

# General Government



2020 Budget

September 17, 2019

**POLK COUNTY WISCONSIN  
General Government Committee**

# **Department of County Clerk**

**Sharon Jorgenson, Polk County Clerk**

**DEPARTMENT DESCRIPTION:**

The duties of this office include preparing agendas and taking minutes for committees the County Board of Supervisors. The office is responsible for administering all federal, state, county and local elections. Other services include: Issuing and Administering marriage license program, Administering dog license program, agent for passports, issuing timber cutting permits, large assembly permits and open record requests. Maintain website pages and safekeeping of documents. Our office is the "Information Center" of the Government Center.

**MISSION:**

Provide efficient services to the public and perform duties as assigned by Wisconsin State Statutes and County Policy.

**LINK TO COUNTY BOARDS STRATEGIC GOALS:**

To serve the public with integrity.

**STRATEGIC PRIORITIES:**

Provide support and open communication to the County Board, 36 municipalities and the residents of Polk County within the guidelines of the state statutes.

**PROGRAM OVERVIEW:**

Agendas and Minutes for County Board Supervisor meetings. Administration of elections. Marriage Licenses, Passport Agent, Timber Cutting Permits, Large Assembly Permits, Administering Dog License Program, Maintain website page and safekeeping of documents. Provide a multitude of information to residents and non-residents who stop in.

**LIST OF SERVICES BOTH INTERNALLY AND EXTERNALLY PROVIDED BY YOUR DEPARTMENT:**

Prepare agendas and take minutes for meetings, Administer elections, Issue Marriage Licenses, Passports, Timber Cutting Permits, Large Assembly Permits, Administer Dog License program, Provide general information and answer questions to those inquiring/need assistance. Provide Communication to all Departments within Polk County as needed.

**POLK COUNTY WISCONSIN**  
**General Government Committee**

# Department of County Clerk

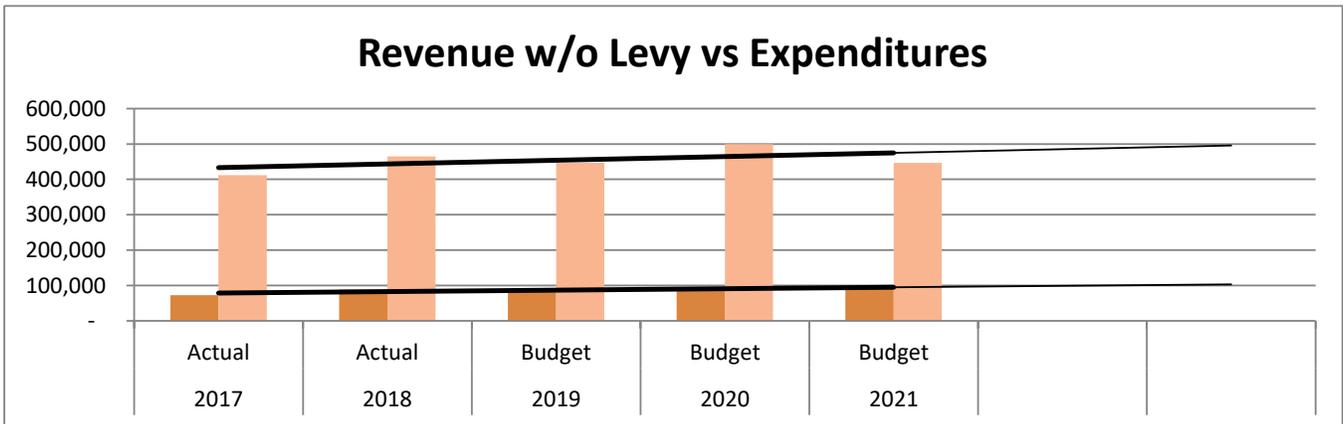
Sharon Jorgenson, Polk County Clerk

**DEPARTMENT REVENUE AND EXPENDITURES BY ECONOMIC CLASSIFICATION:**

	2017 Actual	2018 Actual	2019 Budget	2020 Estimated Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>Revenue</b>						
General Property Tax	339,822	376,130	357,230	354,146	406,906	355,934
License & Fees	18,751	18,448	24,355	24,399	23,177	24,437
Public Charge for Services	30,704	32,333	26,622	27,021	28,000	27,561
Intergovernmental Revenue	23,067	31,705	38,760	38,760	41,500	38,760
<b>Total Revenue</b>	<b>412,344</b>	<b>458,616</b>	<b>446,967</b>	<b>444,326</b>	<b>499,583</b>	<b>446,692</b>
<b>Expense</b>						
Personnel Services	275,795	279,225	283,233	284,462	289,402	285,709
Contractual Services	43,208	132,397	54,880	55,977	103,198	57,096
Supplies & Expenses	74,809	71,604	81,254	81,255	85,657	81,255
Fixed Charges	1,965	2,370	2,100	2,132	2,326	2,132
Grants, Contributions, Indem	16,358	17,028	20,500	20,500	19,000	20,500
Capital Outlay		16,498	5,000			
<b>Total Expenditures</b>	<b>412,135</b>	<b>519,122</b>	<b>446,967</b>	<b>444,326</b>	<b>499,583</b>	<b>446,692</b>
<b>Net Revenue and Expenditures</b>	<b>209</b>	<b>(60,506)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

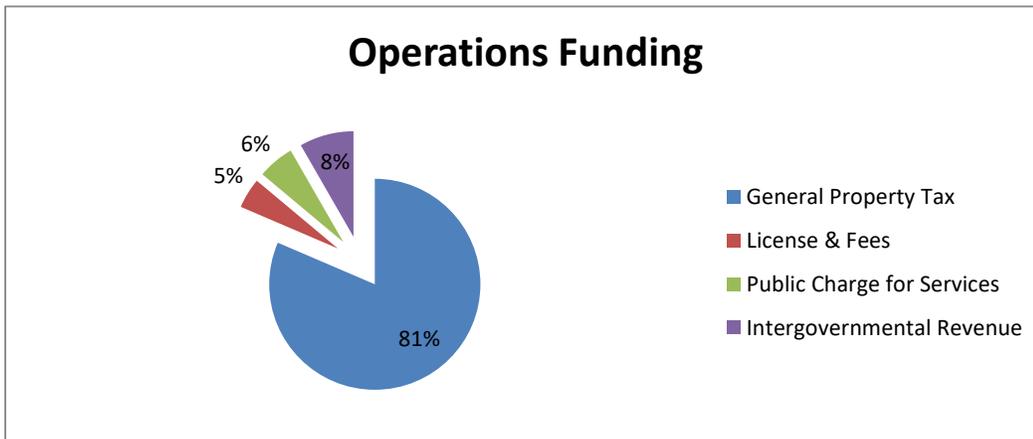
**EMPLOYMENT BY JOB CLASSIFICATION:**

	2017 Actual	2018 Actual	2019 Budget	2020 Estimated Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>FTE Employees</b>						
Officials/Administrators	1	1	1	1	1	1
Administrative Support	1.45	1.45	1.45	1.45	1.45	1.45
<b>Total</b>	<b>2.45</b>	<b>2.45</b>	<b>2.45</b>	<b>2.45</b>	<b>2.45</b>	<b>2.45</b>



## 2020 Budget Presentation

	Published 2020	Administrator 2020	Difference	Amended 2020
<b>2019 Budget Prep</b>				
<b>Revenue</b>				
General Property Tax	354,146	406,906	52,760	
License & Fees	24,399	23,177	(1,222)	
Public Charge for Services	27,021	28,000	979	
Intergovernmental Revenue	38,760	41,500	2,740	
<b>Total Revenue</b>	<b>444,326</b>	<b>499,583</b>	<b>55,257</b>	
<b>Expense</b>				
Personnel Services	284,462	289,402	4,940	
Contractual Services	55,977	103,198	47,221	
Supplies & Expenses	81,255	85,657	4,402	
Fixed Charges	2,132	2,326	194	
Grants, Contributions, Indem	20,500	19,000	(1,500)	
<b>Total Expenditures</b>	<b>444,326</b>	<b>499,583</b>	<b>55,257</b>	
<b>Net Revenue and Expenditures</b>	-	-	-	



### Notes:

<b>Revenue</b>	
General Property Tax	Increased for staffing and election costs in 2020
Fine and Forfeitures	
Public Charge for Services	
Intergovernmental Revenues	
<b>Total Revenue</b>	
<b>Expense</b>	
Personnel Services	Slight increase in staffing costs
Contractual Services	Increased to cover elections costs in 2020
Supplies & Expenses	
Fixed Charges	
Grants, Contributions, Indem	
<b>Total Expenditures</b>	
<b>Net Revenue and Expenditures</b>	

**POLK COUNTY WISCONSIN**  
**General Government Committee**

# Department of County Clerk

Sharon Jorgenson, Polk County Clerk

**PROGRAM NAME:**

**County Clerk**

**PROGRAM OBJECTIVE:**

Efficient, error free issuance of documents as required by state statutes. Coordinate communication between the County Board, departments, and the public. Provide funding for state and local animal control efforts. Friendly and efficient customer service to all.

**LINK TO BOARD PRIORITIES:**

To serve the public with integrity and Improved quality of life

**PROGRAM REVENUES AND EXPENDITURES:**

	2017 Actual	2018 Actual	2019 Budget	2020 Estimated Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>Revenue</b>						
General Property Tax	324,329	363,257	345,117	341,221	351,040	342,180
Other Revenues	49,455	50,781	50,977	51,420	51,177	51,998
<b>Total Revenue</b>	<b>373,784</b>	<b>414,038</b>	<b>396,094</b>	<b>392,641</b>	<b>402,217</b>	<b>394,178</b>
<b>Expenses</b>						
Recurrent Expenditure	362,142	384,770	396,094	392,641	402,217	394,178
Capital/One-time Expenditure						
<b>Total Expenditures</b>	<b>362,142</b>	<b>384,770</b>	<b>396,094</b>	<b>392,641</b>	<b>402,217</b>	<b>394,178</b>
<b>Net Revenue and Expenditures</b>	<b>11,642</b>	<b>29,268</b>	<b>-</b>	<b>-</b>		<b>-</b>

**PROGRAM PERFORMANCE INFORMATION:**

**KEY PROGRAM STRATEGIES FOR 2020**

1. Large elections in 2020 will require most of our focus. Improve office efficiencies to make workload manageable.
2. Continue to make effective communication a top priority - between departments, Board, customers.
3. Training in WisVote systems and maintenance of Polk County voter database will be a key priority.

**KEY PROGRAM STRATEGIES FOR 2021**

1. Possibly implement computerized receipting system to tie in with Treasurer and provide clear audit trail.
2. Continue to improve office efficiencies and work toward paperless initiative
3. Complete and update training for WisVote and Passport agent requirements

**KEY PERFORMANCE INDICATORS:**

Output indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2021 Estimate
Number of marriage applications applied for	276	279	250	250	275
Failure to give notice of meetings	0	0	0	0	0
Revenue from sale of dog tags	\$18,351	\$18,048	\$15,000	\$17,000	18000
Passport Revenue collected -agent fees and	\$11,050	\$17,072	\$12,238	\$15,000	\$15,000
Motor Vehicle Agent revenue from services provided.	\$3,931	\$3,302	\$0	\$0	0

**ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:**

1. Limited staffing impacts the Clerk's office, limiting efforts to provide prompt, efficient service at times.
2. Dog license sales are difficult to increase and local authority is limited so dog license sales may continue to decline.
3. Marriage licenses are state mandated and there are few risks involved in issuing licenses.
4. Passport agent services are well received by the public and involves few risks.

