

OFFICE OF THE COUNTY ADMINISTRATOR428 Western Avenue
Davenport, Iowa 52801-1004Ph: (563) 326-8702 Fax: (563) 328-3285
www.scottcountyiowa.com

November 24, 2003

TO: C. Ray Wierson, County Administrator

FROM: Pat Reynolds, Budget Coordinator

SUBJ: FY04 Program Performance Budget Indicator Report for First Quarter Ended
September 30, 2003

Kindly find attached the FY04 Program Performance Budget Indicator Report for the first quarter ended September 30, 2003.

In addition to the attached report submitted for the Board's review the following additional comments about specific indicators from various programs are highlighted for their information:

Department/ Program	Indicator Reference	Page Number	Description
Administration General Administration	E.3	1	This indicator continues to improve with 97% of departments being represented at the department head meetings held during the first quarter of FY04.
Attorney All Programs		2	The County Attorney's Office continues to closely monitor overtime. No overtime was used by Administration or the Civil Division, and only 3% used by the Criminal Division. While this is a goal, cases presented for prosecution, which go to trial, can make staff overtime a necessity.
Attorney Criminal Prosecution	W.2	3	Indictable cases disposed of by plea agreements, dismissals, and/or trials are low through the first quarter indicating that more defendants charged are still considering plea agreements or may have chosen to exercise their right to a jury or court trial to be held at a future date. This is a trend that we hope to see improve as the cost of conducting trials is ever increasing.
Attorney Criminal Prosecution	E.2	3	Indictable cases closed as a percentage of cases open is an annual indicator projected to end the year at 90%. Through the first quarter the indicator has reached 50% due to 1,278 cases being disposed of compared to 2,564 cases in open status. This results from many cases counted as open at FY03 being resolved in the first quarter of FY04.
Auditor Elections	D.5	6	The number of absentee voter applications requested were quite low at quarter end, however this low volume is expected to increase during the second quarter due to the major election in November.
Auditor Business/Finance	D.1	7	The number of invoices submitted has been modified to include the number of purchasing card invoices. This information was not reported in past PPB submissions even though the Auditor's office was reviewing these claims.
Auditor Taxation	D.3	8	The number of tax credits required is low because the Family Farm and Ag Land Credits are not processed until the third quarter.
Community Services Veteran Services	D.2	11	The number of requests for veteran services continues to increase. This quarter request is at 35% of the projected budget.

Department/ Program	Indicator Reference	Page Number	Description
Facility & Support Serv Maint Bldgs/Grounds	W.1-2-3	19	Demand has increased in the form of square footage with the addition of spaces added through renovations during the past year. Workload indicators continue to run above projections due to the follow-up work from renovations.
Facility & Support Serv Custodial Services	W.2-3	20	The floor indicators are skewed due to the newness of the measurement and the prep work performed on all newly renovated spaces in the Administrative Center that came on line during this quarter.
Facility & Support Serv Support Services	D.1 & D.5	21	The number of purchase requisitions is below budgeted levels, but close to last year's levels. This trend is attributed to more widespread use of purchasing cards for routine purchases especially office supplies. The number of files imaged was zero due to system downtime this quarter. Workload indicators mirror demand indicators with lower purchase requisitions and imaging.
Health Assessment	W.1	23	The number of communicable diseases requiring investigation (W.1) is at 55% of budget, which is significantly higher than projected. This is due to a major outbreak of Pertussis (Whooping Cough) occurring in Scott County and requiring follow-up.
Human Resources Human Resources Mgt	W.1	26	The department is predicting an increase in the number of grievances filed due to the department's commitment to manage the collective bargaining agreements closer than during past years.
Human Services Case Management	D.2	28	The number of persons on the waiting list is at 41 at this point. This is due to the expected number of persons who will be receiving HCBS slots on January 1 so that they can be accommodated in the pre-vocational and adult day care under the HCBS waiver. Persons who are projected to enter these programs are being referred to case management prior to that time to allow as much work to be done as possible so that entry to the HCBS programs may be expedited.
Juvenile Court Services Juvenile Detention	E.3	31	A new state formula, determining how open residential slots are allocated to different facilities, has negatively affected the County impacting average length of stay per resident. Depending on Center population, this could impact revenue from days of out-of-county client care.
Juvenile Court Services Juvenile Detention	E.5	31	Revenue collected through the first quarter has exceeded the projection for the budget year. This is due to a record reimbursement from the State as a result of changes in the OMVUI (operating motor vehicles under the influence) laws. Other reimbursements will continue to be positively affected by the increase in Center capacity throughout the year.
Non-Departmental Court Support Costs	D.3	32	Referrals to the program are very high through the first quarter; already exceeding 44.6% of expected referrals for the year.
Non-Departmental Court Support Costs	W.4	32	Average monthly caseload is very high at 852 cases, more than twice the projected number of 450 active cases per quarter.
Non-Departmental Risk Management	W.3	33	There was a high number of workers compensation claims filed during the quarter but after review half of the 22 claims were judged unfounded and denied.
Planning & Development Administration	W.5	34	During the first quarter of FY04 232 building permits were issued. This is 31% of the budget projections and 41 more than the first quarter last year. This may indicate building sector of the economy still fairly strong in Scott County.
Recorder Public Records	D.1	37	During the first quarter of FY04 the number of real estate transactions (D.1) exceeds the budgeted number of transactions for the quarter at 36.5%. The number of real estate related documents continue to increase due to the mortgage refinancing and assignments of mortgages. However, the department anticipates the next two quarters to show a decline.
Secondary Roads Admin & Engineering	D.2	39	During the first quarter of FY'04 the PPB indicator information shows the percent of budget used to date (D.2) is 46.6%. This is high, but just about all construction has been paid plus most of the new equipment.
Secondary Roads Roadway Construction	D.4	42	During the first quarter of FY'04 the PPB indicator information above shows the value of construction in the County 5-Year Plan (D.4) has been updated to show \$320,000 increase for edge drain work on Old Hwy 61.

Department/ Program	Indicator Reference	Page Number	Description
Sheriff Administration	D.1	43	Authorized FTE personnel (D.1) is six FTE's below projection due to vacancies in three authorized positions not ready to fill at this time in the Jail, two FTE vacancies due to military duty and one FTE vacancy in Patrol. A list from the Civil Service Commission will allow hiring this deputy after January 2004. By the end of FY04 these six vacancies are expected to be filled.
Sheriff Corrections Division	D.2	45	The average daily population (D.2) is 223 which is 9 higher than the actual from last year.
Sheriff Investigations	D.2	47	The number of investigations assigned (D.2) is 50% lower than expected. This would indicate that investigated crime in Scott County is lower than expected. This decrease has been influenced by one deputy being on an extended leave and another deputy working in CID part-time due to his Joint Terrorism Task Force (JTTF) duties.
Treasurer Tax Collection	D.2	50	The dollar value of tax certification is slightly below the budget projection for this fiscal year by \$6,052,482, which is higher than last fiscal year.
Treasurer Accounting/Finance	D.5	53	The dollar value of principal and interest due on bonds was at zero at the end of the quarter because the first interest payment on the general obligation debt is not due until December 1, 2003.
Center for Active Seniors Transportation	W.3	57	The projected level for the level of enhanced services has been increased to include the new RBT service which Great River Bend is providing. This is a fee service, which is available 24/7. They have had a considerable increase in usage with the addition of this service.
Center Alcohol/Drug Outpatient	W.6	61	The number of prevention presentations is lower than would be expected based on the budget level. However, this is attributable to the timing of the first quarter as it relates to the school year. Prevention presentations are tied to schools and the first quarter has only one month of available school schedules.
Comm Health Care Health Services-CS	W.4	63	Laboratory services for Community Services are running approximately 20% over budgeted amounts and 18% above FY03 actuals due to additional testing required by patients to determine the nature of illness.
Emerg Mgt Agency Emergency Preparedness	P.1	66	Productivity indicator (P.1) is slightly higher than projected. This may be due to a lower demand indicator (D.1), which may cause the cost per hour of training/exercise participation to increase. Extensive grant work was completed this quarter.
HDC Residential Services	E.2	69	The time on the waiting list is decreased from the budget level and from the FY03 actual. The group homes are no longer the primary mechanism for receiving residential support services. Most services are received through HCBS and thus the persons who do want group home services are reduced.
HDC Employment Services	E.3	70	The net subcontract income was strong for this quarter. Higher than the same period one year ago. The first quarter is traditionally a higher income quarter. The agency has attained 25% of the budget level at this period.

The above indicator information has been highlighted by the budget analysts to help in the review of the attached document.

