



## Committee on Administration

### AGENDA

**Tuesday, December 10, 2024**

2:30 p.m.

Courthouse – Room 3312  
721 Oxford Ave, Eau Claire, WI

#### **Join by Phone:**

Dial in Number: 415.655.0001  
Access Code: 2539 374 3013

#### **Join by Meeting Number:**

Meeting Number: 2539 374 3013  
Meeting Password: SQsxMJ3p6k2

#### **Join from Meeting Link:**

<https://eauclairecounty.webex.com/eauclairecounty/j.php?MTID=m569d9ed676d4bc81de18e10324f8deb5>

*A majority of the county board may be in attendance at this meeting.  
However, only members of the committee may take action on an agenda item.*

1. Call meeting to order and confirm meeting notice
2. Roll Call
3. Public Comment
4. Review and approval of meeting minutes – **Discussion/Action**
  - November 12, 2024
5. Strategic Plan Planning Update – **Information/Discussion**
6. Requesting Agenda Items be placed on Committee Agendas – **Discussion/Action**
7. Quarter 3 Reports – **Information/Discussion**
  - Veteran Services – Eric Killen
  - Information Systems – Greg Dachel
  - Child Support – Megan Brasch
  - Facilities – Matt Theisen
  - Corporation Counsel – Sharon McIlquham
  - Risk Management – Sonja Leenhouts
  - Administration – Kathryn Schauf
8. County Administrator Performance Review Timeline – **Discussion/Action**
9. Administrator's Evaluation – **Discussion/Action**

Prepared by: Samantha Kraegenbrink – Executive Office Administrator

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through sign language, interpreters, remote access, or other auxiliary aids. Contact the clerk of the committee or Administration for assistance at (715) 839-5106. For additional information on ADA requests, contact the County ADA Coordinator at (715) 839-7335, (FAX) (715) 839-1669, TTY: use Relay (711) or by writing to the ADA Coordinator, Human Resources, Eau Claire County Courthouse, 721 Oxford Avenue, Eau Claire, WI 54703.



## Committee on Administration

### AGENDA

**Tuesday, December 10, 2024**

2:30 p.m.

Courthouse – Room 3312  
721 Oxford Ave, Eau Claire, WI

#### 10. County Administrator's Goals – **Information/Discussion**

#### 11. Appointments

- Inspiring and Facilitating Library Success Board
  - Jan Daus
- Eau Claire City/County Board of Health
  - Dr. Terrence Miskulin

#### 12. Future Agenda Items

- Community Agency Funding
- County Board Rules, the WCA template (February meeting)

#### 13. Announcements

#### 14. Adjournment

Prepared by: Samantha Kraegenbrink – Executive Office Administrator

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## Committee on Administration

### MINUTES

**Tuesday, November 12, 2024**

2:30 p.m.

Courthouse – Room 3312  
721 Oxford Ave, Eau Claire, WI

Present: Connie Russell, Gerald Wilkie, Steve Chilson, Katherine Schneider, Nancy Coffey

Others: Samantha Kraegenbrink – Committee Clerk, Kathryn Schauf, Sharon McIlquham, Sonja Leenhouts, Tyler Esh, Rod Eslinger, Angela Eckman, Bryan Bessa, Greg Dachel (remote)

Public: Supervisor Nick Smiar

#### **Call to Order and Confirmation of Meeting Notice**

Chair Coffey called the meeting to order at 2:30 p.m. and confirmed meeting notice.

#### **Roll Call**

Listed above.

#### **Review and approval of meeting minutes from October 8, 2024**

Motion by Supervisor Wilkie. No deletions, corrections or additions. All in favor, minutes approved as presented.

#### **Public Comment**

No members of the public wished to make comment.

#### **File No. 24-25/081: Ordinance to amend section 2.05.672 B. of the Code: Council Membership and Organization**

Motion by Supervisor Chilson. All in favor, motion passed.

#### **File No. 24-25/085: Ordinance to amend section 2.04.140 Rule 14-General Duties and Powers of Standing Committees; to amend section 2.04.280 Rule 28-Resolutions, Ordinances and Amendments**

Motion by Supervisor Wilkie. All in favor, motion passed.

#### **File No. 24-25/087: Ordinance to amend section 2.04.435 A. Of The Code. Committee On Administration; to amend section 2.04.445 A. Of The Code. Committee On Judiciary and Law Enforcement**

Motion by Supervisor Schneider. All in favor, motion passed.

#### **File No. 24-25/069: Ordinance to amend section 2.04.095 Of the Code; Public Comment: to amend section 2.04.140 I of the Code: Rules of The County Board of Supervisors**

Motion by Supervisor Schneider. All in favor, motion passed.



## Committee on Administration

### MINUTES

**Tuesday, November 12, 2024**

2:30 p.m.

Courthouse – Room 3312  
721 Oxford Ave, Eau Claire, WI

#### **Use of County Board Training Funds Guidelines**

Motion by Supervisor Chilson to approve the funding guidelines. All in favor, guidelines are approved.

#### **Generous Jurors 2025 recipient**

Motion by Supervisor Chilson. The committee had the opportunity to discuss. Motion by Supervisor Schneider to award the Meals on Wheels program with the funding, all in favor, motion passed.

#### **File No. 24-25/086: Resolution authorizing the extension of the EMS Committee and Development of Countywide EMS program**

Motion by Supervisor Russell. By a roll call vote 4 nay (Chilson, Wilkie, Russell, Coffey), 1 aye (Schneider.) File fails at committee and does not move forward. A report to the board will be provided to the County Board.

#### **County Administrator Timeline and Evaluation Instrument**

Chair Coffey provided background information.

Recommendation from Chair Coffey to allow comments only from County Board Supervisors. The committee had an opportunity to discuss. Corporation Counsel and the Chair will review the document and bring another draft back to the committee. Chair Coffey and Corporation Counsel will draft a letter to provide the County Board Supervisors County Administrator salary information.

#### **County Administrator Job Description**

Human Resources Director Angela Eckman provided background information. After further review, the recommendation is to maintain the current job description with changes to include required ADA compliance requirements. Corporation Counsel will provide the final copy of the job description to the committee.

#### **County Administrator Goal Update**

The administrator provided an update on goals.

#### **Formalized process for agenda item requests from county board supervisors.**

Administrator Schauf provided background information. Motion by Supervisor Chilson to have administration create a form to request to add something to an agenda.



## Committee on Administration

### MINUTES

**Tuesday, November 12, 2024**

2:30 p.m.

Courthouse – Room 3312  
721 Oxford Ave, Eau Claire, WI

#### **Appointments**

Motion by Supervisor Chilson all in favor to approve the following.

