



Providing quality, innovative, and cost-effective services that safeguard and enhance well-being.

2024 QUARTER 1 | ADMINISTRATION/RISK MGMT.

SELECTED PERFORMANCE MEASURES

Meetings Attended (County Administrator): 220 (Risk Manager): 73
Community Events: 7

Employees surveyed will indicate basic understanding of Code of Conduct 1:1

Experience Modification Rate: .75 (Goal is <1.0)

SUMMARY OF CURRENT ACTIVITIES

- Current initiatives in process
 - Rural Partners Network (Host Community)
 - Communications and Crisis Communications – notification systems for partner agencies
 - External communications (exploring forms of an application for cell phones)
 - Management of the Budget webpage
 - 2024 Social Media Plan (Instagram, Twitter, Facebook, LinkedIn); communications strategy; employee townhall
 - Economic forecast
 - The Employee Gateway (in place of the Employee Extranet)
 - WPPA negotiations
 - UniverCity
 - Ongoing County Code reviews and updates
 - ARPA funding
 - County board onboarding/orientation
- Continuation of Employee Connections (monthly employee newsletter)
- State of the County presentation at Eggs and Issues for Eau Claire Chamber.
- Participation in power outage emergency management scenario
- Held MSHA training for Highway Staff in March '24 so they can enter gravel pits.
- Meeting regularly to improve training efforts at Highway and determining equipment experience levels to allow for better scheduling of staff and resources.
- Attended Mental Health/Wellness training offered by Sheriff's Dept and paid for by City and County Risk Management
- Human Resources
 - Priority identification and planning – identifying strategy for 2024 budget and roll out
 - Policy Manual modifications / review
 - Employee input group is being reformed for shared decision-making model. VOICES is up and running.
 - Capacity building within departments to support change in coaching / mentoring models
- Performance management process is underway and is linked to connection points between strategic plan, budget, quarterly reports, and work plans.
 - A separate work group will be tasked with providing linkage with the strategic planning process.
 - Discussion and input with Department Heads in November/December: testing various forms for quarterly, annual and budget documents.
 - Development of recommendations for changes to process to be shared with Committee on Administration in early 2024
- Finance and Budget
 - 2024 budget compilation, finalization
 - Capital Projects – developing planning strategy consistent with Board desire on investment and debt.
- Discussion with Finance and Budget.

Our Core Behaviors:

Proactive Ownership | Infinite Possibilities | Customer First | Stronger Together | Ardent Learners | Unwavering Respect

- o Continued research into policy areas for improvements to processes
- Committees and Taskforces supported.
 - o Passenger Rail Commission coordination and meetings (including a newly formed Rail Commission subcommittee)
 - o Conduct Inquiry Board
 - o Opioid Settlement Taskforce
 - o Committee on Human Resources
 - o Committee on Administration
 - o County Board of Supervisors
 - o Broadband Committee
 - o Regional Partners Network: Regional trail development – signature project.
 - o EMS Study Taskforce
 - o Compensation and Performance Management
- Rural Partners network coordination for the region

ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- Cybersecurity issues and insurance premiums continue to be an issue.
- Preparing for county board election in April 2024
- Economic Development Committee – providing resources to allow the committee to become operational.

STRATEGIC INITIATIVES (GREEN / AMBER / RED)

Administrator Work with Strategic Plan:

Strategic Priority A: *A Healthy, Safe Community*

Strategic Initiative: *Explore and commit to community collaboration for proactive housing solutions.*

Status: Green

- o Working with other local government partners for ways to address community issues—housing leverage county resources to assist with addressing this problem.
- o A joint housing study was performed.

Strategic Priority B: *Quality and Meaningful Relationships*

Strategic Initiative: *Pursue strategies to enhance fiscal resilience and operational effectiveness.*

Status: Green

- o Reduce debt based on plan by the Committee on Finance & Budget/Administration
- o Evaluate how ARPA can be used for capital.

Strategic Priority B: *Quality and Meaningful Relationships*

Strategic Initiative: *Enhance employee engagement and resilience.*

Status: Green

- o Supports working from home and flexible work schedules where possible.
- o Improvement in technology for hybrid meetings
- o Wage grid, job descriptions, goal setting, performance appraisal process all lead to a more progressive model of compensation.
- o Increase citizen engagement opportunities in '24 and beyond.

Strategic Priority C: *Improve efficiency and performance of County operations through automation and data-driven decision making.*

Strategic Initiative: *Improve efficiency and performance of County operations through automation and data-driven decision making.*

Status: Green

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- Working with Performance Measurement Team on metrics and methods for utilizing data-driven decision-making

Strategic Priority C: *Improve efficiency and performance of County operations through automation and data-driven decision making.*

Strategic Initiative: *Extend broadband internet service to areas identified as being underserved or unserved.*

Status: Green

- Support broadband committee with an emphasis on underserved or unserved rural populations.
- Reallocate unused broadband matching funds to aid in broadband development in rural areas with low population densities.

Risk Manager Work with Strategic Plan:

Strategic Priority A: *A Healthy, Safe Community*

Strategic Initiative: *Increase outreach and prevention services. Every member of the community has the right to voice and choice.*

Status: Green

- Working with Used Needle Disposal Taskforce to install locked needle disposal boxes in the county to reduce the amount thrown on the ground and in ditches.

Strategic Priority B: *Quality and Meaningful Relationships*

Strategic Initiative: *Enhance employment engagement and resilience*

Status: Green

- Enhance employee engagement and resilience by performing workstation ergonomic reviews and providing suggestions for ergonomic improvements to reduce injuries.
- Participating in Compensation meetings and assisting HR as needed.

GOALS FOR NEXT QUARTER

Administration

- Working collaboratively with Risk and Human Resources to develop and implement ongoing training in NeoGov.
- Areas of shared focus: Human Resources – 2023-24 detailed implementation plan for overall compensation and total rewards system plan including administration of the plan; Finance – Finance policies, budget policies and priorities, debt, and capital plan. Clarification of process for approval steps post budget approval.
- Yearly calendar for major initiatives for citizen engagement and collaborative response from departments.
- Internal work teams:
 - Performance Management – working with strategic plan refresher / connection committee
 - Strategic Plan - embedded into operations
 - Communications: craft strategy, build framework – (department heads, board, staff)
 - Needs analysis for departments – determine both capacity and capability.
 - Goals: branding; communications guidelines; focus on push notifications

Risk / Safety

- Continue work on improving training programs for highway and other departments.
- Additional online training for employees
- Continue to work with Strategic Plan work group for County Board and budget connection.
- Placement and communication on new sharps containers in locals around Eau Claire County

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