SCOTT COUNTY

PROGRAM PERFORMANCE BUDGET INDICATORS

FOR FIRST QUARTER ENDED

SEPTEMBER 30, 2003

**SCOTT COUNTY
FY04 PROGRAM DETAIL
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SERVICE AREA: Interprogram Services		PROGRAM: General Administration (11A)		
ACTIVITY: Policy & Administration		ORGANIZATION: Administration		
PROGRAM MISSION: To enhance county services for citizens and county departments by providing effective management and coordination of resources				
PROGRAM OBJECTIVES:				
1. To maintain status quo relative to management personnel as a percent of total personnel.				
2. To schedule 325 meetings with individual department heads.				
3. To schedule 115 meetings with individual Board members.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Authorized personnel (FTE's)	419.50	428.95	435.00	431.45
2. Units directly supervised	9	9	9	9
3. Dollar value of operating budget	\$59,216,444	\$50,062,029	\$50,062,029	\$11,356,503
4. Dollar value of Capital Improvement Plan (CIP)	\$9,250,169	\$4,356,527	\$4,356,527	\$2,921,205
5. Jurisdiction population	159,445	158,668	159,445	159,445
WORKLOAD				
1. Board of Supervisors meetings held	86	100	100	18
2. Schedule meetings with individual Board members	86	100	100	23
3. Agenda items forwarded to Board of Supervisors	518	550	550	115
4. Scheduled meetings with individual department heads	319	325	325	70
5. Other scheduled meetings held	248	350	350	98
PRODUCTIVITY				
1. Management cost as a percent of County budget	0.53%	0.52%	0.52%	0.52%
2. Administration personnel as a percent of total personnel	0.74%	0.89%	0.89%	71%
EFFECTIVENESS				
1. Percent of program objectives accomplished	33%	100%	100%	48%
2. Percent of target issue action steps completed	90%	40%	40%	47%
3. Percentage of departments represented at dept head meetings	85%	80%	80%	97%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB all demand and workload indicators are in line with, or at acceptable levels, with the exception of (W.1) Board of Supervisor meetings held. This indicator is 7% below projection. These indicators fluctuate from year to year depending on departmental projects and the number of agenda items forwarded to the Board.</p> <p>Three program objectives make up (E.1) Percent of program objectives accomplished with each objective accounting for 1/3 of the total performance indicator. Objective 1—to maintain status quo relative to management personnel as a percent of total personnel is on target at 100%. Objective 2—to schedule 325 meetings with individual department heads is at 21.5%. Objective 3—to schedule 115 meetings with individual Board members is at 23%. This brings all components of (E.1) to 48% complete through the quarter. Objectives 2 and 3 will continue to improve through the year as additional meetings with department heads and Board members are held.</p> <p>(E.2) Percent of target issue action steps completed is projected to finish the year at</p>		<p>47%. Target issue action steps require more than one fiscal year to complete and many outstanding items are scheduled to be completed during FY'05. (E.3) Percentage of departments represented at department head meetings, at 97% attended, exceeds the projection of 80%.</p> <p>Total appropriations through the first quarter for the department are in line at 24% expended.</p> <p>The County's total operating budget was 23% expended at the end of the first quarter. The capital (CIP) budget was 67% expended. Although there were no appropriations budgeted for FY'04 for the Space Utilization Master Plan, the completion of the Administrative Center renovation extended into FY'04 and will require a budget amendment prior to year-end. Also, the Bald Eagle Campground project completion at Scott County Park was extended into FY'04 and will also require a budget amendment. Finally, the old highway 61 project will need to be amended for in Secondary Roads due to the transfer of this road to the County along with State and federal funds to resurface it.</p>		

SERVICE AREA: Public Safety	PROGRAM: County Attorney Administration (12A)
ACTIVITY: Legal Services	ORGANIZATION: Attorney

PROGRAM MISSION: To administer and direct the work product and policies of the professional and administrative staff of the County Attorney's office for the benefit of Scott County citizens who seek justice and legal assistance by providing advice, council, and resolution of legal issues.

PROGRAM OBJECTIVES:

1. To maintain administration cost as a percent of department budget below 12%.
2. To maintain administration personnel as a percent of departmental personnel below 10%.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
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DEMAND				
1. Authorized personnel (FTE's)	36.63	36.63	36.63	36.63
2. Departmental budget expended	\$1,990,298	\$2,049,651	\$2,049,651	\$429,999
3. Organizations requiring liaison and coordination	110	110	110	110

WORKLOAD				
1. Prosecution of Class A felonies and major case management	55%	55%	55%	55%
2. Time spent on personnel administration	18%	18%	18%	18%
3. Time spent on fiscal management	14%	14%	14%	14%
4. Time spent on liaison activities and coordination	8%	8%	8%	8%
5. Time spent on miscellaneous activities	5%	5%	5%	5%

PRODUCTIVITY				
1. Administration cost as a percent of departmental budget	12%	12%	12%	12%
2. Administration personnel as a percent of departmental personnel	8%	8%	8%	8%

EFFECTIVENESS				
1. Program performance budget objectives accomplished	100%	100%	100%	100%

ANALYSIS:

During the first quarter of FY'04 the PPB indicator information above shows that all demand and workload indicators are on target. County Attorney total budget for all programs is 21% expended and County Attorney Administration is 20.7% expended.

Expenses tracked for Administration are 1.1% expended. No overtime has been expended through the first quarter for the Executive Secretary/Paralegal position. Overtime is normally attributed to paralegal duties on major cases handled by the County Attorney.

Program objectives (P.1) Administration cost as a percent of department budget and (P.2) Administration personnel as a percent of departmental personnel have both met program objectives of 12% and 8% respectively.

County Attorney Administration does not generate revenue.

SERVICE AREA: Public Safety	PROGRAM: Criminal Prosecution (12B)
ACTIVITY: Legal Services	ORGANIZATION: Attorney

PROGRAM MISSION: To successfully prosecute indictable offense crimes occurring within Scott County and provide investigative assistance to law enforcement agencies within our jurisdiction for the protection of citizenry by striving to be responsive while functioning as a source of legal recourse.

PROGRAM OBJECTIVES:

- To ensure that annually the number of indictable cases closed is at least 90% of cases open.
- To ensure that quarterly the number of non-indictable cases closed is at least 90% of cases filed.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
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DEMAND				
1. New felony cases	1,075	1,175	1,175	285
2. New indictable traffic, serious, aggravated, misdemeanor cases	3,077	3,150	3,150	878
3. New non-indictable simple misdemeanors (that did not plead)	1,775	1,800	1,800	444
4. Open indictable cases	3,269	5,000	3,428	2,564
5. Juvenile intake of delinquent, CHINA, terminations	864	650	650	158

WORKLOAD				
1. Jury/Court trials held indictable/non-indictable cases	218	200	200	58
2. Cases disposed of indictable (plea agreements/dismissals/trials)	4,521	6,500	6,500	1,220
3. Cases disposed of non-indictable (misdemeanors that did not plead)	1,652	1,800	1,800	393
4. Uncontested juvenile hearings	2,245	1,900	1,900	531
5. Evidentiary juvenile hearings	365	325	325	78

PRODUCTIVITY				
1. Cost per indictable case disposed of (65%)	\$204.17	\$149.06	\$149.06	\$163.18
2. Cost per non-indictable case disposed of (10%)	\$90.11	\$85.36	\$85.36	\$81.64
3. Cost per juvenile uncontested/evidentiary hearing (25%)	\$142.59	\$172.64	\$172.64	\$131.71

EFFECTIVENESS				
1. Average open indictable cases per attorney-quarterly	260	400	275	204
2. Indictable closed/percentage of cases open-annually	140%	90%	90%	50%
3. Non-indictable closed/percentage of non-indictable filed-quarterly	93%	90%	90%	89%
4. Percentage of Juvenile cases going to hearing-quarterly	95%	90%	90%	97%

ANALYSIS:

<p>All data used for performance indicators is provided by the County Attorney's Intake Clerk, the Juvenile Division Secretary, and reports extracted from the Prosecutor Dialog Case Management System.</p> <p>During the first quarter of FY'04 the PPB indicator information shows that Demand indicators are in line with projections with the exception of (D.4) Open indictable cases, at 51%. The number of cases open at any one time depends on how many cases are presented to the office for prosecution and how quickly the prosecuting attorney disposes of cases. The projection has been lowered to 3,428, which is the average of cases open during each quarter end of FY'03.</p> <p>Workload indicators are also in line with projections through the quarter. (W.2) Cases disposed of indictable (plea agreements/dismissals/trials) are low at 19% of projection. This indicates that more defendants charged are still considering plea agreements or have chosen to exercise their right to a jury or court trial to be held at a future date.</p> <p>Productivity indicators are all under budget with the exception of (P.1) Cost per</p>	<p>indictable case disposed of. This relates back to the lower number of cases disposed of than projected as indicated in performance indicator (W.2) Cases disposed of indictable (plea agreements/dismissals/trials). These cases may result in a plea agreement, dismissal, or trial at a future date and are not counted as a case disposed of in this reporting period.</p> <p>Effectiveness indicators (E.3) and (E.4) are in line with or have exceeded projections. (E.1) Average open indictable cases per attorney is below budget at 204, or 74% of the revised projection. During FY03 open indictable cases per attorney averaged 273. Therefore, the projection for this indicator has been adjusted to 275.</p> <p>(E.2) Indictable closed/percentage of cases open is an annual indicator projected to finish the year at 90%. Through the first quarter the indicator has already reached 50% due to 1,278 cases disposed of compared to 2,564 cases in open status.</p> <p>Appropriations for the division are 20.9% expended through the first quarter and revenue is 64.6% received. Revenue stems</p>	<p>from forfeited assets, refunds and reimbursements and a grant from the Attorney General's Office, which subsidizes the salary of summer law interns.</p>
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SERVICE AREA: Public Safety		PROGRAM: Corporation Counsel/Civil Division (12D)		
ACTIVITY: Law Enforcement		ORGANIZATION: Attorney		
PROGRAM MISSION: To supervise insurance counsel litigation; service civil commitments, and provide representation for the County, its officers and divisions by providing representation in civil litigation.				
PROGRAM OBJECTIVES:				
1. To respond to all litigation requests during the year.				
2. To respond to all non-litigation requests during the year.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Opinion requests for non-litigation services	195	200	200	47
2. Requests for litigation services	325	300	300	62
3. On-going quarterly major case litigation	5	5	5	5
WORKLOAD				
1. Opinion requests provided for non-litigation services	198	200	200	45
2. Litigation services provided	298	260	260	70
3. On-going quarterly major case litigation	5	5	5	5
PRODUCTIVITY				
1. Cost per non-litigation service provided (55%)	\$722.85	\$748.68	\$748.68	\$724.34
2. Cost per litigation service provided (45%)	\$392.96	\$471.20	\$471.20	\$380.98
EFFECTIVENESS				
1. Litigation requests responded to	100%	100%	100%	100%
2. Non-litigation requests responded to	100%	100%	100%	100%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows that all demand and workload indicators are in line with projections.</p> <p>Productivity indicators, which track the cost of non-litigation and litigation services provided, are below budget. This relates to the number of services provided being at projection or over. The more services provided than projected, the lower the cost of each service provided.</p> <p>The division does not generate revenue and appropriations are 21.8% expended through the period.</p> <p>(W.3) On-going quarterly major case litigation tracks cases that can take years to resolve. The five major cases tracked for the 1st quarter are:</p> <p><u>Audio Odyssey vs Scott County Sheriff, et.al.</u> Federal and state court lawsuits were filed. The Federal case has recently been dismissed and will likely be appealed. State court case is pending trial.</p> <p><u>Four Female Correction Officers vs. Scott County Sheriff's Department.</u> Civil rights claim against Sheriff's Department based upon</p>	<p>alleged discrimination violations in employment practices. Case is under investigation by the Davenport Civil Rights Commission.</p> <p><u>Frank Owens vs Scott County.</u> Federal lawsuit filed again the County for alleged civil rights violation occurring while Owens was incarcerated. Case was dismissed pursuant to the County's Pre Trial Motion for Summary Judgment. Plaintiff appealed and this appeal is pending before the 8th Circuit Court of Appeals. The Court has affirmed the dismissal of the case against Scott County, but remanded for trial the case against former Jail Administrator Huff – case pending.</p> <p><u>Napolean Hartsfield vs Capt. McGregor, et.al.</u> Federal lawsuit filed against several jail employees alleging violation of civil rights arising from excessive use of force. Case has recently been filed and discovery is being undertaken.</p> <p><u>James M. Russey vs Scott County.</u> Workers compensation case filed by County employee seeking permanent total impairment benefits for back injuries. The case is pending trial before the Worker's Compensation</p>	<p>Commissioner.</p>		