- Opioid Settlement Taskforce
  - i. Sarah Ramirez
  
- Local Emergency Planning Committee
  - i. Jesse Henning

#### **Future Agenda Items**

- County Administrator Timeline and Evaluation Instrument
- Administrator Goals
- County Board Rules, the WCA template
- Community agency criteria
- Strategic Planning Process
- Q3 Reports

#### **Announcements**

None.

The meeting was adjourned at 5:39 p.m.

Respectfully submitted by,

Samantha Kraegenbrink – Committee Clerk  
*Executive Office Administrator*

Agenda Item Request form for County Board Supervisors



First Name

Last Name

Title

Description

Additional Comments

The agenda item request form is available to all board members who wish to request an agenda item for a committee to consider.

Agenda items will be reviewed and forwarded to the appropriate committee chair and committee clerk. Items may be placed on for immediate discussion or listed as a future agenda item for consideration by the committee.

If items requested are not appropriate for a committee agenda – either legal or confidential, or part of the “how” that is the purview of staff and department managers (example: internal operational policies); the board member will be advised.

Executive Office Administrator:

email: [samantha.kraegenbrink@eauclairecounty.gov](mailto:samantha.kraegenbrink@eauclairecounty.gov)

mailing or drop off: 721 Oxford Ave, Suite 3520 Eau Claire, WI 54703



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## 2024 QUARTER 3 | VETERAN SERVICES

### SELECTED PERFORMANCE MEASURES

<i>Customers Served (from Vetra Spec Database)</i>	<ul style="list-style-type: none"> <li>• 1,392 office visits.</li> <li>• 5,316 phones calls and emails.</li> <li>• 250 claims submitted.</li> <li>• 38 grants awarded to veterans (Gas/food cards, via veteran’s service commission)</li> <li>• 98% positive customer feedback (2023 data, 2024 still working)</li> </ul>
<i>Transported to Mpls VA Medical Center</i>	70 veterans were transported to the Minneapolis VA Medical Center. Van operates 1 – day per week (Tuesday) service.
<i>Presentations/Public Events</i>	10 presentations to local organizations and attendance at public events.
<i>Social Media Presence – Communicate with Veterans</i>	43 social media postings/articles. 773 Followers
<i>Department Staff (100%)</i>	Eric Killen, Adam Kohls, Angela Deutschlander, Beth Risen

### SUMMARY OF CURRENT ACTIVITIES

- Customer levels - the total number of office visits and support to veterans has returned to and is exceeding pre-COVID levels.
- Outreach to the Augusta Senior Center for onsite claims continues monthly.
- Held Benefits Fair – The first annual Veterans Benefits Fair was held at the National Guard Armory with 41 vendors and a total of 340 veterans that attended. Planning for a mini fair in the spring and another large fair is already in the planning phases.
- Dental Partnership with CVTC for Dental service for Veterans is underway – 10 Veterans have received treatments, and we have spent approximately \$2,500.
- College intern is working 2-days a week and is making a positive impact with the department and Veterans community.
- Marketing - spending the remainder of 2023 WDVA ARPA funds (\$8K) for marketing and advertising to include 3 months radio ads and interview on John Murphy show.
- Volunteer recruiting - ongoing recruiting to fill the need for additional volunteer drivers for the DAV van.

### ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

We are capturing the lessons learned from the Veterans Benefits Fair and starting the planning process for a mini-fair in Augusta in the Spring.

Vet Center Mental Health Counseling continues to expand – 3-4 veterans receive individual counseling each week and a peer support group meets bi-weekly that averages 7 Veterans.

Continuing to gather data with the Chippewa Valley Veterans Survey that will assist us in understanding the local Veterans community.

Our Core Behaviors:

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

## STRATEGIC INITIATIVES (GREEN / AMBER / RED)

**Strategic Initiative:** Identify opportunities to strengthen partnerships and collaboration.

- Dental program in partnership with CVTC to assist Veterans in maintaining dental health. Status: Green
- Veterans Benefits Fair in collaboration with Chippewa county and numerous external agencies: Green
- Monthly presentations with community groups to improve engagement on Veterans issues. Status: Green
- Lead/facilitate 2 collaboration meetings w/ partner agencies that focus on assisting Veterans. Status: Amber
- Engage state legislators and communicate ECC and Veterans issues as a WCA Ambassador. Status: Red
- Large scale Veterans Survey to understand the community. Amber
- Planning for mini-Veterans Benefits Fair in Augusta – Spring 2025. Amber
- Customer feedback surveys to ensure Veterans are satisfied with the services received. Status: Green

## STRATEGIC INITIATIVES (GREEN / AMBER / RED) Cont...

**Strategic Initiative:** Enhance equity and access in service delivery and representation in governance.

**Key Initiative:** Departments push out to rural areas/offsite locations. Set up shop in rural underserved areas.

- Improve service to underserved rural communities with offsite locations (August Senior Center) Status: Green

**Strategic Initiative:** Increase information and marketing of county services and programs.

**Key Initiative:** Dedicate more resources towards communication and marketing plan.

- Obtained an ARPA grant from the state in the amount of \$19,178 and utilized half in 2023 for marketing: Radio ads, billboards, brochures, business cards, hats, glasses, jackets. The remainder will be used in fiscal year 2024. Status: Green
- Post weekly on Facebook current information that is relevant and informative to Veterans community. Status: Green

**Strategic Initiative:** Enhance employee engagement and resilience.

**Key Initiative:** Working from home (county staff) and offering a flexible schedule where possible.

- We maintain flexible hybrid hours of being in the office and working from home to meet the needs of our Veterans allowing them access to information and assistance. Status: Green

**Strategic Initiative:** Individualize mental health services to vulnerable populations.

**Key Initiative:** Create peer to peer mental health support groups.

**Key Initiative:** Resources and collaboration to support initiatives for mental health.

- On site Vet Center counselor has increased to three days a month and a mental health support group for Veterans was started in 2023. Status: Amber.

## GOALS FOR NEXT QUARTER

Complete the plan to conduct a mini-Veterans benefits fair at the Augusta Senior Center.

Update Strategic plan and capture lessons learned for Fair (Smart Book).

Participate as a Dept in the "Trunk or Treat" Halloween event.

Continue to gather respondents' data from the survey on Chippewa Valley Veterans that will assist in determining focus and resources.

Purchase additional gas and food cards.

Purchase additional marketing items.

