	98% of all criminal cases will be prosecuted by the SCAO.	98%	98%	98%	98%
Attorney's Office will have qualified, well-trained attorneys to represent County.	100% of Attorneys will receive a minimum of 15 hrs of CLE (continuing education) annually.	100%	100%	100%	100%
Attorney's Office will diligently work toward achieving justice in all criminal cases.	Justice is accomplished in 100% of criminal cases.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Juvenile	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$413,830
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
New Juvenile Cases - Delinquencies, CINA, Terms, Rejected		889	600	600	869
Uncontested Juvenile Hearings		1870	1,350	1,350	2,054
Evidentiary Juvenile Hearings		505	350	350	552

PROGRAM DESCRIPTION:

The Juvenile Division of the County Attorney's Office represents the State in all Juvenile Court proceedings, works with police departments and Juvenile Court Services in resolving juvenile delinquency cases, and works with the Department of Human Services and other agencies in Children in Need of Assistance actions.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attorney's Office represents the State in juvenile delinquency proceedings.	98% of all juvenile delinquency cases will be prosecuted by the SCAO.	98%	98%	98%	98%
Attorney's Office represents the Department of Human Services in CINA cases.	98% of all juvenile CINA cases will be pursued by the SCAO.	98%	98%	98%	98%

ACTIVITY/SERVICE:	Civil / Mental Health	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$196,670
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Non Litigation Services Intake		76	150	150	85
Litigation Services Intake		333	350	350	365
Non Litigation Services Cases Closed		12	150	150	64
Litigation Services Cases Closed		314	300	300	339
# of Mental Health Hearings		296	282	250	301

PROGRAM DESCRIPTION:

Provide legal advice and representation to Scott County Board of Supervisors, elected officials, departments, agencies, school and township officers. Represent the State in Mental Health Commitments.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attorney's Office will provide representation and service as required.	Attorney's Office will defend 90% of County cases in-house. (rather than contracting other attorneys)	90%	90%	90%	90%
Attorney's Office will provide representation at Mental Health Commitment Hearings.	100% representation	100%	100%	100%	100%
Attorney's Office will have qualified, well-trained attorneys to represent County.	100% of Attorneys will receive a minimum of 15 hrs of CLE (continuing education) annually.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Driver License / Fine Collection	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Community Add On	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Economic Growth	FUND:	01 General	BUDGET:	\$134,625
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of clients in database		482	1,500	1,500	511
# of driver license defaulted		119	100	100	104
\$ amount collected for county		394,063.00	400,000	400,000	432,646
\$ amount collected for state		951,510.00	750,000	750,000	1,029,647
\$ amount collected for DOT		5,753.00	6,000	6,000	2,568

PROGRAM DESCRIPTION:

The Driver License Reinstatement Program gives drivers the opportunity to get their driver's licenses back after suspension for non-payment of fines. The Delinquent Fine Collection program's purpose is to assist in collecting delinquent amounts due and to facilitate the DL program. The County Attorney's Office is proactive in seeking out candidates, which is a new revenue source for both the County and the State.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attorney's Office will work to assist Scott County residents in obtaining driver licenses after suspension.	Attorney's Office will assist applicants with suspensions 100% of the time.	100%	100%	100%	100%
Attorney's Office will work to assist Scott County residents in paying delinquent fines.	Attorney's Office will grow the program approximately 10% each quarter as compared to the previous fiscal years grand total.	25%	10%	10%	27%

ACTIVITY/SERVICE:	Victim/Witness Support Service	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$65,557
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# victim packets sent		1864	1,800	1,800	1,928
# victim packets returned		659	600	600	710

PROGRAM DESCRIPTION:

The Victim/Witness Program of Scott County provides services to victims of crime and focuses attention on the rights of crime victims. The Victim/Witness Coordinator notifies victims of all proceedings, and provides service referrals and information to victims and witnesses.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attorney's Office will actively communicate with crime victims.	100% of registered crime victims will be sent victim registration information.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Advisory Services	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$103,602
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of walk-in complaints received		162	50	50	208

PROGRAM DESCRIPTION:

The County Attorney's Office is available daily from 8:30 am to 11:30 am to assist citizens who wish to consult an assistant county attorney to determine whether criminal charges or other action is appropriate in a given situation. In addition, an attorney is available 24/7 to assist law enforcement officers.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attorney's Office will respond to citizen's requests for information during complaint desk hours.	100% of requests will be addressed.	100%	100%	100%	100%
Attorney's Office will assist law enforcement officers in answering legal questions.	An attorney is on call 24/7, 365 days a year.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Case Expedition	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Community Add On	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$34,534
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of entries into jail		7523	7,000	7,000	8,730

PROGRAM DESCRIPTION:

The purpose of Case Expeditor is to facilitate inmates' progress through the judicial system.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
The Case Expeditor will review the cases of all inmates in the Scott County Jail to reduce the number of days spent in the jail before movement.	100% of inmate cases are reviewed.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Check Offender Program	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Community Add On	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$34,534
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of warrants issued		11	40	40	37
# of defendants taking class		5	10	10	0

PROGRAM DESCRIPTION:

The Check Offender Program's goal is to recover full restitution for the merchant without adding to the financial burden of the criminal justice system. Merchants benefit because they receive restitution. First time bad check writers benefit because they receive the opportunity to avoid criminal prosecution. Scott County citizens benefit because the program was established without any additional cost to the taxpayer.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attorney's Office will assist merchants in recovering restitution without the need for prosecution.	County Attorney's Office will attempt to recover restitution 100% of the bad check cases.	100%	100%	100%	100%

Attorney - Risk Management

Rhonda Oostenryk, Risk Manager



MISSION STATEMENT: Investigation and review of all claims and losses, implementing policies or procedures to adjust, settle, resist or avoid future losses; relating liability and worker's compensation issues.

ACTIVITY/SERVICE:	Liability	DEPARTMENT:	Risk Mgmt	12.1202
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents	
BOARD GOAL:	Performing Organization	FUND:	02 Supplemental	BUDGET: \$542,457
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH
				ACTUAL
\$40,000 of Claims GL		\$21,771	\$40,000	\$40,000
\$50,000 of Claims PL		\$11,749	\$30,000	\$30,000
\$85,000 of Claims AL		\$84,757	\$60,000	\$60,000
\$20,000 of Claims PR		\$25,022	\$40,000	\$40,000

PROGRAM DESCRIPTION:

Tort Liability: A "tort" is an injury to another person or to property, which is compensable under the law. Categories of torts include negligence, gross negligence, and intentional wrongdoing.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Prompt investigation of liability accidents/incidents	To investigate incidents/accidents within 5 days	90%	90%	90%	90%

ACTIVITY/SERVICE:	Schedule of Insurance	DEPARTMENT:	Risk Mgmt	12.1202
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents	
BOARD GOAL:	Performing Organization	FUND:	02 Supplemental	BUDGET: \$398,540
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
# of County maintained policies - 15		11	11	11

PROGRAM DESCRIPTION:

Schedule of Insurance

Maintaining a list of items individually covered by a policy, e.g., a list of workers compensation, general liability, auto liability, professional liability, property and excess umbrella liability.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Market and Educate underwriters to ensure accurate premiums	Audit Insurance Job Classification codes	100%	100%	100%	100%

ACTIVITY/SERVICE:	Workers Compensation	DEPARTMENT:	Risk Mgmt		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$166,058
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Claims Opened (new)		29	40	40	38
Claims Reported		37	50	50	59
\$175,000 of Workers Compensation Claims		\$133,838	\$225,000	\$225,000	\$164,994

PROGRAM DESCRIPTION:

To ensure that employees who are injured on the job are provided proper medical attention for work related injuries and to determine preventive practices for injuries.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To investigate workers comp claims within 5 days	To investigate 100% of accidents within 5 days	100%	100%	100%	100%

Auditor's Office

Roxanna Moritz, County Auditor



MISSION STATEMENT: To provide timely, accurate, efficient and cost effective services to the taxpayers, voters and real estate customers of Scott County, and to all County Departments, County Agencies and County Employees.

ACTIVITY/SERVICE:	Administration	DEPARTMENT:	Auditor		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	238,271
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Maintain administration costs at or below 15% of budget		14.4%	15.0%	15.0%	11.2%

PROGRAM DESCRIPTION:

This program provides overall management of the statutory responsibilities of the Auditor's Office, including prior listed programs and not listed duties, such as clerk to the Board of Supervisors, etc. These responsibilities include establishing policy and setting goals for each individual program. Ensure new voters have an opportunity to vote.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Ensure all statutory and other responsibilities are met.	Conduct at least 12 meetings with managers to review progress and assess need for new internal policies or procedures.	12	12	12	12
Assign staff to effectively and efficiently deliver services to Scott County.	Conduct at least 4 meetings with staff to review progress on goals and assess staff needs to meet our legal responsibilities.	4	4	4	4

ACTIVITY/SERVICE:	Taxation	DEPARTMENT:	Auditor		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	301,795
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Property Transfers Processed		7,234	7,500	7,500	6,745
Local Government Budgets Certified		49	49	49	49

PROGRAM DESCRIPTION:

This program provides: certifies taxes and budgets for all Scott County taxing districts; maintains property tax system regarding transfers, credits, splits, property history, and assists public with property tax changes; maintains correct property valuations for all taxing districts including rollbacks, valuation credits, and TIF district valuation and reconciliation; maintains property plat books and county GIS system.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Certify taxes and budgets.	Meet statutory & regulatory deadlines for certification with 100% accuracy	100%	100%	100%	100%
Process all property transfers.	Process all real estate transfers without errors within 48 hours of receipt of correct transfer documents	100%	100%	100%	100%

ACTIVITY/SERVICE:	Payroll	DEPARTMENT: Auditor- Business & Finance			
BUSINESS TYPE:	Core	RESIDENTS SERVED:			All Employees
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET:	260,283
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of Employees		759	700	700	774
Time Cards Processed		23,344	17,500	17,500	17,363

PROGRAM DESCRIPTION:

This program provides payroll services for all County Departments, County Assessor, County Library and SECC. Services include processing payroll; calculation and payment of payroll liabilities including payroll taxes, retirement funds, and other withholdings; ensure all Federal and State payroll laws are followed; present payroll to the Board for approval pursuant to the Code of Iowa.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Pay all employees correctly and timely.	All employees are paid correctly and on time.	100%	100%	100%	100%
Pay all payroll liabilities on time and correctly. This includes taxes, and other withholdings.	Occur no penalties for late payments.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Accounts Payable	DEPARTMENT: Auditor- Business & Finance			
BUSINESS TYPE:	Core	RESIDENTS SERVED:			All Departments
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET:	196,264
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Invoices Processed		24,644	25,000	25,000	25,401

PROGRAM DESCRIPTION:

This program provides accounts payable services for all County Departments, County Assessor, County Library and SECC; audits all claims submitted for payment; verifies claims for conformance to County policy and applicable laws; processes warrants and accounts for all expenditures in the general ledger; claims are presented for Board approval according to the Code of Iowa.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To process all claims correctly and according to policies and procedures.	Have all claims correctly processed and paid.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Expenditure Ledger	DEPARTMENT: Auditor - Business & Finance			
BUSINESS TYPE:	Core	RESIDENTS SERVED:			All Departments
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET:	10,748
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of Account Centers		9,883	9,700	9,700	10,094
Number of Accounting Adjustments		0	0	0	0

PROGRAM DESCRIPTION:

This program is responsible for the general accounting of expenditures in the general ledger of the County and is responsible for all changes therein.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To make sure the General Ledger properly reflects all expenditures and receipts.	Make sure all adjustments are proper according to accounting policies and procedures.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Commissioner of Elections	DEPARTMENT: Auditor-Elections			
BUSINESS TYPE:	Core	RESIDENTS SERVED:			130,000
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	607,708
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Conduct 4 county-wide elections		3	1	1	1

PROGRAM DESCRIPTION:

This program prepares and supervises ballot printing and voting machine programming; orders all election supplies; employs and conducts schools of instructions for precinct election officials; prepares and monitors the processing of absentee ballots; receives nomination papers and public measure petitions to be placed on the ballot; acts as Clerk to Board of Election Canvassers and Special Voter Precinct Board.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Contract for and arrange facilities for election day and early voting polling places.	Ensure 100% of polling places meet legal accessibility requirements or receive waivers from the Secretary of State.	100%	100%	100%	100%
Receive and process all absentee ballot requests for all elections.	Process and mail ballots to 100% of voters who submit correct absentee ballot requests in accordance with State law.	100%	100%	100%	100%
Ensure precinct election officials are prepared to administer election laws for any given election.	Conduct election official training before major elections.	3	1	1	1

ACTIVITY/SERVICE:	Registrar of Voters	DEPARTMENT: Auditor -Elections			
BUSINESS TYPE:	Core	RESIDENTS SERVED: All Residents			
BOARD GOAL:	Performing Organization	FUND: 01 General	BUDGET: 166,442		
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Maintain approximately 125,000 voter registration files		125,578	125,000	125,000	125,381

PROGRAM DESCRIPTION:

This program works with the statewide I-VOTERS system; maintains current records of residents desiring to vote; verifies new applicants are legally eligible to vote; purges records of residents no longer legally eligible to vote; prepares lists of qualified voters for each election to insure only those qualified to vote actually do vote; reviews election day registrants to insure their qualifications to vote.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Ensure new voters have opportunity to vote.	All new registrations are verified, processed and voters sent confirmation by legal deadlines.	100%	100%	100%	100%
Update voter registration file to ensure accurate and up-to-date information regarding voters.	Process all information on voter status received from all agencies to maintain current registration file.	100%	100%	100%	100%
Ensure all statutory responsibilities are met.	Conduct quarterly review of state and federal voter registration laws and procedures to ensure compliance.	100%	100%	100%	100%

Community Services

Lori Elam, Community Services Director



MISSION STATEMENT: The Community Services Department provides funding for a variety of social services, including MH/DS services, Veteran services, General Assistance and Substance Related services, for individuals and their families.

ACTIVITY/SERVICE:	Community Services Administration	DEPARTMENT:	CSD 17.1000		
BUSINESS TYPE:	Foundation	RESIDENTS SERVE	171,387		
BOARD GOAL:	Foundation	FUND:	10 MHDD	BUDGET:	\$181,396
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	PROJECTED
Number of outside programs/educational activities/workgroups or board meetings attended/participated in or requested by outside entity		368	200	200	324
Number of appeals requested from Scott County Consumers		0	1	1	0
Number of Exceptions Granted		0	1	1	0

PROGRAM DESCRIPTION:

To provide administration and representation of the department, including administration of the MH/DD budget within the Eastern Iowa MH/DS region, the Veteran Services Program, the General Assistance Program, the Substance Related Disorders Program and other social services and institutions.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	PROJECTED
OUTCOME:	EFFECTIVENESS:				
To monitor MH/DS funding within Scott County to ensure cost-effective services are assisting individuals to live as independently as possible.	Review all of the "Exception to Policy" cases with the Management Team of the MH Region to ensure the Management Policy and Procedures manual is being followed as written, policies meet the community needs and that services are cost-effective.	0 Cases Reviewed	1 Case Reviewed	1 Case Reviewed	0 Cases Reviewed

ACTIVITY/SERVICE:	Veteran Services		DEPARTMENT:	CSD 17.1702	
BUSINESS TYPE:	Quality of Life		RESIDENTS SERVE	172,126	
BOARD GOAL:	Great Place to Live		FUND:	01 General	BUDGET: \$160,635
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	PROJECTED
# of requests for veteran services (federal/state)		1143	1300	1300	1293
# of applications for county assistance		71	100	100	69
# of applications for county assistance approved		55	70	70	44
# of outreach activities		54	50	50	44
# of burials/cremations approved		16	18	18	7
Ages of Veterans seeking assistance:					
Age 18-25		20	30	30	20
Age 26-35		99	155	155	74
Age 36-45		142	150	150	101
Age 46-55		194	200	200	193
Age 56-65		193	300	300	312
Age 66 +		495	465	465	593
Gender of Veterans: Male : Female		1018:125	1140:160	1140:160	990:303

PROGRAM DESCRIPTION:

To provide outreach and financial assistance to Scott County veterans and their families, in addition to providing technical assistance in applying for federal veteran benefits.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	PROJECTED
OUTCOME:	EFFECTIVENESS:				
To provide public awareness/outreach activities in the community.	Will reach out to at least 175 Veterans/families each quarter (700 annually).	1051	700	700	1061
To provide public awareness/outreach activities in the community.	Will increase the number of veteran requests for services (federal/state) by 50 annually. (New, first time veterans applying for benefits)	574	660	660	438
To provide financial assistance (rent, burial, utilities, direct assist) to veterans as defined in Iowa Code Chapter 35B.	To grant assistance averaging no more than \$700 per applicant.	\$726.34	\$700.00	\$700.00	\$762.81

ACTIVITY/SERVICE:	Substance Related Disorder Services	DEPARTMENT:	CSD 17.1703		
BUSINESS TYPE:	Foundation	RESIDENTS SERVE	172,126		
BOARD GOAL:	Great Place to Live	FUND:	02 Supplemental	BUDGET:	\$61,200
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	PROJECTED
# of involuntary substance abuse commitments filed		176	160	160	144
# of SA adult commitments		142	122	122	123
# of SA children commitments		26	15	15	20
# of substance abuse commitment filings denied		8	12	12	1
# of hearings on people with no insurance		23	25	25	24

PROGRAM DESCRIPTION:

To provide funding for emergency hospitalizations, commitment evaluations for substance related disorders according to Iowa Code Chapter 125 for Scott County residents and for certain children's institutions.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	PROJECTED
OUTCOME:	EFFECTIVENESS:				
To provide mandated court ordered SA evaluations in the most cost effective manner possible.	The cost per evaluation will be no greater than \$500.00	\$272.13	\$500.00	\$500.00	\$364.72
To maintain the Community Services budget in order to serve as many Scott County citizens with substance related disorders as possible.	Review quarterly substance related commitment expenditures verses budgeted amounts.	\$45,718 or 75% of the budget	\$61,200	\$61,200	\$52,155 or 86% of the budget

ACTIVITY/SERVICE:	MH/DD Services	DEPARTMENT:	CSD 17.1704		
BUSINESS TYPE:	Core	RESIDENTS SERVE	172,126		
BOARD GOAL:	Great Place to Live	FUND:	10 MHDD	BUDGET:	\$4,397,119
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	PROJECTED
# of involuntary mental health commitments filed		336	330	330	319
# of adult MH commitments		269	240	240	275
# of juvenile MH commitments		41	65	65	35
# of mental health commitment filings denied		26	25	25	9
# of hearings on people with no insurance		19	25	25	30
# of protective payee cases		420	435	450	447
# of Crisis situations requiring funding/care coordination		136	100	100	121
# of funding requests/apps processed- ID/DD and MI		1401	1100	1100	1610

PROGRAM DESCRIPTION:

To provide services as identified in the Eastern Iowa MH/DS Regional Management Plan to persons with a diagnosis of mental illness, intellectual disability, brain injury and other developmental disabilities.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	PROJECTED
OUTCOME:	EFFECTIVENESS:				
To provide mandated court ordered MH evaluations in most cost effective manner possible.	The cost per evaluation will be no greater than \$1400.00.	\$1,628.86	\$1,400.00	\$1,600.00	\$1,852.36
To keep the costs of mental health commitment orders at a minimum level to ensure other services such as residential, vocational and community supports are fully funded.	Review quarterly mental health commitment expenditures verses budgeted amounts.	\$504,949	\$400,000	\$680,000	\$677,521
To expand the Protective Payee program, ensuring clients have stable housing and budgets.	There will be at least 435 payee cases and fee amounts of \$45,200 each quarter to cover the costs of staff and supplies.	420 cases/ \$169,155 in total fees for the year (\$42,289 in fees per quarter)	435 cases/ \$45,200 in fees per quarter	435 cases/ \$45,200 in fees per quarter	447 cases/ \$152,790 in total fees for the year (\$38,198 in fees per quarter)

ACTIVITY/SERVICE:	General Assistance Program	DEPARTMENT:	CSD 17.1701	
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVE	172,126	
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET: \$517,837
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
# of applications requesting financial assistance		792	900	700
# of applications approved		409	400	400
# of approved clients pending Social Security approval		12	12	12
# of individuals approved for rental assistance (unduplicated)		178	200	200
# of burials/cremations approved		124	85	100
# of families and single individuals served		Families 222 Singles 440	Families 300 Singles 500	Families 300 Singles 500
# of cases denied to being over income guidelines		70	80	50
# of cases denied/incomplete app and/or process		329	300	210
				12 MONTH PROJECTED
				689
				328
				9
				168
				113
				Families 211 Singles 478
				47
				191

PROGRAM DESCRIPTION:

To provide financial assistance to meet the needs of persons who are poor as defined in Iowa Code Chapter 252.25 and 252.27 (have no property, unable to earn a living due to a physical or mental disability) and who are not currently eligible for federal or state public assistance.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	PROJECTED
OUTCOME:	EFFECTIVENESS:				
To provide financial assistance (rent, utilities, burial, direct assist) to 400 individuals (applicants) as defined by Iowa Code Chapter 252.25 during the year.	To grant assistance averaging no more than \$800 per applicant approved.	\$705.13	\$800.00	\$800.00	\$890.00
To provide financial assistance to individuals as defined by Iowa Code Chapter 252.25.	To provide at least 700 referrals on a yearly basis to individuals who don't qualify for county assistance.	813	700	800	897
To maintain the Community Services budget in order to serve as many Scott County citizens as possible.	Review quarterly General Assistance expenditures verses budgeted amounts (1701).	\$439,164 or 101% of budget	\$517,837	\$517,837	\$423,605 or 92% of budget

Conservation Department

Roger Kean, Conservation Director



MISSION STATEMENT: To improve the quality of life and promote and preserve the health, welfare and enjoyment for the citizens of Scott County and the general public by acquiring, developing, operating, and preserving the historical, educational, environmental, recreational and natural resources of the County.