SERVICE AREA: State & Local Government Service

PROGRAM: Auditor Administration (13A)

ACTIVITY: Representation Services

ORGANIZATION: Auditor

PROGRAM MISSION: To provide the best possible management of statutory County Auditor responsibilities and to insure that the responsibilities are carried out in the best interests of the citizens of Scott County by establishing policies and goals for office operation.

PROGRAM OBJECTIVES:

1. To keep administration costs at or below 13.8% of total budget.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
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DEMAND

1. Authorized personnel (FTE's)	15.4	15.4	15.4	15.4
2. Departmental budget	\$1,030,181	\$1,146,915	\$1,146,915	\$290,816

WORKLOAD

1. Percent of time spent on personnel administration	25%	25%	25%	25%
2. Percent of time spent on fiscal management	25%	25%	25%	25%
3. Percent of time spent on liaison activity and coordination	25%	25%	25%	25%
4. Percent of time spent on miscellaneous activity	25%	25%	25%	25%

PRODUCTIVITY

1. Administration cost as a percent of departmental budget	13.6%	13.0%	13.0%	13.0%
2. Administration personnel as a percent of departmental personnel	13%	13%	13%	13%

EFFECTIVENESS

1. Program performance budget objectives accomplished	67%	90%	90%	N/A
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ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows all indicators are at expected levels. The department has expended 25.4% percent of its budget (D.2) during the first quarter. There has been no change in the number of FTE's (D.1) during the first quarter, and none are expected for the year. All other indicators are at budgeted levels.

SERVICE AREA: State & Local Government Service

PROGRAM: Elections (13B)

ACTIVITY: Representation Services

ORGANIZATION: Auditor

PROGRAM MISSION: To provide efficient and accurate election and voter registration services for the citizens of Scott County by developing and maintaining complete voter registration tasks.

PROGRAM OBJECTIVES:

1. To conduct error free elections.
2. To process 12,000 absentee applications.
3. To process 30,000 voter registration changes.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Registered voters	97,139	110,000	110,000	97,588
2. Registered voter changes requested	56,378	35,000	35,000	11,181
3. Elections	6	24	24	5
4. Polling places to be maintained	75	72	72	72
5. Absentee voter applications requested	15,763	20,000	20,000	522
WORKLOAD				
1. Elections conducted: Scheduled	6	24	24	5
2. Elections conducted: Special Election	0	0	0	-
3. Registered voter changes processed	56,378	35,000	35,000	11,181
4. Polling places arranged and administered	75	72	72	72
5. Poll worker personnel arranged and trained	527	800	800	190
6. Absentee voter applications processed	15,763	20,000	20,000	522
PRODUCTIVITY				
1. Average cost per scheduled election conducted (57%)	\$35,974	\$19,563	\$19,563	\$12,749
2. Average cost per special election conducted (15%)	N/A	N/A	N/A	N/A
3. Cost per registered voter change processed (28%)	\$1.88	\$3.76	\$3.76	\$2.80

EFFECTIVENESS

1. Number of elections requiring a recount	-	-	-	-
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ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows most election indicators at expected levels. During the first quarter there were five elections (D.3), the city primary and school boards. Absentee voter applications (D.5) were a little low for first quarter, but will increase with the major election in November. Most other indicators will also increase during the second quarter due to the November election.

SERVICE AREA: Interprogram Service	PROGRAM: Business/Finance (13D)
ACTIVITY: Policy & Administration	ORGANIZATION: Auditor

PROGRAM MISSION: To provide accurate and efficient implementation of the County's financial accounting system, including the timely and appropriate bi-weekly processing of the payroll and accounts payable functions by using County financial policies and generally accepted accounting principles

PROGRAM OBJECTIVES:

1. To keep cost per invoice processed below \$3.75.
2. To keep cost per time card processed below \$2.25.
3. To keep cost per account center maintained below \$9.25.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Invoices submitted	19,098	25,000	25,000	8,065
2. Employees on payroll	758	625	625	649
3. Official Board meetings requiring minutes	54	60	60	11
4. Accounting account/centers to be maintained	9,416	9,200	9,200	9,653
5. Poll workers	641	747	747	764
WORKLOAD				
1. Invoices processed	19,098	25,000	25,000	8,065
2. Time cards processed	34,003	37,000	37,000	10,535
3. Board meetings minutes recorded	54	60	60	11
4. Account/centers maintained	9,416	9,200	9,200	9,653
PRODUCTIVITY				
1. Cost per invoice processed (35%)	\$5.07	\$3.87	\$3.87	\$3.42
2. Cost per time card processed (30%)	\$2.44	\$2.24	\$2.24	\$2.25
3. Cost per Board meeting minutes recorded (5%)	\$255.91	\$230.31	\$230.31	\$358.34
4. Cost per account/center maintained (30%)	\$8.81	\$9.01	\$9.01	\$2.45

EFFECTIVENESS

1. Claims lost or misplaced - - - -

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows that most indicators are at expected levels. The number of Invoices submitted (D.1) has been modified to include the number of purchasing card invoices submitted for review. In past quarters this information was not reported, however, the Auditor's Office was still reviewing these claims. The number of account centers (D.4) continues to increase as new grants and capital project codes are added. All productivity indicators are at anticipated levels. There were no claims misplaced or lost.

SERVICE AREA: Interprogram Services	PROGRAM: Taxation (13E)
ACTIVITY: Policy & Administration	ORGANIZATION: Auditor

PROGRAM MISSION: To provide efficient and accurate taxation services to the citizens of Scott County, as well as to other County departments, by developing and maintaining complete tax records and systems

PROGRAM OBJECTIVES:

1. To keep cost per parcel taxed below \$1.90
2. To keep cost per tax credit processed below \$1.20.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Parcels to be taxed	69,264	70,000	70,000	69,265
2. Real estate transactions requested	8,791	8,000	8,000	2,508
3. Tax credits requested	61,861	62,250	62,250	50,327
4. Control licenses requested	32	35	35	5
5. Local budgets to be certified	49	49	49	-
WORKLOAD				
1. Parcels taxed	69,264	70,000	70,000	69,265
2. Real estate transactions processed	8,791	8,000	8,000	2,508
3. Tax credits processed	61,861	62,250	62,250	50,327
4. Control licenses processed	32	35	35	5
5. Local budgets certified	49	49	49	-
PRODUCTIVITY				
1. Cost per parcels taxed (54%)	\$1.83	\$1.91	\$1.91	\$0.49
2. Cost per real estate transaction processed (15%)	\$4.00	\$4.65	\$4.65	\$3.73
3. Cost per tax credit processed (30%)	\$1.14	\$1.19	\$1.19	\$0.37
4. Cost per control license processed (1%)	\$73.32	\$70.82	\$70.82	\$124.81
EFFECTIVENESS				
1. Dollar amount of licenses, permits and fees	\$49,486	\$45,000	\$45,000	\$13,825

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows that all indicators are approximately at expected levels. Tax credits requested (D.3) are low for the first quarter because of family farm and Ag credits not being processed yet. Local budgets certified (W.5) will remain at 0 until third quarter when the certification process begins. All productivity indicators are consistent with expenditure levels through one quarter.