Our Core Behaviors:

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# Eau Claire County - Veterans Services

## Quarterly Department Report - Summary

For Period Ending: Q3, 2024

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Date Ran: 10/28/24

### 20 - Veterans Services

Fund	Revenue:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
100	01-Tax Levy	346,234	346,234	86,559	86,559	86,559	0	259,676	75.00%
	04-Intergovernment Grants and Aid	17,875	17,875	0	17,875	0	0	17,875	100.00%
	09-Other Revenue	3,000	3,000	0	500	0	0	500	16.67%
	11-Fund Balance Applied	0	160,960	0	0	0	0	0	0.00%

#### Total Revenue - Veterans Services

<b>\$367,109</b>	<b>\$528,069</b>	<b>\$86,559</b>	<b>\$104,934</b>	<b>\$86,559</b>	<b>\$0</b>	<b>\$278,051</b>	<b>52.65%</b>
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Fund	Expenditures:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
100	01-Regular Wages	-263,467	-263,467	-49,910	-70,514	-61,645	0	-182,069	69.10%
	02-OT Wages	-150	-150	0	-24	-215	0	-239	159.23%
	03-Payroll Benefits	-74,399	-74,399	-12,560	-15,909	-14,650	0	-43,119	57.96%
	04-Contracted Services	-14,000	-14,000	-697	-9,502	-441	0	-10,640	76.00%
	05-Supplies & Expenses	-11,300	-20,604	-1,460	-2,767	-5,317	0	-9,544	46.32%
	09-Equipment	-1,793	-1,793	-448	-1,035	-448	0	-1,931	107.70%
	10-Grants, Contributions, Other	-2,000	-153,656	0	-3,896	-2,607	0	-6,502	4.23%

#### Total Expense - Veterans Services

<b>-\$367,109</b>	<b>-\$528,069</b>	<b>-\$65,076</b>	<b>-\$103,646</b>	<b>-\$85,322</b>	<b>\$0</b>	<b>-\$254,044</b>	<b>48.11%</b>
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#### Net Surplus/(-Deficit) - Veterans Services

<b>\$0</b>	<b>\$0</b>	<b>\$21,483</b>	<b>\$1,288</b>	<b>\$1,236</b>	<b>\$0</b>	<b>\$24,007</b>
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## 2024 QUARTER #3 | INFORMATION SYSTEMS

### SELECTED PERFORMANCE MEASURES

	FY23 Q4	FY24 Q1	FY24 Q2	FY23 Q3
<i>Number of PCs and laptops supported</i>	756	743	721	733
<i>Ticket trend last 4 quarters</i>	1016	1114	1070	1096
<i>Average days to close – issue/request</i>	3.5/6.3	4.6/8.8	2.9/8.7	3.0/8.3

### SUMMARY OF CURRENT ACTIVITIES

- *Strategic Priority 0 (imperative) – Continually improve cybersecurity protections of the county systems and networks.*
  - Continue addressing the prioritized lists of improvements on our security roadmap.
  - Completed an internal penetration test of the network
  - Implemented stronger identity management (MFA) for the Avatar application.
- *Strategic Priority 1 (highest priority) – Support and maintain existing applications and infrastructure.*
  - Replaced network cores at the two primary locations.
  - Completed the installation of the Fairchild fiber as part of the broadband grant project.
  - Completed the move of the IS office to suite 3350
  - Completed Airport Gate fiber upgrade project.
  - Adding additional cameras in JDC.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
  - Complete implementation of a new cloud-based phone system.
- *Strategic Priority 3 – Evaluate opportunities for new technology to improve service or reduce cost.*
  - Plan and develop an online employee directory.

### ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- The use of Generative AI technologies is on the rise and can benefit the county government but also introduce more risk. As with all technological advancements, policy and regulation will lag, creating higher risks.
- Cyber security incidents, especially ransomware attacks, on public organizations remain high. There is a real concern in the cybersecurity community that AI technologies will enhance the attacker's capabilities with things like phishing emails.
- Ongoing operating budget pressures while spending shifts from capital to operating. Support and maintenance are no longer capitalizable and an industry trend to a subscription licensing model. Seeing higher inflationary increases in software renewals.

### STRATEGIC INITIATIVES (GREEN / AMBER / RED)

**Strategic Initiative:** Improve access to specific needed health services in rural portions of the county.

**Key Initiative:** Providing broadband in rural areas will increase opportunities for Teledoc or Telehealth options.

**Status:** **Green**

- Continue working with United Way on the Chippewa Valley Digital Inclusion Partnership.

Our Core Behaviors:

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

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

**Key Initiative:** Develop internal capacity and secure resources of subject matter experts as needed.

**Status:** Green

- Holding quarterly meetings with subject matter experts.
- Meeting with 3<sup>rd</sup> party vendors to better understand available tools and resources.
- Develop a leadership sub-team to focus on a potential AI framework.

## GOALS FOR NEXT QUARTER

- *Strategic Priority 0 (imperative) – Continually improve cybersecurity protections of the county systems and networks.*
  - Continue the network segmentation of critical services.
  - Migrate squad card network MFA to county standard.
- *Strategic Priority 1 (highest priority) – Support and maintain existing applications and infrastructure.*
  - Replace more end-of-support switches.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
  - Move county phone lines to a cloud service.
  - Complete Airport hangar fiber upgrade project.
  - Refresh the county website and update to meet new ADA requirements.
  - Start working on the NovaTime to UKG timecard system replacement.
  - Meet the new 2023 Wisconsin Act 235 Judicial Officer Privacy Law.
  - Implement Power BI Gateway Server to enhance reporting capabilities to facilitate cross-department sharing of data
  - Implement billing enhancements within Avatar to reduce processing time in the DHS fiscal department.
  - Initiate 3rd party provider portal for DHS claims submission to improve quality assurance workflow and reduce data entry time for DHS staff.
  - Implement a Position Control Module in Linq to better track up-to-the-minute staffing costs and provide more thorough projections.
  - Piloting automated electronic form delivery using Microsoft Automation Tools
- *Strategic Priority 3 – Evaluate opportunities for new technology to improve service or reduce cost.*
  - Evaluate additional cameras in the Jail/Courthouse to cover blind spots.