ACTIVITY/SERVICE:	Administration/Policy Development	DEPT/PROG:	Conservation 1800		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	166,650		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$600,096
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Total appropriations managed -Fund 101, 102 (net of golf course)		\$3,576,745	\$3,854,808	\$3,869,758	\$3,637,848
Total FTEs managed		27.25	27.25	27.25	27.25
Administration costs as percent of department total.		14%	12%	12%	13%
REAP Funds Received		\$47,928	\$46,928	\$38,670	\$38,670
Total Acres Managed		2,509	2,509	2,509	2,509

PROGRAM DESCRIPTION:

In 1956 the citizens of Scott County authorized the creation of the Conservation Board, which was charged with the responsibility of administering and developing a park system that meets the recreational, environmental, historical, and educational needs of the County.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Provide the most efficient planning, analysis, and construction coordination for all Conservation CIP projects	Insure that a minimum of 90% of all capital projects are completed within budgeted amount and the scheduled time frame.	67%	90%	90%	36%
Increase the number of people reached through social media, email newsletters, and press releases. Reminding residents that Scott County is a great place to live.	Increase number of customers receiving electronic notifications to for events, specials, and Conservation information	6,917	7,000	7,500	7,529
Financially responsible budget preparation and oversight of the park and golf services	To maintain a balanced budget for all depts by ensuring that we do not exceed 100% of appropriations	94%	100%	100%	92%

ACTIVITY/SERVICE:	Recreational Services	DEPT/PROG: 1801,1805,1806,1807,1808,1809			
BUSINESS TYPE:	Core	RESIDENTS SERVED: All Residents			
BOARD GOAL:	Performing Organization	FUND: 01 General	BUDGET: \$762,426		
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Total Camping Revenue		\$819,586	\$850,000	\$795,000	\$797,368
Total Facility Rental Revenue		\$106,528	\$124,000	\$112,000	\$100,232
Total Concession Revenue		\$152,576	\$163,300	\$159,300	\$126,231
Total Entrance Fees (beach/pool, Cody, Pioneer Village)		\$189,554	\$212,000	\$196,600	\$145,756

PROGRAM DESCRIPTION:

This program is responsible for providing facilities and services to the public for a wide variety of recreational opportunities and to generate revenue for the dept.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To provide a high quality camping experience throughout the recreational season at SCP, WLP & BSP	To maintain a 40% occupancy per year for all camping sites	44%	40%	40%	45%
To provide a high quality rental facilities (i.e. shelters, cabins, etc) for public use.	To maintain a 36% occupancy per year for all rental facilities	35%	36%	36%	37%
To provide unique outdoor aquatic recreational opportunities that contribute to economic growth	To increase attendance at the Scott County Park Pool and West Lake Park Beach and Boat Rental	37,622	46,000	38,000	28,471
To continue to provide and evaluate high quality programs	Achieve a minimum of a 95% satisfaction rating on evaluations from participants attending various department programs and services (ie. Education programs, swim lessons, day camps)	100%	95%	95%	99.6%

ACTIVITY/SERVICE:	Maintenance of Assets - Parks	DEPT/PROG: 1801,1805,1806,1807,1808,1809		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED: All Residents		
BOARD GOAL:	Financially Responsible	FUND: 01 General	BUDGET:	\$1,526,933
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
Total vehicle and equipment repair costs (not including salaries)		\$74,735	\$65,236	\$74,236
Total building repair costs (not including salaries)		\$27,334	\$16,250	\$32,750
Total maintenance FTEs		7	7	7
Total vehicle & other equipment costs		N/A	\$336,000	\$532,465
				12 MONTH
				ACTUAL

PROGRAM DESCRIPTION:

This program involves the daily maintenance of all equipment, facilities, and grounds owned and operated by the Conservation Board.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To encourage the use of environmentally safe (green) maintenance products utilized throughout the dept.	To increase the utilization of green products to represent a minimum 80% of all maintenance products.	88%	88%	88%	88%
Financially responsible Equipment Replacement	To replace equipment according to department equipment schedule and within budget	N/A	100%	100%	100%
Financially responsible Equipment Maintenance	To maintain all vehicles and equipment ensuring that we do not exceed 100% of appropriations	N/A	100%	100%	101%

ACTIVITY/SERVICE:	Public Safety-Customer Service	DEPT/PROG:	Conservation 1801,1809		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$282,954
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of special events or festivals requiring ranger assistance		34	20	27	21
Number of reports written.		25	60	30	29
Number of law enforcement and customer service personnel (seasonal & full-time)		102	102	102	102

PROGRAM DESCRIPTION:

This program involves the law enforcement responsibilities and public relations activities of the department's park ranger staff.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Increase the number of natural resource oriented public programs facilitated, attended, or conducted by ranger staff.	Involvement in public programs per year (for example: hunter & boater safety programs, fishing clinics, etc.)	16	12	16	17
Total Calls for service for all rangers	To monitor total calls for enforcement, assistance, or public service as tracked through the County's public safety software.	N/A	693	650	1128

ACTIVITY/SERVICE:	Environment Education/Public Programs	DEPT/PROG:	Conservation 1805		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$398,264
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of programs offered.		229	220	234	248
Number of school contact hours		10,116	17,100	11,000	12,457
Number of people served.		18,429	22,820	20,000	24,304
Operating revenues generated (net total intergovt revenue)		12,338	16,500	14,500	13,481
Classes/Programs/Trips Cancelled due to weather		9	3	15	28

PROGRAM DESCRIPTION:

This program involves the educational programming and facilities of the Wapsi River Environmental Education Center.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To educate the general public about the environment, the need to preserve our natural resources, and the value of outdoor recreation.	To maintain 100% satisfaction through comment cards and evaluations received from all public programs.	100%	100%	100%	100%
To provide schools with environmental education and outdoor recreation programs that meet their Iowa Core needs.	100% of all Iowa school programs will meet at least 1 Iowa Core requirement.	100%	100%	100%	100%
To provide the necessary programs to advance and support environmental and education professionals in their career development.	To provide at least two career opportunities that qualify for their professional certification and development needs.	6	4	8	11

ACTIVITY/SERVICE:	Historic Preservation & Interpretation	DEPT/PROG:	Conservation 1806,1808		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$284,126
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Total revenue generated		\$87,926	\$89,947	\$93,947	\$87,218
Total number of weddings per year at Olde St Ann's Church		52	60	60	36
Pioneer Village Day Camp Attendance		386	400	400	429

PROGRAM DESCRIPTION:

This program involves the programming and facilities of the Walnut Grove Pioneer Village and the Buffalo Bill Cody Homestead that are dedicated to the historical preservation and education of pioneer life in Scott County.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To have as many people as possible enjoy the displays and historical educational festivals provided at each site	To increase annual attendance	20,490	20,000	20,000	14,513
To collect sufficient revenues to help offset program costs to ensure financial responsibility	To increase annual revenues from last year's actual	\$87,926	1%	\$93,947	\$87,218 (-1.5%)
To increase presentations to outside groups and local festivals to acquaint the public about Pioneer Village and Cody Homestead's purpose and goals	To increase the number of new tours/presentations	35	35	35	36

ACTIVITY/SERVICE:	Golf Operations	DEPT/PROG:	Conservation 1803,1804		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	71 Golf	BUDGET:	\$1,200,099
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Total number of golfers/rounds of play		26,350	30,000	26,000	24,103
Total course revenues		\$1,035,642	\$1,107,200	\$1,107,200	\$997,154
Total appropriations administered		\$1,021,117	\$1,230,099	\$1,209,946	\$1,024,002
Number of Outings/Participants		34/2216	42/3012	42/3012	39/2728
Number of days negatively impacted by weather		47	40	40	33

PROGRAM DESCRIPTION:

This program includes both maintenance and clubhouse operations for Glynn's Creek Golf Course.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To provide a quality golfing experience for our customers and the citizens of Scott County, a great place to live.	To maintain 100% customer satisfaction from all user surveys and comment cards.	100%	100%	100%	100%
To increase revenues to support program costs to ensure financial responsibility	Golf course revenues to support 100% of the yearly operation costs	\$54,286	\$0	\$50,000	(\$72,453)
To provide an efficient and cost effective maintenance program for the course ensuring financial responsibility	To maintain course maintenance costs at \$22.70 or less per round	\$20.62	\$22.70	\$22.70	\$22.32
Maintain industry standard profit margins on concessions	Maintain profit levels on concessions at 56%	63%	56%	63%	63%

Facility and Support Services

Tammy Speidel, Director



MISSION STATEMENT: It is the mission of the Facility and Support Services Department to provide high quality, cost effective services in support of the core services and mission of Scott County Government. Our services include capital asset management (capital planning, purchasing and life-cycle services), facility operations services (maintenance and custodial) and office operations support (mail, document imaging and printing).

ACTIVITY/SERVICE:	Administration	DEPARTMENT:		FSS	
BUSINESS TYPE:	Core	RESIDENTS SERVED: All County Bldg Occupants			
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$ 146,399
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Total percentage of CIP projects on time and with in budget.		90	85	85	88
Maintain total departmental cost/square foot at FY10 levels (combined maint/custodial)		\$4.57	5.85	5.85	4.87

PROGRAM DESCRIPTION:

To provide administrative support for all other department programs. This program manages capital improvement efforts.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attend Department Head Meetings/ Administrative Planning/ Agenda Meetings	By achieving at least 80 % attendance at scheduled meetings it allows for better overall knowledge of the County day to day departmental business and needs, as well as being better prepared for COW meetings.	100%	80%	80%	91%

ACTIVITY/SERVICE:	Maintenance of Buildings	DEPARTMENT:	FSS		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	Occup. Co. bldgs & agencies		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$ 2,062,721
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of total man hours spent in safety training		122	145	145	142
# of PM inspections performed quarterly- per location		156	125	125	138
Total maintenance cost per square foot		\$2.47	\$2.50	\$2.50	\$2.59

PROGRAM DESCRIPTION:

To maintain the organizations real property and assets in a proactive manner. This program supports the organizations green initiatives by effectively maintaining equipment to ensure efficiency and effective use of energy resources. This program provides prompt service to meet a myriad of needs for our customer departments/offices and visitors to our facilities.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Maintenance Staff will make first contact on 90% of routine non-jail work orders within 5 working days of staff assignment.	To be responsive to the workload from our non-jail customers.	93%	95%	95%	90%
Maintenance Staff will strive to do 30% of work on a preventive basis.	To do an increasing amount of work in a scheduled manner rather than reactive.	32%	25%	25%	30%
Maintenance Staff will strive to complete 90% of routine jail work orders within 5 working days of staff assignment.	To be responsive to the workload from the jail facility.	97%	90%	90%	91%

ACTIVITY/SERVICE:	Custodial Services	DEPARTMENT:	FSS		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	Occupants all county bldgs		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$ 770,236
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of square feet of hard surface floors maintained		447,010	568,367	550,000	384,844
Number of square feet of soft surface floors maintained		191,771	273,906	225,000	145,392
Number of Client Service Worker hours supervised		3656	4,364	2,500	2,016
Total Custodial Cost per Square Foot		\$2.10	\$3.00	\$3.25	\$2.28

PROGRAM DESCRIPTION:

To provide a clean and sanitary building environment for our customer departments/offices and the public. This program has a large role in supporting the organization-wide green initiative by administering recycling and green cleaning efforts. This program administers physical building security and access control.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To receive 6 or fewer complaints per month on average.	To provide internal and external customers a clean environment and to limit the amount of calls for service from non custodial staff.	7	6	6	7
Divert 85000 pounds of waste from the landfill by: shredding confidential info, recycling cardboard, plastic & metals, kitchen grease	To continually reduce our output of material that goes to the landfill.	119,500	85,000	115,000	149,460
Perform annual green audit on 40% of FSS cleaning products.	To ensure that our cleaning products are "green" by current industry standards.	40%	40%	40%	40%

ACTIVITY/SERVICE:	Support Services	DEPARTMENT:	FSS		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	Dept/offices/external customers		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$ 755,589
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Actual number of hours spent on imaging including quality control and doc prep		2912	2,200	2,800	2,919

PROGRAM DESCRIPTION:

To provide support services to all customer departments/offices including: purchasing, imaging, print shop, mail, reception, pool car scheduling, conference scheduling and office clerical support. This program supports the organizations "green" initiatives by managing the purchase and use of eco-friendly products, encouraging reduced usage of commodities and promoting "green-friendly" business practices.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Print Shop will recommend, to requesting department or agency, cost savings alternatives on at least 8% of print shop requests received.	This will result in the suggestion of cost savings methods on copy jobs that are received in the print shop which would result in savings on copy costs.	0.10%	7.00%	1.00%	0.00%

Health Department

Ed Rivers, Director



MISSION STATEMENT: The Scott County Health Department is committed to promoting, protecting and preserving the health of the community by providing leadership and direction as advocates for the individual, the family, the community and the environment we serve.

ACTIVITY/SERVICE:	Administration	DEPARTMENT:		Health/1000	
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:		All Residents	
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET:	\$1,579,376
OUTPUTS		2017-2018 ACTUAL	2018-2019 BUDGETED	2018-2019 PROJECTED	12 MONTH ACTUAL
Annual Report		1	1	1	1
Minutes of the BOH Meeting		10	10	12	12
BOH Contact and Officer Informational Report		1	1	1	1
Number of grant contracts awarded.		13	12	13	14
Number of subcontracts issued.		8	7	6	6
Number of subcontracts issued by funder guidelines.		8	7	6	6
Number of subcontractors.		4	3	4	4
Number of subcontractors due for an annual review.		3	3	3	3
Number of subcontractors that received an annual review.		3	3	3	3
Number of benefit eligible staff		N/A	42	44	42
Number of benefit eligible staff participating in QI projects (unduplicated)		N/A	17	18	21
Number of staff		N/A	54	53	51
Number of staff that complete department required 12 hours of continuing education.		NA	54	53	46
Total number of consumers reached with education.		14560	12,017	13,500	9,274
Number of consumers receiving face-to-face educational information about physical, behavioral, environmental, social, economic or other issues affecting health.		1936	5,578	3,800	3,453
Number of consumers receiving face-to-face education reporting the information they received will help them or someone else to make healthy choices.		1865	5,299	3,610	3,280

PROGRAM DESCRIPTION:

Iowa Code Ch. 137 requires each county maintain a Local Board of Health. One responsibility of the Board of Health is to assure compliance with grant requirements-programmatically and financially. Another is educate the community through a variety of methods including media, marketing venues, formal educational presentations, health fairs, training, etc.

PERFORMANCE MEASUREMENT		2017-2018 ACTUAL	2018-2019 BUDGETED	2018-2019 PROJECTED	12 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
Provide guidance, information and updates to Board of Health as required by Iowa Code Chapter 137.	Board of Health will meet at least six times per year as required by law.	10	10	12	12
Delivery of public health services through subcontract relationships with community partners.	Subcontracts will be issued according to funder guidelines.	100%	100%	100%	100%
Subcontractors will be educated and informed about the expectations of their subcontract.	Subcontractors will receive an annual programmatic review.	100%	100%	100%	100%
Establish a culture of quality within the Scott County Health Department.	Percent of benefit eligible staff participating in QI Projects (unduplicated).	N/A	40%	45%	50%
SCHD will support and retain a capable and qualified workforce.	Percent of staff that complete the department's expectation of 12 hours of continuing education.	N/A	100%	100%	90%
Scott County residents will be educated on issues affecting health.	Consumers receiving face-to-face education report that the information they received will help them or someone else to make healthy choices.	96%	95%	95%	95%

ACTIVITY/SERVICE:	Animal Bite Rabies Risk Assessment and Recommendations for Post Exposure Prophylaxis	DEPARTMENT: Health/2015			
BUSINESS TYPE:	Core	RESIDENTS SERVED:			All Residents
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$71,360
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of exposures that required a rabies risk assessment.		207	206	240	280
Number of exposures that received a rabies risk assessment.		207	202	238	280
Number of exposures determined to be at risk for rabies that received a recommendation for rabies post-exposure prophylaxis.		207	202	238	280
Number of health care providers notified of their patient's exposure and rabies recommendation.		52	48	48	49
Number of health care providers sent a rabies treatment instruction sheet at the time of notification regarding their patient's exposure.		52	48	48	49

PROGRAM DESCRIPTION:

Making recommendations for post-exposure prophylaxis treatment for individuals involved in animal bites or exposures.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Provide a determination of rabies risk exposure and recommendations.	Reported exposures will receive a rabies risk assessment.	100%	98%	99%	100%
Provide a determination of rabies risk exposure and recommendations.	Exposures determined to be at risk for rabies will have a recommendation for rabies post-exposure prophylaxis.	100%	100%	100%	100%
Health care providers will be informed about how to access rabies treatment.	Health care providers will be sent an instruction sheet on how to access rabies treatment at the time they are notified of their patient's bite/exposure.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Childhood Lead Poisoning Prevention	DEPARTMENT:		Health/2016	
BUSINESS TYPE:	Core	RESIDENTS SERVED:		All Residents	
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$143,350
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of children with a capillary blood lead level of greater than or equal to 10 ug/dl.		14	18	12	12
Number of children with a capillary blood lead level of greater than or equal to 10 ug/dl who receive a venous confirmatory test.		14	18	12	12
Number of children who have a confirmed blood lead level of greater than or equal to 15 ug/dl.		14	10	10	8
Number of children who have a confirmed blood lead level of greater than or equal to 15 ug/dl who have a home nursing or outreach visit.		14	10	10	8
Number of children who have a confirmed blood lead level of greater than or equal to 20 ug/dl.		7	4	4	4
Number of children who have a confirmed blood lead level of greater than or equal to 20 ug/dl who have a complete medical evaluation from a physician.		7	4	4	4
Number of environmental investigations completed for children who have a confirmed blood lead level of greater than or equal to 20 ug/dl.		6	9	5	4
Number of environmental investigations completed, within IDPH timelines, for children who have a confirmed blood lead level of greater than or equal to 20 ug/dl.		6	9	5	4
Number of environmental investigations completed for children who have two confirmed blood lead levels of 15-19 ug/dl.		11	6	6	4
Number of environmental investigations completed, within IDPH timelines, for children who have two confirmed blood lead levels of 15-19 ug/dl.		11	6	6	4
Number of open lead properties.		24	16	30	28
Number of open lead properties that receive a reinspection.		53	35	35	19
Number of open lead properties that receive a reinspection every six months.		53	35	35	19
Number of lead presentations given.		6	5	20	20

PROGRAM DESCRIPTION:

Provide childhood blood lead testing and case management of all lead poisoned children in Scott County. Conduct environmental health inspections and reinspections of properties where children with elevated blood lead levels live. SCC CH27, IAC 641, Chapter 67,69,70.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Children identified with blood lead levels greater than or equal to 10 micrograms per deciliter receive services as appropriate for the blood lead level.	Children with capillary blood lead levels greater than or equal to 10 ug/dl receive confirmatory venous blood lead measurements.	100%	100%	100%	100%
Children identified with blood lead levels greater than or equal to 10 micrograms per deciliter receive services as appropriate for the blood lead level.	Ensure children with confirmed blood lead levels greater than or equal to 15 ug/dl receive a home nursing or outreach visit.	100%	100%	100%	100%
Children identified with blood lead levels greater than or equal to 10 micrograms per deciliter receive services as appropriate for the blood lead level.	Ensure children with venous blood lead levels greater than or equal to 20 ug/dl receive a complete medical evaluation from a physician.	100%	100%	100%	100%
Assure that elevated blood lead inspections are conducted by certified elevated blood lead inspectors/risk assessors employed by or under contract with a certified elevated blood lead inspection agency.	Complete environmental investigations for children having a single venous blood lead level greater than or equal to 20 ug/dl according to required timelines.	100%	100%	100%	100%
Assure that elevated blood lead inspections are conducted by certified elevated blood lead inspectors/risk assessors employed by or under contract with a certified elevated blood lead inspection agency.	Complete environmental investigations of homes associated with children who have two venous blood lead levels of 15-19 ug/dl according to required timelines.	100%	100%	100%	100%
Ensure that lead-based paint hazards identified in dwelling units associated with an elevated blood lead child are corrected.	Ensure open lead inspections are re-inspected every six months.	100%	100%	100%	100%
Assure the provision of a public health education program about lead poisoning and the dangers of lead poisoning to children.	By June 30, five presentations on lead poisoning will be given to target audiences.	120%	100%	400%	400%

ACTIVITY/SERVICE:	Communicable Disease	DEPARTMENT:	Health/2017		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$64,269
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of communicable diseases reported.		1480	1723	1400	1240
Number of reported communicable diseases requiring investigation.		293	297	225	185
Number of reported communicable diseases investigated according to IDPH timelines.		293	297	225	185
Number of reported communicable diseases required to be entered into IDSS.		293	297	225	185
Number of reported communicable diseases required to be entered into IDSS that were entered within 3 business days.		293	294	223	184

PROGRAM DESCRIPTION:

Program to investigate and prevent the spread of communicable diseases and ensure proper treatment of disease. Also includes the investigation of food borne outbreaks. Ch 139 IAC

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Stop or limit the spread of communicable diseases.	Initiate communicable disease investigations of reported diseases according to Iowa Department of Public Health guidelines.	100%	100%	100%	100%
Assure accurate and timely documentation of communicable diseases.	Cases requiring follow-up will be entered into IDSS (Iowa Disease Surveillance System) within 3 business days.	100%	100%	99%	99%

ACTIVITY/SERVICE:	Community Transformation	DEPARTMENT:	Health/2038		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$13,992
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of worksites where a wellness assessment is completed.		7	5	5	7
Number of worksites that made a policy or environmental improvement identified in a workplace wellness assessment.		6	5	5	6
Number of communities where a community wellness assessment is completed.		4	5	2	2
Number of communities where a policy or environmental improvement identified in a community wellness assessment is implemented.		4	5	2	1

PROGRAM DESCRIPTION:

Create environmental and systems changes at the community level that integrate public health, primary care, worksite and community initiatives to help prevent chronic disease through good nutrition and physical activity.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Workplaces will implement policy or environmental changes to support employee health and wellness.	Workplaces will implement policy or environmental changes to support employee health and wellness.	86%	100%	100%	86%
Communities will implement policy or environmental changes to support community health and wellness.	CTG targeted communities will implement evidence based recommendations for policy or environmental change based upon assessment recommendations.	100%	100%	100%	50%

ACTIVITY/SERVICE:	Correctional Health	DEPARTMENT:	Health/2006	
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents	
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET: \$1,467,033
OUTPUTS	2017-2018	2018-2019	2018-2019	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of inmates in the jail greater than 14 days.	1259	1,338	1,338	1,391
Number of inmates in the jail greater than 14 days with a current health appraisal.	1244	1,325	1,298	1,333
Number of inmate health contacts.	29966	33,575	36,000	36,826
Number of inmate health contacts provided in the jail.	29686	31,896	35,640	36,476
Number of medical requests received.	8126	7,723	9,000	9,921
Number of medical requests responded to within 48 hours.	8113	7,723	8,982	9,909

PROGRAM DESCRIPTION:

Provide needed medical care for all Scott County inmates 24 hours a day. Includes passing of medication, sick call, nursing assessments, health screenings and limited emergency care.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Inmates are screened for medical conditions that could impact jail operations.	Inmates who stay in the facility greater than 14 days will have a current health appraisal (within 1st 14 days or within 90 days of current incarceration date).	99%	99%	96%	96%
Medical care is provided in a cost-effective, secure environment.	Maintain inmate health contacts within the jail facility.	99%	99%	99%	99%
Assure timely response to inmate medical requests.	Medical requests are reviewed and responded to within 48 hours.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Child Health Program	DEPARTMENT:	Health/2032		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$198,074
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of families who were informed.		5155	5,416	3,860	3,955
Number of families who received an inform completion.		1935	2,245	1,737	1,910
Number of children in agency home.		837	900	770	684
Number of children with a medical home as defined by the Iowa Department of Public Health.		696	720	385	574

PROGRAM DESCRIPTION:

Promote health care for children from birth through age 21 through services that are family-centered, community based, collaborative, comprehensive, coordinated, culturally competent and developmentally appropriate.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Ensure Scott County families (children) are informed of the services available through the Early Periodic Screening Diagnosis and Treatment (EPSDT) Program.	Families will be contacted to ensure they are aware of the benefits available to them through the EPSDT program through the inform completion process.	38%	41%	45%	48%
Ensure EPSDT Program participants have a routine source of medical care.	Children in the EPSDT Program will have a medical home.	80%	80%	50%	84%

ACTIVITY/SERVICE:	Emergency Medical Services	DEPARTMENT:	Health/2007		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$90,698
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of ambulance services required to be licensed in Scott County.		7	7	7	7
Number of ambulance service applications delivered according to timelines.		7	7	7	7
Number of ambulance service applications submitted according to timelines.		7	7	7	7
Number of ambulance service licenses issued prior to the expiration date of the current license.		7	7	7	7

PROGRAM DESCRIPTION:

Issuing licenses and defining boundaries according to County Code of Ordinances Chapter 28.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Provide licensure assistance to all ambulance services required to be licensed in Scott County.	Applications will be delivered to the services at least 90 days prior to the requested effective date of the license.	100%	100%	100%	100%
Ensure prompt submission of applications.	Completed applications will be received at least 60 days prior to the requested effective date of the license.	100%	100%	100%	100%
Ambulance licenses will be issued according to Scott County Code.	Licenses are issued to all ambulance services required to be licensed in Scott County prior to the expiration date of the current license.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Employee Health	DEPARTMENT:	Health/2019	
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	All Residents	
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$43,072
OUTPUTS	2017-2018	2018-2019	2018-2019	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of employees eligible to receive annual hearing tests.	162	159	153	153
Number of employees who receive their annual hearing test or sign a waiver.	162	159	153	153
Number of employees eligible for Hepatitis B vaccine.	29	20	40	45
Number of employees eligible for Hepatitis B vaccine who received the vaccination, had a titer drawn, produced record of a titer or signed a waiver within 3 weeks of their start date.	29	19	38	45
Number of eligible new employees who received blood borne pathogen training.	25	20	30	35
Number of eligible new employees who received blood borne pathogen training within 3 weeks of their start date.	25	19	29	35
Number of employees eligible to receive annual blood borne pathogen training.	257	250	254	254
Number of eligible employees who receive annual blood borne pathogen training.	257	250	254	254
Number of employees eligible for tuberculosis screening who receive a pre-employment physical.	25	18	24	31
Number of employees eligible for tuberculosis screening who receive a pre-employment physical that includes a tuberculosis screening.	25	18	24	31
Number of employees eligible for tuberculosis screening who receive a booster screening within four weeks of their pre-employment screening.	25	17	23	31
Number of employees eligible to receive annual tuberculosis training.	257	250	254	254
Number of eligible employees who receive annual tuberculosis training.	257	250	254	254

PROGRAM DESCRIPTION:

Tuberculosis testing , Hepatitis B vaccinations, Hearing and Blood borne Pathogen education, CPR trainings, Hearing screenings, etc for all Scott County employees that meet risk criteria as outlined by OSHA. Assistance for jail medical staff is used to complete services provided to Correctional staff. (OSHA 1910.1020)

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Minimize employee risk for work related hearing loss.	Eligible employees will receive their hearing test or sign a waiver annually.	100%	100%	100%	100%
Minimize the risk of workplace exposure to blood borne pathogens.	Eligible employees will receive Hepatitis B vaccination, have titer drawn, produce record of a titer or sign a waiver of vaccination or titer within 3 weeks of their start date.	100%	95%	95%	100%
Minimize the risk of workplace exposure to blood borne pathogens.	Eligible new employees will receive blood borne pathogen education within 3 weeks of their start date.	100%	95%	95%	100%
Minimize the risk of workplace exposure to blood borne pathogens.	Eligible employees will receive blood borne pathogen education annually.	100%	100%	100%	100%
Early identification of employees for possible exposure to tuberculosis.	Eligible new hires will be screened for tuberculosis during pre-employment physical.	100%	100%	100%	100%
Early identification of employees for possible exposure to tuberculosis.	Eligible new employees will receive a booster screening for tuberculosis within four weeks of their initial screen.	100%	94%	94%	100%
Early identification of employees for possible exposure to tuberculosis.	Eligible employees will receive tuberculosis education annually.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Food Establishment Licensing and Inspection	DEPARTMENT:	Health/2040	
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents	
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$374,843
OUTPUTS	2017-2018	2018-2019	2018-2019	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of inspections required.	1100	1535	1254	1322
Number of inspections completed.	1176	1535	1254	1322
Number of inspections with critical violations noted.	709	575	625	779
Number of critical violation reinspections completed.	665	575	625	760
Number of critical violation reinspections completed within 10 days of the initial inspection.	641	518	563	632
Number of inspections with non-critical violations noted.	464	375	500	626
Number of non-critical violation reinspections completed.	432	375	500	618
Number of non-critical violation reinspections completed within 90 days of the initial inspection.	429	338	450	604
Number of complaints received.	103	80	80	91
Number of complaints investigated according to Nuisance Procedure timelines.	103	80	80	91
Number of complaints investigated that are justified.	45	30	30	40
Number of temporary vendors who submit an application to operate.	601	330	330	353
Number of temporary vendors licensed to operate prior to the event.	601	327	327	349

28E Agreement with the Iowa Department of Inspections and Appeals to regulate establishments that prepare and sell food for human consumption on or off their premise. SCHD licenses and inspects food service establishments, retail food establishments, home food establishments, warehouses, mobile food carts, farmers' markets, temporary events. Department of Inspection and Appeals, IAC 481 Chapter 30 Food and Consumer Safety.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Meet SCHED's contract obligations with the Iowa Department of Inspections and Appeals.	Food Establishment inspections will be completed annually.	107%	100%	100%	100%
Ensure compliance with the food code.	Critical violation reinspections will be completed within 10 days of the date of inspection.	90%	90%	90%	81%
Ensure compliance with the food code.	Non-critical violation reinspections will be completed within 90 days of the date of inspection.	93%	90%	90%	96%
Ensure compliance with the food code.	Complaints will be investigated to determine whether justified within timelines established in the Nuisance Procedure.	100%	100%	100%	100%
Temporary vendors will be conditionally approved and licensed based on their application.	Temporary vendors will have their license to operate in place prior to the event.	100%	99%	99%	99%

ACTIVITY/SERVICE:	Hawki	DEPARTMENT: Health/2035		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED: All Residents		
BOARD GOAL:	Great Place to Live	FUND: 01 General	BUDGET:	\$19,910
OUTPUTS	2017-2018	2018-2019	2018-2019	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of schools targeted to provide outreach regarding how to access and refer to the Hawki Program.	62	62	62	62
Number of schools where outreach regarding how to access and refer to the Hawki Program is provided.	184	62	105	105
Number of medical provider offices targeted to provide outreach regarding how to access and refer to the Hawki Program.	60	60	60	60
Number of medical providers offices where outreach regarding how to access and refer to the Hawki Program is provided.	99	60	72	100
Number of dental provider offices targeted to provide outreach regarding how to access and refer to the Hawki Program.	54	80	54	54
Number of dental providers offices where outreach regarding how to access and refer to the Hawki Program is provided.	114	80	98	117
Number of faith-based organizations targeted to provide outreach regarding how to access and refer to the Hawki Program.	10	60	10	10
Number of faith-based organizations where outreach regarding how to access and refer to the Hawki Program is provided.	69	60	13	13

PROGRAM DESCRIPTION:

Hawki Outreach is a program for enrolling uninsured children in health care coverage. The Department of Human Services contracts with the Iowa Department of Public Health and its Child Health agencies to provide this statewide community-based grassroots outreach program.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
School personnel will understand the Hawki Program and how to link families to enrollment assistance.	Schools will be contacted according to grant action plans.	297%	100%	169%	169%
Medical provider office personnel will understand the Hawki Program and how to link families to enrollment assistance.	Medical provider offices will be contacted according to grant action plans.	165%	100%	120%	167%
Dental provider office personnel will understand the Hawki Program and how to link families to enrollment assistance.	Dental provider offices will be contacted according to grant action plans.	211%	100%	181%	217%
Faith-based organization personnel will understand the Hawki Program and how to link families to enrollment assistance.	Faith-based organizations will be contacted according to grant action plans.	690%	100%	130%	130%

ACTIVITY/SERVICE:	Healthy Child Care Iowa	DEPARTMENT:	Health/2022		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$117,342
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of technical assistance requests received from centers.		265	280	240	248
Number of technical assistance requests received from child care homes.		68	59	59	52
Number of technical assistance requests from centers responded to.		265	280	240	248
Number of technical assistance requests from day care homes responded to.		68	59	59	52
Number of technical assistance requests from centers that are resolved.		265	277	238	247
Number of technical assistance requests from child care homes that are resolved.		68	57	57	52
Number of child care providers who attend training.		100	110	180	180
Number of child care providers who attend training and report that they have gained valuable information that will help them to make their home/center safer and healthier.		96	105	173	173

PROGRAM DESCRIPTION:

Provide education to child care providers regarding health and safety issues to ensure safe and healthy issues

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Safe, healthy child care environments for all children, including those with special health needs.	Technical assistance requests from centers are responded to.	100%	100%	100%	100%
Safe, healthy child care environments for all children, including those with special health needs.	Technical assistance requests from day care homes are responded to.	100%	100%	100%	100%
Safe, healthy child care environments for all children, including those with special health needs.	Technical assistance requests from centers are resolved.	100%	99%	99%	99.5%
Safe, healthy child care environments for all children, including those with special health needs.	Technical assistance requests from day care homes are resolved.	100%	96%	96%	100%
Safe, healthy child care environments for all children, including those with special health needs.	Child care providers attending trainings report that the training will enable them to make their home/center/ preschool safer and healthier.	96%	95%	96%	96%

ACTIVITY/SERVICE:	Hotel/Motel Program	DEPARTMENT:	Health/2042		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$4,747	
OUTPUTS		2017-2018	2018-2019	2018-2019	
		ACTUAL	BUDGETED	PROJECTED	
				12 MONTH	
				ACTUAL	
Number of licensed hotels/motels.		38	40	42	42
Number of licensed hotels/motels requiring inspection.		17	18	29	30
Number of licensed hotels/motels inspected by June 30.		17	18	29	30
Number of inspected hotels/motels with violations.		12	3	7	7
Number of inspected hotels/motels with violations reinspected.		12	3	7	7
Number of inspected hotels/motels with violations reinspected within 30 days of the inspection.		12	3	7	7
Number of complaints received.		14	25	16	17
Number of complaints investigated according to Nuisance Procedure timelines.		14	25	16	17
Number of complaints investigated that are justified.		6	12	9	9

PROGRAM DESCRIPTION:

License and inspect hotels/motels to assure code compliance. Department of Inspections and Appeals, IAC 481, Chapter 37 Hotel and Motel Inspections.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Assure compliance with Iowa Administrative Code.	Licensed hotels/motels will have an inspection completed by June 30 according to the bi-yearly schedule.	100%	100%	100%	100%
Assure compliance with Iowa Administrative Code.	Licensed hotels/motels with identified violations will be reinspected within 30 days.	100%	100%	100%	100%
Assure compliance with Iowa Administrative Code.	Complaints will be investigated to determine whether justified within timelines established in the Nuisance Procedure.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Immunization	DEPARTMENT:	Health/2024		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET: \$213,363	
OUTPUTS		2017-2018	2018-2019	2018-2019	
		ACTUAL	BUDGETED	PROJECTED	
				12 MONTH	
				ACTUAL	
Number of two year olds seen at the SCHD clinic.		76	56	70	70
Number of two year olds seen at the SCHD clinic who are up-to-date with their vaccinations.		73	42	55	55
Number of doses of vaccine shipped to SCHD.		5603	4,397	3,800	3,108
Number of doses of vaccine wasted.		4	7	7	3
Number of school immunization records audited.		29555	29,947	29,839	29,839
Number of school immunization records up-to-date.		29751	29,641	29,752	29,752
Number of preschool and child care center immunization records audited.		6180	5,644	6,171	6,171
Number of preschool and child care center immunization records up-to-date.		6086	5,531	6,098	6,098

PROGRAM DESCRIPTION:

Immunizations are provided to children birth through 18 years of age, in Scott County, who qualify for the federal Vaccine for Children (VFC) program as provider of last resort. IAC 641 Chapter 7. Program also includes an immunization record audit of all children enrolled in an elementary, intermediate, or secondary school in Scott County. An immunization record audit of all licensed preschool/child care facilities in Scott County is also completed. IAC 641 Chapter 7

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Assure that clients seen at the Scott County Health Department receive the appropriate vaccinations.	Two year olds seen at the Scott County Health Department are up-to-date with their vaccinations.	96%	75%	79%	79%
Assure that vaccine is used efficiently.	Vaccine wastage as reported by the Iowa Department of Public Health will not exceed contract guidelines of 5%.	0.07%	0.16%	0.18%	0.10%
Assure that all schools, preschools and child care centers have up-to-date immunization records.	School records will show up-to-date immunizations.	99.3%	99.0%	99.7%	99.7%
Assure that all schools, preschools and child care centers have up-to-date immunization records.	Preschool and child care center records will show up-to-date immunizations.	98.5%	98.0%	98.8%	98.8%

ACTIVITY/SERVICE:	Injury Prevention	DEPARTMENT:	Health/2008		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$8,940
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of community-based injury prevention meetings and events.		13	12	14	17
Number of community-based injury prevention meetings and events with a SCHED staff member in attendance.		13	12	14	17

PROGRAM DESCRIPTION:

Partner with community agencies to identify, assess, and reduce the leading causes of unintentional injuries in Scott County.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Assure a visible presence for the Scott County Health Department at community-based injury prevention initiatives.	A SCHED staff member will be present at community-based injury prevention meetings and events. (Safe Kids/Safe Communities, Senior Fall Prevention, CARS)	100%	100%	100%	100%

ACTIVITY/SERVICE:	I-Smile Dental Home Project	DEPARTMENT:		Health/2036
BUSINESS TYPE:	Core	RESIDENTS SERVED:		All Residents
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET: \$194,111
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
Number of practicing dentists in Scott County.		110	115	111
Number of practicing dentists in Scott County accepting Medicaid enrolled children as clients.		22	35	20
Number of practicing dentists in Scott County accepting Medicaid enrolled children as clients only with an I-Smile referral and/or accepting dental vouchers.		22	29	28
Number of children in agency home.		837	900	770
Number of children with a dental home as defined by the Iowa Department of Public Health.		371	495	231
Number of kindergarten students.		2208	2,223	2,223
Number of kindergarten students with a completed Certificate of Dental Screening.		2198	2,201	2,201
Number of ninth grade students.		2270	2,268	2,268
Number of ninth grade students with a completed Certificate of Dental Screening.		1839	2,041	2,041

PROGRAM DESCRIPTION:

Assure dental services are made available to uninsured/underinsured children in Scott County.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Assure a routine source of dental care for Medicaid enrolled children in Scott County.	Scott County practicing dentists who are accepting Medicaid enrolled children into their practice.	20%	30%	18%	16%
Assure access to dental care for Medicaid enrolled children in Scott County.	Scott County practicing dentists who are accepting Medicaid enrolled children into their practice by I-Smile referral only.	20%	25%	25%	25%
Ensure EPSDT Program participants have a routine source of dental care.	Children in the EPSDT Program will have a dental home.	41%	55%	30%	49%
Assure compliance with Iowa's Dental Screening Mandate.	Students entering kindergarten will have a valid Certificate of Dental Screening.	99.5%	99%	99%	100%
Assure compliance with Iowa's Dental Screening Mandate.	Students entering ninth grade will have a valid Certificate of Dental Screening.	81%	90%	90%	82%

ACTIVITY/SERVICE:	Medical Examiner	DEPARTMENT:	Health/2001		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$367,865
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of deaths in Scott County.		1787	1679	1679	1730
Number of deaths in Scott County deemed a Medical Examiner case.		296	270	230	239
Number of Medical Examiner cases with a cause and manner of death determined.		296	270	230	239

PROGRAM DESCRIPTION:

Activities associated with monitoring the medical examiner and the required autopsy-associated expenses and activities relevant to the determination of causes and manners of death. Iowa Code 331.801-805 as well as the Iowa Administrative Rules 641-126 and 127 govern county medical examiner activities.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Deaths which are deemed to potentially affect the public interest will be investigated according to Iowa Code.	Cause and manner of death for medical examiner cases will be determined by the medical examiner.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Mosquito Surveillance	DEPARTMENT:	Health/2043		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$4,487
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of weeks in arboviral disease surveillance season.		18	18	18	13
Number of weeks in arboviral disease surveillance season where mosquitoes are collected every week day and sent to ISU.		18	18	18	13

PROGRAM DESCRIPTION:

Trap mosquitoes for testing of West Nile Virus and various types of encephalitis. Tend to sentinel chickens and draw blood for testing of West Nile and encephalitis. Supports communicable disease program.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Conduct environmental surveillance of mosquitoes in order to detect the presence of arboviruses to help target prevention and control messages.	Mosquitoes are collected from the New Jersey light traps every week day during arboviral disease surveillance season and the mosquitoes are sent weekly to Iowa State University for speciation.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Non-Public Health Nursing	DEPARTMENT:	Health/2026		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$76,595
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of students identified with a deficit through a school-based screening.		27	61	19	19
Number of students identified with a deficit through a school-based screening who receive a referral.		27	61	19	19
Number of requests for direct services received.		235	145	190	232
Number of direct services provided based upon request.		235	145	190	232

PROGRAM DESCRIPTION:

Primary responsibility for school health services provided within the non-public schools in Scott County. There are currently 12 non-public schools in Scott County with approximately 2,900 students. Time is spent assisting the schools with activities such as performing vision and hearing screenings; coordinating school health records; preparing for State of Iowa required immunization and dental audits; assisting with the development of individualized education plans (IEPs) for children with special health needs; as well as meeting the education and training needs of staff through medication administration training.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Deficits that affect school learning will be identified.	Students identified with a deficit through a school-based screening will receive a referral.	100%	100%	100%	100%
Provide direct services for each school as requested.	Requests for direct services will be provided.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Onsite Wastewater Program	DEPARTMENT:	Health/2044		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$137,570
		2017-2018	2018-2019	2018-2019	12 MONTH
OUTPUTS		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of septic systems installed.		107	130	97	97
Number of septic systems installed which meet initial system recommendations.		107	129	96	97
Number of sand filter septic system requiring inspection.		1,330	1,340	1,338	1,439
Number of sand filter septic system inspected annually.		1,303	1,340	1,338	1,029
Number of septic samples collected from sand filter septic systems.		176	215	215	136
Number of complaints received.		9	11	11	10
Number of complaints investigated.		9	11	11	10
Number of complaints investigated within working 5 days.		9	11	11	10
Number of complaints investigated that are justified.		7	8	8	9

PROGRAM DESCRIPTION:

Providing code enforcement and consultation services for the design, construction, and maintenance of septic systems for private residences and commercial operations. Collect effluent samples from sewage systems which are designed to discharge effluent onto the surface of the ground or into a waterway. Scott County Code, Chapter 23 entitled Private Sewage Disposal System.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Assure the proper installation of septic systems.	Approved installations will meet initial system recommendations.	100%	99%	99%	100%
Assure the safe functioning of septic systems.	Sand filter septic systems will be inspected annually by June 30.	98%	100%	100%	72%
Assure the safe functioning of septic systems.	Complaints will be investigated within 5 working days of the complaint.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Public Health Nuisance	DEPARTMENT:	Health/2047		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$66,207
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of complaints received.		42	63	63	43
Number of complaints justified.		19	38	38	28
Number of justified complaints resolved.		19	36	36	27
Number of justified complaints requiring legal enforcement.		0	2	2	1
Number of justified complaints requiring legal enforcement that were resolved.		0	2	2	1

PROGRAM DESCRIPTION:

Respond to public health nuisance requests from the general public. Scott County Code, Chapter 25 entitled Public Health Nuisance.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Ensure compliance with state, county and city codes and ordinances.	Justified complaints will be resolved.	100%	95%	95%	96%
Ensure compliance with state, county and city codes and ordinances.	Justified complaints requiring legal enforcement will be resolved.	NA	100%	100%	100%

ACTIVITY/SERVICE:	Public Health Preparedness	DEPARTMENT:	Health/2009		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$153,896
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of drills/exercises held.		5	6	8	8
Number of after action reports completed.		5	6	8	8
Number of employees.		41	41	49	49
Number of employees with position appropriate NIMS training.		41	41	49	48
Number of newly hired employees.		2	2	4	5
Number of newly hired employees who provide documentation of completion of position appropriate NIMS training.		2	2	4	5

PROGRAM DESCRIPTION:

Keep up to date information in case of response to a public health emergency. Develop plans, policies and procedures to handle public health emergencies.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Assure efficient response to public health emergencies.	Department will participate in two emergency response drills or exercises annually.	100%	100%	100%	100%
Assure efficient response to public health emergencies.	Existing employees have completed position appropriate NIMS training.	100%	100%	100%	98%
Assure efficient response to public health emergencies.	Newly hired employees will provide documentation of completion of position appropriate NIMS training by the end of their 6 MONTH probation period.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Recycling	DEPARTMENT:	Health/2048		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET: \$81,452	
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of tons of recyclable material collected.		569.44	537.39	679.8	763.75
Number of tons of recyclable material collected during the same time period in previous fiscal year.		537.39	537.39	591.13	562.34

PROGRAM DESCRIPTION:

Provide recycling services for unincorporated Scott County.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Assure the use and efficiency of recycling sites to divert recyclable material from the landfill.	Volume of recyclable material collected, as measured in tons, will meet or exceed amount of material collected during previous fiscal year.	6%	0%	15%	26%

ACTIVITY/SERVICE:	Septic Tank Pumper	DEPARTMENT:	Health/2059		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$2,359
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of septic tank cleaners servicing Scott County.		9	9	9	8
Number of annual septic tank cleaner inspections of equipment, records and land application sites (if applicable) completed.		9	9	9	8