SERVICE AREA: Social Services		PROGRAM: Community Services Administration (17A)			
ACTIVITY: Services to Poor		ORGANIZATION: Community Services			
PROGRAM MISSION: To provide administration of the department, including administration of the Scott County Management Plan for MH/DD Services, the Veteran Services program, the General Relief program, the Substance Abuse programs, and other social services and institutions.					
PROGRAM OBJECTIVES: 1. To maintain administrative costs at 2% or less off department budget.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Authorized personnel (FTE's)		13.00	13.00	12.50	13.00
2. Liaison activities requested		210	230	230	61
3. Appeals/reviews requested		3	4	4	-
4. Number of authorized agencies		5	5	5	5
5. Total departmental budget		\$6,750,881	\$7,260,833	\$7,260,830	\$730,658
WORKLOAD					
1. Percent of time spent on administration		45%	45%	45%	45%
2. Percent of time spent on program management		25%	25%	25%	25%
3. Percent of time spent on special projects		15%	15%	15%	15%
4. Percent of time spent on authorized agencies		15%	15%	15%	15%
PRODUCTIVITY					
1. Administration cost as a percent of departmental budget		0.30%	1.50%	1.50%	3.40%
EFFECTIVENESS					
1. Program performance budget objectives accomplished		100%	75%	75%	N/A
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the Dept. has maintained the projected levels at the budget level for all indicators, with the exception of Authorized personnel (D.1). The Dept. currently has 13 FTE's authorized. One of the positions is a half time case aide position which continues to be unfilled. With the Auditor's office handling the check writing responsibilities for the protective payee program, it is anticipated that this half time position will move to the Auditors office to assist in these duties. It will be later in the year before a decision is made on this transfer. Currently the total departmental budget (D.5) is only at 10% of the total budget for this quarter. However, it should be noted that the receipt of expenses is normally considerably behind. Many of the expenditures for large line items are related to the federal match paid for Title XIX (Medicaid) services. These bills traditionally run two months behind.</p>					

SERVICE AREA: Social Services		PROGRAM: General Assist/Other Social Services (17B)			
ACTIVITY: Services to Poor		ORGANIZATION: Community Services			
PROGRAM MISSION: To provide financial assistance in meeting basic needs to Scott County residents.					
PROGRAM OBJECTIVES:					
1. To provide 800 community referrals.					
2. To conduct 5,600 or more client interviews.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Applications for assistance		7,354	7,200	7,200	2,017
2. Population below 100% of poverty		17,914	17,914	17,914	17,914
WORKLOAD					
1. Applications approved		3,445	3,025	3,025	971
2. Referrals issued		1,366	1,000	500	340
3. Interviews conducted		6,816	6,625	6,625	1,789
4. Clients in work program		342	300	200	67
5. Total client hours worked		16,273	12,000	16,000	4,848
PRODUCTIVITY					
1. Average assistance granted		\$128.30	\$143.68	\$143.68	\$117.51
EFFECTIVENESS					
1. Percent of applications approved		47%	42%	42%	48%
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the Dept. has maintained the projected levels at the budgeted level for this period, with the exception of referrals issued (W.2). Through this quarter the Dept. has included CHC approvals for medical services in this count. In the future, these will be included only in the applications (D.1) and applications approved (W.1) counts and will not be included as referrals. This change will provide for a better look at referrals to outside agencies where no funding is provided. It should be noted, however, that the increased levels of service that occurred in the previous year appear to be continuing in the current year. The first quarter actual levels in general appear to be more consistent with the FY'03 actuals than with the budget levels. The Dept. will review this as the year progresses and may make changes in the projected levels if the higher workloads continue. The number of applications (D.1) is at 28% of the budgeted level and at 27% of the FY'03 actual. The applications approved (W.1) is at 32% of the budget level and 28% of the FY'03 actual.</p>		<p>The total client hours worked (W.5) is at 35% of the budget level and 28% of the FY'03 actual. This increase is consistent with the increase in approved application as seen in (W.1) and (E.1). Currently the average assistance granted is 18% below the budget level. This is affected significantly by the number of burials in any quarter.</p>			

SERVICE AREA: Social Services		PROGRAM: Veteran Services (17D)			
ACTIVITY: Services to Military Veterans		ORGANIZATION: Community Services			
PROGRAM MISSION: To provide financial assistance in meeting basic needs to Scott County war time veterans and their families and provide technical assistance in applying for federal veterans benefits.					
PROGRAM OBJECTIVES:					
1. To provide 300 or more welfare interviews.					
2. To provide 425 or more veteran service interviews.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Eligible population		16,818	16,818	16,818	16,818
2. Requests for veteran services		911	700	700	244
3. Estimated population below poverty		2,008	2,008	2,008	2,008
4. Applications for welfare assistance		335	275	275	89
WORKLOAD					
1. Welfare assistance interviews		335	275	275	88
2. Number of welfare cases assisted		162	137	137	40
3. Veterans services interviews		647	600	600	146
PRODUCTIVITY					
1. Cost/per case assisted		\$676.18	\$852.27	\$852.27	\$487.35
EFFECTIVENESS					
1. Percent of welfare requests assisted		48%	50%	50%	45%
3. Total amount approved for compensations and pensions		189,417	175,000	175,000	-
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows the Dept. has maintained the projected levels at the budgeted level for all indicators This program continues to show the increased level of service that was apparent in FY'03. The first quarter actuals generally appear to be more consistent with the FY'03 actuals than with the budgeted levels. The Dept. will monitor the service levels and may need to adjust the projected levels as the year continues. The requests for veteran services (D.2) is at 35% of the budget level and 27% of the FY'03 actual level. The applications for welfare assistance (D.4) are at 32% of the budget level and 27% of the FY'03 actual. Similarly, the welfare interviews (W.1) are at 32% of the budge level and 26% of the FY'03 actuals. The number assisted (W.2) is at 29% of the budget level and 25 % of the FY'03 actual. The veterans service interview (W.1) is consistent with the budget level and slightly below the FY'03 actual level. The cost per case (P.1) is 42% below the budget level. This indicator is significantly affected by the number of burials experienced in any quarter and can be expected to rise during the year. The number assisted (E.1) is at 45% for the first quarter which is below both the budget level and the FY'03 actual. The amount of comp and pensions (E.3) is at zero for this quarter, with no approvals being received.</p>					

SERVICE AREA: Social Services		PROGRAM: SA Assistance (17F)			
ACTIVITY: Care Substance Abuse Clients		ORGANIZATION: Community Services			
PROGRAM MISSION: To provide funding for emergency hospitalization, commitment evaluation for substance abuse (IC 125) to Scott County residents, and for certain children's institutions.					
PROGRAM OBJECTIVES:					
1. To maintain cost of commitment at or less than \$621.84.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Total number of involuntary commitments filed - substance abuse		244	200	200	52
WORKLOAD					
1. Number of commitments (adult) - substance abuse		163	160	160	39
2. Number of commitments (children) - substance abuse		66	40	40	12
3. 48 hour holds - substance abuse		19	25	25	4
PRODUCTIVITY					
1. Cost per evaluation order		\$566.60	\$762.57	\$762.57	\$505.71
EFFECTIVENESS					
1. Percent of filings approved for evaluation		93.8%	95.0%	95.0%	98.0%
2. Percent committed to outpatient at hearing		38.0%	40.0%	40.0%	45.0%
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the Dept. has maintained the projected levels at the budget level for this period. The demand and workload indicators appear to be relatively consistent with the budget level. The number of commitments filed (D.1) is at 26% of the budget level. This is down slightly from the FY'03 actual and represents only 21% of that year's experience. The number of adult commitments (W.1) is at 24% of the budget level and similar to the FY'03 actual. The number of children's commitments (W.2) is at 30% of the budget level and 18% of the FY'03 experience. The number of 48 hour holds (W.3) is at 16% of the budget level and 21% of the FY'03 actual. The cost per evaluation is down 34% from the budget level and down 10% from the FY'03 experience. It should be noted that receipt of expenses is somewhat delayed in this program and it can be assumed that the FY'03 level will be reached.</p>					

SERVICE AREA: Mental Health Services		PROGRAM: MH - DD Services (17G)		
ACTIVITY: Care Mentally Ill/Development Disabled Clients		ORGANIZATION: Community Services		
PROGRAM MISSION: To provide services as identified in the Scott County Management Plan to persons with diagnosis of mental illness, mental retardation and other developmental disabilities.				
PROGRAM OBJECTIVES:				
1. To maintain cost of commitment at or less than \$1,063.				
2. To serve 750 persons with MH/CMI.				
3. To provide services for at least 425 protective payee cases.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Total number involuntary commitments filed - mental health		225	225	57
2. Protective payee applications	95	95	95	13
3. Number of consumers at Glenwood/Woodward	33	33	33	33
WORKLOAD				
1. Number of persons with MH/CMI served	999	850	850	678
2. Number of mental health commitments - adult	190	175	175	46
3. Number of mental health commitments - juvenile	58	50	50	9
4. Number of 48 hour holds	43	50	50	12
5. Protective payee cases	441	425	425	442
6. Number of persons with MR/DD served	274	265	265	253
PRODUCTIVITY				
1. Cost per evaluation approved	\$865.19	\$1,075.00	\$1,075.00	\$633.38
2. Cost per MR/DD consumer served	\$17,545.11	\$15,000.00	\$15,000.00	\$1,265.37
3. Cost per MI/CMI consumer served	\$1,010.85	\$1,200.00	\$1,200.00	\$222.61
EFFECTIVENESS				
1. Percent of filings approved for evaluation	94%	95%	95%	97%
2. Number of consumers leaving SHS	1	1	1	-
3. Number of consumers leaving community ICF-MR	2	1	1	1
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the Dept. has maintained the projected levels at the budgeted level for this period. The number of commitments filed (D.1) is consistent with the budget level at 27% of the budget. Similarly the adult commitments (W.2) is at 265 of the budget level and the children's commitments (W.3) is at 18% of budget. The number of 48 hour holds (W.4) is at 24%. The number of payee cases (W.5) is consistent with the end of year FY'03 level and is up slightly from the budget level. It appears that the higher level is continuing and the Dept. may need to re-evaluate the projected level as the year progresses. The number of payee application (D.2) is below what would be expected at only 14% of the budget level. This will also be evaluated as the year progresses. The number of persons served (W.2 and W.6) is progressive indicators that continues to be expected to reach budget levels. Similarly the cost per consumer served (P.2 and P.3) are progressive and are expected to reach the budgeted level as the year continues. No consumers left the State Resource Centers (E.2) during this period. One consumer left a community based ICF-MR during this period, thus reaching the budget level for this indicator.</p>				