Our Core Behaviors:

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# Eau Claire County - Information Systems

## Quarterly Department Report - Summary

For Period Ending: Q3, 2024

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Date Ran: 10/28/24

### 08 - Information Systems

Fund	Revenue:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
100	01-Tax Levy	2,679,538	2,679,538	669,885	669,885	669,885	0	2,009,654	75.00%
	05-Intergovernmental Charges for Services	12,600	12,600	12,600	0	0	0	12,600	100.00%
	11-Fund Balance Applied	0	120,401	0	0	0	0	0	0.00%

<b>Total Revenue - Information Systems</b>		<b>\$2,692,138</b>	<b>\$2,812,539</b>	<b>\$682,485</b>	<b>\$669,885</b>	<b>\$669,885</b>	<b>\$0</b>	<b>\$2,022,254</b>	<b>71.90%</b>
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Fund	Expenditures:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
100	01-Regular Wages	-1,018,195	-1,018,195	-191,512	-265,615	-235,993	0	-693,120	68.07%
	03-Payroll Benefits	-383,957	-383,957	-80,095	-94,066	-89,764	0	-263,925	68.74%
	04-Contracted Services	-845,916	-956,469	-318,105	-147,885	-217,033	0	-683,022	71.41%
	05-Supplies & Expenses	-22,950	-23,956	-1,972	-4,520	-2,126	0	-8,618	35.98%
	09-Equipment	-421,120	-429,962	-11,540	-4,028	-289,736	0	-305,303	71.01%

<b>Total Expense - Information Systems</b>		<b>-\$2,692,138</b>	<b>-\$2,812,539</b>	<b>-\$603,223</b>	<b>-\$516,113</b>	<b>-\$834,652</b>	<b>\$0</b>	<b>-\$1,953,989</b>	<b>69.47%</b>
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<b>Net Surplus/(-Deficit) - Information Systems</b>		<b>\$0</b>	<b>\$0</b>	<b>\$79,261</b>	<b>\$153,771</b>	<b>-\$164,768</b>	<b>\$0</b>	<b>\$68,265</b>	
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*Providing quality, innovative, and cost-effective services that safeguard and enhance well-being.*

## 2024 QUARTER 3 | CHILD SUPPORT AGENCY

### SELECTED PERFORMANCE MEASURES

Target performance outcome of 80%, per federal standards set by OCSE

- Paternity Establishment: 107.43%
- Court Order Establishment: 92.04%
- Current Support Collections: 74.02%
- Arrears Collections: 69.55%

### SUMMARY OF CURRENT ACTIVITIES

- Partnership with WRI- hosting monthly job fairs and sending weekly referral list to WRI to assist customers with finding and maintaining employment.
- Training new staff/Succession Planning- over half of our team has been with our department for about a year or less.
- Updating/Creating policies and procedures to assist with training and ensure consistent practices within the agency.
- Focus on strategies to maintain and increase performance measures. End of Federal Fiscal Year Sept 30, 2024.
- Collaboration with neighboring and regional agencies to train staff and identify best practices- Assist with recruitment for Dunn County and training for Douglas County
- Collaboration with courts and treatment courts to identify mutual customers, efficiencies, and budgetary needs
- Collaboration with Jail- created communication guidelines for mutual customers
- Statewide participation- WCSEA Board of Directors, Legislative Committee, co-host of Awards and Nominations Committee, WCSEA Website Committee, Fall Conference Planning Committee (2 members), Child Support Training Advisory Committee, WCSEA New Director Mentor, Centralized Mail and Document Processing Workgroup
- Hosted WCSEA Board of Director's Meeting and State Meeting in July 2024
- 2025 budget

### ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- Budget- increased cost for products and services, less revenue collected for birth costs due to loss of federal match and law change.
- Referrals for alternate care cases being reviewed- currently receive referrals to establish and collect child support for parents when children are placed in alternate care to recoup funds for DHS. Potential impact on our caseloads, which impacts funding. Efficiency of enforcement of these cases is a consideration.
- Sixth court room – potential staffing need and increased caseload. Starting to see cases scheduled in Br 6.
- Ability to take administrative action to suspend licenses being reviewed on State level- potential (unknown) impact to collections and enforcement.

### STRATEGIC INITIATIVES (GREEN / AMBER / RED)

**Strategic Priority A:** A Healthy, Safe Community

**Strategic Initiative:** Enhance the health and safety of Eau Claire community members.

**Action Item:** Identify resources for educating the public and making connections with community organizations by collaborating with internal and external committees and providing training.

**Status:** Green

Partnerships with Workforce Resource Inc., courts, other child support agencies, and State

Our Core Behaviors:

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

## GOALS FOR NEXT QUARTER

- Continued learning and staff development- attending Fall Conference in October, relevant trainings from BCS
- Continued focus on developing policies and procedures
- Completion of Performance Management- goal setting check-ins
- Maintain office morale
- Meeting with Judiciary scheduled in October and January to focus on collaboration and education

### Our Core Behaviors:

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

# Eau Claire County - Child Support Agency

## Quarterly Department Report - Summary

For Period Ending: Q3, 2024

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Date Ran: 10/28/24

### 19 - Child Support Agency

Fund	Revenue:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
100	01-Tax Levy	134,772	134,772	33,693	33,693	33,693	0	101,079	75.00%
	04-Intergovernment Grants and Aid	1,477,584	1,477,584	0	334,299	492,291	0	826,590	55.94%
	06-Public Charges for Services	7,750	7,750	1,566	2,091	2,230	0	5,887	75.96%

#### Total Revenue - Child Support Agency

		\$1,620,106	\$1,620,106	\$35,259	\$370,083	\$528,214	\$0	\$933,556	57.62%
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Fund	Expenditures:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
100	01-Regular Wages	-982,217	-982,217	-179,825	-248,306	-222,619	0	-650,750	66.25%
	02-OT Wages	0	0	-20	-21	-7	0	-48	0.00%
	03-Payroll Benefits	-550,890	-550,890	-88,009	-110,424	-116,855	0	-315,288	57.23%
	04-Contracted Services	-36,910	-36,910	-7,557	-8,850	-12,393	0	-28,800	78.03%
	05-Supplies & Expenses	-34,864	-34,864	-6,123	-8,245	-10,539	0	-24,907	71.44%
	07-Fixed Charges	-4,825	-4,825	-1,778	-1,778	-1,778	0	-5,335	110.57%
	09-Equipment	-10,400	-10,400	-1,594	-1,594	-1,594	0	-4,783	45.99%

#### Total Expense - Child Support Agency

		-\$1,620,106	-\$1,620,106	-\$284,906	-\$379,218	-\$365,786	\$0	-\$1,029,911	63.57%
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#### Net Surplus/(-Deficit) - Child Support Agency

		\$0	\$0	-\$249,647	-\$9,135	\$162,428	\$0	-\$96,355	
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*Providing quality, innovative and cost effective services that safeguard and enhance well-being*

## 2024 QUARTER 3 | FACILITIES

### SELECTED PERFORMANCE MEASURES

SELECTED PERFORMANCE MEASURES	
Completed Work Requests as of end of 3rd Qtr. 2024	4013

### SUMMARY OF CURRENT ACTIVITIES

- Master 3 Radio Equipment replacement
- Jail Booking project design
- Jail HVAC Controls Upgrade construction
- Ag Center Parking Lot Bollards replacement construction
- Courthouse/Jail exterior door/frame replacement bid
- DHS Lobby project design
- Health Department Family Planning Clinic remodel design

### ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- Continue to identify energy efficiency & renewable energy projects and implement based on funding
- Inflationary pressures on contracts and supplies
- Staffing levels to keep up with increased department workload is a concern
- Recruitment and retention of staff has been challenging

### STRATEGIC INITIATIVES (GREEN / AMBER / RED)

**Strategic Initiative:** Expand renewable energy sources for County facilities

**Key Initiative:** Installation of solar arrays on the Expo Center property, Courthouse roof, and Ag Center roof.

**Status:** Green

- Installation of the Courthouse (DHS) solar array, and the Ag Center solar array have been completed and the systems are fully operational as of May 2024.