PROGRAM DESCRIPTION:

Contract with the Iowa Department of Natural Resources for inspection of commercial septic tank cleaners' equipment and land disposal sites according to Iowa Code 455B.172 and under Iowa Administrative Code 567 - Chapter 68.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Control the danger to public health, safety and welfare from the unauthorized pumping, transport, and application of septic waste.	Individuals that clean septic tanks, transport any septic waste, and land apply septic waste will operate according to Iowa Code.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Solid Waste Hauler Program	DEPARTMENT:	Health/2049		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$1,982
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of individuals that collect and transport solid waste to the Scott County Landfill.		159	160	159	159
Number of individuals that collect and transport solid waste to the Scott County Landfill that are permitted.		159	160	159	40

PROGRAM DESCRIPTION:

Establish permits, requirements, and violation penalties to promote the proper transportation and disposal of solid waste. Scott County Code Chapter 32 Waste haulers.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Control the danger to public health, safety and welfare from the unauthorized disposal/disposition of solid waste.	Individuals that collect and transport any solid waste to the Scott County Landfill will be permitted according to Scott County Code.	100%	100%	100%	25%

ACTIVITY/SERVICE:	STD/HIV Program	DEPARTMENT:		Health/2028
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:		All Residents
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET: \$623,734
OUTPUTS	2017-2018	2018-2019	2018-2019	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of people who present to the Health Department for any STD/HIV service (general information, risk reduction, results, referrals, etc).	1341	1,397	1,397	1,338
Number of people who present for STD/HIV services.	1087	1,162	1,162	1,085
Number of people who receive STD/HIV services.	1037	1,104	1,104	1,059
Number of clients positive for STD/HIV.	1247	1,110	1,250	1,451
Number of clients positive for STD/HIV requiring an interview.	236	199	362	420
Number of clients positive for STD/HIV who are interviewed.	213	185	185	398
Number of partners (contacts) identified.	257	287	287	437
Reported cases of gonorrhea, chlamydia and syphilis treated.	1242	1,106	1,106	1,446
Reported cases of gonorrhea, chlamydia and syphilis treated according to treatment guidelines.	1228	1,084	1,084	1,429
Number of gonorrhea tests completed at SCHED.	592	582	582	593
Number of results of gonorrhea tests from SHL that match SCHED results.	591	570	570	589
Number lab proficiency tests interpreted.	15	15	15	15
Number of lab proficiency tests interpreted correctly.	14	14	15	15

PROGRAM DESCRIPTION:

Provide counseling, testing, diagnosis, treatment, referral and partner notification for STDs. Provide Hepatitis A and/or B and the HPV vaccine to clients. Provide HIV counseling, testing, and referral. Provide HIV partner counseling, testing and referral services. Requested HIV/STD screening is provided to Scott County jail inmates by the correctional health staff and at the juvenile detention center by the clinical services staff following the IDPH screening guidelines. IAC 641 Chapters 139A and 141A

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Contacts (partners) to persons positive will be identified, tested and treated for an STD in order to stop the spread of STDS.	Positive clients will be interviewed.	95%	93%	93%	95%
Ensure that persons diagnosed with gonorrhea, Chlamydia and syphilis are properly treated.	Reported cases of gonorrhea, Chlamydia, and syphilis will be treated according to guidelines.	99%	99%	99%	99%
Ensure accurate lab testing and analysis.	Onsite gonorrhea results will match the State Hygienic Laboratory (SHL) results.	100%	98%	98%	99%
Ensure accurate lab testing and analysis.	Proficiency tests will be interpreted correctly.	93%	93%	100%	100%

ACTIVITY/SERVICE:	Swimming Pool/Spa Inspection Program	DEPARTMENT:	Health/2050		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$67,913
OUTPUTS	2017-2018	2018-2019	2018-2019	12 MONTH	
	ACTUAL	BUDGETED	PROJECTED	ACTUAL	
Number of seasonal pools and spas requiring inspection.	58	50	58	46	
Number of seasonal pools and spas inspected by June 15.	58	50	58	44	
Number of year-round pools and spas requiring inspection.	87	80	88	73	
Number of year-round pools and spas inspected by June 30.	87	80	88	73	
Number of swimming pools/spas with violations.	134	124	124	91	
Number of inspected swimming pools/spas with violations reinspected.	134	124	124	91	
Number of inspected swimming pools/spas with violations reinspected within 30 days of the inspection.	126	123	123	91	
Number of complaints received.	1	6	8	6	
Number of complaints investigated according to Nuisance Procedure timelines.	1	6	8	6	
Number of complaints investigated that are justified.	0	4	6	4	

PROGRAM DESCRIPTION:

Memorandum of Understanding with the Iowa Department of Public Health for Annual Comprehensive Pool/Spa Inspections. Iowa Department of Public Health IAC 641, Chapter 15 entitled Swimming Pools and Spas.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Annual comprehensive inspections will be completed.	Inspections of seasonal pools and spas will be completed by June 15 of each year.	100%	100%	100%	96%
Annual comprehensive inspections will be completed.	Inspections of year-round pools and spas will be completed by June 30 of each year.	100%	100%	100%	100%
Swimming pool/spa facilities are in compliance with Iowa Code.	Follow-up inspections of compliance plans will be completed by or at the end of 30 days.	94%	99%	99%	100%
Swimming pool/spa facilities are in compliance with Iowa Code.	Complaints will be investigated to determine whether justified within timeline established in the Nuisance Procedure.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Tanning Program	DEPARTMENT:	Health/2052		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$13,146
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of tanning facilities requiring inspection.		34	39	33	33
Number of tanning facilities inspected by April 15.		34	39	33	33
Number of tanning facilities with violations.		17	13	14	16
Number of inspected tanning facilities with violations reinspected.		16	13	14	16
Number of inspected tanning facilities with violations reinspected within 30 days of the inspection.		16	13	14	16
Number of complaints received.		0	1	1	0
Number of complaints investigated according to Nuisance Procedure timelines.		0	1	1	0
Number of complaints investigated that are justified.		0	1	1	0

PROGRAM DESCRIPTION:

Memorandum of Understanding with the Iowa Department of Public Health for the regulation of public and private establishments who operate devices used for the purpose of tanning human skin through the application of ultraviolet radiation. IDPH, IAC 641, Chapter 46 entitled Minimum Requirements for Tanning Facilities.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Complete annual inspection.	Yearly tanning inspections will be completed by April 15 of each year.	100%	100%	100%	100%
Tanning facilities are in compliance with Iowa Code.	Follow-up inspections will be completed within 30 days of the submission of a corrective action plan.	94%	100%	100%	100%
Tanning facilities are in compliance with Iowa Code.	Complaints will be investigated to determine whether justified within timelines established in the Nuisance Procedure.	NA	100%	100%	NA

ACTIVITY/SERVICE:	Tattoo Establishment Program	DEPARTMENT:	Health/2054		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$11,009	
OUTPUTS		2017-2018	2018-2019	2018-2019	
		ACTUAL	BUDGETED	PROJECTED	
				12 MONTH	
				ACTUAL	
Number of tattoo facilities requiring inspection.		27	23	29	27
Number of tattoo facilities inspected by April 15.		26	23	29	26
Number of tattoo facilities with violations.		3	5	9	9
Number of inspected tattoo facilities with violations reinspected.		3	5	9	9
Number of inspected tattoo facilities with violations reinspected within 30 days of the inspection.		3	5	8	9
Number of complaints received.		0	1	1	0
Number of complaints investigated according to Nuisance Procedure timelines.		0	1	1	0
Number of complaints investigated that are justified.		0	1	1	0

PROGRAM DESCRIPTION:

Memorandum of Understanding with the Iowa Department of Public Health for Annual Inspection and complaint investigation in order to assure that tattoo establishments and tattoo artists meet IDPH, IAC 641, Chapter 22 entitled Practice of Tattooing.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Complete annual inspection.	Yearly tattoo inspections will be completed by April 15 of each year.	96%	100%	100%	96%
Tattoo facilities are in compliance with Iowa Code.	Follow-up inspections will be completed within 30 days of the submission of a corrective action plan.	100%	100%	100%	100%
Tattoo facilities are in compliance with Iowa Code.	Complaints will be investigated to determine whether justified within timelines established in the Nuisance Procedure.	NA	100%	100%	NA

ACTIVITY/SERVICE:	Tobacco Program	DEPARTMENT:	Health/2037		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$103,304
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of assessments of targeted facility types required.		1	1	1	1
Number of assessments of targeted facility types completed.		1	1	1	1
Number of community-based tobacco meetings.		17	15	27	32
Number of community-based tobacco meetings with a SCHD staff member in attendance.		17	15	27	32

PROGRAM DESCRIPTION:

Coordinate programming in the community to reduce the impact of tobacco through education, cessation, legislation and reducing exposure to secondhand smoke.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Identify current smoke-free policies throughout Scott County.	Assessments of targeted facility types will be completed according to IDPH contract requirements.	100%	100%	100%	100%
Assure a visible presence for the Scott County Health Department at community-based tobacco initiatives.	A SCHD staff member will be present at community-based tobacco meetings (TFQC Coalition, education committee, legislation/policy).	100%	100%	100%	100%

ACTIVITY/SERVICE:	Transient Non-Community Public Water Supply	DEPARTMENT:	Health/2056		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$4,901
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of TNC water supplies.		26	25	26	26
Number of TNC water supplies that receive an annual sanitary survey or site visit.		26	25	26	26

PROGRAM DESCRIPTION:

28E Agreement with the Iowa Department of Natural Resources to provide sanitary surveys and consultation services for the maintenance of transient non-community public water supplies.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Assure the safe functioning of transient non-community public water supplies.	TNCs will receive a sanitary survey or site visit annually.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Vending Machine Program	DEPARTMENT:	Health/2057		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$1,343
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of vending companies requiring inspection.		7	7	7	7
Number of vending companies inspected by June 30.		7	7	7	5

PROGRAM DESCRIPTION:

Issue licenses, inspect and assure compliance of vending machines that contain non-prepackaged food or potentially hazardous food. Department of Inspection and Appeals, IAC 481 Chapter 30 Food and Consumer Safety.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Complete annual inspections	Licensed vending companies will be inspected by June 30.	100%	100%	100%	71%

ACTIVITY/SERVICE:	Water Well Program	DEPARTMENT:	Health/2058	
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents	
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$65,702
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
		12 MONTH		ACTUAL
Number of wells permitted.		17	20	20
Number of wells permitted that meet SCC Chapter 24.		17	20	20
Number of wells plugged.		21	22	22
Number of wells plugged that meet SCC Chapter 24.		21	22	22
Number of wells rehabilitated.		6	6	6
Number of wells rehabilitated that meet SCC Chapter 24.		6	6	6
Number of wells tested.		99	90	90
Number of wells test unsafe for bacteria or nitrate.		27	24	24
Number of wells test unsafe for bacteria or nitrate that are corrected.		1	10	10

PROGRAM DESCRIPTION:

License and assure proper well construction, closure, and rehabilitation. Monitor well water safety through water sampling. Scott County Code, Chapter 24 entitled Private Water wells.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Assure proper water well installation.	Wells permitted will meet Scott County Code: Chapter 24, Non-Public Water Supply Wells.	100%	100%	100%	100%
Assure proper water well closure.	Plugged wells will meet Scott County Code: Chapter 24, Non-Public Water Supply Wells.	100%	100%	100%	100%
Assure proper well rehabilitation.	Permitted rehabilitated wells will meet Scott County Code: Chapter 24, Non-Public Water Supply Wells.	100%	100%	100%	100%
Promote safe drinking water.	Wells with testing unsafe for bacteria or nitrates will be corrected.	4%	40%	40%	8%

HUMAN RESOURCES



Mary Thee, Assistant County Administrator/HR Director

MISSION STATEMENT: To foster positive employee relations and progressive organizational improvement for employees, applicants and departments by: ensuring fair and equal treatment; providing opportunity for employee development and professional growth; assisting in identifying and retaining qualified employees; utilizing effective, innovative recruitment and benefit strategies; encouraging and facilitating open communication; providing advice on employment issues and being

ACTIVITY/SERVICE:	Labor Management	DEPT/PROG:	HR 24.1000		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Employees		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$110,555
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of bargaining units		6	6	6	5
% of workforce unionized		54%	54%	54%	53%
# meeting related to Labor/Management		37	35	35	41
# training sessions with Labor/Management		N/A	3	3	0

PROGRAM DESCRIPTION:

Negotiates five union contracts, acts as the County's representative at impasse proceedings. Compliance with Iowa Code Chapter 20.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Improve relations with bargaining units	Conduct regular labor management meetings	25	15	15	11

ACTIVITY/SERVICE:	Recruitment/EEO Compliance	DEPT/PROG:	HR 24.1000		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$101,040
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
% of employees over 55 (nearing retirement)		n/a	n/a	n/a	29%
# of jobs posted		68	60	60	63
# of applications received		2,754	3,500	3,500	2,450

PROGRAM DESCRIPTION:

Directs the recruitment and selection of qualified applicants for all County positions and implements valid and effective selection criteria. Serve as EEO and Affirmative Action Officer and administers programs in compliance with federal and state laws and guidelines. Serves as County coordinator to assure compliance with ADA, FMLA, FLSA and other civil rights laws.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Measure the rate of countywide employee separations not related to retirements.	Decrease countywide turnover rate not related to retirements.	6.80%	5.00%	5.00%	7.00%
Measure the number of employees hired in underutilized areas.	Increase the number of employees hired in underutilized areas.	6	3	3	5

ACTIVITY/SERVICE:	Compensation/Performance Appraisal	DEPT/PROG:	HR 24.1000	
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	All Employees	
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET: \$38,060
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
# rate changes processed		N/A	350	350
# of organizational change studies exclusive of salary study		N/A	6	6
# new hires		N/A	75	75
				72

PROGRAM DESCRIPTION:

Monitors County compensation program, conducts organizational studies using the Hay Guide Chart method to ensure ability to remain competitive in the labor market. Work with consultant to review job descriptions and Hay points. Responsible for wage and salary administration for employee merit increases, wage steps and bonuses. Coordinate and monitor the Employee Performance Appraisal system, assuring compliance with County policy and all applicable contract language. Work to digitize employee personnel files to permit future

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Measures timely submission of evaluations by supervisors.	% of reviews not completed within 30 days of effective date.	47%	33%	33%	48%
% of jobs reviewed as part of salary study	Review progress and impact of salary study	N/A	100%	100%	100%
% of personnel files scanned as part of project	Review progress and impact of project	N/A	100%	100%	50%

1. An additional 576 rate changes were performed in June in order to implement the findings of the classification and compensation study.

ACTIVITY/SERVICE:	Benefit Administration	DEPT/PROG:	HR 24.1000		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	All Employees		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$72,495
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Cost of health benefit PEPM		\$1,258	\$1,300	\$1,300	\$1,180
% of eligible employees enrolled in deferred comp		n/a	65%	65%	61%
% of family health insurance to total		64%	64%	64%	65%

PROGRAM DESCRIPTION:

Administers employee benefit programs (group health insurance, group life, LTD, deferred compensation and tuition reimbursement program) including enrollment, day to day administration, as well as cost analysis and recommendation for benefit changes.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
# new or increased contributions to deferred compensation	Impact of deferred compensation marketing and design changes	N/A	10	10	49
% of eligible employees participating in Y@work program	Impact of wellness marketing and labor changes	N/A	25%	25%	32%

ACTIVITY/SERVICE:	Policy Administration	DEPT/PROG:	HR 24.1000		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	All Employees		
BOARD GOAL:	Improve Communication	FUND:	01 General	BUDGET:	\$ 19,030
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of Administrative Policies		72	73	73	73
# policies reviewed		12	5	5	17

PROGRAM DESCRIPTION:

Develops County-wide human resources and related policies to ensure best practices, consistency with labor agreements, compliance with state and federal law and their consistent application County wide.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Review policies at minimum every 5 years to ensure compliance with laws and best practices.	Review 5 policies annually	12	5	5	17

ACTIVITY/SERVICE:	Employee Development	DEPT/PROG:	HR 24.1000		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	All Employees		
BOARD GOAL:	Improve Communication	FUND:	01 General	BUDGET:	\$111,914
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of employees in Leadership program		100	100	100	118
# of training opportunities provided by HR		12	20	20	17
# of all employee training opportunities provided		7	7	7	8
# of hours of Leadership Recertification Training provided		21.5	30	30	21.5

PROGRAM DESCRIPTION:

Evaluate needs, plans and directs employee development programs such as in-house training programs for supervisory and non-supervisory staff to promote employee motivation and development. Coordinates all Employee Recognition and the new Employee Orientation Program.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Effectiveness/utilization of County sponsored supervisory training	% of Leadership employees attending County sponsored supervisory training	33%	33%	33%	25%
Effectiveness/utilization of County sponsored training	% of employees attending county offered training	N/A	30%	30%	30%

Department of Human Services

Director: Jerry Foxhoven

Phone: 515-281-5454

Website: www.dhs.state.ia.us



MISSION STATEMENT:

ACTIVITY/SERVICE:	Assistance Programs	DEPARTMENT:	21.1000		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	1,800		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$83,452
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
The number of cost saving measures implemented		2	2	2	
Departmental Budget dollars expended (direct costs)		\$83,452	\$83,452	\$83,452	
LAE dollars reimbursement (indirect cost)		\$255,315	\$240,185	\$240,185	

PROGRAM DESCRIPTION:

The Department of Human Services is a comprehensive human service agency coordinating, paying for and/or providing a broad range of services to some of Iowa's most vulnerable citizens. Services and programs are grouped into four Core Functions: Economic Support, Health Care and Support Services, Child and Adult Protection and Resource Management. The focus of these services is to assist this population with achieving health, safety and self-sufficiency. All of these programs are federally mandated and are supported by federal and state funds. The county's contribution to this process is mandated in state legislation which stipulates the county is responsible for providing the day to day office operational funding. A percentage of this county funding is reimbursed quarterly through the Local Administrative Expense (LAE) Reporting (federal) which includes the direct and indirect costs incurred by the county for the support of DHS services. A large portion of the day to day operational expenditures are determined by federal and state rules as it relates to program administration.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Provide services to citizens in the most cost effective way.	Quarterly expenses will be monitored and stay within budgeted figures	99.99%	100.00%	100.00%	

Information Technology

Matt Hirst, IT Director



MISSION STATEMENT: IT's mission is to provide dependable and efficient technology services to County employees by: empowering employees with technical knowledge; researching, installing, and maintaining innovative computer and telephone systems; and implementing and supporting user friendly business applications.

ACTIVITY/SERVICE:	Administration	DEPT/PROG:	I.T.		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	All Dept/Agency		
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET:	\$150,000
OUTPUTS		2017-2018 ACTUAL	2018-2019 BUDGETED	2018-2019 PROJECTED	12 MONTH ACTUAL
Authorized personnel (FTE's)		16	16	16	16
Departmental budget		2,713,540	2,820,511	2,820,086	2,640,899
Electronic equipment capital budget		951,842	1,802,500	1,602,790	851,936
Reports with training goals (Admin / DEV / GIS / INF)		5 / 3 / 2 / 5	5 / 3 / 2 / 5	5 / 3 / 2 / 5	(5 / 3 / 2 / 5)
Users supported (County / Other)		561/410	575/400	590/470	590/470

PROGRAM DESCRIPTION:

To provide responsible administrative leadership and coordination for the Information Technology Department and to assure stability of County technology infrastructure for Scott County Departments by providing dependable and timely network administration as well as application, GIS, and Web development resources.

PERFORMANCE MEASUREMENT		2017-2018 ACTUAL	2018-2019 BUDGETED	2018-2019 PROJECTED	12 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
Keep department technology skills current.	Keep individuals with training goals at or above 95%.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Application/Data Delivery	DEPT/PROG:	I.T.		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	All Dept/Agency		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$575,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of Custom Applications supported	(DEV / GIS)	31/ 34	31/9	31/9	31 / 38
# of COTS supported	(DEV / GIS / INF)	14/ 20 / 65	13/20/65	13/20/65	14 / 20 / 65
# of application change requests	(DEV / GIS / INF)	20/29/50	TBD	TBD	15 / 63 / 50
avg. time to complete application change requests	(DEV / GIS / INF)	1/0.5/5	TBD	TBD	1 day / 1.6 days / 5 days
# of document type groups supported in ECM	(DEV)		30	30	25
# of document types supported in ECM	(DEV)		200	200	188
# of documents supported in ECM	(DEV)		2.50 M	2.50 M	2,644,648
# of pages supported in ECM	(DEV)		3.25 M	3.25 M	5,370,929

PROGRAM DESCRIPTION:

Custom Applications Development and Support: Provide applications through the design, development, implementation, and on-going maintenance for custom developed applications to meet defined business requirements of County Offices and Departments.

COTS Application Management: Manage and provide COTS (Commercial Off-The Shelf) applications to meet defined business requirements of County Offices and Departments.

Data Management: Manage and provide access to and from County DB's (DataBases) for internal or external consumption.

System Integration: Provide and maintain integrations/interfaces between hardware and/or software systems.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Provide action on work orders submitted for applications per Service Level Agreement (SLA).	% of change requests assigned within SLA.	90%	90%	90%	90%
# application support requests completed within Service Level Agreement (SLA).	% of application support requests closed within SLA.	90%	90%	90%	90%

ACTIVITY/SERVICE:	Communication Services	DEPT/PROG:	I.T.		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	All Dept/Agency		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$250,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of quarterly phone bills		11	11	12	12
\$ of quarterly phone bills		18,017	20,000	18,328	18,328
# of cellular phone and data lines supported		265	275	300	300
# of quarterly cell phone bills		10	7	13	13
\$ of quarterly cell phone bills		24,497	17,500	27,548	27,548
# of VoIP phones supported		1088	1075	1071	1071
# of voicemail boxes supported		600	575	594	594
% of VoIP system uptime		100	100	100	100
# of e-mail accounts supported	(County / Other)	862	650 / 0	669	669
GB's of e-mail data stored		1010GB	900	1700	1700
% of e-mail system uptime		99%	99%	100%	100%

PROGRAM DESCRIPTION:

Telephone Service: Provide telephone service to County Offices and Departments to facilitate the performance of business functions.