SERVICE AREA: County Environment		PROGRAM: Conservation Administration (18A)		
ACTIVITY: Conservation & Recreation Services		ORGANIZATION: Conservation		
PROGRAM MISSION: To professionally and efficiently manage the activities of the Conservation department for the Conservation Board, staff and general public by providing administrative, technical, and clerical support.				
PROGRAM OBJECTIVES:				
1. To accomplish 80% of all program performance objectives.				
2. To keep administrative costs as a percent of department budget below 9%.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Authorized personnel excluding seasonal park personnel (FTE's)	40.6	40.6	40.6	40.6
2. Authorized budget (Net of Golf)	\$3,012,950	\$2,912,458	\$2,912,458	\$816,232
3. Golf Course budget	\$809,677	\$1,029,676	\$1,029,676	\$274,458
WORKLOAD				
1. Park system program & fiscal management	30%	30%	30%	30%
2. Golf Course program & fiscal management	50%	50%	50%	50%
3. Conservation Board requests & concerns	10%	10%	10%	10%
4. Meetings, outside activities, citizen concerns	10%	10%	10%	10%
PRODUCTIVITY				
1. Administrative cost as a percent of department budget	10.09%	8.52%	8.52%	11.98%
2. Administrative personnel as a percent of department personnel	9.85%	9.85%	9.85%	9.85%
EFFECTIVENESS				
1. Program performance objectives accomplished	80%	80%	80%	80%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows our authorized budget (net of golf) (D.2) was 28% expended for the quarter, which is the same amount expended last year at this time. The golf course budget (D.3) is 26.7% expended which is 2.7% higher than last year.</p> <p>Revenues for the parks are at 37.1%, which is about 5.5% less than last year at this time. Golf course revenues are 2.7% lower than last year. The downturn in the economy is partly responsible for this as it has caused a change in people's spending habits that has affected both the retail and service areas.</p>				

SERVICE AREA: County Environment		PROGRAM: Parks & Recreation (18B)		
ACTIVITY: Conservation & Recreation Services		ORGANIZATION: Conservation		
PROGRAM MISSION: To improve the quality of life and promote and preserve the health, welfare, and enjoyment for the citizens of Scott County and the general public by acquiring, developing, operating, and preserving the historical, educational, environmental, recreational and natural resources of the County.				
PROGRAM OBJECTIVES:				
1. To keep cost per capita to main park system (net of revenues at \$11.58 or below).				
2. To accommodate 32,000 people at the Scott County Park Pool.				
3. To achieve revenue levels at Scott County Park and West Lake Park at \$318,712 and \$313,235 respectively.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Population of Scott County	158,591	158,668	158,668	158,668
2. Attendance at Scott County pool	25,371	32,000	23,000	15,103
3. Attendance at West Lake Park beach	14,318	17,000	13,000	8,159
4. Number of camp sites available	738	788	788	738
5. Total acres owned	2,795	2,795	2,795	2,795
WORKLOAD				
1. Total attendance at Scott County pool	25,371	32,000	23,000	15,103
2. Total attendance at West Lake Park beach	14,318	17,000	13,000	8,159
3. Number of new acres developed	-	-	-	-
PRODUCTIVITY				
1. Per capita cost of park system (with CIP)	\$19.00	\$18.36	\$18.36	\$4.96
2. Per capita cost of park system (net of revenues)	\$14.34	\$13.08	\$13.08	\$4.94
EFFECTIVENESS				
1. Revenue received from Scott County Park	\$224,459	\$335,492	\$335,492	\$100,556
2. Revenue received from Buffalo Shores	\$69,516	\$68,650	\$68,650	\$40,155
3. Revenue received from West Lake Park	\$305,977	\$332,155	\$332,155	\$144,767
4. Revenue received from Pioneer Village	\$61,183	\$63,062	\$63,062	\$10,948
5. Revenue received from Cody Homestead	\$5,153	\$6,250	\$6,250	\$2,112
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows a decrease in attendance at the Scott County Park pool (D.2) of about 2,400 people compared to the first quarter last year. West Lake Park beach attendance (D.3) was down by 1,700 people from last year.</p> <p>Cost per capita (P.2) to maintain the park system is 50 cents higher than last year at this time.</p> <p>Revenues at Scott County Park (E.1) are lower than last year by \$3,800 (3.6%). The Scott County Park pool had \$3,379 less income (14.6%). Buffalo Shores (E.2) revenue is \$2,700 (6.8%) higher than last year. West Lake Park (E.3) revenue is down by \$6,600 (4.3%). West Lake Park beach had \$3,043 (21.6%) less income. Pioneer Village (E.4) is down by \$3,000 (22%) and Cody Homestead is down by \$1,553 (42%).</p> <p>Camping revenue for the parks remains the same as the first quarter last year.</p>				

SERVICE AREA: Golf Course Enterprise Fund	PROGRAM: Glynn's Creek (18E/F)
ACTIVITY: Conservation & Recreation Services	ORGANIZATION: Conservation

PROGRAM MISSION: To operate and maintain a high quality 18-hole public golf course for the recreational enjoyment of the citizens of Scott County and the surrounding area by providing the best customer service and golfing experience possible.

- PROGRAM OBJECTIVES:**
1. To increase rounds of play to 38,000.
 2. To increase average income per round to \$34.78.
 3. To increase number of outings to 100 accommodating 6,200 participants.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Rounds of play requested	33,316	38,000	38,000	16,670
2. Acres to maintain: greens/tees/fairways and rough/woods	4/5/159/30	4/5/159/30	4/5/159/30	4/5/159/30
3. Number of carts to maintain (including Ranger & food/beverage cart)	78	77	77	77
4. Number of outings/participants requested	71/4,940	80\7,200	80\7,200	35/2,132
WORKLOAD				
1. Rounds of play provided	33,316	38,000	38,000	16,670
2. Acres maintained: greens/tees/fairways & rough/woods	4/5/159/30	4/5/159/30	4/5/159/30	4/5/159/30
3. Number of carts maintained (including Ranger & food/beverage cart)	78	77	77	77
4. Number of outings/participants provided	71/4,940	80\7,200	80\7,200	35/2,132
PRODUCTIVITY				
1. Maintenance operating cost/acre (not including capital costs)	\$2,314	\$2,750	\$2,750	\$902
2. Maintenance costs per round (not including capital costs)	\$13.75	\$14.33	\$14.33	\$10.71
3. Maintenance costs per hole (1993 industry average is \$25,000)	\$25,452	\$30,260	\$30,260	\$9,920
EFFECTIVENESS				
1. Green fees collected	\$564,228	\$768,554	\$768,554	\$284,394
2. Net cart revenue collected	\$286,362	\$330,508	\$330,508	\$143,635
3. Net income from Pro Shop and rentals	\$13,495	\$28,400	\$28,400	\$2,955
4. Net income from concessions	\$123,842	\$169,100	\$169,100	\$62,152
5. Net income from range	\$40,768	\$48,320	\$48,320	\$18,152
6. Income per round	\$30.98	\$35.93	\$35.93	\$30.84

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows we are down in the number of rounds of play (D.1 & W.1) by 1,258 compared to last year at this time. The number of outings (D.4 & W.4) is down by 19 and the number of participants is down by 1,288. With the economy on a downturn, the companies aren't spending as much on their employees for golf outings.

Maintenance operating costs (P.1-P.3) are slightly higher than last year's first quarter.

Total revenues are down by 2.7% compared to last year at this time. Green fees (E.1) are down by 1.6%. Cart revenue (E.2) is down by 1.7%. Net income from Pro Shop and rentals (E.3) is down by 46%. Concessions (E.4) is down by 13%. Net income from range (E.5) is down by 11.7% and income per round (E.6) is higher by \$1.07 per round.

SERVICE AREA: County Environment		PROGRAM: Wapsi River Environmental Educ Center (18G)			
ACTIVITY: Conservation & Recreation Services		ORGANIZATION: Conservation			
PROGRAM MISSION: To increase the understanding of natural resource systems by providing the programs and site which will facilitate learning and scientific literacy by students and the general public on a regional basis.					
PROGRAM OBJECTIVES:					
1. Conduct 450 public presentations.					
2. Maintain student contact hours at 21,500+ .					
3. Maintain overall attendance at 33,500+.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Population of Scott and Clinton counties		208,488	208,000	208,000	208,000
2. Public presentations (Dormitory)		101	175	175	49
3. Public Presentations (Non-dormitory)		141	200	200	114
4. Student contact hours		21,386	27,000	27,000	4,448
5. Inner-city youth field day/youths		24/620	24/600	24/600	35/1205
6. Overall attendance		26,853	33,000	33,000	10,772
WORKLOAD					
1. Population of Scott and Clinton counties		208,488	208,000	208,000	208,000
2. Public programs		242	375	375	114
3. Student contact hours		21,386	27,000	27,000	4,448
4. Publish an 8-12 page newsletter, number of copies annually		9,700	9,300	9,300	2,300
5. Develop and maintain existing buildings for public use		6	6	6	6
6. Develop and conduct inner-city field days/youths		24/620	24/600	24/600	35/1205
PRODUCTIVITY					
1. Per capita cost of Center		\$0.93	\$0.99	\$0.99	\$0.23
2. Number of acres maintained		225	225	225	225
EFFECTIVENESS					
1. Percent of park acres developed		11%	11%	11%	11%
2. Operating revenues generated (net of CIP Grants)		\$6,597	\$10,275	\$10,275	\$1,747
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows seven more public presentations (D.2 &3 & W.2) than last year. There were 1,158 more student contact hours (D.4 & W.3). Inner-city youth field day/youths (D.5 & W.6) were up by 11 field days and up by 585 more youths attending than last year. Overall attendance is up by 3,880. Two of the North Scott District Schools alternate years coming to the Wapsi Center. This accounts for the increase in numbers.</p> <p>Revenues are up by 22.4%. Appropriations are up by 6.8% compared to last year.</p>					