### GOALS FOR NEXT QUARTER

- Master 3 Radio Equipment replacement completion
- Jail Booking project bid
- Jail HVAC Controls Upgrade completion
- Ag Center Parking Lot Bollards completion
- Courthouse/Jail exterior door/frame replacement construction
- DHS Lobby project bid
- Health Department Family Planning Clinic remodel bid

Our Core Behaviors:

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

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





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

## 2024 QUARTER 2 | CORPORATION COUNSEL

### SELECTED PERFORMANCE MEASURES

		2021	2022	2023	2024
Ch. 51 Mental Commitment Cases (2024 YTD)	<b>Referred and Reviewed:</b>	331	367	341	224
	<b>Committed:</b>	40	28	48	15
Ch. 54 Guardianship Protective Placement Cases (2024 YTD)	<b>Permanent Filed:</b>	77	59	59	34
	<b>Temporary:</b>	43	39	33	27
Ch. 48 Children in Need of Protection or Services Cases (2024 YTD)	<b>Referred and Reviewed:</b>	119	99	106	44
	<b>Filed:</b>	98	81	90	41
Ch. 48 Termination of Parental Rights Cases (2024 YTD)	<b>Referred and Reviewed:</b>	14	19	10	5
	<b>Filed:</b>	24	13	21	5
Ch. 938 Juvenile in Need of Protection	<b>Referred and Reviewed:</b>	114	87	133	86
	<b>Filed:</b>	22	11	32	21
IN REM	<b>Referred:</b>	0	0	48	55
	<b>Filed:</b>	0	0	17	22
	<b>Number of Properties Foreclosed:</b>	0	0	3	0

### SUMMARY OF CURRENT ACTIVITIES

- IN REM – Filed on 22 of the original 55 referred, hearing on 12/20/2024.
- Completed the update of the bylaws for the Fair Committee.
- Advising on land issue with tribal member for Planning & Development.
- Advising Hwy department on highway connection and right-of-way permits related to development.
- Reviewing County’s authority to fund community agencies.
- Reviewing HIPAA Policy.
- Advising airport with real property disputes.
- Reviewing Emergency Management Plan for Planning and Development.
- Working on revision of Truancy process with DHS issuing citations v. filing petitions. County Ordinance amendment would be required.

Our Core Behaviors:

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

- Working with P&D/Recycling coordinator to review recycling practices and contracts.
- Drafted Ham Radio contract to allow them to put antennas on Towers located on County property.
- Requesting attorney fees in jury trial cases in Ch. 55, Ct. ordered \$5040 in July on one case.
- Developed Military Policy for Eau Claire County under USERRA Uniformed Services Employment and Reemployment Rights Act for Human Resources Committee to adopt.
- Assist Finance and Budget Committee with review of finance policies and budget process.
- Review of County's Record Retention schedule in Code.
- Continue to seek solutions through collaboration with district attorney and public defender's office regarding the issue of public defender's office unable to appoint in every case type-no resolution to this matter.
- Administrative staff cross training.
- Reduction of printing for cases and other office activity for cost savings.

## ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- Increase in Jury Trial Requests by State Public Defender's Office, causing request for court appointed attorneys.
- Problem of inability to get a State Public Defender appointed in cases, which is prolonging court process and causing multiple adjournments. Motions filed to have court appointed attorneys and the State Public Defender to reimburse the County. Started tracking cases in which public defender was unable to appoint, currently unable to appoint 61 times since January for hearings scheduled with our office.
- Budget cuts- reduction in levy request.
- Problems in finding placement for individuals under Ch. 48 (Juvenile) and Ch. 55. (Guardianship/Protective Placement)
- Increase in Chapter 51 cases (Mental Commitments) transferred to WMHI (increased cost).
- Gunderson Lutheran increased their mental health bed from 22 to 26.
- Junk property clean-up: Towns cannot afford to pursue through tax assessment due to cost and Planning & Development not able to fund through their budget.

## STRATEGIC INITIATIVES (GREEN / AMBER / RED)

**Strategic Priority A: A Healthy, Safe Community**-Enhance the health and safety of Eau Claire community members.

**Strategic Initiative:** Explore and commit to community collaboration to enhance the health and safety of community members.

**Action Item:** Identify resources for educating the public and making connections with community organizations by collaborating with internal and external committees and providing training.

**Status: Green**

- EMS Committee
- Drug Endangered Children Committee
- Child Death Review Team
- Juvenile Justice Collaborating Committee
- Suicide Death Review Team
- Presenter for ECASD Mandatory Reporting
- Quarterly Crisis Meetings
- 980 Committee to locate housing for CH. 980 individuals
- Overdose Death Review Team
- Criminal Justice Collaborating Council

**Status Amber:**

- Court Commissioner Uniform Interstate Family Act Presentation -Child Support Interstate Enforcement and Modification of Interstate Action
- CIT training-Crisis Intervention Team- Provided training to law enforcement on Ch. 51 (mental commitment) process and updates

Our Core Behaviors:

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

**Strategic Initiative:** Individualize mental health services to vulnerable populations.

**Action Item:** Resources and collaboration to support Community Health Improvement Plan initiatives for mental health.

**Status: Green**

- Crisis Urgent Care and Observation Facilities Advisory Committee with Wisconsin Department of Health Services.
- Wisconsin Legislative Council Study Committee on Emergency Detention and Involuntary Commitment of Minors.

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**Strategic Priority B: Quality and Meaningful Relationships**-Grow meaningful relationships internally and externally.

**Strategic Initiative:** Attend and contribute in external and internal opportunities in the community.

**Action Item:** Create and develop solutions to issues in our community with internal resources and community organizations.

**Status: Green**

- Assist with Dunn County Corporation Counsel interviews.
- Multi-Disciplinary Team.
- Youth Leadership Eau Claire

**Status: Amber**

- Present at Adult Protective Service Conference in October regarding residency issues.
- Present at Court Commissioner Conference in October on Child Support UIFSA (Uniform Interstate Family Support Act).