**POLK COUNTY WISCONSIN**  
**General Government Committee**

# Department of County Clerk

Sharon Jorgenson, Polk County Clerk

**PROGRAM NAME:**

**Administration of Elections**

**PROGRAM OBJECTIVE:**

To conduct accurate, smooth, and well-run elections.

**LINK TO BOARD PRIORITY:**

To serve the public with integrity, improved quality of life.

**PROGRAM REVENUES AND EXPENDITURES:**

	2017 Actual	2018 Actual	2019 Budget	2020 Estimated Budget	2020 Administrator's Budget	2021 Estimate
<b>Revenue</b>						
General Property Tax	15,493	12,873	12,113	12,925	55,866	13,754
Other Revenues	23,067	31,705	38,760	38,760	41,500	38,760
<b>Total Revenue</b>	<b>38,560</b>	<b>44,578</b>	<b>50,873</b>	<b>51,685</b>	<b>97,366</b>	<b>52,514</b>
<b>Expenses</b>						
Recurrent Expenditure	49,993	134,352	50,873	51,685	97,366	52,514
Capital/One-time Expenditure						
<b>Total Expenditures</b>	<b>49,993</b>	<b>134,352</b>	<b>50,873</b>	<b>51,685</b>	<b>97,366</b>	<b>52,514</b>
<b>Net Revenue and Expenditures</b>	<b>(11,433)</b>	<b>(89,774)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**PROGRAM PERFORMANCE INFORMATION:**

**KEY PROGRAM STRATEGIES 2020**

- Continued training for WisVote upgrades. Research voting equipment for future purchase. High accuracy with elections.

**KEY PROGRAM STRATEGIES 2021**

- New employee training will be a continued goal. High accuracy for elections. Possibly purchase new voting equipment.

**KEY PERFORMANCE INDICATORS:**

Output indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2021 Estimate	2022 Estimate
Number of elections per year (expected)	3	5	2	4	2	
Outcome indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2021 Estimate	2022 Estimate
Challenges due to errors in tally	0	0	0	0	0	

**ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:**

Ongoing training due to continuous upgrades to WisVote software. Possibility of errors is higher due to continuous upgrades/changes to software.

**POLK COUNTY WISCONSIN**  
**General Government and Environmental Services Committees**  
**PUBLIC WORKS DIVISION**  
**Department of Buildings, Solid Waste, Recycling**  
**Emil Norby, Public Works Director/ Highway Commissioner**

**PROGRAM NAME:**

**Building and Property**

**PROGRAM OBJECTIVE:**

Providing a quality preventive maintenance program to extend the life of county assets.

**LINK TO BOARD PRIORITY:**

Updating county services for future and improving services.

Infrastructure/Equipment

**PROGRAM REVENUES AND EXPENDITURES:**

	2017 Actual	2018 Budget	2018 Actual	2019 Estimate	2020 Administrator's Budget	2021 Forecast
<b>Revenue</b>						
General Property Tax	1,191,329	2,227,173	2,227,172	1,721,493	1,595,055	2,495,211
Other Revenues	180,849	197,957	197,958	181,336	180,171	180,321
<b>Total Revenue</b>	<b>1,372,178</b>	<b>2,425,130</b>	<b>2,425,130</b>	<b>1,902,829</b>	<b>1,775,226</b>	<b>2,675,532</b>
<b>Expense</b>						
Recurrent Expenditure	1,300,610	1,961,130	1,961,130	1,705,310	1,642,726	2,543,032
Capital/One-time Expenditure	71,568	464,000	464,000	197,519	132,500	132,500
<b>Total Expenditure</b>	<b>1,372,178</b>	<b>2,425,130</b>	<b>2,425,130</b>	<b>1,902,829</b>	<b>1,775,226</b>	<b>2,675,532</b>
<b>Net Revenue and Expenditures</b>	-	-	-	-	-	-

**PROGRAM PERFORMANCE INFORMATION:**

**KEY PROGRAM STRATEGIES 2020**

Finalize the plans/ Schedules for the remodel of the Government Center

**KEY PROGRAM STRATEGIES 2021**

Implement Remodel Construction Project for the Government Center

**KEY PERFORMANCE INDICATORS:**

Output indicators	2017 Actual	2018 Estimate	2018 Actual	2019 Estimate	2020 Estimate	2021 Estimate
Work orders completed	1039	1065	1043	1065	1065	1066
Fleet trips managed	2351	2700 trips	2126 trips	2700 trips	2700 trips	2701 trips

Outcome indicators	2017 Actual	2018 Estimate	2018 Actual	2019 Estimate	2020 Estimate	2021 Estimate
Maintenance cost per sq foot	\$4.12	\$4.15	\$4.25	1065	1065	1066
Avg no of cars available per day	1 of 14	1 of 14	3	2700 trips	2700 trips	2701 trips

**ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:**

Scheduling and budgeting needs vs. funding

**POLK COUNTY WISCONSIN  
General Government Committee**

# **Department of County Treasurer**

**Amanda Nissen, Polk County Treasurer**

**DEPARTMENT DESCRIPTION:**

The department calculates taxes, determine and distributes funds to the various taxing districts, receipts in all County funds from other departments, oversees all bank accounts and balances main bank accounts for the County. The Department also assists internal and external customers with tax questions and requests.

**MISSION:**

To assist our customers in the most efficient and complete manner in accordance with State statute and county policy.

**LINK TO COUNTY BOARD STRATEGIC GOALS:**

To serve the public with integrity.

**STRATEGIC PRIORITIES:**

Continue to work with our customers, both external and internal, to provide them with the information they request in a timely manner.

**LIST OF SERVICES BOTH INTERNALLY AND EXTERNALLY PROVIDED BY YOUR DEPARTMENT:**

Calculate, print, settle property taxes. Process tax delinquent properties. Manage County banking activity. Reconcile monthly general County bank accounts.

**POLK COUNTY WISCONSIN**  
General Government Committee

# Department of County Treasurer

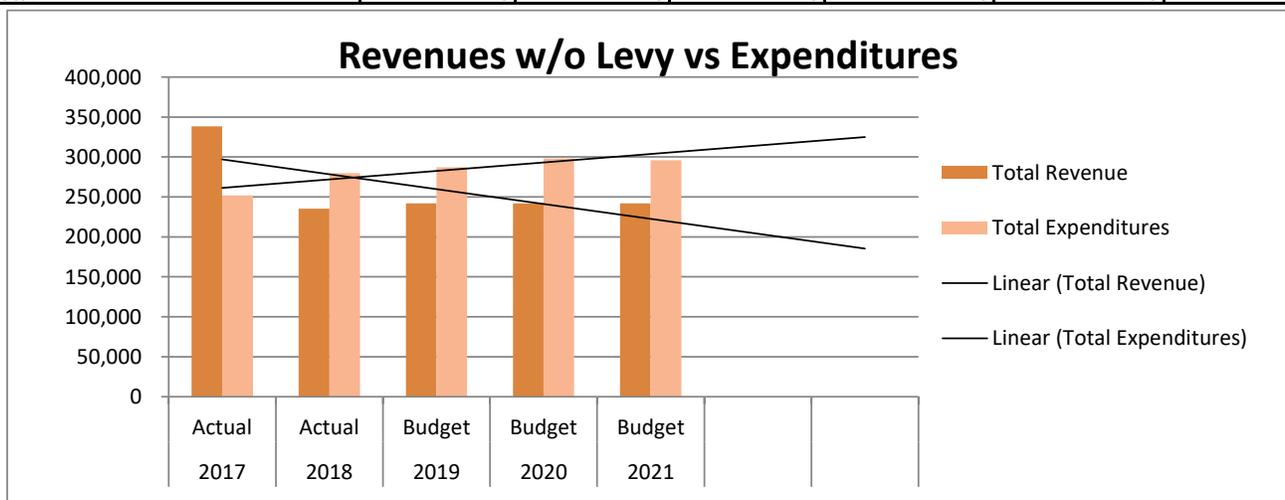
Amanda Nissen, Polk County Treasurer

**DEPARTMENT REVENUE AND EXPENDITURES BY ECONOMIC CLASSIFICATION:**

	2017 Actual	2018 Actual	2019 Budget	2020 Forecast Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>Revenue</b>						
General Property Tax	50,831	44,587	45,229	49,524	56,182	53,911
Other Taxes	0		25	25	-	
State Aids	108,604	107,577	109,000	109,000	109,000	109,000
Fine and Forfeitures	15,510	21,945	32,640	32,640	32,640	32,640
Public Charge for Services	(4,021)	7,655	179	181	181	184
Intergovernmental Revenues	204					
Misc Revenue	217,829	171,338	100,000	100,000	100,000	100,000
<b>Total Revenue</b>	<b>388,957</b>	<b>353,102</b>	<b>287,073</b>	<b>291,370</b>	<b>298,003</b>	<b>295,735</b>
<b>Expense</b>						
Operating Expense		7702				
Personnel Services	203,270	212,531	211,614	215,332	222,796	219,152
Contractual Services	18,153	21,152	26,734	27,269	26,439	27,814
Supplies & Expenses	29,256	37,053	45,444	45,444	45,444	45,444
Fixed Charges	1,314	1,314	2,880	2,924	2,924	2,924
Grants, Contributions, Indem	(170)	3,003	400	401	400	401
<b>Total Expenditures</b>	<b>251,824</b>	<b>282,755</b>	<b>287,072</b>	<b>291,370</b>	<b>298,003</b>	<b>295,735</b>
<b>Net Revenue and Expenditures</b>	<b>137,133</b>	<b>70,347</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>-</b>

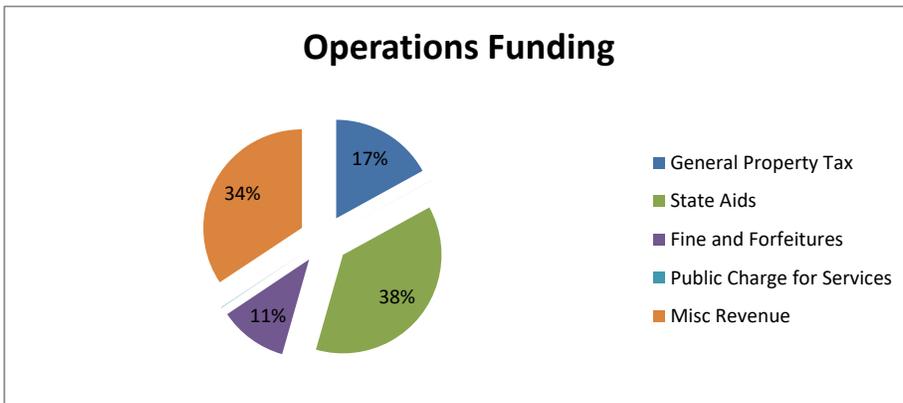
**EMPLOYMENT BY JOB CLASSIFICATION:**

	2017 Budget	2018 Actual	2019 Budget	2020 Forecast Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>FTE Employees</b>						
Officials/Administrators	1	1	1	1	1	1
Administrative Support	2	2	2	2	2	2
<b>Total</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>



## 2020 Budget Presentation

2019 Budget Prep	Published 2020	Administrator 2020	Difference	Amended 2020
<b>Revenue</b>				
General Property Tax	49,524	56,182	6,658	
Other Taxes	25	-	(25)	
State Aids	109,000	109,000	-	
Fine and Forfeitures	32,640	32,640	-	
Public Charge for Services	181	181	-	
Misc Revenue	100,000	100,000	-	
<b>Total Revenue</b>	<b>291,370</b>	<b>298,003</b>	<b>6,633</b>	
<b>Expense</b>				
Operating Expense				
Personnel Services	215,332	222,796	7,464	
Contractual Services	27,269	26,439	(830)	
Supplies & Expenses	45,444	45,444	-	
Fixed Charges	2,924	2,924	-	
Grants, Contributions, Indem	401	400	(1)	
<b>Total Expenditures</b>	<b>291,370</b>	<b>298,003</b>	<b>6,633</b>	
<b>Net Revenue and Expenditures</b>	<b>-</b>	<b>-</b>	<b>-</b>	



### Notes:

<b>Revenue</b>	
General Property Tax	Increased to cover staffing adjustments
Other Taxes	
State Aids	
Fine and Forfeitures	
Public Charge for Services	
Intergovernmental Revenues	
Misc Revenue	
<b>Total Revenue</b>	
<b>Expense</b>	
Operating Expense	Slight staffing adjustments
Personnel Services	
Contractual Services	
Supplies & Expenses	
Fixed Charges	
Grants, Contributions, Indem	
<b>Total Expenditures</b>	
<b>Net Revenue and Expenditures</b>	

**POLK COUNTY WISCONSIN  
General Government Committee**

# Department of County Treasurer

Amanda Nissen, Polk County Treasurer

**PROGRAM NAME:**

**Tax calculation, billing, settlement and fund distribution**

**PROGRAM OBJECTIVE:**

Accurate calculation of taxes, collections received in a timely manner, disbursement of taxes by statutory deadlines.