SERVICE AREA: Interprogram Services		PROGRAM: Facility & Support Services Administration (15A)		
ACTIVITY: Central Services		ORGANIZATION: Facility & Support Services		
PROGRAM MISSION: To provide responsible administrative leadership and coordination for the building maintenance, custodial, security special projects and capital improvement functions that provide facilities that are safe and pleasant for the public to conduct business in, comfortable for employees to work in and conducive to efficient, effective county government.				
PROGRAM OBJECTIVES:				
1. To keep administrative cost as a percent of total departmental budget below 8.6%.				
2. To achieve at least 80% of departmental objectives.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Authorized positions	23.25	23.50	23.50	23.50
2. Annual Departmental budget	\$2,010,121	\$2,124,505	\$2,100,000	\$558,660
3. Annual # of Capital projects managed	22	12	20	10
4. Annual cost of Capital projects managed	\$8,055,500	\$175,000	\$2,900,000	\$2,659,000
5. Annual # of external programs/grants/projects	5	6	5	4
6. Annual value of external programs/grants/projects	\$354,000	\$395,000	\$339,000	\$339,000
WORKLOAD				
1. Percent of workload - program management - Administration	16%	18%	15%	15%
2. Percent of workload - program management - Building Maintenance	12%	12%	12%	13%
3. Percent of workload - program management - Custodial Services	9%	10%	10%	9%
4. Percent of workload - Capital projects	38%	20%	23%	33%
5. Percent of workload - external programs/grants/projects/misc.	13%	25%	25%	17%
6. Percent of workload - program management - Support Services	12%	15%	15%	13%
PRODUCTIVITY				
1. Administrative cost as a percent of departmental budget	8.24%	8.00%	8.00%	7.90%
2. Administrative personnel as a percent of departmental personnel	8.60%	8.60%	8.60%	8.60%
3. Administrative cost per authorized position	\$3,477	\$2,800	\$2,700	\$626
4. Administrative cost per Capital project dollar cost.	\$0.0078	\$0.0125	\$0.0135	\$0.0055
5. Administrative cost per external program/grant/project	\$0.0610	\$0.0900	\$0.1250	\$0.0220
EFFECTIVENESS				
1. Aggregate percentile of Quality Enhancement Survey tools	90%	87%	88%	88%
2. Program performance budget objectives accomplished	82%	87%	88%	77%
3. Percent of department objectives accomplished	83%	90%	90%	65%
4. Percent of Capital projects completed on time	73%	90%	90%	80%
5. Percentile of internal Employee Satisfaction measurements	67%	80%	80%	67%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows the number of projects (D.4) at 50% of budget which is typical as a number of projects have not begun yet. This area will continue to slow as no Master Plan projects are budgeted for the next several fiscal years. The number of grants (D.5) is lower than projected and will likely finish that way due to one unsuccessful grant application.</p> <p>The workload percentages continue heavily with capital projects, but should begin to move toward projections before year's end.</p> <p>Most productivity indicators appear close to projections. The administrative cost of capital projects and grants is trending higher as the size and scope of those project contracts. Expect that trend to continue.</p> <p>All effectiveness measures appear well within projections for this point in the fiscal year.</p>				

SERVICE AREA: Interprogram Services

PROGRAM: Maintenance of Buildings & Grounds (15B)

ACTIVITY: Central Services

ORGANIZATION: Facility & Support Services

PROGRAM MISSION: To provide comprehensive facility maintenance services to County departments and campus facilities by sustaining high levels of safety, functionality and comfort in all properties.

PROGRAM OBJECTIVES:

1. To maintain staff per square foot at or below \$.40.
2. To achieve user satisfaction with quality of maintenance service at or above 75%.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Number of departments/agencies supported	29	29	30	30
2. Square feet of buildings maintained	298,370	309,170	309,170	309,170
3. Square feet of grounds maintained	626,443	626,443	626,443	626,443
4. Total square feet maintained	924,813	935,613	935,613	935,613
5. Number of locations maintained	11	12	12	12
WORKLOAD				
1. Number of outside requests for service	3,515	3,200	3,700	1,118
2. Number of preventive service calls	1,009	700	1,800	683
3. Total number of service calls	4,524	3,900	5,500	1,801
4. Total number of man-hours per period	13,202	15,000	14,200	3,260
PRODUCTIVITY				
1. Man hours per square foot	0.014	0.016	0.015	0.004
2. Staff cost per square foot	\$0.34	\$0.38	\$0.38	\$0.09
5. Total maintenance cost per square foot	\$1.020	\$0.980	\$1.030	\$0.270
4. Avg. # of external requests per location	320	300	308	93
5. Avg # of preventive service calls per location	92	67	150	57
6. Avg # of service calls per department/agency	156	134	183	60
EFFECTIVENESS				
1. Program percentile of Quality Enhancement Survey tools	89%	88%	88%	88%

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows that Demand has increased in the form of square footage (D.2 and D.4) with the addition of spaces added through renovation during the past year.

Workload in the form of service calls (W.1, W.2 and W.3) continues to run above projections. Much of this is attributed to follow-up work from renovations and the continued efforts to document work performed. This indicator should begin to level off during the next several quarters.

Productivity is running close to projections in man-hours (P.1) and staff cost (P.2). Overall cost (P.3) is slightly above budgeted levels through the first quarter. The high level of service calls is reflected as compared to the number of locations and departments supported (P.4, P.5 and P.6).

The quality survey tools (E.1) show effectiveness at expected levels.

SERVICE AREA: Interprogram Services		PROGRAM: Custodial Services (15H)		
ACTIVITY: Central Services		ORGANIZATION: Facility & Support Services		
PROGRAM MISSION: To provide comprehensive custodial maintenance functions for all non-secure County campus facilities by ensuring high levels of sanitation and cleanliness.				
PROGRAM OBJECTIVES:				
1. To maintain staff cost per square foot at or below \$1.80				
2. To achieve user satisfaction with quality of custodial service at or above 75%.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Number of departments/agencies supported	27	27	28	28
2. Square feet of buildings maintained	169,200	174,600	178,970	178,970
3. Number of remote sites serviced	2	2	2	2
WORKLOAD				
1. Man hours - total per period	15,304	15,000	14,500	3,468
2. # of hard surface floor maintenance units performed	105,235	50,000	105,000	27,487
3. # of carpet floor maintenance units performed	20,215	75,000	80,000	13,830
4. # of client worker hours supervised	4,680	5,000	5,400	1,352
PRODUCTIVITY				
1. Man hours per square foot	0.090	0.860	0.081	0.019
2. Custodial staff cost per square foot	\$1.75	\$1.80	\$1.70	\$0.40
3. Total custodial cost per square foot	\$1.02	\$2.03	\$1.920	\$0.475
EFFECTIVENESS				
1. Program percentile of Quality Enhancement Survey tools	91%	88%	89%	89%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows Demand indicator (D.2) up slightly with the addition of building addition space coming on line. The number of departments (D.1) increased due to a change in one area not counted previously.</p> <p>Man-hours (W.1) and client hours (W.4) both appear within projections. The floor indicators (W.2 and W.3) are both skewed due to the newness of the measurement and the prep work performed on all newly renovated spaces in the Administrative Center that came on line during this quarter.</p> <p>Productivity measures all appear within expected ranges for this point in the fiscal year.</p> <p>The effectiveness quality measure (E.1) is up slightly from budget but down slightly from the finish of last fiscal year.</p>				

SERVICE AREA: Interprogram Services	PROGRAM: Support Services (15J)
ACTIVITY: Central Services	ORGANIZATION: Facility & Support Services

PROGRAM MISSION: To provide friendly, professional customer service to County departments and authorized agencies in the areas of mail\office supplies\copying\property accounting\word processing\reception phone coverage\optical imaging and centralized purchasing.

PROGRAM OBJECTIVES:
1. To process at least 1,500 purchase orders.
2. To keep cost per copy made below \$.128 per copy average between color and B/W.
3. To save \$11,875 due to presorting outgoing mail.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Purchase requisitions received	1,014	1,350	950	187
2. Number of pieces of outgoing mail	562,476	550,000	535,000	123,924
3. Requests for copies (Print Shop) - County/other	810/420	825/200	840/325	210/116
4. Number of WP documents requested from other departments	1,532	400	400	91
5. Number of motor vehicle files imaged	80,120	65,000	70,000	-
WORKLOAD				
1. Number of purchase orders issued	1,014	1,350	950	187
2. Number of pieces of mail pre-sorted	509,125	500,000	480,000	113,726
3. Number of copies (Print Shop)	944,837	1,000,000	975,000	218,966
4. Number of WP documents requested from other departments	1,532	400	400	91
5. Number of motor vehicle files imaged	80,120	30,000	70,000	-
PRODUCTIVITY				
1. Average dollar amount per purchase order	\$1,752	\$5,000	\$5,750	\$10,669
2. Average cost per piece of outgoing mail	\$0.610	\$0.550	\$0.670	\$0.670
3. Cost per copy made (Print Shop)	\$1.020	\$0.070	\$0.060	\$0.055
4. Hours spent on WP documents requested from other departments	87	60	45	3
5. Hours spent on imaging	745	500	700	-
EFFECTIVENESS				
1. Dollar amount spent on purchase orders	\$7,381,259	\$4,000,000	\$5,500,000	\$1,995,162
2. Dollar amount saved between delivered price - highest bid	\$1,771,036	\$1,200,000	\$1,350,000	\$559,574
3. Dollar amount saved by using pre-sort	\$12,728	\$13,000	\$14,000	\$2,843
4. Percent of outgoing mail pre-sorted	91%	90%	92%	92%
5. Dollar value of NAEIR items received	\$16,610	\$12,000	\$16,000	\$4,917
6. Number of months backlog of documents to be imaged	4	-	-	6

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows the number of purchase requisitions (P.1) below budgeted levels, but close to last years levels. This trend is attributed to more widespread use of purchasing cards for routine purchases, especially office supplies. The number of files imaged (D.5) was zero due to system downtime this quarter. Expect this indicator to finish above budget as effort is exerted to overcome the back log in the coming quarters. All other demand indicators are near expected levels.

Workload mirror demand with lower purchase requisitions (W.1) and imaging (W.5). Additionally, the number of copies (W3) is down slightly. This may be the result of more widespread use of electronic distribution of documents. This indicator may rebound as additional outside demand is expected.

The average dollar amount per purchase order (P.1), the total dollar amount of purchase orders (E.1) as well the amount saved (E.2) are higher than budget due to big ticket items associated with renovations. Expect these measures to level as the year progresses. The cost of mail (P.2) continues to rise with recent price increases. Some of the increases may be offset by lower presort service rates. The hours spent of word processing is much lower than expected. This will likely rebound as the year progresses.