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**Strategic Priority C: Robust Infrastructure**

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

**Action Item:** Board education/access of county information resources

**Status: Green**

- New employee orientation
- New board member orientation

**Action Item:** Improve data-driven processes that are measurable, and processes are accessible by the public (improve performance metrics and reporting)

- Revised Performance Management Metrics to more accurately reflect our outcomes

## GOALS FOR NEXT QUARTER

- Review processes and procedures to identify ways to reduce expenditures within the County.

Our Core Behaviors:

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

# Eau Claire County - Corporation Counsel

## Quarterly Department Report - Summary

For Period Ending: Q3, 2024

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### 13 - Corporation Counsel

Fund	Revenue:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
100	01-Tax Levy	832,853	832,853	208,213	208,213	208,213	0	624,640	75.00%
	05-Intergovernmental Charges for Services	4,000	4,000	1,430	2,470	767	0	4,667	116.68%
	06-Public Charges for Services	33,000	33,000	4,541	14,441	9,987	0	28,969	87.78%

#### Total Revenue - Corporation Counsel

\$869,853	\$869,853	\$214,184	\$225,124	\$218,967	\$0	\$658,276	75.68%
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Fund	Expenditures:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
100	01-Regular Wages	-652,015	-652,015	-126,117	-177,844	-150,740	0	-454,701	69.74%
	02-OT Wages	-200	-200	0	0	0	0	0	0.00%
	03-Payroll Benefits	-196,518	-196,518	-46,812	-57,053	-54,029	0	-157,895	80.35%
	04-Contracted Services	-1,920	-1,920	-540	-540	-540	0	-1,620	84.38%
	05-Supplies & Expenses	-13,700	-13,700	-2,512	-1,555	-3,291	0	-7,358	53.71%
	09-Equipment	-5,500	-5,500	-897	-897	-897	0	-2,690	48.90%

#### Total Expense - Corporation Counsel

-\$869,853	-\$869,853	-\$176,878	-\$237,888	-\$209,497	\$0	-\$624,263	71.77%
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#### Net Surplus/(-Deficit) - Corporation Counsel

\$0	\$0	\$37,307	-\$12,765	\$9,470	\$0	\$34,012
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*Providing quality, innovative, and cost-effective services that safeguard and enhance well-being.*

## 2024 QUARTER 3 | ADMINISTRATION/RISK MGMT.

### SELECTED PERFORMANCE MEASURES

Meetings Attended (County Administrator): 206 (Risk Manager): 75

Community Events: 4

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
  - o Rural Partners Network (Host Community)
  - o Communications and Crisis Communications – notification systems for partner agencies
  - o Internal Communications Committee working on Strategic Communications Guide. This group consists of communication individuals from the Health Department, Information Systems, Administration, Recycling, Sheriff's Office, Human Resources, DHS, and Parks & Forest. The focus is to increase awareness of internal/external communications through our social media platforms and press releases.
  - o Website Redevelopment (reviewing RFPs)
  - o Management of the Budget webpage
  - o 2024 Social Media Plan (Instagram, Twitter, Facebook, LinkedIn); communications strategy; employee townhall
  - o Economic forecast
  - o Ongoing County Code reviews and updates
  - o ARPA funding
  - o Budget preparations and meetings with department heads and other staff
- Continuation of Employee Connections (monthly employee newsletter)
- Held De-escalation training for employees in the County Boardroom and a session is available online for viewing
- Held "Stop the Bleed" training for employees along with Active Threats training in the Boardroom and at the Highway Department for Highway employees.
- Attending and/or presenting training at the Highway Monthly ToolBox meetings with employees
- Meeting with Parks and Forest Staff on safety and training.
- Human Resources
  - o Priority identification and planning – identifying strategy for 2024 budget and roll out
  - o Policy Manual modifications / review
  - o Employee input group is being reformed for shared decision-making model. VOICE is up and running.
  - o 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.
  - o A separate work group will be tasked with providing linkage with the strategic planning process.
  - o Discussion and input with Department Heads in November/December: testing various forms for quarterly, annual and budget documents.
- Finance and Budget
  - o 2025 budget
  - o Capital Projects – developing planning strategy consistent with Board desire on investment and debt.
- Discussion with Finance and Budget.
  - o Continued research into policy areas for improvements to processes
- Committees and Taskforces supported.

Our Core Behaviors:

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

- 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 Highway Committee
  - o Traffic Safety Commission
- o County Board of Supervisors
- o Broadband Committee
- o Economic Development Committee
- o Regional Partners Network: Regional trail development – signature project.
- o EMS Study Taskforce
- o Compensation and Performance Management

## ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- Cybersecurity issues and insurance premiums continue to be an issue.
- 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.
- o Human Services has taken the lead with a larger group discussion on housing first initiatives. Identifying structure and process for county with larger community discussion.

**Strategic Priority B:** *Quality and Meaningful Relationships*

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

**Status: Amber**

- o Reduce debt based on plan by the Committee on Finance & Budget/Administration
- o Working with Finance and Budget for policy and code updates that lead to fiscal resilience.
- o Discussion of additional budget prioritization activities for board.

**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.
- o Worked across all departments to prioritize 1:1 conversations with employee lead.

**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.*

Our Core Behaviors:

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

**Status: Green**

- Working with Performance Measurement Team on metrics and methods for utilizing data-driven decision-making
- Information Systems is working on use and implementation of AI to streamline processes and identify efficiencies – very early stages of research.

**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. Containers have finally arrived and will be installed in Coon Forks Park and Big Falls Park.

**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 Performance Management meetings and assisting HR as needed.
- Participating in training at Highway and Parks and Forest, other departments as req
- Continuing to promote use of Direct Access Clinic and Care My Way as I'm able to when speaking with employees as a way to be a good healthcare consumer.