**LINK TO BOARD PRIORITY:**

Updating County Services for the future and improving services & Relationship of County with Municipalities-both positive and negative.

**PROGRAM PERFORMANCE INFORMATION:**

**KEY PROGRAM STRATEGIES 2020**

To work with the municipalities to continue to get online services up and available to the general public.

**KEY PROGRAM STRATEGIES 2021**

To continue to work with the municipalities to see what services our office can offer to help them serve the general public in the most effective manner.

**KEY PERFORMANCE INDICATORS:**

<b>Output indicators</b>	<b>2017 Actual</b>	<b>2018 Actual</b>	<b>2019 Estimate</b>	<b>2020 Estimate</b>	<b>2021 Estimate</b>	
One page tax bills	Yes	Yes	Yes	Yes	Yes	
All required levy info on bills	Yes, 100%	100%	100% accurate	100% accurate	100% accurate	

<b>Outcome indicators</b>	<b>2017 Actual</b>	<b>2018 Actual</b>	<b>2019 Estimate</b>	<b>2020 Estimate</b>	<b>2021 Estimate</b>	
Bills printed timely	100%	100%	100%	100%	100%	
Tax bill information accurate	100%	100%	100%	100%	100%	

**ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:**

If the State of Wisconsin changes tax bill requirements we will need to work with the tax software provider and the and the printer to continue to meet our one page bill goals. There is no change for the 2020-2022 budget.

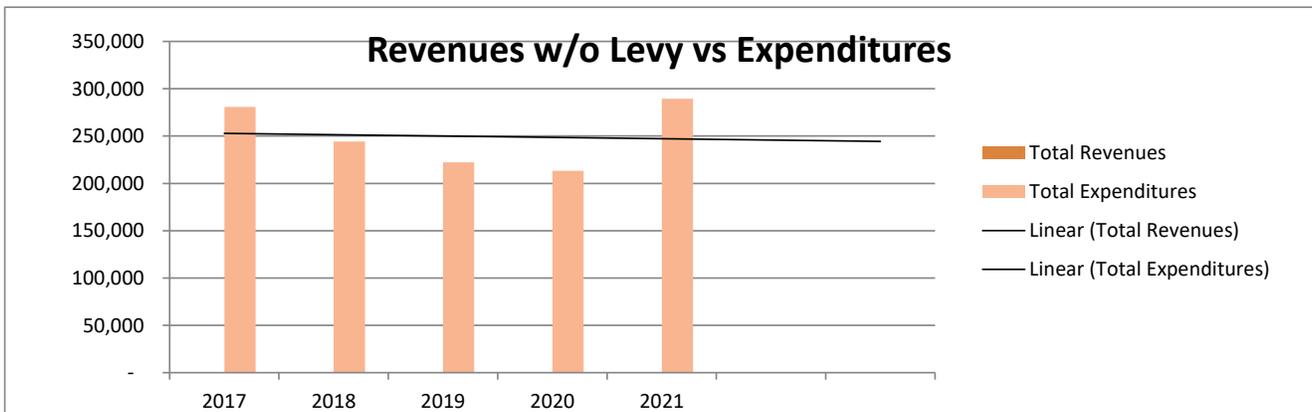
**POLK COUNTY WISCONSIN**  
**General Government Committee**  
**Fair, Museum, West Central Regional Planning, Tourism, West Cap, Economic Development**

## Outside Agencies

Emil Norby, Mark Gossman, Steve Geiger

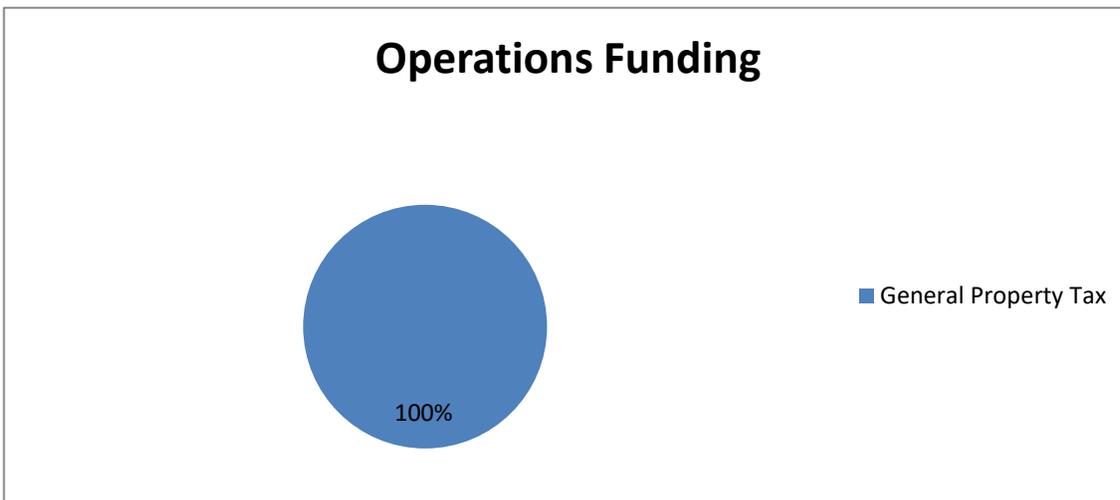
**DEPARTMENT REVENUE AND EXPENDITURES BY ECONOMIC CLASSIFICATION:**

	2017 Actual	2018 Actual	2019 Budget	2020 Estimated Budget	2020 Administrator's Budget	2021 Estimated Budget
<b>Revenue</b>						
General Property Tax	278,994	210,840	222,313	213,306	213,306	214,319
<b>Total Revenue</b>	278,994		222,313	213,306	213,306	214,319
<b>Expense</b>						
Fair	101,177	71,334	39,260	39,825	39,825	115,402
Museum	28,821	21,328	21,379	21,807	21,807	22,243
West Central Regional Planning	31,878	32,674	32,674	32,674	32,674	32,674
Tourism	70,000	70,000	70,000	70,000	70,000	70,000
West Cap	4,000	4,000	4,000	4,000	4,000	4,000
Economic Development	45,000	45,000	55,000	45,000	45,000	45,000
<b>Total Expenditures</b>	280,876	244,336	222,313	213,306	213,306	289,319
<b>Net Revenue and Expenditures</b>	(1,882)	(33,496)	-	-		(75,000)



## 2020 Budget Presentation

	Published 2020	Administrator 2020	Difference	Amended 2020
<b>2019 Budget Prep</b>				
<b>Revenue</b>				
General Property Tax	213,306	213,306	-	
<b>Total Revenue</b>	<b>213,306</b>	<b>213,306</b>	<b>-</b>	
<b>Expense</b>				
Fair	39,825	39,825		
Museum	21,807	21,807	-	
West Central Regional Planning	32,674	32,674	-	
Tourism	70,000	70,000	-	
West Cap	4,000	4,000	-	
Economic Development	45,000	45,000	-	
<b>Total Expenditures</b>	<b>213,306</b>	<b>213,306</b>	<b>-</b>	
<b>Net Revenue and Expenditures</b>	<b>-</b>		<b>-</b>	



### Notes:

#### Revenue

General Property Tax	No adjustments
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#### Total Revenue

#### Expense

Fair	
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Museum	
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West Central Regional Planning	
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Tourism	
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West Cap	
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Economic Development	
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#### Total Expenditures

#### Net Revenue and Expenditures

**POLK COUNTY WISCONSIN**  
**General Government Committee**  
**Fair, Museum, West Central Regional Planning, Tourism, West Cap, Economic Development**

## Outside Agencies

Emil Norby, Mark Gossman, Steve Geiger

**PROGRAM NAME:**

**Museum**

**PROGRAM OBJECTIVE:**

Preserving the past for future generations by establishing a unique and enduring collection of Polk County history, shared with the public through education programs and exhibits.

**LINK TO BOARD PRIORITY:**

Recreation/Tourism/Parks/Economic Development

**PROGRAM REVENUES AND EXPENDITURES:**

	2017 Actual	2018 Actual	2019 Budget	2020 Estimated Budget	2020 Administrator's Budget	2021 Estimated Budget
<b>Revenue</b>						
General Property Tax	30,796	21,063	21,379	21,807	21,807	22,243
Other Revenues						
<b>Total Revenue</b>	30,796	21,063	21,379	21,807	21,807	22,243
Recurrent Expenditure	20,371	21,328	21,379	21,807	21,807	22,243
Capital/One-time Expenditure	8,450					
<b>Total Expenditure</b>	28,821	21,328	21,379	21,807	21,807	22,243
<b>Net Revenue and Expenditures</b>	1,975	(265)	-	-	-	-

**PROGRAM PERFORMANCE INFORMATION:**

**KEY PROGRAM STRATEGIES 2020**

1. Reach out to key stakeholders for strategic plan.

**KEY PROGRAM STRATEGIES 2021**

**KEY PERFORMANCE INDICATORS:**

Output indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2021 Estimate
Attendance	1,765	1,800	2,000	2,000	2,000
Outcome indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2021 Estimate
Grants and fundraising	\$5,757	\$25,000	\$25,000	\$25,000	\$25,000

**ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:**

**POLK COUNTY WISCONSIN**  
**General Government Committee**  
**Fair, Museum, West Central Regional Planning, Tourism, West Cap, Economic Development**

## Outside Agencies

Emil Norby, Mark Gossman, Steve Geiger

**PROGRAM NAME:**

**Fair**

**PROGRAM OBJECTIVE:**

The future enhanced needed educational programs for the benefit of the people of Polk County.