E-mail: Maintain, secure, and operate the County's email system which allows the staff to communicate with the citizens, developers, businesses, other agencies and etc.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Complete communication change requests per SLA guidelines	% of change requests completed within SLA guidelines	90%	90%	90%	90%

ACTIVITY/SERVICE:	GIS Management	DEPT/PROG:	I.T.		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	All Dept/Agency		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$250,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# internal ArcGIS Desktop users.		49	53	50	50
# SDE feature classes managed		65	65	69	69
# Non-SDE feature classes managed		990	1197	1520	1520
# ArcServer and ArcReader applications managed		25	24	29	29

PROGRAM DESCRIPTION:

Geographic Information Systems: Develop, maintain, and provide GIS data services to County Offices and Departments. Support county business processes with application of GIS technology.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
# enterprise SDE and non-SDE feature classes managed	# of additional enterprise GIS feature classes added per year.	1,055	1262	1,250	1,598

ACTIVITY/SERVICE:	Infrastructure - Network Management	DEPT/PROG:	I.T. 14B	
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	All Dept/Agency	
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$325,000
OUTPUTS	2017-2018	2018-2019	2018-2019	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of network devices supported	118	115	235	235
# of network connections supported	3370	3,250	4,672	4,672
% of overall network up-time	99%	99.0%	99.0%	99.0%
% of Internet up-time	99%	99%	99%	99%
GB's of Internet traffic	65,000	12,000	125,000	125,000
# of filtered Internet users	708	698	714	714
# of restricted Internet users	108	114	109	109

PROGRAM DESCRIPTION:

Data Network: Provide LAN/WAN data network to include access to the leased-line and fiber networks that provide connectivity to remote facilities.

Internet Connectivity: Provide Internet access.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
% of network up-time	Keep % of network up-time > x%	99.0%	99.0%	99.0%	99.0%

ACTIVITY/SERVICE:	Infrastructure Management	DEPT/PROG:	I.T. 14B		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	All Dept/Agency		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$325,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of Mini PC's		415	450	488	488
# of Printers		162	150	160	160
# of Laptops / Tablets		184	150	180	180

PROGRAM DESCRIPTION:

User Infrastructure: Acquire, maintain, and support PC's, laptops, printers, displays, and assorted miscellaneous electronics.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Efficient use of technology.	Keep # of devices per employee <= 1.75	1.36	1.50	1.50	1.13

ACTIVITY/SERVICE:	Infrastructure Management	DEPT/PROG:	I.T. 14B
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	All Dept/Agency
BOARD GOAL:	Performing Organization	FUND:	01 General
		BUDGET:	\$325,000

OUTPUTS	2017-2018	2018-2019	2018-2019	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUAL
TB's of user data stored	4TB	7TB	4.5TB	4.5TB
TB's of departmental and county share data stored	2TB	2.5TB	2TB	2TB
TB's of county video data stored	251TB	350TB	283TB	283TB
% of server uptime	99%	99%	99%	99%
# of physical servers	22	22	22	22
# of virtual servers	224	250	221	221
TB's of County application production data	60TB	80TB	71TB	71TB
TB's of Hosted outside agency data	2.5TB	10TB	6TB	6TB

PROGRAM DESCRIPTION:

Servers: Maintain servers including Windows servers, file and print services, and application servers.

Data Storage: Provide and maintain digital storage for required record sets.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	12 MONTH
OUTCOME:	EFFECTIVENESS:				
% server uptime	Keep server uptime >=95%	99%	98%	98%	99%

ACTIVITY/SERVICE:	Open Records	DEPT/PROG:	I.T. 14A, 14B		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	All Requestors		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$20,511
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# Open Records requests	(DEV / GIS / INF)	3 / 13 / 9	TBD	2 / 21 / 5	2 / 21 / 5
# of Open Records requests fulfilled within SLA	(DEV / GIS / INF)	3 / 13 / 9	TBD	2 / 21 / 5	2 / 21 / 5
avg. time to complete Open Records requests (Days)	(DEV / GIS / INF)	1 / 1 / 2	2 / 2 / 2	2 / 1 / 2	2 / 1 / 2

PROGRAM DESCRIPTION:

Open Records Request Fulfillment: Provide open records data to Offices and Departments to fulfill citizen requests.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
# Open Records requests completed within 10 days.	100% of Open Records requests closed within 10 days.	100%	100%	100%	100%
Avg. time to complete Open Records requests.	Average time to close Open Records requests <= x days.	<= 1 Day	<= 5 Days	<= 5 Days	< 2 Days

ACTIVITY/SERVICE:	Security	DEPT/PROG:	I.T.		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	All Dept/Agency		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$200,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of DB's backed up	(DEV)	45	45	45	45
# enterprise data layers archived	(GIS)	1055	1262	1598	1598
# of backup jobs	(INF)	710	550	349	349
TB's of data backed up	(INF)	1.7 TB	2.3TB	1.14TB	1.14TB
# of restore jobs	(INF)	52	TBD	3	3

PROGRAM DESCRIPTION:

Network Security: Maintain reliable technology service to County Offices and Departments.

Backup Data: Maintain backups of network stored data and restore data from these backups as required.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Data restore related support requests.	% of archival support requests closed within SLA.	100%	100%	100%	100%
Backup Databases to provide for Disaster Recovery.	% of databases on a backup schedule to provide for data recovery.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Technology Support	DEPT/PROG:	I.T. 14B		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	All Dept/Agency		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$250,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of after hours calls	(DEV / GIS / INF)	4/0/125	TBD	3 / 0 / 38	3 / 0 / 38
avg. after hours response time (in minutes)	(DEV / GIS / INF)	10/0/30	TBD	10 / 0 / 30	10 / 0 / 30
# of change requests	(DEV / GIS / INF)	429 / 151 / 15	TBD	259 / ? / 1748	259 / ? / 1748
avg. time to complete change request	(DEV / GIS / INF)	1 day / 1.5 days / 0	TBD	1 hr / 1.6 days / 1 day	1 hr / 1.6 days / 1 day
# of trouble ticket requests	(DEV / GIS / INF)	35/3/0	TBD	45 / 8 / 218	45 / 8 / 218
avg. time to complete Trouble ticket request	(DEV / GIS / INF)	1hr/12hr/24 hr	TBD	1hr / 1.7 days / 1 day	1hr / 1.7 days / 1 day

PROGRAM DESCRIPTION:

Emergency Support: Provide support for after hours, weekend, and holiday for technology related issues.

Help Desk and Tier Two Support: Provide end user Help Desk and Tier Two support during business hours for technology related issues.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
# of requests completed within SLA.	% of work requests closed within SLA.	90 / 97 / 90%	90 / 90 / 90%	90 / 90 / 90%	90%
# after hours/emergency requests responded to within SLA.	% of requests responded to within SLA for after-hour support	100%	100%	100%	100%

ACTIVITY/SERVICE:	Web Management	DEPT/PROG: I.T. 14B		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:		All Users
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$150,000
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
		12 MONTH		ACTUAL
avg # daily visits		36,337	35,000	40,115
avg # daily unique visitors		18,235	17,500	23,429
avg # daily page views		108,587	115,000	118,621
eGov avg response time		0.65 Days	< = 1 Days	0.85
eGov items		82	TBD	35
# dept/agencies supported		36	35	34

PROGRAM DESCRIPTION:

Web Management: Provide web hosting and development to facilitate access to public record data and county services.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
eGov average response time	Average time for response to Webmaster feedback.	0.65	1 day	1 day	0.85
# dept/agencies supported	% of departments and agencies contacted on a quarterly basis.	75%	75%	75%	75%

Juvenile Detention Center

Jeremy Kaiser, Director



MISSION STATEMENT: To ensure the health, education, and well-being of youth through the development of a well-trained, professional staff.

ACTIVITY/SERVICE:	Detainment of Youth	DEPARTMENT: JDC 22.2201		
BUSINESS TYPE:	Core	RESIDENTS SERVED:		All Residents
BOARD GOAL:	Financially Responsible	FUND: 01 General	BUDGET:	\$644,070
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	12 MONTH
			PROJECTED	ACTUAL
# of persons admitted		351	300	300
Average daily detention population		18	20	20
# of days of adult-waiver juveniles		241	100	100
# of total days client care		6451	7500	7500

PROGRAM DESCRIPTION:

Detainment of youthful offenders who reside in Scott County. Provide children with necessary health care, clothing, and medication needs in compliance with state regulations, in a fiscally responsible manner. Facilitate and assist agencies with providing educational, recreational, spiritual, and social-skill programming to the residents in our care.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To safely detain youthful offenders according to state licensing regulations/best practices, and in a fiscally responsible manner.	To serve all clients for less than \$240 per day after revenues are collected.	\$150	\$200	\$200	\$210

ACTIVITY/SERVICE:	Safety and Security	DEPARTMENT:		JDC 22.2201
BUSINESS TYPE:	Core	RESIDENTS SERVED:		All Residents
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET: \$644,070
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
# of escape attempts		0	0	0
# of successful escapes		0	0	0
# of critical incidents		116	80	80
# of critical incidents requiring staff physical intervention		25	20	20
				12 MONTH ACTUAL
				41

PROGRAM DESCRIPTION:

Preventing escapes of youthful offenders by maintaining supervision and security protocol.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To de-escalate children in crisis through verbal techniques.	To diffuse crisis situations without the use of physical force 80% of the time.	78%	80%	80%	61%

ACTIVITY/SERVICE:	Dietary Program	DEPARTMENT:		JDC 22.2201
BUSINESS TYPE:	Core	RESIDENTS SERVED:		All Residents
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET: \$77,384
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
Revenue generated from CNP reimbursement		33,993	30,000	30,000
Grocery cost		60,315	48,000	48,000

PROGRAM DESCRIPTION:

Serve residents nutritious food three meals a day, plus one snack in a fiscally-responsible manner. Claim child nutrition program reimbursement through the state of Iowa to generate revenue.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To serve kids food in accordance with State regulations at a sustainable cost.	To have an average grocery cost per child per day of less than \$4.50 after CNP revenue.	\$4.08	\$3.67	\$3.67	\$4.47

ACTIVITY/SERVICE:	Documentation	DEPARTMENT:		JDC 22.2201
BUSINESS TYPE:	Core	RESIDENTS SERVED:		All Residents
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$154,768
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
# of intakes processed		351	300	300
# of discharges processed		343	300	300

PROGRAM DESCRIPTION:

Documenting intake information including demographic data of each resident. Documenting various other pertinent case file documentation throughout each resident's stay including: behavior progress, critical incidents, visitors, etc. Documenting discharge information. All documentation must be done in an efficient manner and in compliance with state licensing requirements.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To reduce error rate in case - file documentation	To have 10% or less error rate in case-file documentation	15%	9%	9%	19%

ACTIVITY/SERVICE: G.E.D. Resources		DEPARTMENT: JDC 22B		
Semi-core service	Community Add On	RESIDENTS SERVED:		All Residents
BOARD GOAL:	Great Place to Live	FUND:	BUDGET:	\$77,384
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
# of residents testing for G.E.D.		0	2	2
# of residents successfully earn G.E.D.		0	2	2

PROGRAM DESCRIPTION:

All residents who are at-risk of dropping out of formal education, due to lack of attendance, performance, or credits earned, yet have average to above academic ability will be provided access to G.E.D. preparation courses and testing, free of charge. Studies have shown juveniles and adults who earn a G.E.D. are less likely to commit crimes in the future and more likely to be working.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To ensure all residents who are at-risk of dropping out of formal education are able to earn G.E.D., while in custody.	80% or more of those who are referred for G.E.D. services, earn G.E.D. in custody or community.	N/A	100%	100%	100%

ACTIVITY/SERVICE: In home Detention Program		DEPARTMENT: JDC 22B		
Semi-core service	Community Add On	RESIDENTS SERVED:		All Residents
BOARD GOAL:	Great Place to Live	FUND:	BUDGET:	\$64,831
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
# residents referred for IHD program		159	150	150
# of residents who complete IHD program successfully		122	130	130

PROGRAM DESCRIPTION:

Certain juveniles are eligible to be supervised in the community through an "In-Home detention" program as an alternative to secure detention. JDC staff can supervise these juveniles in the community through random phone calls and home visits. Studies show that juveniles are less likely to commit crimes if diverted into a community-based, detention alternative program.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To ensure that all juveniles who are referred for In Home Detention supervision are given every opportunity to successfully complete the program	80% or more of juveniles who are referred for In Home Detention complete the program successfully.	77%	87%	87%	88%

Non-Departmental Fleet

Barbara A. Pardie, Fleet Manager



MISSION STATEMENT: To provide safe and serviceable vehicles at the most economical way to internal county customers

ACTIVITY/SERVICE:	Fleet Services	DEPT/PROG: n Dept./Fleet 23.2304			
BUSINESS TYPE:	Foundation	RESIDENTS SERVED: Internal County Wide			
BOARD GOAL:	Financially Responsible	FUND: 01 General	BUDGET: \$	120,550	
OUTPUTS		2017-2018	2018-2019	2018-2019	
		ACTUAL	BUDGETED	PROJECTED	
				12 MONTH	
				ACTUAL	
Vehicle Replacement-Excluding Conservation	\$	872,162	\$ 1,225,000	\$ 1,225,000	\$ 1,048,638
Vehicle downtime less than 24 hours		99.460%	95%	95%	99.49%
Average time for service Non-secondary Roads Vehicles		38 Mins	45 Minutes	45 Minutes	48.5 Mintues
Average time for Service Secondary Roads Equipment		129.22 Mins	360 Minutes	200 Minutes	121.3 Minutes

PROGRAM DESCRIPTION:

To provide modern, functional and dependable vehicles in a ready state so that Scott County citizens needs are met with the least cost and without interruption.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To maintain high levels of service to Scott County vehicles	Service within 10% of manufacture's recommended hours or miles	100%	100%	100%	100%
To provide time sensitive mobile repairs	Respond to all mobile calls within 1 hr.	100%	100%	100%	100%
To provide customers timely servicing or repairs	Begin repairs within 10 minutes of show time	100%	100%	100%	100%
To provide communications to customers that servicing or repairs are complete	Contact customer within 10 minutes of completion.	100%	100%	100%	100%

Planning and Development

Tim Huey, Director



MISSION STATEMENT: To provide professional planning, development and technical assistance to the Board of Supervisors, the Planning and Zoning Commission and the Zoning Board of Adjustment in order to draft, review and adopt land use policies and regulations that guide and control the growth of Scott County by balancing the need to identify areas appropriate for development with the need to preserve productive farm land and protect farming operations and also to fairly enforce County building, subdivision and zoning codes for the protection of the public health, safety and welfare of Scott County citizens by efficiently and effectively interpreting and implementing the regulations.

ACTIVITY/SERVICE:	Planning & Development Administration	DEPARTMENT:	P & D 25A		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	Entire County		
BOARD GOAL:	Economic Growth	FUND:	01 General	BUDGET:	\$44,250
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Appropriations expended		\$ 413,930	\$ 476,211	\$ 476,211	\$ 464,755
Revenues received		\$ 239,213	\$ 269,970	\$ 242,720	\$ 238,395

PROGRAM DESCRIPTION:

Administration of the Planning and Development Departments duties and budget. Prepare, review and update the Scott County Comprehensive Plan as recommended by the Planning and Zoning Commission.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Maintain expenditures within approved budget	To expend less than 100% of approved budget expenditures	94%	95%	95%	96%
Implementation of adopted County Comprehensive Plan	Land use regulations adopted and determinations made in compliance with County Comprehensive Plan	100%	100%	100%	100%
Maximize budgeted revenue	To retain 100% of the projected revenue	89%	100%	100%	98%

ACTIVITY/SERVICE:	Building Inspection/code enforcement	DEPARTMENT:	P & D 25B		
Tim Huey, Director	Quality of Life	RESIDENTS SERVED:	Unincor/28ECities		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	292047+13615
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Total number of building permits issued		799	800	800	908
Total number of new house permits issued		78	75	75	64
Total number of inspections completed		3,223	4,500	4,500	3,004

PROGRAM DESCRIPTION:

Review building permit applications, issue building permits, enforce building codes, and complete building inspections. Review building code edition updates.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Review and issue building permit applications within five working days of application	All permits are issued within five working days of application	799	800	800	908
Review and issue building permit applications for new houses within five working days of application	All new house permits are issued within five working days of application	78	75	75	64
Complete inspection requests within two days of request	All inspections are completed within two days of request	3,223	4,500	4,500	3,004

ACTIVITY/SERVICE:	Zoning and Subdivision Code Enforcement	DEPARTMENT:	P & D 25B		
Tim Huey, Director	Quality of Life	RESIDENTS SERVED:	Unincorp Areas		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$66,375
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Review of Zoning applications		18	15	15	14
Review of Subdivision applications		6	12	12	11
Review Plats of Survey		57	50	50	63
Review Board of Adjustment applications		5	10	10	10

PROGRAM DESCRIPTION:

Review zoning and subdivision applications, interpret and enforce zoning and subdivision codes.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Review and present Planning and Zoning Commission applications	All applications are reviewed in compliance with Scott County Zoning & Subdivision Ordinances	24	27	27	25
Review and present Zoning Board of Adjustment applications	All applications are reviewed in compliance with Scott County Zoning Ordinance	5	10	10	10
Investigate zoning violation complaints and determine appropriate enforcement action in timely manner	% of complaints investigated within three days of receipt	95%	95%	95%	90%

ACTIVITY/SERVICE:	Floodplain Administration	DEPARTMENT:	P & D 25B		
Tim Huey, Director	Core	RESIDENTS SERVED:	Uninco/28ECities		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$2,212
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of Floodplain permits issued		6	12	12	5

PROGRAM DESCRIPTION:

Review and issue floodplain development permit applications and enforce floodplain regulations. Review floodplain map updates.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Review and issue floodplain development permit applications for unincorporated areas of the County	Permits are issued in compliance with floodplain development regulations	6	12	12	5

ACTIVITY/SERVICE:	E-911 Addressing Administration	DEPARTMENT:	P & D 25B		
Tim Huey, Director	Core	RESIDENTS SERVED:	Unincorp Areas		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$2,212
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGTED	PROJECTED	ACTUAL
Number of new addresses issued		47	50	50	49

PROGRAM DESCRIPTION:

Review and assign addresses to rural properties, notify Sheriff's Dispatch office and utilities. Enforce provisions of County E-911 addressing code

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGTED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Correct assignment of addresses for property in unincorporated Scott County	Addresses issued are in compliance with E-911 Addressing Ordinance	47	50	50	49

ACTIVITY/SERVICE:	Tax Deed Administration	DEPARTMENT:	P & D 25A	
Tim Huey, Director	Core	RESIDENTS SERVED:	Entire County	
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET: \$15,000
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGTED	PROJECTED
Number of Tax Deed taken		23	25	25
Number of Tax Deeds disposed of		23	25	25

PROGRAM DESCRIPTION:

Research titles of County Tax Deed properties. Dispose of County Tax Deed properties in accordance with adopted County policy.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGTED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Tax Certificate delivered from County Treasurer	Review of title of tax certificate properties held by Scott County	71	25	25	46
Hold Tax Deed Auction	Number of County tax deed properties disposed of	23	25	25	0

ACTIVITY/SERVICE:	Housing	DEPARTMENT:	P & D 25A		
Tim Huey, Director	Quality of Life	RESIDENTS SERVED:	Entire County		
BOARD GOAL:	Economic Growth	FUND:	01 General	BUDGET:	\$10,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Amount of funding for housing in Scott County		\$ 1,253,000	\$ 1,500,000	\$ 1,500,000	\$ 1,636,000
Number of units assisted with Housing Council funding		525	400	400	436

PROGRAM DESCRIPTION:

Participation and staff support with Quad Cities Housing Cluster and Scott County Housing Council

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Scott County Housing Council funds granted for housing related projects	Amount of funds granted for housing development projects in Scott County	\$1,253,000	\$1,500,000	\$1,500,000	\$1,636,000
Housing units developed or inhabited with Housing Council assistance	Number of housing units	525	400	400	436
Housing units constructed or rehabilitated and leveraged by funding from Scott County Housing Council	Amount of funds leveraged by Scott County Housing Council	\$5,012,000	\$4,500,000	\$4,500,000	\$4,811,000

ACTIVITY/SERVICE:	Riverfront Council & Riverway Steering Comm	DEPARTMENT:	P & D 25A	
Tim Huey, Director	Quality of Life	RESIDENTS SERVED:	Entire County	
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET: \$500
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGTED	PROJECTED
Quad Citywide coordination of riverfront projects		18	18	18

PROGRAM DESCRIPTION:

Participation and staff support with Quad Cities Riverfront Council and RiverWay Steering Committee

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGTED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attend meetings of the Riverfront Council	Quad Citywide coordination of riverfront projects	4	6	6	5
Attend meetings of the Riverway Steering Committee	Quad Citywide coordination of riverfront projects	6	12	12	6

ACTIVITY/SERVICE:	Partners of Scott County Watershed	DEPARTMENT:	P & D 25A		
Tim Huey, Director	Quality of Life	RESIDENTS SERVED:	Entire County		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$5,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Conduct educational forums on watershed issues		10	12	12	12
Provide technical assistance on watershed projects		47	150	150	47

PROGRAM DESCRIPTION:

Participation and staff support with Partners of Scott County Watersheds

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Conduct educational forums on watershed issues	Number of forums and number of attendees at watershed forums	10 with 310 attendees	12 with 450 attendees	12 with 450 attendees	12 with 295 attendees
Provide technical assistance on watershed projects	Number of projects installed and amount of funding provided	47	150	150	47

Recorder's Office

Rita Vargas, Recorder



MISSION STATEMENT: To serve the citizens of Scott County by working with the state and federal agencies to establish policies and procedures that assure reliable information, encourage good public relations, commitment to quality, open mindedness, recognition of achievement, a diligent environment, equality of service and responsible record retention. -RECORDER-

ACTIVITY/SERVICE:	Recording of Instruments	DEPARTMENT:	Recorder 26	ADMIN	
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$176,148
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Total Department Appropriations		\$777,482	\$872,421	\$872,421	\$800,635

PROGRAM DESCRIPTION:

Record official records of documents effecting title to real estate, maintain a military and tax lien index. Issue recreational vehicle license, titles and liens. Issue hunting and fishing license. Issue certified copies of birth, death and marriage. Report and submit correct fees collected to the appropriate state agencies by the 10th of the month.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Ensure the staff is updated on changes and procedures set by Iowa Code or Administrative Rules from state and federal agencies.	Meet with staff quarterly or as needed to openly discuss changes and recommended solutions.	4	4	4	4
Provide notary service to customers	Ensure the notary section of legal documents, request forms to the state and paternity affidavits are correct.	100%	100%	100%	100%
Provide protective covers for recreational vehicles registrations and hunting and fishing license.	Ensures the customer will not lose or misplace documents required for identity. Also protects from the weather.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Public Records	DEPARTMENT: Recorder 26B		
BUSINESS TYPE:	Core	RESIDENTS SERVED:		All Residents
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$553,969
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH
				ACTUAL
Number of real estate documents recorded		34,681	30,500	30,500
Number of electronic recordings submitted		10,271	11,000	11,000
Number of transfer tax transactions processed		3,939	4,000	4,000
Conservation license & recreation regist		4,548	12,000	12,000

NOTE: Boat registration renewal occur every three years (2016).