**GOALS FOR NEXT QUARTER**

Administration

- Pre-planning for strategic plan, budget and budget priority setting for 2025.
- Budget adoption and execution
- Yearly calendar for major initiatives for citizen engagement and collaborative response from departments.
- Internal work teams:
  - Strategic Plan – new group for 2025 plan
  - 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 County Administrator on Strategic Plan for County Board and budget connection.
- Placement and communication on new sharps containers in locals around Eau Claire County
- Increase involvement with other county departments

Our Core Behaviors:

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

# Eau Claire County - Risk Management

## Quarterly Department Report - Summary

For Period Ending: Q3, 2024

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Date Ran: 10/28/24

### Risk Management

Fund	Revenue:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
703	05-Intergovernmental Charges for Services	1,378,895	1,378,895	344,724	344,724	344,724	0	1,034,171	75.00%
	09-Other Revenue	34,507	34,507	0	25,369	0	0	25,369	73.52%
	11-Fund Balance Applied	170,430	170,430	0	0	0	0	0	0.00%

#### Total Revenue - Risk Management

		\$1,583,832	\$1,583,832	\$344,724	\$370,093	\$344,724	\$0	\$1,059,540	66.90%
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Fund	Expenditures:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
703	01-Regular Wages	-117,508	-117,508	-17,396	-27,538	-33,715	0	-78,649	66.93%
	03-Payroll Benefits	-52,838	-52,838	-9,584	-11,164	-12,562	0	-33,310	63.04%
	04-Contracted Services	-35,600	-35,600	0	-150	-2,423	0	-2,573	7.23%
	05-Supplies & Expenses	-8,305	-8,305	-574	-1,011	-1,300	0	-2,884	34.73%
	07-Fixed Charges	-984,093	-984,093	-450,763	-387,920	-41,106	0	-879,789	89.40%
	09-Equipment	-488	-488	-112	-112	-112	0	-336	68.85%
	10-Grants, Contributions, Other	-385,000	-385,000	306	-125,453	-143,776	0	-268,922	69.85%

#### Total Expense - Risk Management

		-\$1,583,832	-\$1,583,832	-\$478,122	-\$553,348	-\$234,994	\$0	-\$1,266,463	79.96%
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#### Net Surplus/(-Deficit) - Risk Management

		\$0	\$0	-\$133,398	-\$183,255	\$109,730	\$0	-\$206,923	
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# Eau Claire County - County Administrator

## Quarterly Department Report - Summary

For Period Ending: Q3, 2024

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### 05 - County Administrator

Fund	Revenue:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
100	01-Tax Levy	222,072	222,072	55,518	55,518	55,518	0	166,554	75.00%
<b>Total Revenue - County Administrator</b>		<b>\$222,072</b>	<b>\$222,072</b>	<b>\$55,518</b>	<b>\$55,518</b>	<b>\$55,518</b>	<b>\$0</b>	<b>\$166,554</b>	<b>75.00%</b>
Fund	Expenditures:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
100	01-Regular Wages	-164,922	-164,922	-31,085	-44,121	-38,576	0	-113,783	68.99%
	03-Payroll Benefits	-42,316	-42,316	-8,715	-10,900	-10,091	0	-29,706	70.20%
	04-Contracted Services	-960	-960	-240	-240	-240	0	-720	75.00%
	05-Supplies & Expenses	-12,500	-12,500	-6,933	-691	-767	0	-8,392	67.13%
	09-Equipment	-1,374	-1,374	-532	-532	-532	0	-1,595	116.05%
<b>Total Expense - County Administrator</b>		<b>-\$222,072</b>	<b>-\$222,072</b>	<b>-\$47,505</b>	<b>-\$56,483</b>	<b>-\$50,206</b>	<b>\$0</b>	<b>-\$154,194</b>	<b>69.43%</b>
<b>Net Surplus/(-Deficit) - County Administrator</b>		<b>\$0</b>	<b>\$0</b>	<b>\$8,013</b>	<b>-\$965</b>	<b>\$5,312</b>	<b>\$0</b>	<b>\$12,360</b>	

# Eau Claire County - County Board

## Quarterly Department Report - Summary

For Period Ending: Q3, 2024

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Date Ran: 10/28/24

### 01 - County Board

Fund	Revenue:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
100	01-Tax Levy	230,094	230,094	57,524	57,524	57,524	0	172,571	75.00%
<b>Total Revenue - County Board</b>		<b>\$230,094</b>	<b>\$230,094</b>	<b>\$57,524</b>	<b>\$57,524</b>	<b>\$57,524</b>	<b>\$0</b>	<b>\$172,571</b>	<b>75.00%</b>

Fund	Expenditures:	Orig Budget 2024	Adj Budget 2024	Q1 2024	Q2 2024	Q3 2024	Q4 2024	YTD 2024	% of Budget
100	01-Regular Wages	-123,045	-123,045	-22,695	-34,060	-30,471	0	-87,226	70.89%
	03-Payroll Benefits	-76,154	-76,154	-12,025	-18,568	-17,663	0	-48,255	63.37%
	04-Contracted Services	-1,470	-1,470	-276	-310	-98	0	-684	46.52%
	05-Supplies & Expenses	-28,225	-28,225	-18,148	-2,831	-2,629	0	-23,608	83.64%
	09-Equipment	-1,200	-1,200	-112	-112	-112	0	-336	28.00%
<b>Total Expense - County Board</b>		<b>-\$230,094</b>	<b>-\$230,094</b>	<b>-\$53,255</b>	<b>-\$55,882</b>	<b>-\$50,972</b>	<b>\$0</b>	<b>-\$160,109</b>	<b>69.58%</b>

<b>Net Surplus/(-Deficit) - County Board</b>	<b>\$0</b>	<b>\$0</b>	<b>\$4,268</b>	<b>\$1,642</b>	<b>\$6,551</b>	<b>\$0</b>	<b>\$12,461</b>
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## County Administrator Performance Evaluation Overview and Timeline-Detailed

Eau Claire County is on a path to evolve its employee evaluation process to a performance management philosophy. This performance management philosophy is for all employees at all levels of the organization. Key components of that include:

- Accurate Job Description/Expectations
- Goalsetting
- Monitoring/support
- Collaborative Feedback

As the Committee on Administration (CoA), part of our role is to facilitate the above-mentioned work components with our County Administrator. The CoA will work to create an evaluation and 360 feedback which is consistent from year to year.

The CoA will annually collect collaborative feedback to provide meaningful insight to our members and share it with the County Administrator.

The County is using Quantum Workplace, a software platform that will streamline the evaluation process and allow feedback and results to be collected, analyzed, and shared. HR staff will assist the CoA to create the evaluation and utilize the evaluation software system. Corporation Counsel will assist with the performance evaluation process and guide legal protocol.