**LINK TO BOARD PRIORITY:**

Recreation/Tourism/Parks/Economic Development

**PROGRAM REVENUES AND EXPENDITURES:**

	2017 Actual	2018 Actual	2019 Budget	2020 Estimated Budget	2020 Administrator's Budget	2021 Estimated Budget
<b>Revenue</b>						
General Property Tax	97,924	38,103	39,260	39,825	39,825	40,402
Other Revenues						
<b>Total Revenue</b>	97,924		39,260	39,825	39,825	40,402
Recurrent Expenditure	101,177	71,334	39,260	39,825	39,825	115,402
Capital/One-time Expenditure						
<b>Total Expenditure</b>	101,177	71,334	39,260	39,825	39,825	115,402
<b>Net Revenue and Expenditures</b>	(3,253)	(33,231)	-	-	-	(75,000)

**PROGRAM PERFORMANCE INFORMATION:**

**KEY PROGRAM STRATEGIES 2020**

Construct new grandstand

**KEY PROGRAM STRATEGIES 2021**

**KEY PERFORMANCE INDICATORS:**

Output indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2021 Estimate
Improvements to fairgrounds				10,000	1,300,000

Outcome indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2021 Estimate
Attendance	37178		37,000	37,000	37,000

**ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:**

**POLK COUNTY WISCONSIN  
General Governments/Health and Human Services Committee**

**Department of Corporation Counsel and Child Support**

**Malia Malone, Corporation Counsel  
Chad Hoag, Child Support Agency**

**DEPARTMENT DESCRIPTION:**

The Office of Corporation Counsel provides a full range of legal services to the County Board, County Administrator, County departments, committees, boards, commissions, supervisors, elected and appointed county officials and employees in respect to their official duties including rendering legal opinions and advice, drafting and reviewing contracts, ordinances, resolutions and other legal proceedings. The office prosecutes various civil proceedings including account collections for departments, tax foreclosures, mental commitments, guardianships, protective placements, termination of parental rights, and county ordinance enforcements, especially land use/zoning ordinances. The office administers the Wisconsin Child Support Program on behalf of the County and represents the State of Wisconsin in child support cases.

**MISSION:**

The mission of the Corporation Counsel is to serve and represent the public with integrity by providing professional, responsive and effective legal services to the County, its boards, commissions, committees, departments, officials and employees and to provide stability and permanency to adults and children by providing legal counsel on cases involving the delivery of human services programs and services. The mission of the Child Support Agency is to provide economic stability to children and families by establishing and enforcing reasonable child support orders.

**LINK TO COUNTY BOARD STRATEGIC GOALS:**

To serve the public with integrity through the provision of legal services to the County and child support services to families of Polk County.

**STRATEGIC PRIORITIES:**

Provide Professional, Responsive and Cost-Effective Legal Services to the County. Provide Child Support Services Through Establishment and Enforcement of Child Support Orders and the Establishment of Paternity.

**PROGRAM OVERVIEW:**

The Office of Corporation Counsel serves as the general counsel of the County and prosecutes human services cases in representation of the interest of the public. The Child Support Agency administers the state of Wisconsin Child Support program for adults and children living or having cases in the Polk County Circuit Court. The Child Support Agency establishes child support orders and paternity and actively pursues collection of current and past child support.

**LIST OF SERVICES BOTH INTERNALLY AND EXTERNALLY PROVIDED BY YOUR DEPARTMENT:**

General Legal Counsel; Organizational and Regulatory Compliance; Contract Development and Negotiation; Ordinance, Resolution and Policy Development; Legal Opinions; Litigation of Judicial and Administrative Matters; Litigation Management; Prosecute in representing the interest of the public human services cases: Mental commitments; guardianships and protective placements; Children in need of protection and services; termination of parental rights; truancy. Child Support and Paternity Establishment; Collection of Child Support; Enforcement and Collection of Interstate Cases.

**POLK COUNTY WISCONSIN**  
**General Governments/Health and Human Services Committee**

## Department of Corporation Counsel and Child Support

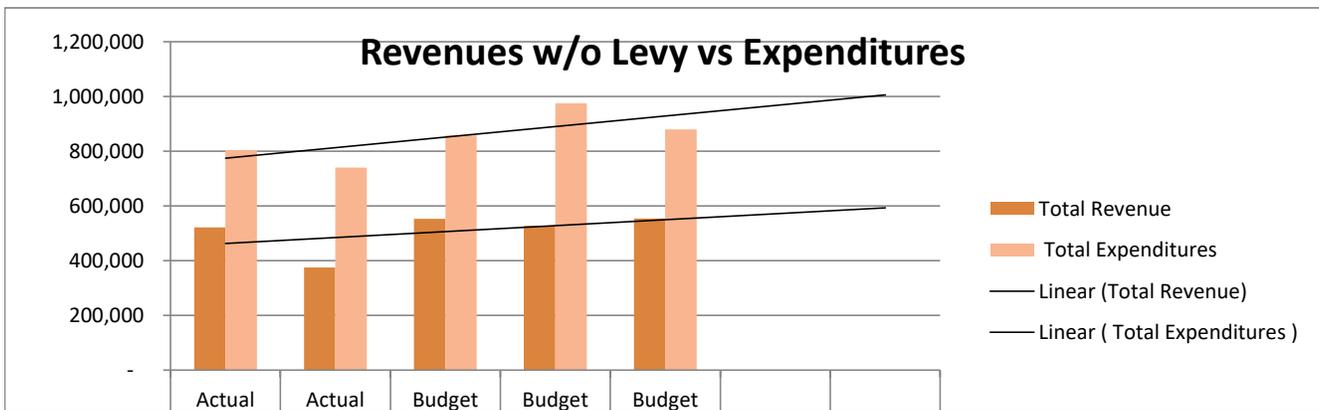
Malia Malone, Corporation Counsel  
 Chad Hoag, Child Support Agency

**DEPARTMENT REVENUE AND EXPENDITURES BY ECONOMIC CLASSIFICATION:**

	2017 Actual	2018 Actual	2019 Budget	2020 Forecast Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>Revenue</b>						
General Property Tax	303,665	309,247	304,087	315,085	447,563	326,229
State Aids	521,554	374,517	549,783	549,783	525,221	549,783
Public Charge for Services	388	900	3,741	3,797	2,400	3,872
<b>Total Revenue</b>	<b>825,607</b>	<b>684,664</b>	<b>857,611</b>	<b>868,665</b>	<b>975,184</b>	<b>879,884</b>
<b>Expense</b>						
Personnel Services	750,746	661,748	793,561	803,937	906,444	814,467
Contractual Services	27,819	58,159	33,739	34,414	38,119	35,103
Supplies & Expenses	17,092	20,685	30,111	30,111	30,418	30,111
Fixed Charges	-	193	200	203	203	203
Capital Outlay	8,129					
<b>Total Expenditures</b>	<b>803,787</b>	<b>740,785</b>	<b>857,611</b>	<b>868,665</b>	<b>975,184</b>	<b>879,884</b>
<b>Net Revenue and Expenditures</b>	<b>21,821</b>	<b>(56,121)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

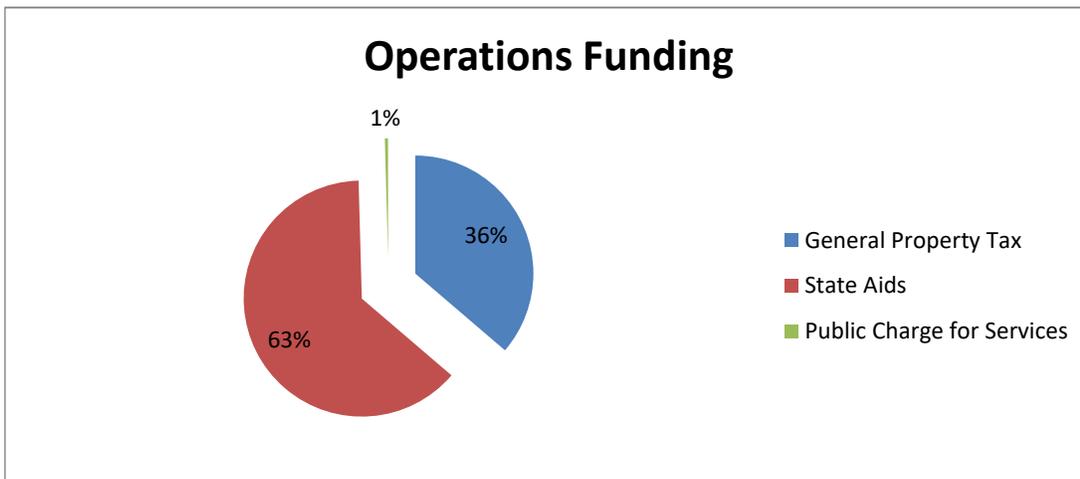
**EMPLOYMENT BY JOB CLASSIFICATION:**

	2017 Budget	2018 Actual	2019 Budget	2020 Forecast	2020 Administrator's Budget	2021 Forecast
<b>FTE Employees</b>						
Officials/Administrators	1	1	1		1	1
Professionals	2	2	1	1		1
Technicians/Para-Professionals					1	
Administrative Support	6	6	6.5	6.5	6.5	6.5
First/Mid Level Officials and			1	1	1	1
<b>Total</b>	<b>9</b>	<b>9</b>	<b>9.5</b>	<b>8.5</b>	<b>9.5</b>	<b>9.5</b>



## 2020 Budget Presentation

	Published 2020	Administrator 2020	Difference	Amended 2020
<b>2019 Budget Prep</b>				
<b>Revenue</b>				
General Property Tax	315,085	447,563	132,478	
State Aids	549,783	525,221	(24,562)	
Public Charge for Services	3,797	2,400	(1,397)	
<b>Total Revenue</b>	<b>868,665</b>	<b>975,184</b>	<b>106,519</b>	
<b>Expense</b>				
Personnel Services	803,937	906,444	102,507	
Contractual Services	34,414	38,119	3,705	
Supplies & Expenses	30,111	30,418	307	
Fixed Charges	203	203	-	
<b>Total Expenditures</b>	<b>868,665</b>	<b>975,184</b>	<b>106,519</b>	
<b>Net Revenue and Expenditures</b>	<b>-</b>	<b>-</b>	<b>-</b>	



### Notes:

<b>Revenue</b>	
General Property Tax	Increased to cover personnel costs
State Aids	Estimated State Aid cut over \$25,000
Public Charge for Services	
<b>Total Revenue</b>	
<b>Expense</b>	
Personnel Services	Personnel increase in Corporation Counsel
Contractual Services	Slight increase in maintenance agreement
Supplies & Expenses	
Fixed Charges	
<b>Total Expenditures</b>	
<b>Net Revenue and Expenditures</b>	

**POLK COUNTY WISCONSIN**  
**General Governments/Health and Human Services Committee**

**Department of Corporation Counsel and Child Support**

Malia Malone, Corporation Counsel  
 Chad Hoag, Child Support Agency

**PROGRAM NAME:**

**Corporation Counsel**

**PROGRAM OBJECTIVE:**

Organizational Legal Services, Human Service Cases, Ordinance Enforcement and Administration, and Litigation and Collection Services.

**LINK TO BOARD PRIORITY:**

Provide legal services in professional and responsive manner to advance organizational priorities identified by the County Board.