Most other indicators are at or near expected levels for this point in the fiscal year.

SERVICE AREA: Public Safety		PROGRAM: Public Health Safety (20D/F/G)		
ACTIVITY: Public Safety		ORGANIZATION: Health Department		
PROGRAM MISSION: To provide care and meet the needs and expectations of our customers in their time of emergency, death, and incarceration, while striving for a safer and healthier community.				
PROGRAM OBJECTIVES:				
1. Emergency Medical Services: Assure quality assurance reviews for 100% of all 911 requests for emergency medical services.				
2. Jail Health: Maintain 90% of all inmate medical contacts within the facility. Only 10% would be seen or cared for off site (dental, hospital and Special Services.)				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Emergency Medical Services: total Scott County population	159,458	159,458	159,458	159,458
2. Medical Examiner: total deaths in Scott County	1,615	1,400	1,400	386
3. Jail Health: number of inmate medical contacts	3,064	2,800	2,800	798
WORKLOAD				
1. Emergency Medical Services: Total runs	21,053	20,000	20,000	5,652
2. Medical Examiner: # of cases requiring Medical Examiner Services	281	322	322	76
3. Jail Health: number of health related contacts provided within Jail	2,762	2,520	2,520	745
PRODUCTIVITY				
1. Emergency Medical Services: cost/citizen for EMS service coord	\$0.49	\$0.43	\$0.43	\$0.14
2. Medical Examiner: cost/citizen for Medical Examiner services	\$1.20	\$1.07	\$1.07	\$0.23
3. Jail Health: cost/citizen for jail health services	\$2.41	\$2.41	\$2.41	\$0.55
EFFECTIVENESS				
1. Emergency Medical Services: % of population being served by EMS	13%	13%	13%	4%
2. Medical Examiner: % of deaths being served by Medical Examiner	17%	23%	23%	20%
3. Jail Health: % of inmate health care provided within the Jail	90%	90%	90%	93%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows that EMS Total Runs (W.1) are running considerably higher than budget and that's due primarily because of Medic doing more Runs which also shows in the percentage of population being served by EMS (E.1).</p> <p>Total Deaths in Scott County (D.2) are slightly higher than budgeted; however, the number of cases requiring Medical Examiner Services (W.2) is down slightly.</p> <p>The number of Jail Health inmate medical contacts (W.3) is 18% higher than budgeted for FY'04 and 8% higher than FY'03 actuals. The percentage of inmate health care provided within the jail (E.3) remains higher than budgeted.</p>				

SERVICE AREA: Physical Health & Education		PROGRAM: Assessment (20H/I/J)		
ACTIVITY: Physical Health Services		ORGANIZATION: Health Department		
PROGRAM MISSION: To provide health assessment services to Scott County by: A) Monitoring health status to identify community health problems; B) Diagnosing and investigating health problems and health hazards in the community; C) Evaluating effectiveness/ quality personal/population health services.				
PROGRAM OBJECTIVES:				
1. Communicable Disease: Initiate 95% of investigations/interventions on reported diseases that required follow-up with IDPH guidelines.				
2. Water Quality: Bring 85% of substandard water samples into compliance.				
3. Clinical Services: Provide appropriate clinical services to 90% of all clients presented at Health Department clinic.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Communicable Disease: # of diseases reported	28,742	20,000	20,000	3,738
2. Water Quality: # of samples required	1,571	1,500	1,500	422
3. Clinical Services: # of patients requesting appointments for service	15,867	19,000	19,000	3,543
WORKLOAD				
1. Communicable Disease: # of diseases requiring invest/intervention	153	175	175	97
2. Water Quality: # of water samples collected	1,571	1,500	1,500	422
3. Clinical Services: # of patient contacts presented in clinics	15,291	19,000	19,000	3,394
PRODUCTIVITY				
1. Communicable Disease: \$ cost/disease reported	\$4.03	\$6.83	\$6.83	\$7.41
2. Water Quality: \$ cost/sample collected	\$18.82	\$23.24	\$23.24	\$16.75
3. Clinical Services: \$ cost/patient contact	\$31.76	\$28.21	\$28.21	\$39.66
EFFECTIVENESS				
1. Communicable Disease: % of interv on diseases requiring interv	100%	95%	95%	100%
2. Water Quality: % of substandard samples brought into compliance	95%	85%	85%	100%
3. Clinical Services: % of patient requests provided by clinical services	96%	90%	90%	96%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the number of Communicable Diseases reported (D.1) is less than budgeted, but that is due in part to the fact that many diseases are reported through the monitoring network in schools and schools were in session for only one month of the quarter. The number of Communicable Diseases requiring investigation (W.1) is at 55% of budget, which is significantly higher than projected. This is due to a major outbreak of Pertussis (Whooping Cough) occurring in Scott County and requiring follow-up.</p> <p>The number of Water Quality samples required (W.2) is basically on target with budget amounts but may be less in the future as we as a department alter our methodology and procedures as to how we monitor and enforce that program.</p> <p>The number of patient contacts presented in clinics (W.2) is considerably lower than budget due to once again as discussed above that school's are not session for almost two months of the first quarter. Our Immunization Clinic numbers are somewhat higher due to the increased number of children receiving vaccines for chickenpox and pneumonia.</p>				

SERVICE AREA: Physical Health & Education		PROGRAM: Policy Development (20K/L/M)			
ACTIVITY: Physical Health Services		ORGANIZATION: Health Department			
PROGRAM MISSION: To provide health policy development services to Scott County by: A) developing policies and plans that support individual and community health efforts; B) Enforcing laws/regulations that protect health and ensure safety; C) Researching new insight/innovative solutions to health problems.					
PROGRAM OBJECTIVES:					
1. Consumer Protection & Environment: Bring 85% of re-inspections into compliance.					
2. Customer Service Evaluation: Through a customer service evaluation, evaluate and/or modify one Health Department area/program.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Consumer Prot/Environ:# of inspections required or requested		3,806	4,620	4,620	968
2. Customer Serv Eval:# of areas/prog to be surveyed/eval.for the yr.		3	3	3	1
WORKLOAD					
1. Consumer Prot/Environ:# of inspections conducted		3,806	4,620	4,620	968
2. Customer Serv Eval: # of areas/prog surveyed/evaluated		5	3	3	1
PRODUCTIVITY					
1. Consumer Prot/Environ: \$ cost/inspection		\$71.26	\$73.56	\$73.56	\$82.58
2. Customer Serv Eval: \$ cost/survey and evaluation		\$291.77	\$674.20	\$674.20	\$518.60
EFFECTIVENESS					
1. Consumer Prot/Environ: % of re-inspections that reach compliance		76%	85%	85%	70%
2. Customer Serv Eval: % of areas/prog evaluated and/or modified		167%	100%	100%	34%
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the number of inspections conducted (W.1) are less than budgeted but on target with FY'03 actuals. In all likelihood FY'04 projections will be reduced after the second quarter.</p> <p>There was one customer service evaluation or survey (W.2) conducted during the first quarter and that was the food safety Serve-Safe survey carried out by Environmental Staff.</p>					

SERVICE AREA: Physical Health & Education		PROGRAM: Assurance (20N/O/P/Q)		
ACTIVITY: Physical Health Services		ORGANIZATION: Health Department		
PROGRAM MISSION: To provide health assurance services to Scott County by: A) Linking people to health services and assuring provision of health care when otherwise unavailable; B) Assuring a competent public health and personal health care workforce; C) Informing, educating, and empowering people about health issues; D) Mobilizing community partnerships to identify and solve health problems.				
PROGRAM OBJECTIVES:				
1. Education to Service Providers: Complete 90% of all educational requests from Service Providers.				
2. Education to Community: Complete 85% of all educational requests from the community.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Education to Service Providers: # of educational requests	89	115	115	18
2. Education to Community: # of educational requests	199	220	220	42
WORKLOAD				
1. Education to Service Providers: # of educational requests completed	89	110	110	18
2. Education to Community: # of educational requests completed	199	187	187	42
PRODUCTIVITY				
1. Education to Service Providers: \$ cost/educational request provided	\$367.67	\$375.32	\$375.32	\$628.78
2. Education to Community: \$ cost/educational request provided	\$99.48	\$115.12	\$115.12	\$115.86
EFFECTIVENESS				
1. Education to Service Providers: % of educational requests provided	100%	90%	90%	100%
2. Education to Community: % of educational requests provided	100%	85%	85%	100%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the number of educational requests completed to Service Providers (W.1) and the number of educational requests completed to the Community (W.2) are considerably less than budgeted. The primary reason for the decrease at this time is that in both cases the primary audiences occur with teachers and students in the schools and that for only one month during the first quarter were the schools in session. In both indicators though the department has been able to meet the demand.</p>				

SERVICE AREA: Interprogram Services	PROGRAM: Human Resources Management (24A)
ACTIVITY: Policy & Administration	ORGANIZATION: Human Resources

PROGRAM MISSION: To foster positive employee relations & progressive organizational improvements for employees, applicants & depts. by ensuring fair & equal treatment; providing opportunity for employee development & professional growth; assisting in identifying, retaining qualified employees; utilizing effective, innovative recruitment & benefit strategies; encouraging & facilitating open communication; providing advice/counsel on employment issues and establishing strategic business partnerships with departments to improve organizational design.