We will be seeking **anonymous 360 feedback** from the following groups:

- **All Eau Claire County Board Supervisors, including the CoA members?**
- **All Eau Claire County Department Heads**
- **Community Partners** that work closely with the County Administrator. Those identified by the Administrator include (such as): EC Area Economic Development Corporation Director (Luke Hanson), Eau Claire City Manager (Stephanie Hirsch), UWEC Chancellor (James Schmidt), Altoona City Administrator (Mike Golat), Eau Claire Chamber, Vice President of Government Affairs (Scott Rogers), La Crosse County Administrator (Jane Klekamp) and Township Leadership (Jennifer Meyer)

**The CoA's timeline is as follows:**

**November/December 2024:**

- Discussion/Action on Administrator's Job Description. **The CoA decided to continue to use the 2015 job description at their November 2024 meeting. This job description had been previously approved by the board.**

## County Administrator Performance Evaluation Overview and Timeline-Detailed

- Discussion/Action on Administrator's annual goals. Chair will share agreed upon goals, evaluation completion and salary increase (if there is one) **In an email to the full board.**
- Finalize the Administrator evaluation process timeline, 360 feedback tools and administrator evaluation working with Corporation Council. The evaluation completed in the 360 Feedback and by CoA members will use a 5-pronged ranking system; **exemplary (5), exceeds expectations (4), successful performer (3), development opportunity (2), unsatisfactory (1) or not able to rate (0).** The same evaluation and ranking tool will be given to the 360 Feedback and the CoA members. **County Board Supervisors will be given the opportunity to give comments in each themed area. The County Department Heads and Community Members will not be given the opportunity to give comments.**

### **March,** Chair will coordinate with HR to:

- Finalize the lists of people to be emailed the 360 Feedback tool. Compile email addresses of each group.
- Email all identified people who will be sent the 360 Feedback tool to give them a heads-up that the survey will be coming.
- HR staff will email the link to the 360 feedback individuals. Respondents solicited will be given a 2 week window to complete the 360 Feedback tool through the county's Quantum Workplace website. Due by around March 15<sup>th</sup>.
- Email CoA by Monday of last full week in March the following materials to be kept confidential:
  1. Results from 360 feedback sources with all comments included
  2. Administrator job description and self-evaluation
  3. An evaluation to complete including the opportunity to write comments in each themed area. CoA members will be asked to give a comment under each theme in which they rate the Administrator exemplary, exceeds expectations or unsatisfactory.
- Individually, each CoA member will complete and submit their evaluation utilizing the information gained from the 360 Feedback through the county's Quantum Workplace website. (Due 1<sup>st</sup> Friday in April.)

### **April (prior to 3<sup>rd</sup> Tuesday in April when new board will be sworn in on even years):**

- In closed session, **the CoA will discuss each themed section and as a group decide on a 1-5 rating, in dialogue with the Administrator. The whole number ratings in each**

## County Administrator Performance Evaluation Overview and Timeline-Detailed

of the 5 themed sections will be divided by 5. This number will be rounded up if a .5. For example, 2.5 = 3.

- A raise will be offered if the score is \_\_\_ or above.
- The chair will submit the **finalized administrator's evaluation discussion points and point results** into the county's Quantum Workplace website.

### May

- The Administer will set goals for the coming year to be finalized with the CoA at the June CoA meeting.
- If a salary increase is to be awarded, it will be initiated at a date consistent with all county employees, currently July.
- After goals are finalized with the CoA, the chair will **email the full board the Administrator's evaluation completion, % salary increase if there is one, the salary total and goals for the upcoming year.**

### October and January

- Administrator will give an update on progress toward goals set.
- If there are obstacles to meeting goals, the CoA will discuss with the Administrator the supports needed to reach the goal(s) and the CoA will assist the Administrator to meet goals
- Goals can also be revised in the process as needed. Any revisions will be reported to the Board.

**Administrator's contract will be reviewed at CoA meeting** at a minimum of every three years.

# Administrator's Evaluation Criterion

## 1. Leadership

- Decision making and actions reflect integrity, honesty and openness
- Demonstrating a solid grasp of the subject matter
- Examining the full scope of factors that influence an issue, determining calculated risks, and developing and using relationships and interpersonal skills to build consensus
- Thinking and acting to instill a culture of continuous improvement; moving the organization forward through consistent examination of methods and integration of new and innovative practices.
- Being a role model and demonstrating behavior expected by others
- Takes the initiative to provide information, advice, and recommendations to the governing body on matters that are non-routine and not administrative in nature

## 2. Strategy-

- Sharing, supporting, and advocating the organization's mission and vision by developing and communicating the vision to staff and others
- Helping elected officials develop a policy agenda that can be implemented effectively and that serves the best interests of the community
- Anticipating things that can go wrong and preparing accordingly
- Understands, supports, reviews and offers workable alternatives to:
  - Rules of the board
  - Policy
  - Ordinances

## 3. Organizational

- Providing the team with a sense of direction and purpose, and balancing the big picture framework with day-to-day operations
- Prioritizing collaboration and efforts that create a shared sense of success
- Holding staff accountable and instilling accountability into operations
- Recruiting, retaining, and developing a talented workforce
- Aligning the organization's human capital with the strategic objectives of the governing body

## 4. Operational / Fiscal

- Assessing the environment to determine the best approach or style for leading a project to success
- Building financial resiliency by analyzing risk, anticipating future trends and challenges, and planning for the unexpected
- Maintaining perspective and focus on both short- and long-term outcomes
- Identifying, gathering, and reporting performance measures in a manner that is meaningful, understandable, and efficient; using data to lead and manage the organization and deliver results
- Preparing accurate and understandable capital and operating budgets

## 5. Relationships with external constituencies

- Engaging with and understanding the viewpoints of key stakeholders in the community; committing to ongoing communication about expectations, decisions, and measurable outcomes
- Building relationships among local, state, and federal elected and appointed officials to advocate for the community
- Employing various communication methods, including social media, to ensure transparency and to keep the community informed of local government services and impacts.
- Providing complete, accurate, and timely information

## Jan Daus – Inspiring and Facilitating Library Systems (IFLS)

Jan has been on the board for many years. She is retired from Markquart Motors, after 28 years as an accountant. She is very involved in the Altoona library, going to 2 book clubs and in the friends group.

Jan has lived in Eau Claire since 1976, now living in the town of Pleasant Valley since 2003. She is on 2 committees there and on the Eau Claire Co-op Advisory Council. Since her retirement in 2020, I have donated blankets to the project Linus for kids in need and hats to the school districts and boys and girls club.

## **Terrence Miskulin, DDS (Board of Health)**

Dr. Miskulin is a native of Stetsonville, Wisconsin. After earning his bachelor's degree in biological sciences from Marquette University in Milwaukee in 2005, he continued on at Marquette and graduated from the Marquette School of Dentistry in 2008. He then was accepted into a highly regarded Fellowship / Residency in General Dentistry through the Marquette University School of Dentistry and Delta Dental of Wisconsin. This program has provided Dr. Miskulin with advanced training in several areas of specialized dentistry by working closely with specialists in the Eau Claire area.

He is a member of the American Dental Association, Wisconsin Dental Association, and the West Central Wisconsin Study Club. He believes strongly in continuing education in the effort to provide his patients with the most current and optimal care possible. He also shares his dental knowledge with the students at CVTC as a part-time faculty member.

Dr. Miskulin is an avid outdoorsman and enjoys trout fishing, hunting, camping, running and biking with his family and friends.