**PROGRAM REVENUE AND EXPENDITURES:**

	2017 Actual	2018 Actual	2019 Budget	2020 Forecast Budget	2020 Administrator's	2021 Forecast Budget
<b>Revenue</b>						
General Property Tax	164,202	156,771	179,792	182,741	281,970	185,717
Other Revenues	56,910	53,423	72,850	72,885	72,104	72,932
<b>Total Revenue</b>	<b>221,112</b>	<b>210,194</b>	<b>252,642</b>	<b>255,626</b>	<b>354,074</b>	<b>258,649</b>
<b>Expenses</b>						
Recurrent Expenditure	183,370	192,858	252,642	255,626	354,074	258,649
Capital/One-time Expenditure	8,129					
<b>Total Expenditures</b>	<b>191,499</b>	<b>192,858</b>	<b>252,642</b>	<b>255,626</b>	<b>354,074</b>	<b>258,649</b>
<b>Net Revenue and Expenditures</b>	<b>29,613</b>	<b>17,336</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**PROGRAM PERFORMANCE INFORMATION:**

**KEY PROGRAM STRATEGIES 2020**

1. Establish and impliment a contract review process to streamline responsiveness for internal customers.
2. Mentor and train new staff within the Corporation Counsel's office in order to maintain and/or improve the provision of legal services.
3. Establish a satellite office within the Government Center in order to be available for internal customers and increase responsiveness to the County Administrator and County Board.

**KEY PROGRAM STRATEGIES 2021**

1. Incorporate the use of technology to enhance proficiencies and responsiveness for both internal and external customer services.
2. Streamline court process for the case types that make up the majority of our non-administrative time (TPR; CHIPS; Mental Commitments; Zoning; Guardianships & Protective Placements), in order to increase efficiencies.

**POLK COUNTY WISCONSIN**  
**General Governments/Health and Human Services Committee**  
**Department of Corporation Counsel and Child Support**  
**Malia Malone, Corporation Counsel**  
**Chad Hoag, Child Support Agency**

**Corporation Counsel Continued**

**KEY PERFORMANCE INDICATORS:**

<b>Output indicators</b>	<b>2017 Actual</b>	<b>2018 Actual</b>	<b>2019 Estimate</b>	<b>2020 Estimate</b>	<b>2020 Administrator's</b>	<b>2021 Estimate</b>
Contracts, Resolutions, Ordinances, Leases and Opinions	205	164	175	175	175	175
CHIPS/TPR/Juvenile Guardianship Cases Opened	n/a	102	120	132	132	145
Ordinance Enforcement Cases Opened	47	43	50	58	58	67
Collections Cases Opened	17	4	20	20	20	20
Mental Commitment Court Cases Opened	n/a	84	85	85	85	85
New Guardianship and/or Protective Placement Cases Opened	n/a	39	45	52	52	60
Zoning Cases Opened (non-citation)	n/a	9	5	5	5	5
% of Court Cases Dispositioned timely	85	100	100	100	100	100

**ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:**

Similar to 2018, 2019 has showed continued turnover for the Office of Corporation Counsel. One support staff position became vacant mid-year because the employee had a promotional opportunity in a neighboring county. A new Assistant Corporation Counsel was hired and an internal promotion has filled the Administrative Assistant position that was previously vacated by the retirement of a long-term employee. 2019 and 2020 will be years of training and mentorship of new staff, both on the professional and administrative side. Further, the continued increase in Child Welfare cases related to the methamphetamine epidemic strains already limited legal resources. This office took over the Child Welfare cases from the District Attorney's office several years ago, but we have not had any increase in staff that correlated with the increased case load.

**POLK COUNTY WISCONSIN**  
**General Governments/Health and Human Services Committee**

## Department of Corporation Counsel and Child Support

Malia Malone, Corporation Counsel  
 Chad Hoag, Child Support Agency

**PROGRAM NAME:**

**Child Support**

**PROGRAM OBJECTIVE:**

To improve the quality of life of families and children by assisting with appropriate financing through court orders.

**LINK TO BOARD PRIORITY:**

Provision of Human Services and Public Safety.

**PROGRAM REVENUES AND EXPENDITURES:**

	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2020 Administrator's	2021 Estimate
<b>Revenue</b>						
General Property Tax	139,463	152,475	124,294	132,343	165,592	140,512
Other Revenues	465,032	321,994	480,674	480,695	455,517	480,723
<b>Total Revenue</b>	604,495	474,469	604,968	613,038	621,109	621,235
<b>Expenses</b>						
Recurrent Expenditure	612,287	547,927	604,968	613,038	621,109	621,235
Capital/One-time Expenditure						
<b>Total Expenditures</b>	612,287	547,927	604,968	613,038	621,109	621,235
<b>Net Revenue and Expenditures</b>	<b>(7,792)</b>	<b>(73,458)</b>	-	-	-	-

**PROGRAM PERFORMANCE INFORMATION:**

**KEY PROGRAM STRATEGIES 2020**

Maintain Performance on Federal and State Performance Measures; Analyze and Restructure Caseload Management due to Changing Workforce and New Employees; Develop Internal Office Policies and Procedures to Reflect Best Practices for Case Initiation and Enforcement; Explore use of Technology to Allow Working Remotely for Caseworkers.

**KEY PROGRAM STRATEGIES 2021**

Increase Performance on Federal and State Performance measures utilizing emerging technology resources to improve case management for those people we serve; and to ensure receipt of all available funds through Federal and State performance incentives and funding.

**KEY PERFORMANCE INDICATORS:**

Output indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2020 Administrator's	2021 Estimate
Child Support Cases Processed	1640	1674	1800	1800	1800	1800
Performance Rate - Court Orders	77	83	83	85	85	85
Performance Rate - Paternity	100	100	100	100	100	100
Performance Rate - Current	76	76	79	79	79	80
Performance Rate - Arrears	71	70	71	73	73	80
Effectiveness/Program Dollar	5.7	5.94	6.10	6.10	6.10	6.10

**ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:**

Unforsen turnover within our department in 2019 due to career advancement for employees. 60% of CSA Staff are new to their positions, creating a risk of downturn in performance. Workload of current, experienced employees will increase to help try to maintain and support program effectiveness and performance during the training period of the new staff. Potential of additional turnover within the agency due to employee retirement presents the likelihood that only 25% of CSA staff will have more than 2 years experience of the child support program by end of 2020.

Upcoming changes in legislation may change policies and requirements of case management, resulting in new workflows, or additional reviews of cases - increasing requests for reviews and the establishment of Court Orders.

POLK COUNTY WISCONSIN  
General Government Committee

# Department of Administration

Maggie Wickre, Finance Director

## DEPARTMENT DESCRIPTION:

The Department of Administration provides financial, operational, and policy support to all county agencies under the direction of the Board of Supervisors.

## MISSION:

To ensure that the policies established by the Board of Supervisors are efficiently and effectively implemented and that the financial health of Polk County is maintained.

## LINK TO COUNTY BOARD STRATEGIC GOALS:

To serve and represent the public with integrity.

## STRATEGIC PRIORITIES:

1. To significantly improve the efficiency and effectiveness of programs administered by Polk County.
2. To restructure the County's long term debt obligations in a sustainable and transparent manner in preparation for future capital investment.
3. To provide the County Board greater opportunity for policy making through the budget process.

## PROGRAM OVERVIEW:

The Polk County Department of Administration is the liaison between the Departments and the County Board, between County operations and the Citizens of Polk County, and provides comprehensive transparent accountability to local, state, and federal agencies as well as the general public. Polk County financial and budgetary policies are governed by this office per instructions of the County Board as well as prudent risk management protecting the County while our Departments provide services to our Citizens.

## LIST OF SERVICES BOTH INTERNALLY AND EXTERNALLY PROVIDED BY YOUR DEPARTMENT:

- |  |                              |
|--|------------------------------|
| *Audits  | *Assets Risk Management      |
| *Budgets-Develop and Maintain                            | *Review Contracts            |
| *Implement Policies and Maintain Standards Set By Policy | *File Insurance Claims       |
| *Executive Assistant to County Administrator             | *Manage Procurement Cards    |
| *Accounts Receivable and Debt Collection Submittal       | *Accounts Payable            |
| *Levy Calculation  | *Sales Tax                   |
| *Payroll Processing                                      | *Fixed Asset Tracking        |
| *Maintain General Ledger                                 | *Monthly/Quarterly Reporting |
| *Analyze and Report on Financials                        | *Grant Management            |
| *Maintain insurance Policies                             | *Employee Reimbursement      |

**POLK COUNTY WISCONSIN**  
**General Government Committee**

## Department of Administration

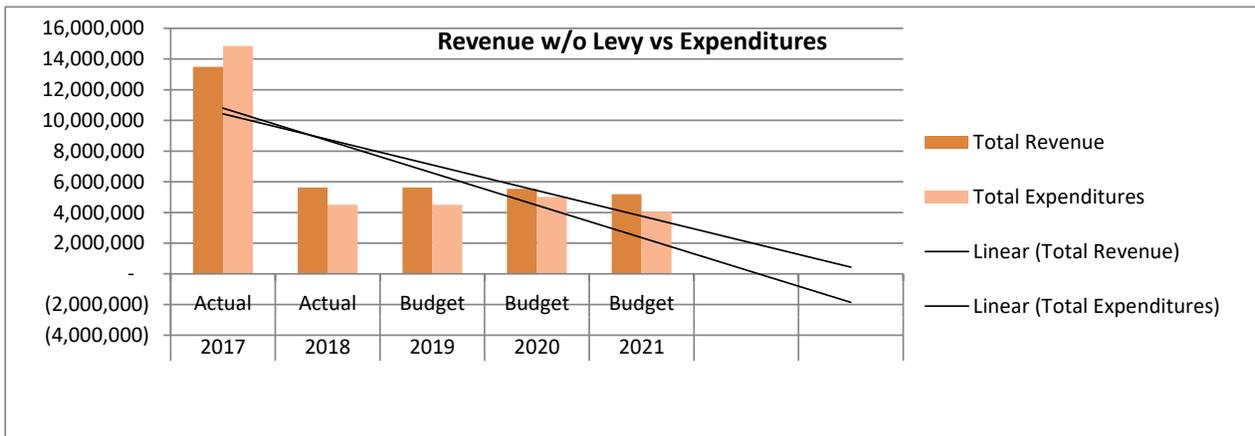
Maggie Wickre, Finance Director

**DEPARTMENT REVENUE AND EXPENDITURES BY ECONOMIC CLASSIFICATION:**

	2017 Actual Debt/Building Adjusted out	2018 Actual	2019 Budget	2020 Forecast Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>ALL FUNDS - 101,102,110,301</b>						
General Property Tax	1,104,172	193,082	304,377	(489,448)	(605,825)	(639,460)
Other Taxes	488,451	481,773	556,575	556,575	556,575	556,575
State Aids	616,746	606,227	602,657	602,657	668,956	602,657
Public Charge for Services	4,700	99,655	24,480	24,847	34,707	25,344
Misc. Revenue	469,520	812,386	480,997	480,997	491,339	480,997
Other Financing Sources	11,906,563	3,623,875	3,552,200	3,533,200	3,793,100	3,533,200
<b>Total Revenue</b>	<b>14,590,152</b>	<b>5,816,998</b>	<b>5,521,286</b>	<b>4,708,828</b>	<b>4,938,852</b>	<b>4,559,313</b>
000 expenses	28,879	2,881				
Personnel Services	566,862	545,691	841,465	852,298	912,145	863,403
Contractual Services	128,864	133,696	319,261	325,646	442,056	332,159
Supplies & Expenses	9,210	9,473	13,616	13,616	19,575	13,615
Fixed Charges	177,153	230,625	366,600	372,099	372,099	372,099
Debt Service	9,135,419	2,823,976	2,823,414	2,826,321	2,826,321	2,452,571
Grants, Contributions, Indem	693,610	754,140	886,473	4,000	-	4,000
Capital Outlay	143,496		150,000	-	440,000	-
Cost Reallocation	3,959,647					
<b>Total Expenditures</b>	<b>14,843,140</b>	<b>4,500,482</b>	<b>5,400,829</b>	<b>4,393,980</b>	<b>5,012,196</b>	<b>4,037,847</b>
<b>Net Revenue and Expenditures</b>	<b>(252,988)</b>	<b>1,316,516</b>	<b>120,457</b>	<b>314,848</b>	<b>(73,344)</b>	<b>521,466</b>