PROGRAM DESCRIPTION:

Maintain official records of documents effecting title to real estate and other important documents. Issue conservation license, titles and liens.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Ensure all real estate documents presented for recording are placed on record the same day and correct fee is collected.	Information is available for public viewing within 24 hrs of indexing and scanning and the fees are deposited with Treasurer.	100%	100%	100%	50%
Percent of total real estate documents recorded electronically through e-submission	Available for search by the public and funds are transferred to checking account the same day as processed or early next day.	30%	35%	35%	32%
Ensure outbound mail is returned to customer within four (4) working days	Customer will have record that document was recorded and can be used for legal purposes.	100%	100%	100%	50%

ACTIVITY/SERVICE:	Vital Records	DEPARTMENT: Recorder 26D		
BUSINESS TYPE:	Core	RESIDENTS SERVED:		All Residents
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$142,304
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
Number of certified copies requested		12,919	13,000	13,000
Number of Marriage applications processed		1040	1,100	1,100
Number of passports processed		1,479	1,400	1,400
Number of passport photos processed		1279	1,300	1,300
				12 MONTH
				ACTUAL

PROGRAM DESCRIPTION:

Maintain official records of birth, death and marriage certificates. Issue marriage license, accept passport applications and take photos for applicant.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Accept Marriage Applications in person or via mail. These are entered into the database the same day as received .	Immediately process and issue the Marriage Certificate. This eliminates the customer having to return in 3 days to pick up certificate.	100%	100%	100%	100%
Ensure timely processing of funeral home certified copy requests	If received prior to 4pm, process funeral home requests same day they are received.	100%	95%	95%	100%
Ensure all customers passport applications are properly executed the same day the customer submits paperwork.	If received before 2:00 PM the completed applications and transmittal form are mailed to the US Dept of State the same day.	100%	100%	100%	100%
Offer photo service	Customer can have one-stop shopping with passports, and birth or marriage certificate if required plus the photo for passport.	100%	100%	100%	100%

Secondary Roads

Jon Burgstrum, County Engineer



MISSION STATEMENT: To maintain Scott County Roads and Bridges in a safe, efficient, and economical manner and to construct new roads and bridges in the same safe, efficient and economical manner.

ACTIVITY/SERVICE:	Administration	DEPT/PROG:	Secondary Roads		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Financially Responsible	FUND:	13 Sec Rds	BUDGET:	\$326,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Resident Contacts		380	375	375	400
Permits		855	800	800	708

PROGRAM DESCRIPTION:

To provide equal, fair and courteous service for all citizens of Scott County by being accessible, accommodating and responding to the needs of the public by following established policies and procedures.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To be Responsive to residents inquiries, complaints, or comments.	Contact resident or have attempted to make contact within 24 hours	100%	100%	100%	100%
To be Responsive to requests for Moving permits	Permit requests approved within 24 Hours	100%	100%	100%	100%
To Provide training for employee development	conduct seasonal safety meetings and send employees to classes for leadership development and certifications as they become available	100%	100%	100%	100%
Timely review of claims	To review claims and make payments within thirty days of invoice.	100%	100%	100%	100%
Evaluations	Timely completion of employee evaluations	98%	98%	98%	98%

ACTIVITY/SERVICE:	Engineering	DEPT/PROG:	Secondary Roads		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Financially Responsible	FUND:	13 Sec Rds	BUDGET:	\$533,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Project Preparation		6	7	7	7
Project Inspection		4	7	7	2
Projects Let		4	7	7	5

PROGRAM DESCRIPTION:

To provide professional engineering services for county projects and to make the most effective use of available funding.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To complete project plans accurately to prevent extra work orders.	Extra work order items limited to less than 10% of contract orders.	100%	100%	100%	100%
Give staff the required training to allow them to accurately inspect and test materials during construction	Certification are 100% maintained	100%	100%	100%	100%
Prepare project plans to be let on schedule	100% of projects are let on schedule	100%	100%	100%	100%
Engineer's Estimates	Estimates for projects are within 10% of Contract	95%	95%	95%	95%

ACTIVITY/SERVICE:	Construction	DEPT/PROG:	Secondary Roads		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Financially Responsible	FUND:	13 Sec Rds	BUDGET:	\$2,070,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Bridge Replacement		1	3	3	1
Federal and State Dollars		\$260,000	\$3,000,000	\$3,000,000	\$2,544,000
Pavement Resurfacing		3	3	3	3
Culvert Replacement		1	4	4	4

PROGRAM DESCRIPTION:

To provide for the best possible use of tax dollars for road and bridge construction by (A) using the most up to date construction techniques and practices therefore extending life and causing less repairs, (B) analyzing the existing system to determine best possible benefit to cost ratio and (C) by providing timely repairs to prolong life of system.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To make use of Federal and State funds for Bridge replacements within Federal and State Constraints	To not allow our bridge fund to exceed a 3 year limit	100%	100%	100%	100%
To fully utilize Federal and State FM dollars for road construction	Keep our State FM balance not more than two years borrowed ahead and to use all Federal funds as they become available.	100%	100%	100%	100%
Replace culverts as scheduled in five year plan	All culverts will be replaced as scheduled	100%	100%	100%	100%
Complete construction of projects	Complete construction of projects within 110% of contract costs	100%	100%	100%	100%

ACTIVITY/SERVICE:	Rock Resurfacing	DEPT/PROG:	Secondary Roads		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	13 Sec Rds	BUDGET:	\$1,150,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Blading - Miles		391	379	379	379
Rock Program - Miles		120	120	120	120

PROGRAM DESCRIPTION:

To provide a safe, well-maintained road system by utilizing the latest in maintenance techniques and practices at a reasonable cost while providing the least possible inconvenience to the traveling public.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To insure adequate maintenance blading of gravel roads	Every mile of gravel road is bladed in accordance with established best practices when weather conditions permit.	100%	100%	100%	100%
Maintain a yearly rock resurfacing program to insure enough thickness of rock	Insure enough thickness of rock to avoid mud from breaking through the surface on 90% of all Gravel Roads (frost Boils excepted)	100%	100%	100%	100%
Provide instruction to Blade operators on proper techniques	Maintain proper crown and eliminate secondary ditches on 95% of gravel roads	100%	100%	100%	100%

ACTIVITY/SERVICE:	Snow and Ice Control	DEPT/PROG:	Secondary Roads		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	13 Sec Rds	BUDGET:	\$491,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Tons of salt used		1200	1700	1700	1700
Number of snowfalls less than 2"		9	15	15	14
Number of snowfalls between 2" and 6"		2	6	6	8
Number of snowfalls over 6"		2	3	3	4

PROGRAM DESCRIPTION:

To provide modern, functional and dependable methods of snow removal to maintain a safe road system in the winter months.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
In accordance with our snow policy, call in staff early after an overnight snow event	All snow routes will have one round complete within 2 hours of start time when event is 4 inches or less, within 3 hours when between 4 and 6 inches	100%	100%	100%	100%
Keep adequate stores of deicing materials and abrasives	Storage facilities not to be less than 20% of capacity	100%	100%	100%	100%
To make efficient use of deicing and abrasive materials.	Place deicing and abrasive materials on snow pack and ice within 2 hours of snow clearing.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Traffic Control	DEPT/PROG:	Secondary Roads		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Financially Responsible	FUND:	13 Sec Rds	BUDGET:	\$304,500
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of Signs		7101	7,101	7,101	7,101
Miles of markings		183	183	183	183

PROGRAM DESCRIPTION:

To provide and maintain all traffic signs and pavement markings in compliance with Federal Standards.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Maintain all signs and pavement markings	Hold cost per mile for signs, paint, and traffic signals to under \$325/mile	100%	100%	100%	100%
Maintain pavement markings to Federal standards	Paint all centerline each year and half of all edge line per year	100%	100%	100%	100%
Maintain all sign reflectivity to Federal Standards	Replace 95% of all signs at end of reflective coating warranty	95%	95%	95%	95%

ACTIVITY/SERVICE:	Road Clearing / Weed Spray	DEPT/PROG:	Secondary Roads		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Financially Responsible	FUND:	13 Sec Rds	BUDGET:	\$231,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Roadside Miles		1148	1,148	1,148	1,148
Percent of Road Clearing Budget Expended		95.00%	95.00%	95.00%	85.00%

PROGRAM DESCRIPTION:

To maintain the roadsides to allow proper sight distance and eliminate snow traps and possible hazards to the roadway and comply with State noxious weed standards.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Remove brush from County Right of way at intersections	Keep brush clear for sight distance at all intersections per AASHTO Standards	95%	95%	95%	95%
Remove brush from County Right of way on Gravel Roads to remove snow traps and improve drainage	Keep brush from causing snow traps on Gravel roads	80%	80%	80%	80%
Remove brush from County Right of way on Paved Roads to remove snow traps and improve drainage	Keep brush from causing snow traps on Paved roads	95%	95%	95%	95%
To maintain vegetation free shoulders on paved roads	Maintain a program that eliminates vegetation on all paved road shoulders	90%	90%	90%	90%
To stay within State requirements on Noxious weeds	Keep all noxious weeds out of all county right of way	90%	90%	90%	90%

ACTIVITY/SERVICE:	Roadway Maintenance	DEPT/PROG:	Secondary Roads		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Financially Responsible	FUND:	13 Sec Rds	BUDGET:	\$1,730,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Miles of Roadside		1148	1,148	1,148	1,148
Number of Bridges and Culverts over 48"		650	650	650	650

PROGRAM DESCRIPTION:

To provide proper drainage for the roadway and eliminate hazards to the public on the shoulders.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Maintain an active ditch cleaning program	Clean a minimum of 5500 lineal feet of ditch per year	100%	100%	100%	100%
Blade shoulders to remove edge rut	Bring up shoulders on all paved roads at least twice a year	100%	100%	100%	100%

ACTIVITY/SERVICE:	Macadam	DEPT/PROG: Secondary Roads			
BUSINESS TYPE:	Core	RESIDENTS SERVED:		All Residents	
BOARD GOAL:	Financially Responsible	FUND:	13 Sec Rds	BUDGET: \$160,000	
OUTPUTS		2017-2018	2018-2019	2018-2019	
		ACTUAL	BUDGETED	PROJECTED	
		12 MONTH	ACTUAL		
Number of potential Macadam projects		24	24	24	24
Cost of Macadam stone per ton		\$7.90	\$8.10	\$8.10	\$8.10
Number of potential Stabilized Base projects		10	11	11	11
Cost per mile of Stabilized Projects		\$40	\$40,000	\$40,000	\$40,000

PROGRAM DESCRIPTION:

To provide an inexpensive and effective method of upgrading gravel roads to paved roads.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Maintain an active Macadam and Stabilized Base program	Complete at least one macadam project per year and/or one Stabilized Base Project per year.	100%	100%	100%	100%
Review culverts on macadam project for adequate length	Extend short culverts as per hydrolic review	100%	100%	100%	100%

Sheriff's Office

Tim Lane, Sheriff's Office



MISSION STATEMENT: To provide progressive public safety to fulfill the diverse needs of citizens through the expertise of our professional staff and utilization of all available resources.

ACTIVITY/SERVICE:	Sheriff's Administration	DEPARTMENT:	Sheriff		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$573,802
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Ratio of administrative staff to personnel of < or = 4.5%		3.00%	3.00%	3.00%	2.90%

PROGRAM DESCRIPTION:

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Increase cost savings on supply orders	All supply orders >\$50 will be cross-referenced against 3 suppliers to ensure lowest price and greatest value.	3	3	3	3
Decrease the number of exceptions on purchase card exception report	2% of PC purchases will be included on the exception report, with all exceptions being cleared by the next PC cycle.	<2%	<2%	<2%	<2%
All payroll will be completed and submitted by deadline.	100% of Sheriff's Office payroll will be completed by the end of business on the Tuesday following payroll Monday.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Traffic Enforcement	DEPARTMENT:	Sheriff		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$3,518,256
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of traffic contacts		3922	3,000	3,000	5,877

PROGRAM DESCRIPTION:

Uniformed law enforcement patrolling Scott County to ensure compliance of traffic laws and safety of citizens and visitors to Scott County.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To increase the number of hours of traffic safety enforcement/seat belt enforcement.	Complete 1,200 hours of traffic safety enforcement/seat belt enforcement.	836.25	1,200	1,200	655.8
Reduce the amount of traffic accidents in Scott County.	Reduce the number of traffic accidents from previous fiscal year.	476	300	300	731
Respond to calls for service in a timely manner	Respond to calls for service within 7.5 minutes	8.70	7.25	7.25	10.97

ACTIVITY/SERVICE:	Jail	DEPARTMENT:	Sheriff		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$9,087,084
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Inmate instances of programming attendance		26,028	28,000	28,000	27,013
The number of inmate and staff meals prepared		316,042	320,000	320,000	335,089
Jail occupancy		286	295	295	310
Number of inmate/prisoner transports		1748	1850	1850	3,258

PROGRAM DESCRIPTION:

Provide safe and secure housing and care for all inmates in the custody of the Sheriff.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Operate a secure jail facility	Maintain zero escapes from the Jail facility	0	0	0	0
Operate a safe jail facility	Maintain zero deaths within the jail facility	0	0	0	1
Classification of prisoners	100 % of all prisoners booked into the Jail will be classified per direct supervision standards.	100	100	100	100

ACTIVITY/SERVICE:	Civil	DEPARTMENT:	Sheriff		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$404,984
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of attempts of service made.		17,742	18,000	18,000	17,359
Number of papers received.		11,319	11,500	11,500	9,389
Cost per civil paper received.		\$34.12	\$30.00	\$30.00	\$37.25

PROGRAM DESCRIPTION:

Serve civil paperwork in a timely manner.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Timely service for mental injunctions and protective orders	All mental injunctions and protective orders will be attempted the same day of receipt.	1	1	1	1
No escapes during transportation of mental committals	Zero escapes of mental committals during transportation to hospital facilities	0	0	0	0
Timely service of civil papers	Number of days civil papers are served. All civil papers will be attempted at least one time within the first 7 days of receipt.	2.36	3	3	2.17
Increase percentage of papers serviced	Successfully serve at least 93% of all civil papers received	99.0%	95.0%	95.0%	98.5%

ACTIVITY/SERVICE:	Investigations	DEPARTMENT:	Sheriff		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$1,001,706
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Crime Clearance Rate		76%	60%	60%	84%

PROGRAM DESCRIPTION:

Investigates crime for prosecution.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Complete home compliance checks on sex offenders in Scott County.	Complete 415 home compliance checks annually on sex offenders	242	500	500	636
To increase drug investigations by the Special Operations Unit	Investigate 140 new drug related investigations per quarter	200	175	175	170
To increase the number of follow up calls with victims of cases of sexual assault, child abuse and domestic violence.	Increase the number of follow up calls with reviewed sexual assault, child abuse and domestic violence cases by 100 per quarter	135	95	95	77
Increase burglary and theft investigations	100% of burglaries and thefts will be checked against local pawn shops' records	100%	100%	100%	100%

ACTIVITY/SERVICE:	Bailiff's	DEPARTMENT:	Sheriff		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$981,253
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of prisoners handled by bailiffs		10,278	10,000	10,000	12,906
Number of warrants served by bailiffs		1,401	1,250	1,250	1,866

PROGRAM DESCRIPTION:

Ensures a safe environment for the Scott County Courthouse, courtrooms and Scott County campus.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
No escapes during transporting inmates to and from court	Allow zero escapes when transporting inmates to and from court in the Scott County Complex	0	0	0	0
No escapes when transporting inmates from one facility to another	Allow zero escapes when transporting inmates from one facility to another	0	0	0	0
No weapons will be allowed in the Scott County Courthouse or Administration Building	Allow zero weapons into the Scott County Courthouse or Administration Building beginning January 1, 2011	0	0	0	0
No injuries to courthouse staff or spectators during trial proceedings	Ensure zero injuries to courthouse staff or spectators during trial proceedings	0	0	0	0

ACTIVITY/SERVICE:	Civil Support	DEPARTMENT:	Sheriff		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$420,172
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Maintain administrative costs to serve paper of < \$30		\$33.90	\$33.00	\$33.00	\$33.31
Number of civil papers received for service		11,319	11,500	11,500	9,389

PROGRAM DESCRIPTION:

Ensures timely customer response to inquiries for weapons permits, civil paper service and record requests.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Timely process of civil papers.	Civil papers, excluding garnishments, levies and sheriff sales, will be entered and given to a civil deputy within 3 business days.	<3	<3	<3	<3
Respond to weapons permit requests in a timely fashion.	All weapons permit requests will be completed within 30 days of application.	<30	<30	<30	<30
Timely process of protective orders and mental injunctions.	All protective orders and mental injunctions will be entered and given to a civil deputy for service the same business day of receipt.	1	1	1	1
Timely response to requests for reports/records	All report and record requests will be completed within 72 hours of receipt	<72	<72	<72	<72

Board of Supervisors



MISSION STATEMENT: To enhance county services for citizens and county departments by providing effective management and coordination of services.

ACTIVITY/SERVICE:	Legislative Policy and Policy Dev	DEPT/PROG: BOS		
BUSINESS TYPE:	Choose One	RESIDENTS SERVED: All Residents		
BOARD GOAL:	Choose One	FUND: 01 General	BUDGET:	\$178,154
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH
				ACTUAL
Number of special meetings with brds/comm and agencies		24*	35	35
Number of agenda discussion items		57	70	70
Number of special non-biweekly meetings		26	40	40

PROGRAM DESCRIPTION:

Formulate clear vision, goals and priorities for County Departments. Legislate effective policies and practices that benefit and protect County residents. Plan for and adopt policies and budgets that provide for long term financial stability.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Participate in special meetings and discussions to prepare for future action items.	95% attendance at the committee of the whole discussion sessions for Board action.	97%	95%	95%	95%

ACTIVITY/SERVICE:	Intergovernmental Relations	DEPT/PROG:	BOS 29A		
BUSINESS TYPE:	Choose One	RESIDENTS SERVED:			
BOARD GOAL:	Choose One	FUND:	01 General	BUDGET:	178,154
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Attendance of members at Bi-State Regional Commission		29/36	34/36	34/36	26/36
Attendance of members at State meetings		100%	100%	100%	100%
Attendance of members at boards and commissions mtgs		98%	90%	90%	88%
Attendance of members at city council meetings		na	na	na	na

PROGRAM DESCRIPTION:

Provide leadership in the Quad Cities and especially in Scott County to create partnerships that enhance the quality of life of the residents. Collaborate with other organizations seen as vital to Scott County's success. Be a model for other jurisdictions.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Board members serve as ambassadors for the County and strengthen intergovernmental relations.	Percent attendance of board members at intergovernmental meetings.	94%	95%	95%	88%

Treasurer

Mike Fennelly, County Treasurer



MISSION STATEMENT: To provide consistent policies and procedures for all citizens by offering skillful, efficient, responsive, versatile, involved, courteous and excellent customer service (SERVICE).

ACTIVITY/SERVICE:	Tax Collections	DEPARTMENT:	Treasurer		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$592,977
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Issue tax/SA statements and process payments		198,118	190,000	190,000	194,889
Issue tax sale certificates		1,015	1,000	1,000	1,217
Process elderly tax credit applications		669	700	700	603

PROGRAM DESCRIPTION:

Collect all property taxes and special assessments due within Scott County. Report to each taxing authority the amount collected for each fund. Send, before the 15th of each month, the amount of tax revenue, special assessments, and other moneys collected for each taxing authority in the County for direct deposit into the depository of their choice.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Mail all collection reports to taxing authorities prior to the 10th of each month.	Start apportioning process immediately after the close of the month to ensure completion in a timely manner.	100%	100%	100%	100%
Serve 80% of customers within 15 minutes of entering que.	Provide prompt customer service by ensuring proper staffing levels.	89.97%	85.00%	85.00%	91.60%

ACTIVITY/SERVICE:	Motor Vehicle Reg - Courthouse	DEPARTMENT:	Treasurer		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET:	\$637,545
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of vehicle renewals processed		116,158	151,000	151,000	115,774
Number of title and security interest trans. processed		91,217	83,000	83,000	83,164
Number of junking & misc. transactions processed		23,146	19,000	19,000	22,199

PROGRAM DESCRIPTION:

Provide professional motor vehicle service for all citizens. The Treasurer shall issue, renew, and replace lost or damaged vehicle registration cards or plates and issue and transfer certificates of title for vehicles.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Serve 85% of customers within 15 minutes of entering queue.	Provide prompt customer service by ensuring proper staffing levels.	89.97%	85.00%	85.00%	91.60%
Retain \$1.5 million in Motor Vehicle revenues.	Maximize revenue retained by the County.	\$1,795,398	\$1,804,000	\$1,804,000	\$1,747,599

ACTIVITY/SERVICE:	County General Store	DEPARTMENT:	Treasurer	
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents	
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET: \$509,369
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH
				ACTUAL
Total dollar amount of property taxes collected		14,189,200	14,000,000	14,000,000
Total dollar amount of motor vehicle plate fees collected		8,480,006	7,750,000	7,750,000
Total dollar amt of MV title & security interest fees collected		4,352,472	4,200,000	4,200,000

PROGRAM DESCRIPTION:

Professionally provide any motor vehicle and property tax services as well as other County services to all citizens at a convenient location through versatile, courteous and efficient customer service skills.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Serve 80% of customers within 15 minutes of entering queue.	Provide prompt customer service by ensuring proper staffing levels.	79.50%	85.00%	85.00%	77.00%
Process at least 4.5% of property taxes collected.	Provide an alternative site for citizens to pay property taxes.	4.72%	4.50%	4.50%	6.07%
Process at least 29% of motor vehicle plate fees collected.	Provide an alternative site for citizens to pay MV registrations.	26.14%	27.00%	27.00%	24.01%

Downtown

CGS

Property Tax	294,725,301	19,045,784
MV Fees	24,222,603	7,652,616
MV Fixed Fees	18,239,056	5,562,801

ACTIVITY/SERVICE:	Accounting/Finance	DEPARTMENT:	Treasurer	
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Residents	
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET: \$517,987
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
Number of receipts issued		9,244	9,500	9,500
Number of warrants/checks paid		10,421	10,500	10,500
Dollar amount available for investment annually		456,433,061	450,000,000	450,000,000
				473,178,252

PROGRAM DESCRIPTION:

Provide professional accounting, cash handling, and investment services to Scott County following generally accepted accounting principles.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Investment earnings at least 10 basis points above Federal Funds rate.	Invest all idle funds safely, with proper liquidity, and at a competitive rate.	92%	90%	90%	99.62%

BI-STATE REGIONAL COMMISSION

Director: Denise Bulat, Phone: 309-793-6300, Website: bistateonline.org

MISSION STATEMENT: To serve as a forum for intergovernmental cooperation and delivery of regional programs and to assist member local governments in planning and project development.

