

# Administration

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

## 2019 Accomplishments

### Human Resources

- Continued involvement in new employee orientation program; and onboarding.
- Recruited and interviewed for a Human Resources Director which began at the beginning of 2020; worked to reorganize essential department functionality and reprioritize activity.
- Hosted Operational Effectiveness for the Department Head (Leadership Team) between October 2019 and ending in early January 2020.)

### Finance & Budget Administration

- Worked closely with Finance Director, Finance and Budget Committee, County Board and staff to administer adopted 2019 county budget.
- Continued to work on developing long term strategies addressing decrease in state revenues/tax levy controls/labor negotiations/infrastructure vs. operational needs.
- Continued work with the Capital Improvement Plan to correlate long-term borrowing and financing into the model.

### Public Safety

- Continued support and involvement with the Criminal Justice Coordinating Council and its efforts to implement CJCC Strategic Plan elements and facilitate management of CJCC Director.
- A jail population study was completed that provided a snapshot of activities to date that have positively affected the jail population and highlighted areas for additional research and process changes.

### Human Services

- Worked closely with the Finance Director and the DHS Leadership Team with financial mitigation efforts.

### Economic Development Activities

- Continued involvement with EDC, Momentum West and Industrial Development Agency to foster economic development in Eau Claire County.

### Additional Projects/Activities

- Participated in Chippewa Valley Rally, WCA Legislative Exchange, WCA Annual Convention, ICMA Annual Conference to gain knowledge in field.
- Organized legislative breakfast meetings with area legislators.
- Assisted County Board Chair with Annual "State of the County" address for Chamber of Commerce
- Continued the work with the Facilities Master Plan
- Provided interviews for media on county-related issues / updates.

- Participated in discussions with the shared Communications Center (911) and plans for communications infrastructure.
- Continued process for capacity development of the management team. Specifically, execution of peer learning and growth opportunities: Operational Effectiveness sessions.
- Worked with a facilitator, departments, board and other stakeholders to prepare for the 2020-2022 strategic plan.
- Pre-planned strategic planning and enhanced citizen engagement. Created a platform that is replicable and reusable for sessions throughout the year in person and remotely.
- Updated Board Orientation materials and enhanced access to materials for the Board.
- Worked to make committee meetings and agendas adhere to a universal format for clarity of the members, board, and public.
- Streamlined and made easily and widely available narrative and financial reports on our website titled “Report Central”
- Weekly, bi-monthly, monthly, and quarterly (depending on department) meetings with department heads on progress and concerns of the department
- Restructured risk and safety management and process.
- Worked to establish the Broadband initiative that will allow collaboration county-wide to increase broadband service in the county.
- Worked to increase overall communications platforms to board, citizens, and employees.
- Continued reorganization of the administrative function.

**Alignment with Strategic Plan**

<b>Ensure Financial Stability.</b>	<b>Innovate and adapt.</b>	<b>Improve Collaboration</b>
Work with department managers on process improvement strategies.	Process mapping to identify efficiencies and develop automated workflows.	Reviewed solutions to creating, sharing and moving information through the organization (contracts, legislation)
Investment into information technology to support the transition to electronic workflows that add efficiency and improve customer experience.	Worked with departments to initiate reorganization discussions.	Website design and social media to enhance communication with broad constituencies.
	Working with departments to identify LEAN practices.	

**2020 Future Opportunities**

Eau Claire County and all local governments will continue to be faced with annual budget challenges as the State and Federal governments try to manage long term structural deficits; and mitigate borrowing as a funding source for roads and technology infrastructure. Pressure in the form of increased crime linked to meth use pressures county systems in multiple areas. Ongoing investment in real property assets will be a major budget challenge and require long term cost saving and revenue strategies.

COVID-19 has required the redeployment of staff and resources to both response and recovery. Multiple task forces have been formed to navigate the quickly changing landscape for the community and county government. The focus for discussion at the department level will be around simplified, streamlined processes.

Another challenge is the enhancement of critical tools necessary to assist the county in managing the changing fiscal and political environment, including performance management, shared service initiatives and citizen engagement. We will continue to look at structure in order to develop a flexible and adaptive organization. Disruptive technologies will influence the way in which we operate and the transformation to a workforce of knowledge workers and automated workflows will continue.

- ▶ Building a sense of community within all departments
- ▶ Educate the County Board and provide tools
- ▶ Online Reports
- ▶ Ongoing Educational Forums
- ▶ Succession Planning
- ▶ Organization effectiveness
- ▶ Compensation/Competition for talent
- ▶ Facilities master plan & capital planning
- ▶ Building Safety
- ▶ Work with teams to development "change management" strategies
- ▶ County-wide Initiative for shared data & workflows
- ▶ Financial Sustainability
- ▶ Compensation/Competition for talent
- ▶ Targeted meaningful citizen engagement

<b>OUTPUTS</b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>2018</u></b>	<b><u>2019</u></b>
Number of Community Events Attended	74	69	65	71	42
Number of Meetings Attended	354	514	478	411	665
Number of Board, Commission, Vacancies Recruited	17	21	15	16	21
# of Committee Agendas Prepared	50	56	17	28	40
# of County Board Agendas /Addendums prepared	23	27	9	15	21
# of Resolutions/Ordinances	144	151	51	80	121

\*YTD indicates Jan-Jun Results

<b>OUTCOMES</b>	<b><u>Benchmark</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>2018</u></b>	<b><u>2019</u></b>
Cost per resident for Medical Examiner services	<u>N/A</u>	<b>New in 2019</b>			<b><u>\$3.24</u></b>
Employees surveyed will indicate basic understanding of code of conduct.	<u>1:1</u>	<b>New in 2019</b>			<u>N/A</u>
Strategic plan identifies focused goals and meaningful process as identified by survey of participants.	<u>1:1</u>	<b>New in 2019</b>			<u>N/A</u>
Contracts for shared services updated.	<u>100%</u>	<b>New in 2019</b>			<u>N/A</u>