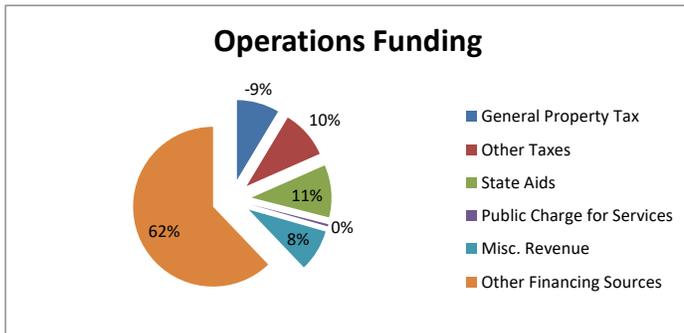
**EMPLOYMENT BY JOB CLASSIFICATION:**

	2017 Budget	2018 Actual	2019 Budget	2020 Forecast	2020	2021 Forecast
<b>FTE Employees</b>						
Officials/Administrators	1	1.05	1.05	1.05	1.5	1.05
Professionals					2	
Administrative Support	3.5	4.3	4.3	4.3	3	4.3
First/Mid Level Officials and Managers	1.05	1	1	1	1	1
<b>Total</b>	<b>5.55</b>	<b>6.35</b>	<b>6.35</b>	<b>6.35</b>	<b>7.5</b>	<b>6.35</b>



## 2020 Budget Presentation

	Published 2020	Administrator 2020	Difference	Amended 2020
<b>2019 Budget Prep</b>				
<b>ALL FUNDS - 101,102,110,301</b>				
General Property Tax	(489,448)	(605,825)	(116,377)	
Other Taxes	556,575	556,575	-	
State Aids	602,657	668,956	66,299	
Public Charge for Services	24,847	34,707	9,860	
Misc. Revenue	480,997	491,339	10,342	
Other Financing Sources	3,533,200	3,793,100	259,900	
<b>Total Revenue</b>	<b>4,708,828</b>	<b>4,938,852</b>	<b>230,024</b>	
<b>000 Expenses</b>				
Personnel Services	852,298	912,145	59,847	
Contractual Services	325,646	442,056	116,410	
Supplies & Expenses	13,616	19,575	5,959	
Fixed Charges	372,099	372,099	-	
Debt Service	2,826,321	2,826,321	-	
Grants, Contributions, Indem	4,000	-	(4,000)	
Capital Outlay	-	440,000	440,000	
Cost Reallocation			-	
<b>Total Expenditures</b>	<b>4,393,980</b>	<b>5,012,196</b>	<b>618,216</b>	
<b>Net Revenue and Expenditures</b>	<b>314,848</b>	<b>(73,344)</b>		



### Notes:

#### ALL FUNDS - 101,102,110,301

General Property Tax	Total levy reduction due to increased revenue from sales tax
Other Taxes	
State Aids	Increase due to CJCC state aids
Public Charge for Services	
Misc. Revenue	
Other Financing Sources	This represents payments to Asset Fund
<b>Total Revenue</b>	

#### 000 Expenses

Personnel Services	Increased personnel due to Deputy Administrator position 50% between HR and Admin plus 1.5 FTE due to CJCC
Contractual Services	Increase due to Land Inform Fly Over out of the Asset Fund
Supplies & Expenses	
Fixed Charges	
Debt Service	
Grants, Contributions, Indem	
Capital Outlay	
Cost Reallocation	This expense represents the Law Enforcement radios out of the Asset Fund

#### Total Expenditures

#### Net Revenue and Expenditures

**POLK COUNTY WISCONSIN  
General Government Committee**

# Department of Administration

Maggie Wickre, Finance Director

**PROGRAM NAME:**

## Administration-Public Financial Management

**PROGRAM OBJECTIVE:**

The Department of Administration provides financial, operational, and policy support to all county agencies under the direction of the Board of Supervisors.

**LINK TO BOARD PRIORITY:**

To serve and represent the public with integrity.

**PROGRAM REVENUES AND EXPENDITURES:**

	2017 Actual	2018 Actual	2019 Budget	2020 Forecast Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>Revenue</b>						
General Property Tax	375,418	65,648	103,488	(166,412)	(205,981)	(217,416)
Other Revenues	4,585,233	1,912,131	1,773,749	1,767,414	1,885,190	1,767,583
<b>Total Revenue</b>	<b>4,960,652</b>	<b>1,977,779</b>	<b>1,877,237</b>	<b>1,601,002</b>	<b>1,679,210</b>	<b>1,550,166</b>
<b>Expenses</b>						
Recurrent Expenditure	4,988,060	1,529,184	1,785,282	1,493,953	1,554,547	1,372,868
Capital/One-time Expenditure	48,789	-	51,000	-	149,600	-
<b>Total Expenditures</b>	<b>5,036,849</b>	<b>1,529,184</b>	<b>1,836,282</b>	<b>1,493,953</b>	<b>1,704,147</b>	<b>1,372,868</b>
<b>Net Revenue and Expenditures</b>	<b>(76,197)</b>	<b>448,595</b>	<b>40,955</b>	<b>107,048</b>	<b>(24,937)</b>	<b>177,299</b>

**PROGRAM PERFORMANCE INFORMATION:**

**KEY PROGRAM STRATEGIES 2020**

Due to the effort for always improving transparency to our citizens, all effort from Administration in 2020 is to constantly improve our reporting and accountability process as Polk County reorganized into the division model. A new timekeeping and payroll system will be implemented in 2020.

**KEY PROGRAM STRATEGIES 2021**

A new and improved financial system should be considered in this year. The success of detailing our departments in our general ledger can only be improved with a new system that encompasses more county separating accounting software.

**KEY PERFORMANCE INDICATORS:**

KEY PROGRAM STRATEGIES 2020	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2020	2021 Estimate
Comprehensive Annual Financial Report	2	2	2	2	2	2
Documents submitted for national	2	3	3	3	3	3
Chapters of administrative code finalized	2	2	2	2	2	2

Outcome indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2020	2021 Estimate
Number of National Awards	2	3	3	3	3	3

**ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:**

Administration has set goals as agreed by the staff. However, with 2 new administrators in 2 years, this has been difficult to achieve. Once staffing changes are in place, it will become easier to implement planned changes to our systems.

**POLK COUNTY WISCONSIN**  
**General Government Committee**

# Department of Administration

Maggie Wickre, Finance Director

**PROGRAM NAME:**

**Administration**

**PROGRAM OBJECTIVE:**

The Department of Administration provides financial, operational, and policy support to all county agencies under the direction of the Board of Supervisors.

**LINK TO BOARD PRIORITY:**

To serve and represent the public with integrity.

**PROGRAM REVENUES AND EXPENDITURES:**

	2017 Actual	2018 Actual	2019 Budget	2020 Forecast Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>Revenue</b>						
General Property Tax	397,502	69,510	109,576	(176,201)	(218,097)	(230,206)
Other Revenues	4,854,953	2,024,610	1,878,087	1,871,379	1,996,084	1,871,558
<b>Total Revenue</b>	<b>5,252,455</b>	<b>2,094,119</b>	<b>1,987,663</b>	<b>1,695,178</b>	<b>1,777,987</b>	<b>1,641,353</b>
<b>Expenses</b>						
Recurrent Expenditure	5,291,872	1,620,174	1,890,298	1,581,833	1,645,991	1,453,625
Capital/One-time Expenditure	51,659	-	54,000	-	158,400	-
<b>Total Expenditures</b>	<b>5,343,530</b>	<b>1,620,174</b>	<b>1,944,298</b>	<b>1,581,833</b>	<b>1,804,391</b>	<b>1,453,625</b>
<b>Net Revenue and Expenditures</b>	<b>(91,076)</b>	<b>473,946</b>	<b>43,365</b>	<b>113,345</b>	<b>(26,404)</b>	<b>187,728</b>

**PROGRAM PERFORMANCE INFORMATION:**

**KEY PROGRAM STRATEGIES 2020**

Segregation of duties across the County is the request of our granting agencies. This can be done through education and reorganization. Reimbursements into a web-based program will save time and paper all in an effort to get our last process in paper to paperless.

**KEY PROGRAM STRATEGIES 2021**

**KEY PERFORMANCE INDICATORS:**

Output indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2020	2021 Estimate
Number of invoices processed paperless	10,059 web	15,000 web	15,000 web	16,000	16,000	18,000
Accounts payable checks	8,577	7,500	7,500	6,000	6,000	6,000
Electronic Funds Transfer	313	2,156	2,156	2,156	2,156	2,000
Payroll Deposits	12,329	11,500	11,500	11,500	11,500	11,000
Number of Committee/Board meetings	30	72	72	72	73	72
Number of vendor contracts reviewed		95	95	95	95	98
Outcome indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2020	2021 Estimate
Unassigned General Fund Balance	33%	41%	37%	38%	38%	35%

**ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:**

The division model is starting to become a reality which will lead to more efficient and timesaving processes...

**POLK COUNTY WISCONSIN  
General Government Committee**

# Department of Administration

**Maggie Wickre, Finance Director**

**PROGRAM NAME:**

**Administration - Insurance**

**PROGRAM OBJECTIVE:**

The Department of Administration provides financial, operational, and policy support to all county agencies under the direction of the Board of Supervisors.

**LINK TO BOARD PRIORITY:**

To serve and represent the public with integrity.

**PROGRAM REVENUES AND EXPENDITURES:**

	2017 Actual	2018 Actual	2019 Budget	2020 Forecast Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>Revenue</b>						
General Property Tax	331,252	57,925	91,313	(146,834)	(181,748)	(191,838)
Other Revenues	4,045,794	1,687,175	1,565,073	1,559,483	1,663,403	1,559,632
<b>Total Revenue</b>	<b>4,377,046</b>	<b>1,745,099</b>	<b>1,656,386</b>	<b>1,412,648</b>	<b>1,481,656</b>	<b>1,367,794</b>
<b>Expenses</b>						
Recurrent Expenditure	4,401,230	1,349,280	1,575,249	1,318,194	1,371,659	1,211,354
Capital/One-time Expenditure	43,049	-	45,000	-	132,000	-
<b>Total Expenditures</b>	<b>4,444,278</b>	<b>1,349,280</b>	<b>1,620,249</b>	<b>1,318,194</b>	<b>1,503,659</b>	<b>1,211,354</b>
<b>Net Revenue and Expenditures</b>	<b>(67,233)</b>	<b>395,819</b>	<b>36,137</b>	<b>94,454</b>	<b>(22,003)</b>	<b>156,440</b>

**PROGRAM PERFORMANCE INFORMATION:**

**KEY PROGRAM STRATEGIES 2020**

Stabilize Insurance Premiums by enhanced education on claims and accurate calculations distributing these costs.

**KEY PROGRAM STRATEGIES 2021**

Provide some education for directors/employees on the insurance policies parameters. Invite various companies into Polk County for educational purposes.

