

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.

2020 Accomplishments

Risk Management

- Was able to provide MSHA safety training for the Highway Department in March prior to Covid and held Safety Day outside in October to meet Covid safe distancing requirements.
- Performed facility safety reviews.
- Significant reductions in Worker's Comp costs and injuries were noted in 2020 which led to lower expenditures for the county and fewer employees being injured.
- Provided New Employee Orientation throughout the year
- Assisted the Emergency Operations Center with PPE distribution since March 2020

Human Resources

- Continued involvement in new employee orientation program; and onboarding.
- Review of total rewards strategy.
- Equity, Diversity and Inclusivity – development of a taskforce that focused on taking the pulse of the organization; and developing recommendations for future action.
- Worked with the Human Resources team, city partners and the taskforce to create an EDI position. Work informed by national models.

Finance & Budget Administration

- Worked closely with Finance Director, Finance and Budget Committee, County Board and staff to administer adopted 2021 county budget. The budget process underwent significant change to enhance participation by the board and community.
- 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.
- Focus on developing tools that move from strategy to budget planning – to work plans and implementation.

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.

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

- Worked closely with the Emergency Operations Center (EOC) and Health Department to continue efforts to mitigate the COVID-19 Pandemic both in the area of health and economic recovery. Provided support as the government liaison for the EOC.
- Transitioned to virtual meetings for Committees and the County Board
- Implemented an employee newsletter to decrease the amount of daily emails and increase communication to employees in one spo.
- Participated in Chippewa Valley Rally, WCA Legislative Exchange, WCA Annual Convention, ICMA Annual Conference to gain knowledge in field.
- Assisted County Board Chair with Annual “State of the County” address for Chamber of Commerce.
- Provided interviews for media on county-related issues / updates.
- Participated in discussions with the shared Communications Center (911) and plans for communications infrastructure.
- Completed Operational Effectiveness sessions with Department Heads and implemented a new budget process as a result of that work.
- Worked with a facilitator, departments, board and other stakeholders to create the 2020-2022 strategic plan.
- Held Speak your Peace sessions with the community to identify needs and begin to create the strategic plan; and a forum for continued citizen engagement.
- Updated Board Orientation materials and enhanced access to materials for the Board as well as creating training material for online meeting platforms.
- Worked to make committee meetings and agendas adhere to a universal format for clarity of the members, board, and public.
- 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.
- Continued the work with 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.
- Transitioned many of our workforce to remote work, updated policies and procedures.
- Acted as Committee Clerk for Administration, Human Resources, Library Planning Committee, Covid-19 Taskforce, CJCC and interim for Parks and Forest. Assisted in the completion of agendas for the Broadband Committee.
- Provided moderating support for virtual County Board Meetings
- Skip the Trip campaign and building and operational workflows during pandemic.
- Laid the groundwork with our internal team and external partners for Passenger Rail, Sustainability, and other collaborative efforts.

Alignment with Strategic Plan

Ensure Financial Stability.	Innovate and adapt.	Improve Collaboration
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.	Worked extensively with community partners as part of the COVID-19 response.

2021 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 mental health and wellbeing pressures county systems in multiple areas.

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; and learning from COVID-19. The Skip the Trip campaign has changed the way we provide service.

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.

Our focus in 2021 is toward Equity, Diversity and Inclusion and how that informs all we do. Moving our sustainability efforts forward and engaging with regional partners around passenger rail.

- ▶ 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

OUTPUTS

2016

2017

2018

2019

2020

Number of Community Events Attended	69	65	71	42	18
Number of Meetings Attended	514	478	411	665	931
Number of Board, Commission, Vacancies Recruited	21	15	16	21	34
# of Committee/Board/Council/Taskforce Agendas Prepared	56	17	28	40	77
# of County Board Agendas /Addendums prepared	27	9	15	21	24
# of Resolutions/Ordinances	151	51	80	121	137

*YTD indicates Jan-Jun Results

OUTCOMES	Benchmark	2017	2018	2019	2020
Cost per resident for Medical Examiner services	<u>N/A</u>	New in 2019		\$3.24	\$3.11
Employees surveyed will indicate basic understanding of code of conduct.	<u>1:1</u>	New in 2019		N/A	<u>(1)</u>
Strategic plan identifies focused goals and meaningful process as identified by survey of participants.	<u>1:1</u>	New in 2019		N/A	<u>(1)</u>
Contracts for shared services updated.	<u>100%</u>	New in 2019		N/A	<u>100%</u>

(1) These surveys were not conducted in 2020 due to the need to reallocate resources to COVID-19 response.