ACTIVITY/SERVICE:	Metropolitan Planning Organization (MPO)	DEPARTMENT:	Bi-State		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Urban		
BOARD GOAL:	Economic Growth	FUND:	01 General	BUDGET:	\$27,074
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Urban Transportation Policy & Technical Committee meetings		18	14	14	17
Urban Transportation Improvement Program document		1	1	1	1
Mississippi River Crossing meetings		10	6	6	7
Bi-State Trail Committee & Air Quality Task Force meetings		8	8	8	8

PROGRAM DESCRIPTION:

Regional Urban Transportation Planning

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
2019	Maintain the region's eligibility for federal /state highway funds.	\$4.2 Million of transportation improvement programmed	\$5.85 Million of transportation improvement programmed	\$5.85 Million of transportation improvement programmed	\$5.85 Million of transportation improvement programmed

ACTIVITY/SERVICE:	Regional Planning Agency (RPA)	DEPARTMENT:	Bi-State	
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Urban	
BOARD GOAL:	Economic Growth	FUND:	01 General	BUDGET: \$2,320
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH
				ACTUAL
Region 9 Transportation Policy & Technical Committee meetings		5	6	6
Region 9 Transportation Improvement Program document		1	1	1
Transit Development Plan		1	1	1

PROGRAM DESCRIPTION:

Regional Rural Transportation Planning

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Road & trail construction; air quality, transit, GIS, grant applications	Maintain the region's eligibility for federal /state highway funds.	\$1.8 Million of transportation improvement programmed	\$1.4 Million of transportation improvement programmed	\$1.4 Million of transportation improvement programmed	\$1.4 Million of transportation improvement programmed

ACTIVITY/SERVICE:	Regional Economic Development Planning	DEPARTMENT:	Bi-State		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Urban		
BOARD GOAL:	Economic Growth	FUND:	01 General	BUDGET:	\$13,151
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Comprehensive Economic Development Strategy document		1	1	1	1
Maintain Bi-State Regional data portal & website		1	1	1	1
EDA funding grant applications		1	2	2	1
Small Business Loans in region		2	3	3	2

PROGRAM DESCRIPTION:

Regional Economic Development Planning

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Census Data Repository, region data portal, EDA funded projects in the region	Maintain the region's eligibility for federal economic development funds.	100%	100%	100%	100%
		0%			

ACTIVITY/SERVICE:	Regional Services	DEPARTMENT:	Bi-State		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	All Urban		
BOARD GOAL:	Economic Growth	FUND:	01 General	BUDGET:	\$34,810
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Joint purchasing bids and purchases		19	19	14	14
Administrator/Elected/Department Head meetings		37	25	25	39

PROGRAM DESCRIPTION:

Coordination of Intergovernmental Committees & Regional Programs

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Regional coordination, cooperation and communication for implementation of joint efforts	Maintain the region's cooperation and cost savings in joint efforts	100%	100%	100%	100%

Center for Active Seniors, Inc. (CASI)

President/CEO: Laura Kopp, Phone: 563-386-7477, Website: www.casiseniors.org

MISSION STATEMENT: To provide services that promote independence and enrich the lives of older adults through socialization, health, wellness and supportive services.

ACTIVITY/SERVICE:	Outreach	DEPARTMENT:	39.3901		
BUSINESS TYPE:	Community Add On	RESIDENTS SERVED:	700		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET: \$227,114	
OUTPUTS		2017-2018	2018-2019	2018-2019	
		ACTUAL	BUDGETED	PROJECTED	
				12 MONTH	
				ACTUAL	
Unduplicated # Served (enrolled and not enrolled)		1,676	1,575	1,575	2,132
# of clients at low or extremely low income (federal stds/enrolled clients)		950	1,080	1,080	830
Total Client Contacts (directly with and on behalf of clients enrolled and not enrolled)		20,881	11,750	11,750	17,374
# of clients contacted (mental health issues/resources requested)		437	500	500	357
# of rural vs urban clients		52:1676	265:1575	265:1575	36:2132
# of clients being enrolled in Federal and State benefit programs (Medicare, Medicaid, Food Assistance, Elderly Waiver, etc...)		690:1676	660	660	600

PROGRAM DESCRIPTION:

To assist Scott County senior citizens in maintaining independent living by A) completing comprehensive assessments to determine individual needs: B) referrals to local, state and federal programs and services C) providing referral/assistance to determine individual needs. D) implementation and monitoring of programs and services for client. *Definitions: Enrolled Client -IDA Intake and CDBG Intake Forms completed and on file, Non-Enrolled Client - No NAPIS or CDBG form on file*

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Client maintains a level of independence and remains at home for a longer length of time.	80% of the clients enrolled in the program will be in their home at the end of the fiscal year.	1578/1676 94%	1146/1228 or 93%	80%	92%

ACTIVITY/SERVICE:	Adult Day Services	DEPARTMENT: CASI 39.3903		
BUSINESS TYPE:	Community Add On	RESIDENTS SERVED: 228		
BOARD GOAL:	Great Place to Live	FUND: 01 General	BUDGET:	\$48,136
OUTPUTS	2017-2018	2018-2019	2018-2019	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUAL
Unduplicated participants	82	95	95	90
# of male/female participants	30/52	52/48	52/48	34/56
# of Veteran participants	19-Veterans / 38-Spouse of	27	27	22
Admissions	25	36	36	32
Age of participants:				
49 years old or younger	1	1	1	1
50-60 years old	4	3	3	6
61-70 years old	15	13	13	17
71-80 years old	16	30	30	25
81-90 years old	38	39	39	32
91 years old or older	8	6	6	9

PROGRAM DESCRIPTION:

To provide supportive services to elderly Scott County residents who are at risk of premature nursing home placement and caregiver respite. Jane's Place is a low cost alternative to nursing homes that provides a range of supervised therapeutic activities in a group setting.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Program will increase the caregivers' quality of life by providing caregiver respite.	98% of caregivers will be satisfied with program and report improved quality of life. Results will be measured by surveys done twice a year.	99%	98%	98%	98%
Participants become involved with a number of planned and spontaneous activities based on their personal interests and abilities.	95% of all participants are engaged in 3 or more daily activities. This outcome will be measured by activity participation records.	95%	95%	95%	95%

Center for Alcohol & Drug Services, Inc. (CADS)

Director: Dennis Duke, phone: 563-322-2667, Website: www.cads-ia.com

MISSION STATEMENT: The Center for Alcohol & Drug Services, Inc. is a non-profit organization established to provide quality substance abuse education, prevention, assessment, treatment, and referral services.

ACTIVITY/SERVICE:	Detoxification, Evaluation & Treatment	DEPARTMENT:			
BUSINESS TYPE:	Core	RESIDENTS SERVED:			975
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	145,500
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of admissions to the detoxification unit.		755	900	900	592

PROGRAM DESCRIPTION:

The Center for Alcohol & Drug Services, Inc. will provide social (non-medical) detoxification services, evaluations, and treatment services at our Country Oaks residential facility.

PERFORMANCE MEASURE		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Clients will successfully complete detoxification.	Clients who enter detoxification will successfully complete that process and not discharge against advice.	96%	95%	95%	98%
Clients will successfully complete detoxification.	Clients who complete detoxification will transition to a lower level of care.	57%	50%	50%	60%

ACTIVITY/SERVICE:	Criminal Justice Program	DEPARTMENT: CADS			
BUSINESS TYPE:	Core	RESIDENTS SERVED:		225	
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$395,432	
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of criminal justice clients provided case management.		509	475	475	481
Number of Clients admitted to the Jail Based Treatment Program.		91	100	100	115
Number of Scott County Jail inmates referred to Country Oaks.		50	50	50	50

PROGRAM DESCRIPTION:

The CENTER will provide services for criminal justice clients referred from the Scott County Jail, the Courts, or other alternative programs in the Jail Based Treatment Program and/or in any of the CENTER'S continuum of care (residential, half way house, outpatient, or continuing care).

PERFORMANCE MEASURE		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Case management will improve the retention of high risk criminal justice clients in treatment.	An average of eight case management contacts will be provided to the 225 high risk criminal justice clients.	22	8	8	17
Case management will improve the retention of high risk criminal justice clients in treatment.	Clients will stay engaged in treatment for at least 125 days.	138	150	150	137
Offenders who complete the in-jail portion of the program and return to the community will continue with services at CADS.	Clients will remain involved with treatment services for at least 30 days after release from jail.	90%	90%	90%	81%
Offenders who complete the in-jail portion of the program and return to the community will continue with services at CADS.	Clients will successfully complete all phases of the Jail Based Treatment Program.	65%	57%	57%	67%
Inmates referred from the Scott County jail will successfully complete treatment.	Scott County Jail inmates referred to residential, half way house, outpatient, or continuing care will successfully complete that program.	86%	88%	88%	84%

ACTIVITY/SERVICE: Prevention		DEPARTMENT: CADS			
BUSINESS TYPE:	Community Add On	RESIDENTS SERVED:		1500	
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$154,899	
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of Scott County Residents receiving indicated or selective prevention services.		1,847	1,780	1,780	2,395

PROGRAM DESCRIPTION:

CADS will conduct substance abuse prevention and awareness programs focused on educational and informational opportunities for those at risk (selective population) and persons exhibiting the early stages of use or related problem behavior.

PERFORMANCE MEASURE		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Indicated and selective populations receiving prevention services will gain skills and education related to substance abuse issues.	Scott County residents receiving programming will report an increase of substance abuse knowledge or life skills in dealing with substance use issues.	92%	90%	90%	94%

Community Health Care

CEO: Tom Bowman 563-336-3000 website chcqca.org

MISSION STATEMENT: Community Health Care serves the Quad Cities with quality health care for all people in need.

ACTIVITY/SERVICE:	Scott County Population Data	DEPARTMENT:	40.4001		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	13,414		
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET:	\$302,067
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Visits of clients below 100% Federal Poverty Level		7,613	6,840	7,581	7,224
Visits of clients below 101 - 138% Federal Poverty Level		1,482	1,196	1,258	1,271
Visits of clients above 138% Federal Poverty Level		1,830	1,740	1,726	1,975
# of prescriptions filled for those living in Scott County and using the sliding fee scale		6,214	5,416	6,592	6,704
Scott County Resident Affordable Care Act Assisted		409	440	300	307
Scott County Resident Affordable Care Act Enrolled - Marketplace		22	70	50	21
Affordable Care Act Enrolled -		55	120	80	27

PROGRAM DESCRIPTION:

CHC provides comprehensive primary health care for the Quad City Population in need on a sliding fee scale basis.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Scott County citizens will benefit from the sliding fee scale to make health care more affordable.	CHC will offer the sliding fee discount to all Scott County residents to ensure they have health care services.	\$498,543	\$453,900	\$534,935	\$634,074
Scott County citizens will have insurance coverage: private, Medicaid or Medicare	93% of the citizens seen at CHC will have some form of insurance coverage	90%	91%	88%	89%

DURANT AMBULANCE

Mark Heuer 563-785-4540 www.durantfire.org

ACTIVITY/SERVICE:	Durant Ambulance		DEPARTMENT:	
BUSINESS TYPE:	Quality of Life		RESIDENTS SERVED: 7,500	
BOARD GOAL:	Performing Organization	FUND: 01 General	BUDGET:	\$20,000
OUTPUTS	2017-2018	2018-2019	2018-2019	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of 911 calls responded to Scott Co/Cedar&Mucatine Co	753	750	750	675
Number of 911 calls answered.	765	760	760	695
Average response time in minutes for Scott Co	11.75 minutes	12	12	21:50
Average response time in minutes for Cedar&Muscatine Co	N/A	N/A	N/A	12:28

PROGRAM DESCRIPTION:

Emergency medical treatment and transport

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Respond to all 911 requests in our area	Responded to 99% of all 911 requests in our area	753/765=98%	Will respond to 99% of calls for service.	Will respond to 99% of calls for service.	675/695 Responded to 97% of calls for service
Respond within 15 minutes to 88% of 911 calls in our area in Scott County	Responded within 15 minutes to 90% of the 911 requests in our area.	Responded within 15 minutes to 80% of calls in our area.	Respond within 20 minutes to 90% of calls in our area.	Respond within 20 minutes to 90% of calls in our area.	Responded within 20 minutes to 93% of Scott County calls
Respond within 15 minutes to 88% of 911 calls in our area in Cedar and Muscatine Counties	Responded within 15 minutes to 90% of the 911 requests in our area.	Responded within 15 minutes to 80% of calls in our area.	Respond within 20 minutes to 90% of calls in our area.	Respond within 20 minutes to 90% of calls in our area.	Responded within 20 minutes to 95% of Cedar/Musc. Co. calls

EMA

Dave Donovan, 563-505-6992, www.iascema.com



MISSION STATEMENT: The Scott County Emergency Management Agency exists under Iowa Code 29C for the purposes of county-wide preparedness, mitigation, response, recovery, detection, protection and prevention of natural or man-made disasters.

ACTIVITY/SERVICE:	Emergency Planning	DEPARTMENT:	68A		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	80 EMA		
BOARD GOAL:	Performing Organization	FUND:	BUDGET:	\$64,527	
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Revise multihazard plan to reflect ESF format		25%	40%	40%	10%
Update Radiological Emergency Response Plans		50%	50%	50%	50%
Update QCSACP (Mississippi Response) annually		50%	25%	25%	50%
Achieve county-wide mitigation plan		completed	annual maintenance	annual maintenance	annual plus mitigation updates

PROGRAM DESCRIPTION:

IAW Iowa Code 29C.9(6) Emergency planning means the annual maintenance of: the Scott County Multi-Hazard Emergency Operations Plan; Scott County Radiological Emergency Response Plans, and; the Quad Cities Sub-Area Contingency Plan for incidents on the Mississippi River

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
5 year project. Re-write emergency plan to reflect 15 emergency support functions	Achieving the desired outcome ensures coordinated response and recovery operations for any hazard event in Scott County	25%	40%	40%	10%
Annual update of Scott County Off-Site Radiological Emergency Response Plan (risk county Exelon)	Achieving the desired outcome ensures coordinated response operations and safety for Scott County citizens	50%	50%	50%	50%
Annual update of Scott County Off-Site Radiological Emergency Response Plan (host county DAEC)	Achieving the desired outcome ensures coordinated response operations to support evacuees from Linn County	50%	50%	50%	50%
Mitigation Planning	Assist County in producing a mitigation plan that is accepted by FEMA Plan completed pending local, state and federal approval	complete	Perform annual maintenance	Perform annual maintenance	Perform annual maintenance and mitigation action updates

ACTIVITY/SERVICE:	Training	DEPARTMENT:	EMA 68A		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	Responders		
BOARD GOAL:	Performing Organization	FUND:	80 EMA	BUDGET:	\$103,243
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
EMA Coordinator Training		100%	100%	100%	100%
Coordinate annual RERP training		100%	100%	100%	100%
Coordinate or provide other training as requested		100%	100%	100%	100%

PROGRAM DESCRIPTION:

Maintenance of dissemination of training and exercise opportunities for Scott County responders

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Meet State required 24 hours of professional development training annually	Meeting the requirement results in maintaining federal funding for this Agency	100%	100% begin work on CEM	100% begin work on CEM	100%
Coordinate / provide training for EOC staff and other agencies to support radiological emergency response	Annual documentation of coordination for or providing training required to maintain federal support of this agency.	100%	100%	100%	100%
Fulfill requests for training from responders, jurisdictions or private partners.	Meeting the needs of local agency / office training is a fundamental service of this agency and supports County wide readiness	100%	100%	100%	100%

ACTIVITY/SERVICE:	Organizational	DEPARTMENT:	EMA 68A	
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	80 EMA	County-wide
BOARD GOAL:	Performing Organization	FUND:	80 EMA	BUDGET: \$64,527
	OUTPUTS	2017-2018 ACTUAL	2018-2019 BUDGETED	2018-2019 PROJECTED
		12 MONTH ACTUAL		
Grant coordination activities	100%			
Information dissemination	100%	100%	100%	100%
Support to responders	met requests	meet expectations	meet expectations	met requests
Required quarterly reports. State and county	100%	100%	100%	100%

PROGRAM DESCRIPTION:

This program is what keeps this office functioning in order to provide a base to support training, exercise, planning, and, mitigation requirements for Scott County.

PERFORMANCE MEASUREMENT		2017-2018 ACTUAL	2018-2019 BUDGETED	2018-2019 PROJECTED	12 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
This program includes information dissemination made through this agency to public and private partners meetings.	100% Dissemination using multiple channels ensures info and opportunities reach all local partners	100%	100%	100%	100%
This agency has also provided support to fire and law enforcement personnel via EMA volunteer's use of our mobile response vehicles.	95%+ response to requests ensures effective use of these assets.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Exercises	DEPARTMENT:	EMA 68A		
BUSINESS TYPE:	Foundation	RESIDENTS SERVED:	80 EMA	County-wide	
BOARD GOAL:	Performing Organization	FUND:	80 EMA	BUDGET:	\$90,337
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
RERP		100%	100%	100%	100%
5 year HSEMD exercise program completion		100%	100%	100%	100%

PROGRAM DESCRIPTION:

This program includes exercise participation undertaken by the Scott County Emergency Management Agency and/or public/private response partners to meet the State 5 year plan, as well as active participation in the FEMA radiological exercise program

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
RERP evaluated or training exercises results completed without a deficiency noted	Trains all EOC and off-site agencies in the correct response to a radiological incident.	100%	100%	100%	100%
5 year exercise program requires a minimum of two tabletop or one functional exercise per year.	Requirement helps drive multi-agency planning for exercise goals, resulting in realistic outcomes for each agency / department	100%	100%	100%	100%

HUMANE SOCIETY



Director: Pam Arndt, Phone: 563-388-6655, Website: hssc.us

MISSION STATEMENT: The Humane Society of Scott County is committed to providing humane care and treatment for all animals entrusted to us. to care for homeless animals and protect those that are abused and neglected. To educate the communities we serve about spay/neuter and responsible ownership.

ACTIVITY/SERVICE:	Animal bite quarantine and follow-up	DEPARTMENT: Humane Society			
BUSINESS TYPE:	Community Add On	RESIDENTS SERVED:			640
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$10/mo admin
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of bite reports handled		525	600	600	594
Number of animals received rabies vaccinations at the clinics		208	225	225	294

PROGRAM DESCRIPTION:

Complete the bite reports, assure quarantine of the bite animal and follow up after the quarantine period is over. Issue citations when necessary. Iowa Code Chapter 351

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Bites have follow up.	97% of quarantined animals involved in a bite are followed up within 24 hours of the end of quarantine.	83.00%	97.00%	97.00%	93.00%
Reduce the number of animals involved in a bite without a current rabies vaccination.	Maintain offering 5 low cost rabies clinic held at the HSSC per year.	4 Clinics	5 Clinics	5 Clinics	4 Clinics
Ensure owned cats and dogs involved in bites get current rabies vaccination	Citations issued to 90% of pet owners for non compliance of rabies vaccination.	91.00%	90.00%	90.00%	83.00%

ACTIVITY/SERVICE:	Quarantine of Unowned animals at HSSC	DEPARTMENT: Humane Society			
BUSINESS TYPE:	Community Add On	RESIDENTS SERVED: 67			
BOARD GOAL:	Performing Organization	FUND: 01 General	BUDGET: \$8/dog \$6.50/cat \$10/mo admin		
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of bite cats and dogs quarantined at the HSSC		122	120	120	107
Number of bat exposures		37	25	25	46
Number of Dog vs Dog bites		93	80	80	76
Number of cats & dogs with current rabies vacc when bite occurred		284	290	290	297

PROGRAM DESCRIPTION:

Stray cats and dogs involved in a bite or scratch that breaks the skin are quarantined at the HSSC up to 10 days. Bats involved in bite or human exposure are sent for rabies test. Increase the number of cats and dogs involved in a bite having a current rabies vaccination.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Protect bite victims from possible rabies infection.	Rabies status is known for 100% of HSSC confined animals.	100.00%	100.00%	100.00%	100.00%

ACTIVITY/SERVICE:	Animal Control	DEPARTMENT: Humane Society		
BUSINESS TYPE:	Community Add On	RESIDENTS SERVED:		450
BOARD GOAL:	Great Place to Live	FUND:	01 General	BUDGET: \$33,317
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH
				ACTUAL
Cost per animal shelter day		\$9.93	\$10.50	\$10.50
Cost per county call handled		\$40.00	\$40.00	\$40.00
Total number of animals adopted		39.00%	35.00%	35.00%
Total number of animals returned to owner		51.00%	28.00%	28.00%

PROGRAM DESCRIPTION:

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Animals will be placed back into their home	20% of strays from unincorporated Scott County are returned to their owner.	19.00%	20.00%	20.00%	14.00%
Animals will be placed in a home	25% of strays from unincorporated Scott County are adopted.	47.00%	26.00%	26.00%	39.00%
Animals will be placed back into their home	95% of strays returned to their owner from unincorporated Scott County are returned within 6 days.	87.00%	93.00%	93.00%	90.00%
Return more stray animals to their owners by offering micro-chipping clinics along with the rabies clinics.	Increase the number of animals micro-chipped at clinics by 10%	83	52	52	122

1 Animal Control		DEPARTMENT: Humane Society		
BUSINESS TYPE:	Community Add On	RESIDENTS SERVED:		162
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$40/trip
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	PROJECTED
Total number of animals brought in from rural Scott County		160	210	210
Number of calls animal control handles in rural Scott County		165	185	185
Total number of stray animals brought in from rural SC by citizens		94	2019	128
Total number seized animals brought in from rural SC by animal control		66	115	115

PROGRAM DESCRIPTION:

Respond to complaints and pick up strays that have been running loose and are confined in unincorporated Scott County. Return strays to their owners when claimed. Scott County Code Chapter 34

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Protect public and animals from injury	60% of dispatched calls for animals running at large will result in the animal being secured.	68.00%	57.00%	57.00%	55.00%
Protect public and animals from injury	65% of dispatched calls for animals running at large will result in the animal being confined and impounded.	92.00%	62.00%	62.00%	74.00%

County Library

Director: Tricia Kane, Phone: 563-285-4794, Website: scottcountylibrary.org

MISSION STATEMENT: It is the mission of the Scott County Library System to make available library materials and

ACTIVITY/SERVICE:	Public service - Community reach	DEPARTMENT:	Library
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	27,864
BOARD GOAL:	Performing Organization	FUND:	01 General
		BUDGET:	\$302,786
	OUTPUTS	2017-18 ACTUAL	2018-19 BUDGETED
		2018-19 PROJECTED	12 MONTH ACTUAL
Physical items checked out		164,614	153,000
People visiting physical locations		116,426	114,000
Program attendance		19,596	22,000
New services added		18	8
Library cardholders		14,138	14,000

PROGRAM DESCRIPTION:

Provide a variety of library materials, information and programming for people of all ages.