**KEY PERFORMANCE INDICATORS:**

Output indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2021 Estimate	2021 Estimate
Claims Processes	69		85	80	81	75
Outcome indicators	2017 Actual	2018 Actual	2019 Estimate	2020 Estimate	2021 Estimate	2021 Estimate
Worker's Comp MOD rate	0.71	0.7	0.70	0.68	1.68	0.68

**ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:**

Our insurance program, claims, and policies have been very repetitive over the years. Our rates are good and claims are low which equals savings over the years. The staff in Polk County realizes the importance of safety and the value of keeping our claims low.

# Department of Information Technology

David Vollendorf, Interim Director

## DEPARTMENT DESCRIPTION:

Provides technology support and management for all departments of Polk County government.

## MISSION:

To serve the public with integrity.

## LINK TO COUNTY BOARD STRATEGIC GOALS:

Technology/Communication services

- Need for high-speed internet more universally
- Phone connectivity (physical and wireless technology)
- Improve communication of what the county does for citizens

## STRATEGIC PRIORITIES:

First and foremost is the security of the county's information system and citizen data, specifically the confidentiality, integrity and availability; then, it is vitally important to offer stellar technical support with balancing advanced technologies with network performance and working collaboratively with all departments to supply and support citizen services.

## PROGRAM OVERVIEW:

The I.T. Department is an internal support system for county employees. We have indirect contact with the general public as we service the technology needs of all department inside the county campus - Government Center, Justice Center, Adult Development Center, Highway Building, Library, old Law Center, Golden Age Manor, Lime Quarry and Recycling Center. We define, design and deploy network operations, administration, security and interconnectivity between all employees and their technology equipment.

## LIST OF SERVICES BOTH INTERNALLY AND EXTERNALLY PROVIDED BY YOUR DEPARTMENT:

Network Administration and Security -- Management, monitoring and controls over technology inventory and purchasing -- User Desktop Support over all global technology and assisted support on proprietary technology -- Programming of applications and interfaces between disparate technologies.

POLK COUNTY WISCONSIN  
General Government Committee

# Department of Information Technology

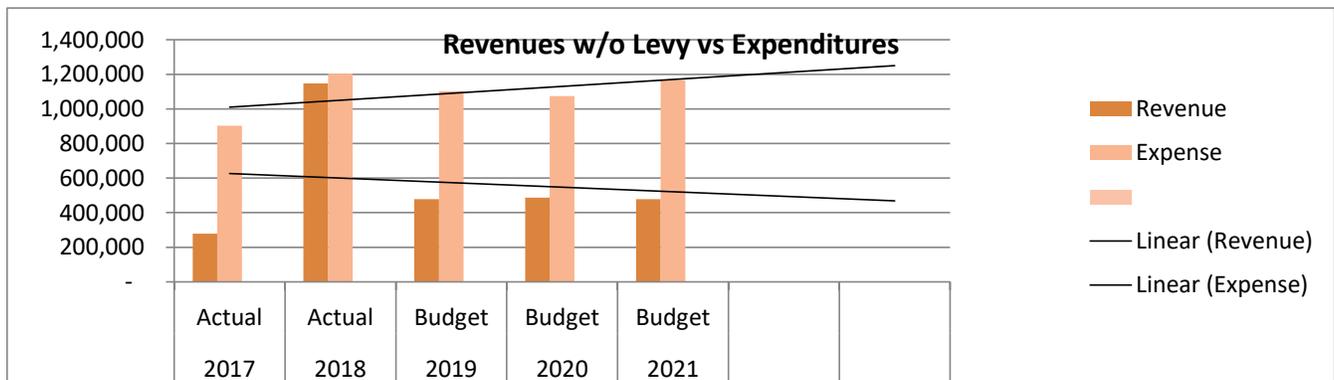
David Vollendorf, Interim Director

### DEPARTMENT REVENUE AND EXPENDITURES BY ECONOMIC CLASSIFICATION:

	2017 Actual	2018 Actual	2019 Budget	2020 Forecast Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>Revenue</b>						
General Property Tax	675,744	678,914	625,681	618,789	587,949	637,238
Intergovernmental Revenue	279,227	468,245	477,609	477,610	486,972	477,610
<b>Total Revenue</b>	<b>954,971</b>	<b>1,147,159</b>	<b>1,103,290</b>	<b>1,096,399</b>	<b>1,074,921</b>	<b>1,114,848</b>
<b>Expense</b>						
Personnel Services	484,182	524,329	503,604	510,508	498,465	517,526
Contractual Services	293,968	529,882	560,310	571,515	562,081	582,946
Supplies & Expenses	18,161	14,038	14,376	14,376	14,375	14,376
Cost Reallocation						
Capital Outlay	106,392	135,051	25,000		-	52,000
<b>Total Expenditures</b>	<b>902,703</b>	<b>1,203,300</b>	<b>1,103,290</b>	<b>1,096,399</b>	<b>1,074,921</b>	<b>1,166,848</b>
<b>Net Revenue and Expenditures</b>	<b>52,268</b>	<b>(56,141)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(52,000)</b>

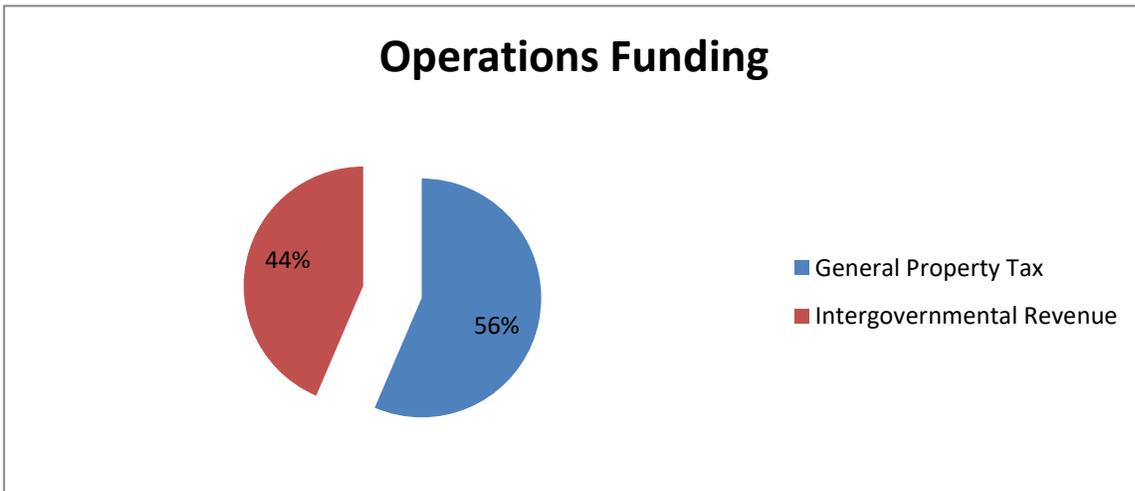
### EMPLOYMENT BY JOB CLASSIFICATION:

	2017 Budget	2018 Actual	2019 Budget	2020 Forecast Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>FTE Employees</b>						
Officials/Administrators	1	1	1	1	1	1
Professionals						
Technicians/Para-Professionals	4	4	4	4	4	4
<b>Total</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>



## 2020 Budget Presentation

	Published 2020	Administrator 2020	Difference	Amended 2020
<b>2019 Budget Prep</b>				
<b>Revenue</b>				
General Property Tax	618,789	587,949	(30,840)	
Intergovernmental Revenue	477,610	486,972	9,362	
<b>Total Revenue</b>	<b>1,096,399</b>	<b>1,074,921</b>	<b>(21,478)</b>	
<b>Expense</b>				
Personnel Services	510,508	498,465	(12,043)	
Contractual Services	571,515	562,081	(9,434)	
Supplies & Expenses	14,376	14,375	(1)	
<b>Total Expenditures</b>	<b>1,096,399</b>	<b>1,074,921</b>	<b>(21,478)</b>	
<b>Net Revenue and Expenditures</b>	-	-	-	



### Notes:

<b>Revenue</b>	
General Property Tax	Decrease due to staffing and revenues from other departments
Intergovernmental Revenues	Increased shared software and computers revenue
<b>Total Revenue</b>	
<b>Expense</b>	
Personnel Services	Slight decrease in staffing costs
Contractual Services	Planned lower contractual services
Supplies & Expenses	
<b>Total Expenditures</b>	
<b>Net Revenue and Expenditures</b>	

**POLK COUNTY WISCONSIN**  
**General Government Committee**

# Department of Information Technology

David Vollendorf, Interim Director

**PROGRAM NAME:**

## Information Technology

**PROGRAM PERFORMANCE INFORMATION:**

**Key Program Strategies 2020**

1. Investigate and implement solution for archiving text messages and social media postings.
2. Create a disaster recovery plan to mitigate disruption of vital services during a disaster.
3. Implement strategy to have all employees on the same Microsoft Office version.
4. Look into software that can assist in monitoring our network architecture.
5. Continue to develop solutions to allow more employees to work from home.

**Key Program Strategies 2021**

1. Implement tools to better support employees that are working remotely.
2. Review strategies for greater online access to county resources for the public.
3. Review options for enhancing our internal intranet.
4. Implement strategy to update, refresh, and patch county computers more efficiently.
5. Implement tools to better manage our software licenses.

**KEY PERFORMANCE INDICATORS:**

<b>Output indicators</b>	<b>2017 Actual</b>	<b>2018 Actual</b>	<b>2019 Estimate</b>	<b>2020 Estimate</b>	<b>2020</b>	<b>2021 Estimate</b>
Increase the number of Polk County employees able to work from home	67	85	110	140	140	175
Update oldest computers each year - Number of Computers	80	64	80	80	80	80
<b>Outcome indicators</b>	<b>2017 Actual</b>	<b>2018 Actual</b>	<b>2019 Estimate</b>	<b>2020 Estimate</b>	<b>2020</b>	<b>2021 Estimate</b>
Increase number of computers with solid state drives allowing employees to be more efficient – Total Computers	30	63	160	240	240	320
Number of county cell phones distributed allowing employees to be more efficient – Total Cell Phones		181	192	200	200	210
Decrease the amount of time to replace or install new smart phone – Per Phone	1 hour	30 minutes	10 minutes	10 minutes	11 minutes	10 minutes
Decrease amount of time it takes to perform nightly backups and perform recoveries.		0%	-40%	-40%	60%	-40%

**ASSUMPTIONS AND FATORS AFFECTING PROGRAM PERFORMANCE:**

The IT Director left Polk County early in October, 2018 which created a heavier burden on the IT staff. The staff shortage will have an impact on the number of projects that can be accomplished in 2019, since the IT staff has been spending than expected time on operations. In early 2019, Microsoft will no longer be supporting Windows 7, so plans are to move all computers to Windows 10 by the end of the year. At the same time, we will be moving to solid state drives in county computers to allow for better efficiency by county staff. Early in 2019, we will be moving to an updated server data backup solution to allow for faster and more reliable backups of our server data. The IT staff are looking for better ways to deploy new and re-purposed computers in the county and to standardize more on software versions such as Microsoft Office. It policies will be reviewed this year to accommodate changes in technology that have occurred over the years.

**POLK COUNTY WISCONSIN  
General Government Committee**

# **Department of Human Resources**

**Andrea Jerrick, Director of Employee Relations/Deputy County Administrator**

## **DEPARTMENT DESCRIPTION:**

The Human Resources Department performs the personnel administrative functions for the County in the areas of employment, recruitment, and position development, labor relations, employee safety and wellness, compensation and benefit program administration, employee performance program administration, training and development, and assistance in policy development and implementation.