PERFORMANCE MEASUREMENT		2017-18 ACTUAL	2018-19 BUDGETED	2018-19 PROJECTED	12 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
Provide a variety of library materials	Maintain a physical circulating collection	164,614	153,000	153,000	155,352
Serve a variety of age groups	Provide access to physical locations throughout the county	116,426	114,000	114,000	113,694
Provide a variety of programming options	Increase program attendance	19,596	22,000	22,000	33,653
Vary services based on changing demands	Try new programs, services, and materials	18	8	8	11
Library cardholders	Maintain a current database of library users	14,138	14,000	14,000	14,185

ACTIVITY/SERVICE:	Public Service-Digital	DEPARTMENT:		Library
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:		27,864
BOARD GOAL:	Performing Organization	FUND:	Choose One	BUDGET: \$87,250
OUTPUTS		2017-18	2018-19	2018-19
		ACTUAL	BUDGETED	PROJECTED
# of downloads - digital materials		39,575	20,000	20,000
# of streamed items - digital materials		2,776	1,575	1,575
# of items accessed, not downloads or streaming - digital materials		120,798	130,000	130,000
				12 MONTH ACTUAL
				28,228
				6,515
				130,679

PROGRAM DESCRIPTION:

Go Digital Initiative-Digital interaction

PERFORMANCE MEASUREMENT		2017-18	2018-19	2018-19	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Provide access to digital materials to library cardholders	Maintain digital databases and services	163,149	151,575	151,575	165,422

ACTIVITY/SERVICE:	Public Service-Communications	DEPARTMENT:	Library	
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:		27,864
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET: \$125,000
OUTPUTS		2017-18	2018-19	2018-19
		ACTUAL	BUDGETED	PROJECTED
Staff interaction		21,627	25,742	25,742
Newsletter reach		1,239	1,500	1,500
Annual report produced		1	1	1
Social media followers		2,055	2,150	2,150
				12 MONTH ACTUAL
				24,756
				1,786
				1
				2,395

PROGRAM DESCRIPTION:

Tell the library story in a variety of formats and using numerous platforms.

PERFORMANCE MEASUREMENT		2017-18	2018-19	2018-19	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Staff physical locations and provide online and phone support for the community	Number of customer service contacts	21,627	25,742	25,742	24,756
Publish monthly newsletters for various age groups	Send at least 12 newsletters per year	100%	100%	100%	100%
Provide stakeholders with an annual report	Publish the report annually	1	1	1	1
Communicate with the public via social media	Maintain social media presence on relevant platforms	2,055	2,150	2,150	2,395

ACTIVITY/SERVICE:	Public Service-Communications	DEPARTMENT:	Library	
BUSINESS TYPE:	Core	RESIDENTS SERVED:	27,864	
BOARD GOAL:	Financially Responsible	FUND:	01 General	BUDGET: \$65,000
OUTPUTS		2017-18	2018-19	2018-19
		ACTUAL	BUDGETED	PROJECTED
Appropriations from Scott County		574,740	580,036	580,036
Average Service Hours Per Week		187	187	194
Total Employees		29	29	29

PROGRAM DESCRIPTION:

To provide administration of the library budget while providing superior library service to the residents of Scott County.

PERFORMANCE MEASUREMENT		2017-18	2018-19	2018-19	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Prepare reports and provide data to shape the direction of library services.	Library Board will meet at least 10 times per year.	10	10	10	10
Collections of library materials are current, relevant and satisfy patron needs.	Collection maintenance and selection performed on all collections.	100%	100%	100%	100%
Provide superior library service in the most cost effective way.	Monitor expenses and stay within budgeted amounts.	100% of expenses remain within budget	100% of expenses remain within budget	100% of expenses remain within budget	100%

Medic Ambulance



Director: Linda Frederiksen, Phone: 563-323-1000, Website: www.medicems.com

MISSION STATEMENT: The mission of MEDIC EMS is to improve the health of our community by providing professional emergency medical services and compassionate care.

ACTIVITY/SERVICE:	911 Ambulance Response	DEPARTMENT:	Medic		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	county-wide		
BOARD GOAL:	Performing Organization	FUND:	01 General	BUDGET:	\$0
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Requests for ambulance service		33,558	33,000	33,000	32,314
Total number of transports		24,725	24,000	24,000	23,854
Community CPR classes provided		155	150	150	293
Child passenger safety seat inspections performed		39	6	6	18

PROGRAM DESCRIPTION:

Provide advanced level pre hospital emergency medical care and transport.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Urban response times will be: Code 1 < 7 minutes 59 seconds, Code 2 < 9 minutes 59 seconds, and Code 3 < 14 minutes 59 seconds	Response time targets will be achieved at > 90% compliance	86.30%	Code 1-90%, Code 2-90%, Code 3-90%	Code 1-90%, Code 2-90%, Code 3-90%	Code 1-83.62% Code 2-92.61% Code 3-95.18%
Rural response times will be Code 1 <14minutes 59 seconds, Code 2 < 17 minutes 59 seconds, and Code 3 < 19 minutes 59 seconds	Response time targets will be achieved at > 90% compliance	89.830%	Code 1-90%, Code 2-90%, Code 3-90%	Code 1-90%, Code 2-90%, Code 3-90%	Code 1-87.14% Code 2-93.21% Code 3-94.71%
Increased cardiac survivability from pre-hospital cardiac arrest	% of cardiac arrest patients discharged alive	all arrests-18.7%, VF/VT-46.7%	all arrests-22.0%, VF/VT arrests-49%	all arrests-22.0%, VF/VT arrests-49%	All arrests-17.12%, VF/VT 40%

Visit Quad Cities

Director: Dave Herrell, Phone:

Website: www.visitquadcities.com



MISSION STATEMENT: To enhance the quality of life and economic development for residents and visitors by marketing the Quad Cities region as an outstanding Midwest convention and tourism destination.

ACTIVITY/SERVICE:	External Marketing to Visitors	DEPARTMENT:	QCCVB	
BUSINESS TYPE:	Community Add On	RESIDENTS SERVED:	All residents	
BOARD GOAL:	Choose One	FUND:	Choose One	BUDGET: \$70,000
OUTPUTS		2017-18 ACTUAL	2018-19 BUDGETED	2018-19 PROJECTED
				12 MONTH ACTUAL

PROGRAM DESCRIPTION:

The QCCVB increases visitor expenditures and overnight stays through strategic sales, marketing, and services. We promote and package the Quad Cities to attract and meet the needs of meetings, conventions, group tours, sporting events and competitions, special interest groups, and the leisure traveler. We are also community liaison for enhancing the quality of life for current and potential new residents, by supporting the development of new attractions, events, and special interests. Scott County residents benefit from increased hotel/motel tax revenues, sales tax revenues, food & beverage taxes, and gaming revenues and taxes. The increased expenditures received from visitors, keeps property taxes low. State tourism reports the benefit to each resident to be on average \$500 less in property taxes every year.

PERFORMANCE MEASUREMENT		2017-18 ACTUAL	2018-19 ACTUAL	2018-19 PROJECTED	12 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
Increase Hotel/Motel taxes and Retail Sales Taxes to the County	Increase of 5% over previous Fiscal Year	\$ 4,807,186	\$ 4,500,000	\$ 4,500,000	\$ 4,892,175
Increase visitor inquiries processed, documented and qualified	Increase of 2% over previous Fiscal Year	\$ 385,936	\$ 345,000	\$ 345,000	\$ 386,048
Increase group tour operator inquiries processed, documented and qualified	Increase of 2% over previous Fiscal Year	\$ 1,602	\$ 1,450	\$ 1,450	\$ 1,489
Increase convention/meeting planner and trade show leads	Increase of 2% over previous Fiscal Year	\$ 3,074	\$ 2,700	\$ 2,700	\$ 2,907

Quad Cities First

Director: Paul Rumler, Phone: 563-322-1706, Website: quadcitiesfirst.com



MISSION STATEMENT: Quad Cities First is the regional economic development arm of the Quad Cities Chamber charged with marketing the Quad Cities region to companies looking to relocate or expand in our market.

ACTIVITY/SERVICE:		DEPARTMENT: QC 1st		
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:		All Residents
BOARD GOAL:	Economic Growth	FUND: 01 General	BUDGET:	\$70,000
OUTPUTS		2017-2018	2018-2019	2018-2019
		ACTUAL	BUDGETED	12 MONTH
			PROJECTED	
New Prospects/Projects		28	50	50
Businesses Attracted		1	4	4
Number of Jobs		4	300	300
Capital Investment	leased space		\$100M	\$100M
Company Visits/Targets		56	80	80
Industry Trade Shows/Conferences		13	10	10
Site Selector Meetings		41	100	100
Marketing -Website Visits		23,349	20,000	20,000

PROGRAM DESCRIPTION: Business Attraction

Marketing the Quad Cities externally for the purpose of attracting new investment and generating high quality jobs

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
New Prospects/Projects		28	50	50	33
Businesses Attracted		1	4	4	1
Number of Jobs		4	300	300	250
Capital Investment		leased space	\$100 M	\$100 M	N/A
Company Visits/Targets		56	80	80	110
Industry Trade Shows/Conferences / Prospect Forums		13	10	10	9
Site Selector Visits		41	100	100	73
Marketing-Website Visits		23,349	20,000	20,000	27,185

ACTIVITY/SERVICE:	Prospect Management	DEPARTMENT:	QC First	
BUSINESS TYPE:	Quality of Life	RESIDENTS SERVED:	All residents	
BOARD GOAL:	Economic Growth	FUND:	01 General	
OUTPUTS	2017-2018	2018-2019	2018-2019	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUAL
New Propects	12	45	45	26
Business Retained and Expanded	4	10	10	11
Number of Jobs	568	200	200	980
Capital Investment	\$169.2 MIL	\$20 M	\$20 M	\$85.60
Number of BRE/Company Visits	63	150	150	145
Number of Assists Made	189	250	250	462

Helping retain and expand existing companies in the Quad Cities.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
New Prospects/Projects		12	45	45	26
Businesses Retained & Expanded		4	10	10	11
Number of Jobs		568	200	200	980
Capital Investment		\$169.2 MIL	\$20 M	\$20 M	\$85.6 M
Number of BRE/Company Visits		63	150	150	145
Number of Assists Made		n/a	250	250	462

Greater Davenport Redevelopment Corporation - GDRC



Executive Director: Roy Wennlund Phone: 563/884-7559 Website: gotodavenport.com

MISSION STATEMENT: The GDRC is a non-profit, public-private industrial development organization for the City of Davenport. It provides arms-length real estate transactions with privacy and confidentiality.

ACTIVITY/SERVICE:	Business Attraction / Expansion	DEPARTMENT: GDRC	
BUSINESS TYPE:	Core	RESIDENTS SERVED: All Residents	
BOARD GOAL:	Economic Growth	FUND: 01 General	BUDGET: \$30,000
OUTPUTS		2017-2018	2018-2019
		ACTUAL	BUDGETED
			PROJECTED
			12 MONTH ACTUAL
Market & manage EIIC & other industrial properties			

PROGRAM DESCRIPTION:

GDRC provides arms-length real estate transactions for any industrial property for sale in Davenport. The principal offering is the Eastern Iowa Industrial Center at I-80 and NW Blvd. in north Davenport.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Market and manage the EIIC and other industrial sites throughout Davenport/Scott County	GDRC has had a successful fiscal year with 5 land sales completed - exceeding expectations for FYTD.	Sold 14.73 acres at \$44,500 per acre and 40 acres at \$44,500 per acre. Sold 4 acres to City of Davenport at \$22,000 per acre. Offer made and rejected to purchase 160 acres from Shrine. Currently reviewing prospect of additional 150 acre land purchase adjacent to EIIC. New Signage install underway. Prepared RFP for current owner to expand current facility. Held Owners meeting.	Continue to pursue the purchase of the Shriner land as well as continue to investigate the acquisition of additional property to the West of EIIC. Work on selling Lots 6 and 15 in EIIC. Submit retention pond maintenance plan to City of Davenport.	Continue to pursue the purchase of the Shriner land as well as continue to investigate the acquisition of additional property to the West of EIIC. Execute transition plan for new Executive Director. Conduct 10 marketing calls. Revise and update sales literature. Revise and update web site. Work on selling Lots 6 and 15 in EIIC.	The Shriner land is still being investigated. Personnel transitions by both GDRC and Shriners have moved follow up negotiation to a 2019-2020 time frame. The new Executive Director has transitioned well. Between current and past Executive Director, marketing calls were made. Sales literature is pending availability of new aerials that will ready early in the 2019-2020 year. Portions of the web site were updated. Balance is pending new aerials. No current prospects for lots 6 and 15

SECC



Dave Donovan, Director, 563-484-3036, david.donovan@scottcountyiowa.com

MISSION STATEMENT: With integrity and respect we provide superior Public Safety Dispatch services in an efficient and accurate manner. We are committed to serve the citizens and responders of Scott County with the highest standards to protect life, property, and the environment.

ACTIVITY/SERVICE:	Training	DEPARTMENT:	SECC	
BUSINESS TYPE:	Core	RESIDENTS SERVED:	89 SECC	county-wide
BOARD GOAL:	Performing Organization	FUND:		BUDGET: \$35,000
OUTPUTS		2017-2018 ACTUAL	2018-2019 BUDGETED	2018-2019 PROJECTED
Audit and revise new employee training program		100%	100%	50%
Audit and revise Certified Training Officer (CTO) Program		100%	100%	75%
Increase number of cross-trained personnel		60%	100%	10%
Achieve Professional Accreditation		50%	80%	N/A

PROGRAM DESCRIPTION:

Maintenance of all training programs within the organization including: training of all new employees, maintenance training of all Certified Training Officers (CTOs), ongoing professional development training, continuing education training, cross training of all personnel as needed, and obtaining and maintenance of any professional accreditation training.

PERFORMANCE MEASUREMENT		2017-2018 ACTUAL	2018-2019 BUDGETED	2018-2019 PROJECTED	12 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
Our current training curriculum has not gone through a comprehensive review and update in over six years. Updating the training curriculum assures training keeps pace with current industry standards.	Once completed and implemented our employees will receive training commensurate with changes in technology, changes in institutional practices and policies and as a result be better prepared to respond to our constituents.	100%	100%	50%	75%
The requisite and remedial training program for our CTO's is in need of revision to ensure the program meets the future needs of CTO's thereby helping to guarantee the success of our Dispatchers.	This revision will provide a standardized methodology and instructional practice ensuring all CTO's are training are covering all the required subjects and doing so in a consistent manner. This update will also help use to ensure all CTO's are operating from a common platform.	100%	100%	75%	75%
Achieve three-discipline certification for all Dispatchers.	This will provide flexibility for staff movement and decrease the amount of overtime necessary. Will also assist in making the center more consolidated.	60%	100%	10%	0%
Identify and complete/meet the necessary requirements for attainment of National Center Accreditation.	Meeting the requirements for National Accreditation is the first step in becoming an Accredited Center which provides third party validation we are moving SECC forward in a manner consistent with industry standards.	50%	80%	N/A	0%

ACTIVITY/SERVICE:	Communication	DEPARTMENT:	SECC		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	89 SECC		County-wide
BOARD GOAL:	Performing Organization	FUND:		BUDGET:	\$7,159,543
		2017-2018	2018-2019	2018-2019	12 MONTH
OUTPUTS		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Improve internal communications		Ongoing Eval	Ongoing Evaluation	25%	25%
Improve external communications with partner agencies		Ongoing Eval	Ongoing Evaluation	75%	50%
Improve customer service		100%	Ongoing Evaluation	Ongoing Evaluation	ongoing
Reinvent SECC's website		70%	Ongoing Evaluation	25%	25%

PROGRAM DESCRIPTION:

Providing efficient, timely, and accurate communication is the foundation of our organization. We strive to comply with all communication benchmarks outlined in the national standard set by NFPA 1221 which includes standards for all Public Safety Answering Points (PSAPs).

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Part of the Strategic Plan identified this as an area of opportunity and we have implemented a number of initiatives to improve communications with our staff.	Improving communications improves overall organizational effectiveness and strengthens the bond between the center and the community.	Ongoing Eval	Ongoing Evaluation	25%	25%
Part of the Strategic Plan identified our communication with our partner agencies need more focused attention and we have actively engaged our partners to improve this area to improve communications.	Improving communications improves overall organizational effectiveness and strengthens the relationships between the center and our partner agencies.	Ongoing Eval	Ongoing Evaluation	75%	50%
Enhance our customer service efforts through more concentrated focus in this area and by infusing our Values in our public contacts.	Improving customer service helps the organization provide a better quality service to all of the citizens of Scott County.	100%	Ongoing Evaluation	Ongoing Evaluation	ongoing evaluation
By reinventing SECC's website we can enhance our public outreach programing.	This will help SECC establish a better rapport with the community and the agencies we serve by providing real-time public safety information as well as providing news stories too help the general public better understand our mission and role in the community.	70%	Ongoing Evaluation	25%	25%

ACTIVITY/SERVICE:	Management and Planning	DEPARTMENT:	SECC		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	89 SECC	BUDGET:	\$453,957
BOARD GOAL:	Performing Organization	FUND:			
		2017-2018	2018-2019	2018-2019	12 MONTH
OUTPUTS		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Revise Management Job Descriptions		Ongoing Eval	Ongoing Eval	Ongoing Eval	100%
Revise hiring process		60%	100%	100%	100%
Develop a succession plan		70%	100%	25%	0%
Improve interagency coordination		Ongoing Eval	Ongoing Eval	75%	75%

PROGRAM DESCRIPTION:

Management and Planning are vital to any organization to help keep the organization moving forward into the future. This allows SECC to keep up to date with the ever changing society and the expectations that go along with the ever changing needs of society.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Revise Management Job Descriptions to clearly define responsibilities, reporting and accountabilities.	This will help further define all organizational management positions and create a more efficient workforce by not duplicating efforts.	Ongoing Eval	Ongoing Eval	Ongoing Eval	100%
Revise hiring process to help identify those candidates most likely to succeed as a Dispatcher.	This will help provide a better employee selection process which ultimately will help choose a candidate who has the best chance for success thereby reducing the failure rate of prospective dispatchers and increase chances for employee retention.	60%	100%	100%	100%
Develop a succession plan so we are prepared to professionally respond to the loss of key members of the supervisory and management team.	To be successful we need to place the right people in the right positions and then assure they get the appropriate formal training and mentoring from more tenured members of the team. If we are successful we will be positioned to have employees ready for advancement when openings occur. It also provides a clear roadmap for employees aspiring to advance within SECC.	70%	100%	25%	0%
Improve interagency coordination to positively impact all levels of the organization. We continue to aggressively work with our partners to move to the middle to help facilitate our consolidation effort.	This will help SECC establish a better rapport with the agencies and increase confidence thereby breaking down barriers to allow for a paradigm shift needed to become more efficient and effective in our service delivery efforts (consolidation).	Ongoing Eval	Ongoing Evaluation	75%	75%

ACTIVITY/SERVICE:	Public Awareness	DEPARTMENT:	SECC		
BUSINESS TYPE:	Core	RESIDENTS SERVED:	County-wide		
BOARD GOAL:	Great Place to Live	FUND:	89 SECC	BUDGET:	\$3,000
OUTPUTS		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Create an Education Team		Ongoing	Ongoing	100%	100%
Develop Public Outreach Program		100%	Ongoing	85%	85%

PROGRAM DESCRIPTION:

Public awareness is an area that needs to be strengthened within SECC. The Public Education Team will help the citizens and stakeholders recognize SECC and an organization but also assist in showing others what SECC does and how SECC is a benefit to the community.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Create and develop an Education Team to deliver of public outreach programming to residents of Scott County.	This will allow members of SECC to help our public safety responders and citizen better identify with SECC personnel and SECC as an organization.	Ongoing Evaluation	Ongoing Evaluation	100%	100%
An area identified in the Strategic Planning process was a fundamental absence of a coordinated approach for public outreach programming. We are committed to develop and implement public outreach programming designed to enhance the safety of all residents and special populations (schools and seniors) of the County.	The goal of the Public Outreach Program is to engage all areas of the public we serve and to help them learn more about and understand what SECC does for the community, and how important our mission is to the quality of life within the county.	100%	Ongoing Evaluation	85%	85%

ACTIVITY/SERVICE:	Infrastructure/Physical Resources	DEPARTMENT:	SECC	
BUSINESS TYPE:	Core	RESIDENTS SERVED:	89 SECC	County-wide
BOARD GOAL:	Financially Responsible	FUND:	89 SECC	BUDGET: \$448,500
		2017-2018	2018-2019	2018-2019
OUTPUTS		ACTUAL	BUDGETED	PROJECTED
Evaluate Interior/Exterior of Building		100%	100%	100%
Evaluate Building Access and Security		Ongoing Eval	Ongoing Eval	100%
Update CAD System		100%	100%	100%
Review and Update Radio System		70%	100%	100%

PROGRAM DESCRIPTION:

Maintaining and continually updating the infrastructure and physical resources is vital to help keep the organization as current and in the best physical condition possible.

PERFORMANCE MEASUREMENT		2017-2018	2018-2019	2018-2019	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Evaluate the exterior of the Building	This audit of our building and related systems helps place SECC in the best position to provide fail-safe operations for our critical mission.	100%	100%	100%	100%
Evaluate Building Access and Security and make specific security recommendations to protect the staff from those who may want to interrupt our ability to complete our mission.	This will allow us to help keep all of the personnel secure while working inside the building but also maintain the integrity of all data. It also affords us the ability to focus on our mission objectives while providing a feeling of general safety among all staff.	Ongoing Evaluation	Ongoing Evaluation	100%	100%
Update CAD System to provide more functionality for the dispatchers and users of the system which will increase effectiveness.	This will allow for future growth of the organization, better functionality for all personnel, and ultimately better service for our agencies and citizens.	100%	100%	100%	100%
Review and make recommendations to update the current radio system thereby creating better radio coverage for all public safety responders and increasing officer safety.	This will allow better functionality and interoperability for all the public safety agencies we serve.	70%	100%	100%	100%