## **MISSION:**

Through strategic partnerships and collaboration, the Human Resources Department seeks to recruit and support the development and retention of the best possible workforce for Polk County.

## **LINK TO COUNTY BOARD STRATEGIC GOALS:**

To serve the public with integrity.

## **STRATEGIC PRIORITIES:**

1. Align the County's position and compensation structure to provide for clear career progression opportunities and fair and equitable compensation.
2. Expansion of Wellness Program to promote enhanced wellness options and improve the overall health of County employees.
3. Promote personal development through provision of continuing education to employees and management in performance, technical skills and other related areas.

## **PROGRAM OVERVIEW:**

The programs implemented through the Human Resources Department are anchored in the concept of attracting, retaining, and motivating employees with the goal of having the best possible workforce for Polk County.

## **LIST OF SERVICES BOTH INTERNALLY AND EXTERNALLY PROVIDED BY YOUR DEPARTMENT:**

Employment law compliance, recruitment, position development, labor relations, employee safety, employee wellness and wellbeing, total rewards system administration, employee performance program administration, and training and development.

**POLK COUNTY WISCONSIN**  
**General Government Committee**

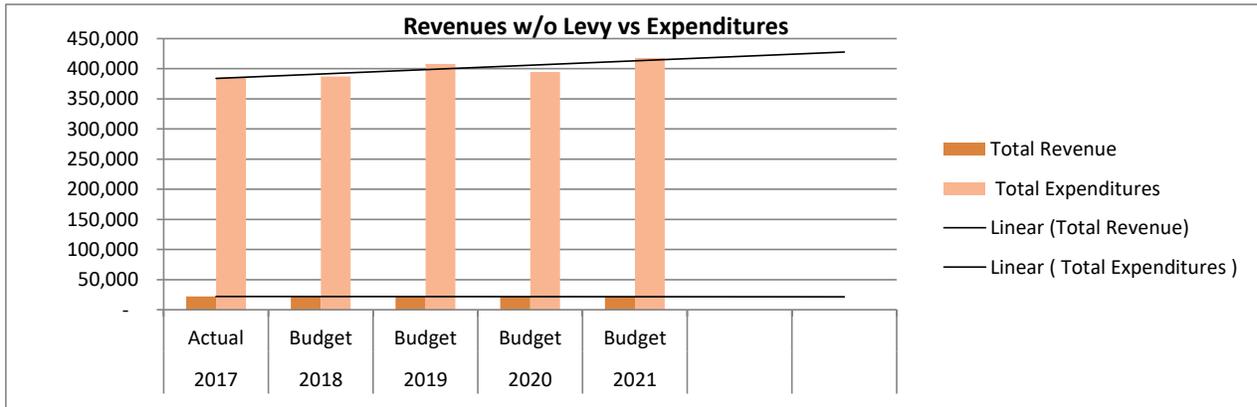
**Department of Human Resources**  
 Andrea Jerrick, Director of Human Resources/Deputy County Administrator

**DEPARTMENT REVENUE AND EXPENDITURES BY ECONOMIC CLASSIFICATION:**

	2017 Actual	2018 Actual	2019 Budget	2020 Forecast Budget	2020 Administrator's Budget	2021 Forecast Budget
<b>Revenue</b>						
General Property Tax	400,683	393,808	386,085	391,117	372,931	396,221
Public Charge for Services	315	369			-	
Intergovernmental Revenues						
Misc Revenues						
Other Financing Sources	21,677	21,677	21,677	21,677	21,677	21,677
<b>Total Revenue</b>	<b>422,675</b>	<b>415,854</b>	<b>407,762</b>	<b>412,794</b>	<b>394,608</b>	<b>417,898</b>
<b>Expense</b>						
Operating Expense						
Personnel Services	361,824	357,339	364,349	368,679	350,746	373,068
Contractual Services	14,832	25,057	35,075	35,777	35,524	36,492
Supplies & Expenses	8,398	4,914	8,338	8,338	8,338	8,338
Fixed Charges						
<b>Total Expenditures</b>	<b>385,054</b>	<b>387,310</b>	<b>407,762</b>	<b>412,794</b>	<b>394,608</b>	<b>417,898</b>
<b>Net Revenue and Expenditures</b>	<b>37,621</b>	<b>28,544</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>-</b>

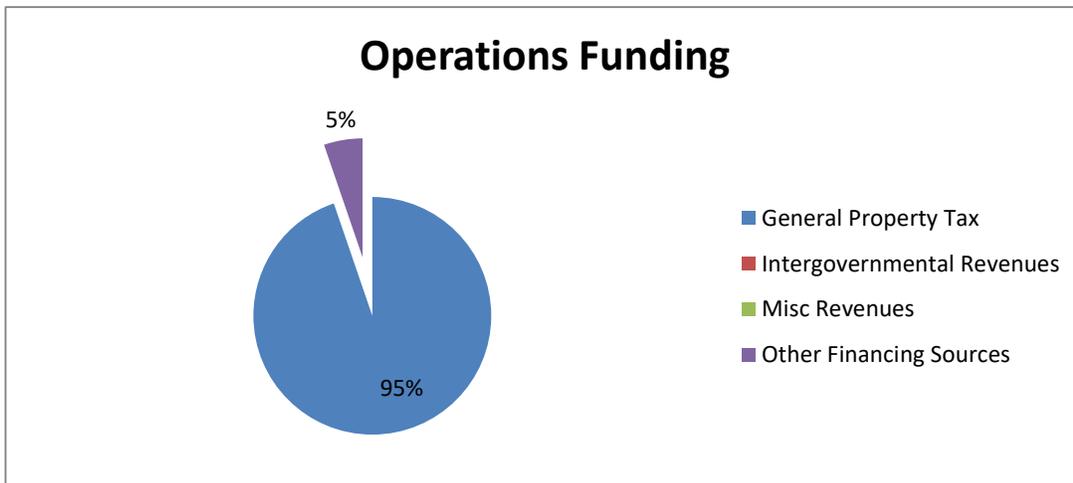
**EMPLOYMENT BY JOB CLASSIFICATION:**

	2017 Budget	2018 Actual	2019 Budget	2020 forecast	2020 Administrator's Budget	2021 forecast
FTE Employees						
Officials/Administrators	2	2	2	2	0.5	2
Professionals	1	1	1	1	1	1
Administrative Support	0.95	0.95	0.95	0.95	3	0.95
<b>Total</b>	<b>3.95</b>	<b>3.95</b>	<b>3.95</b>	<b>3.95</b>	<b>4.5</b>	<b>3.95</b>



## 2020 Budget Presentation

	Published 2020	Administrator 2020	Difference	Amended 2020
<b>2019 Budget Prep</b>				
<b>Revenue</b>				
General Property Tax	391,117	372,931	(18,186)	
Intergovernmental Revenues			-	
Misc Revenues			-	
Other Financing Sources	21,677	21,677	-	
<b>Total Revenue</b>	<b>412,794</b>	<b>394,608</b>	<b>(18,186)</b>	
<b>Expense</b>				
Operating Expense			-	
Personnel Services	368,679	350,746	(17,933)	
Contractual Services	35,777	35,524	(253)	
Supplies & Expenses	8,338	8,338	(0)	
Fixed Charges			-	
<b>Total Expenditures</b>	<b>412,794</b>	<b>394,608</b>	<b>(18,186)</b>	
<b>Net Revenue and Expenditures</b>	<b>-</b>	<b>0</b>	<b>0</b>	



### Notes:

#### Revenue

General Property Tax	Decrease due to personnel allocation
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Intergovernmental Revenues	
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Misc Revenues	
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Other Financing Sources	
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#### Total Revenue

#### Expense

Personnel Services	Deputy Administrator position shared 50% Admin/HR
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Contractual Services	
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Supplies & Expenses	
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Fixed Charges	
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#### Total Expenditures

#### Net Revenue and Expenditures

# Department of Human Resources

Andrea Jerrick, Director of Human Resources/Deputy County Administrator

**PROGRAM NAME:**

**Human Resources**

**PROGRAM OBJECTIVE:**

The programs implemented through the Human Resources Department are anchored in the concept of attracting, retaining, and motivating employees with the goal of having the best possible workforce for Polk County.

**LINK TO BOARD PRIORITY:**

To serve and represent the public with integrity.

**PROGRAM PERFORMANCE INFORMATION:**

**KEY PROGRAM STRATEGIES 2020**

1. Vary type and number of wellness activity options provided to employees.
2. Increase engagement and participation in wellness program through modification of wellness strategy (new wellness vendor, onsite wellness options).
3. Update Total Rewards program to increase variety of rewards options for diverse workforce.
4. Expanded training opportunities for management and staff through online training opportunities.
5. Finalize compensation and position system structure.
6. Implement single access platform HRIS/Payroll/Timekeeping system.

**KEY PROGRAM STRATEGIES 2021**

**POLK COUNTY WISCONSIN**  
**General Government Committee**  
**Department of Human Resources**  
**Andrea Jerrick, Director of Human Resources/Deputy County Administrator**

**KEY PERFORMANCE INDICATORS:**

<b>Output indicators</b>	<b>2017 Actual</b>	<b>2018 Actual</b>	<b>2019 Estimate</b>	<b>2020 forecast</b>	<b>2020 Administrator's Budget</b>	<b>2021 Estimate</b>
Number of wellness engagement options offered	20	18	20	20	21	20
Percent participation in online wellness tracking system	55%	57%	65%	65%	165%	70%
Number of reportable work comp incidents	14	5	10	8	9	8
Total rewards visible to all current employees	100%	100%	100%	100%	100%	100%
Total rewards promoted and visible to all potential employment candidates	100%	100%	100%	100%	100%	100%
Number of disputes requiring HR intervention	0	0	2	2	2	2
Number of conflict-related trainings provided to employees and management	2	2	4	6	6	8
Positions filled utilizing behavioral interviewing format	100%	100%	100%	100%	200%	100%
<b>Output indicators</b>	<b>2017 Actual</b>	<b>2018 Actual</b>	<b>2019 Estimate</b>	<b>2020 forecast</b>	<b>2020</b>	<b>2021 Estimate</b>
Position descriptions revised to align with career progression structure and reflecting competency format	75%	90%	100%	100%	100%	100%
Completion of updates	100%	90%	100%	100%	100%	100%
Trainings conducted for employees on policy-specific issues	6	2	4	4	4	4
Number of enrollees	339	317	343	350	350	350
<b>Outcome indicators</b>	<b>2017 Actual</b>	<b>2018 Actual</b>	<b>2019 Estimate</b>	<b>2020 forecast</b>	<b>2020</b>	<b>2021 Estimate</b>
Reduced absenteeism (year/year)	-0.05%	0%	-1%	-1%	-1%	-1%
Health insurance cost increasing less than industry standard	-2%	-2%	-1%	-1%	-1%	-1%
Works Comp Mod Factor Rating	0.75	0.71	0.67	<0.70	<0.71	<0.70
Employee satisfaction with compensation and benefits package	90%	87%	90%	>90%	>90%	>90%
Conflict resulting in employment hearing under the County's workplace safety and discipline appeals	0%	0%	0%	0%	100%	0%
Employees terminated for disciplinary reasons	1	1	0	1	2	2
New hire retention rate (New hires still employed after 1 year of service)	90%	88%	90%	90%	190%	90%
Percentage of employees classified as "high risk" through wellness program metrics	<10%	<10%	<10%	<8%	<8%	<8%

**ASSUMPTIONS AND FACTORS AFFECTING PROGRAM PERFORMANCE:**