PROGRAM OBJECTIVES:

1. To resolve 85% of grievances without outside arbitration.
2. To conduct 45 training sessions with 430 in attendance.
3. To resolve 100% of arbitrated disputes in the County's favor.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Employee bargaining units	5	5	5	5
2. Position vacancies/# classifications/# departments	31/162/15	65/165/15	35/165/15	7/165/15
3. Eligible benefits enrollees	429	435	435	435.00
4. Authorized personnel (FTE's)	419.35	425.00	436.00	431.35
5. Discrimination complaints received	1	1	4	2
6. Training requests - mandatory/voluntary	17/18	7/50	7/50	0/5
WORKLOAD				
1. Contracts negotiated/grievances and disputes received	1/6	0/3	0/8	0/2
2. # Jobs posted/interviews conducted/job-dept studies requested	25/159/22-7	70/200/24-8	70/240/10-3	10/66/6-1
3. # of enrollment actions/# of extensive research inquiries	380/10	470/25	475/15	114/1
4. Wage system administration actions	390	440	450	139
5. # EEO complaints reviewed	1	1	4	2
6. # training sessions conducted/# of employees served	26/329	55/480	45/430	5/89
PRODUCTIVITY				
1. # of meetings related to labor relations	35	50	50	10
2. # of vacancies filled/Number of job-dept studies completed	52/22-7	80/24-8	80/10-3	20/6-1
3. % of time of HR staff spent in benefit administration	15%	15%	15%	15%
4. % of time of HR staff spent in wage administration activities	12%	15%	15%	15%
5. Cost per hour of training delivered/cost per attendee	\$181.40/\$43.32	\$140/\$45	\$150/\$40	\$160/\$29
6. % of time of HR staff spent on EEO activities	10%	10%	10%	10%
EFFECTIVENESS				
1. % Impasse items resolved in County's favor/ grievances w/o arb.	100%	100%	100%	100%
2. % jobs filled within 5 weeks of posting close date	70%	85%	85%	75%
3. % enrollments without error/# inquiries responded to within 24 hours	100%/100%	100%/100%	100%/100%	100%/100%
4. % wage admin actions without error	98%	100%	100%	100%
5. % of substantiated EEO complaints/# hired in underutilized areas	0/7	0/4	0/4	0/2
6. % of employees served in training/% rating delivery high	78%/98%	65%/85%	65%/85%	21%/92%

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows a slight increase in eligible benefit employees (D.3) due primarily to CJAAC recommendations. There has also been a slight increase in discrimination (D.5) and EEO (W.5) claims. Labor relations meetings (P.1) continue to increase as the County moves into the remaining years of the current contract and the HR department attempts to clarify existing contractual language.

Over the next year it is anticipated there will be an increase in the number of grievances filed (W.1) and arbitration cases requested. This is due to a proactive attempt to manage the collective bargaining agreements more closely than years passed.

SERVICE AREA: Social Services		PROGRAM: Administrative Support (21A)			
ACTIVITY: Services to Poor		ORGANIZATION: Human Services			
PROGRAM MISSION: The Iowa Department of Human Services is a public expression of Iowa's desire for a stronger community. Working cooperatively with others, the Department of Human Services meets the unique needs of individuals who are experiencing personal, economic, social or health problems. The primary responsibility of the Department is to help and empower individuals and families to become increasingly self-sufficient and productive and strive to improve the well being of all the people of the State of Iowa.					
PROGRAM OBJECTIVES:					
1. To process FIP/Medical applications within 30 days at 98.2%.					
2. To process Food Stamp applications within 30 days at 98.5%.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Authorized personnel (FTE's)		105	108	106	106
2. Services intake and ongoing cases open per month		1,842	2,451	1,781	1,719
3. Income maintenance, intake and ongoing cases open per month		14,301	12,484	14,675	15,048
WORKLOAD					
1. Service intake and ongoing cases served per month		1,842	2,451	1,781	1,719
2. Income maintenance, intake and ongoing cases open per month		14,301	12,484	14,675	15,048
PRODUCTIVITY					
1. Average time spent per case per month (hours)		0.81	0.96	0.81	0.80
2. Average County cost per case per month		\$0.35	\$0.39	\$0.34	\$0.33
EFFECTIVENESS					
1. Percent of FIP applications processed within 30 days		98.70%	98.60%	98.40%	98.00%
2. Percent of food stamp applications processec within 30 days		98.80%	98.70%	98.80%	98.70%
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows slight fluctuations continuing to occur in both Service and Income Maintenance caseloads.</p> <p>Productivity time and costs are also fairly stable. There has been no large increase or decrease in FTE's to affect any substantial change here.</p> <p>Effectiveness remains at a high quality level of timeliness.</p>					

SERVICE AREA: Mental Health Services		PROGRAM: Case Management - H.S. (21B)			
ACTIVITY: Care of Mentally Ill		ORGANIZATION: Human Services			
PROGRAM MISSION: To obtain results of safety, stability, self sufficiency, and health for persons with disabilities.					
PROGRAM OBJECTIVES: 1. To provide services to 250 consumers.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Eligible population of people with mental retardation		1,594	1,594	1,594	1,594
2. Waiting list that exists at the end of each quarter		-	5	5	41
WORKLOAD					
1. Number of clients served (unduplicated)		243	250	270	223
2. Number of HCBS-MR Waiver consumers served		220	235	265	217
3. Number of 100% County funded units billed		8	10	10	4
4. Number of SHS consumers served		1	2	2	1
PRODUCTIVITY					
1. Monthly cost per client (unit rate)		N/A	\$195.00	\$200.00	unable to determine
EFFECTIVENESS					
1. # of placements to more restrictive settings		9	9	9	5
2. # of placements to less restrictive settings		7	6	6	2
3. # of Supported Employment consumers decreasing workshop usage		-	2	4	3
4. # of referrals (linkages to community resources)		N/A	240	240	74
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows that DHS TCM served 223 consumers (W1) and had a waiting list of 42 people (D.2) at the end of the quarter. This waiting list was a result of all consumers on the MR Waiver waiting list being referred to us for enrollment into waiver when slots become available January 1, 2004. We needed to hire additional staff for these new referrals. Staff has now been hired and we do not anticipate a waiting list for our services this size again. Due to the increase in referrals, our projected numbers to be served (W.1 and W.2) are increased. The first quarter also shows 5 people moved to more restrictive settings (E.1), however 2 of these were for temporary NF placements for medical reasons.</p>					

SERVICE AREA: Interprogram Services	PROGRAM: IT Administration (14A)
ACTIVITY: Policy & Administration	ORGANIZATION: Information Technology

PROGRAM MISSION: To provide responsible administrative leadership and coordination for the Information Technology Department and to assure stability of County technology infrastructure for Scott County Departments by providing dependable and timely network administration and application development resources.

PROGRAM OBJECTIVES:

- To keep administrative costs as a percent of departmental budget below 10%.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
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DEMAND				
1. Authorized personnel (FTE's)		11	10	9
2. Departmental budget		\$1,144,132	\$1,144,132	\$278,746
3. Information Technology Capital Projects managed		\$796,800	\$796,800	\$249,725

WORKLOAD				
1. Percent of time spent on personnel administration		15%	15%	15%
2. Percent of time spent on fiscal management		15%	15%	15%
3. Percent of time spent on liaison activity and coordination		20%	20%	20%

PRODUCTIVITY				
1. Administrative cost as a percent of departmental budget		9.0%	10.0%	9.6%
2. Administrative personnel as a percent of departmental personnel		9.1%	10.0%	11.1%

EFFECTIVENESS				
1. Program performance budget objectives accomplished		TBD	TBD	TBD
2. Percentile of internal Employee Satisfaction measurements		TBD	TBD	TBD

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows I.T. is down one FTE from projected numbers.

Capitol Projects managed dollars spent are over 33% of total dollars budgeted for the first quarter of FY'04. This is due to the Tax implementation project on-going which accounts for approximately one third of the entire capitol projects budget.

Effectiveness indicators are TBD. I.T. is currently on revising PPB indicators for program 14B. These revisions should be implemented for second quarter FY04.

SERVICE AREA: Interprogram Services		PROGRAM: Information Processing (14B)			
ACTIVITY: Central Services		ORGANIZATION: Information Technology			
PROGRAM MISSION: To provide dependable and efficient data and voice services for County employees by: 1) informing, educating, and empowering employees with technical knowledge; 2) researching, installing, and maintaining innovative computer and telephone solutions; and 3) implementing and supporting user friendly software systems					
PROGRAM OBJECTIVES:					
1. Rewrite all remaining DOS ZIM systems to Windows 2000 Server format.					
2. Migrate Zim for windows applications to Windows 2000 Server production environment.					
3. Implement Citrix Application publishing County-wide.					
4. Migrate from Novell file and print services to Windows 2000.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Number of Network Client Accounts			424	575	566
2. Custom Developed Applications (Zim/VB/DOS/Access)			30/3/10/2	30/3/10/2	31/3/13/1
3. Served Third Party Applications			62	110	108
4. Number of Nodes/Printers/Servers			372/85/15	372/85/15	372/85/15
5. Number of Telephone Ports (Handsets, Faxes, Modems)			775	775	775
6. Number of LAN/WAN Edge Devices			42	42	42
WORKLOAD					
1. Number of Help Desk Calls			TBD	TBD	TBD
2. Number of Open Trouble Tickets			TBD	TBD	TBD
3. Number of New Trouble Tickets this Quarter			TBD	TBD	TBD
PRODUCTIVITY					
1. Percent of Programmer Time Spent on new application development			0%	0%	0%
2. Percent of Programmer Time Spent on maint of existing systems			20%	40%	50%
3. Percent of Programmer Time Spent on re-writing existing systems			70%	50%	50%
4. Percent of Programmer Time Spent on training			10%	10%	0%
5. Number of Trouble Tickets Closed this Quarter			TBD	TBD	TBD
EFFECTIVENESS					
1. Percent of Completed Trouble Tickets to Total Trouble Tickets			TBD	TBD	TBD
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows a marked increase in network client accounts and served third party applications. These numbers are markedly higher reflecting growth in the County network over the past two years since the introduction of Windows 2000 network operating system servers. (Note: counts from these W2K servers had not been included in past PPB indicators.)</p> <p>Also new indicator categories have been added to reflect the addition of a Help Desk at Scott County. The process to populate these categories with data are being put in place this quarter.</p> <p>Programmer time reflects work on converting legacy ZIM applications to the newest version of ZIM to allow the ability to run in a W2K environment as well as work maintaining existing applications. Currently no new development is in progress nor will any new development be started while this transition is ongoing.</p>					

PROGRAM MISSION: To ensure the health, education, and well being of youth through the development of a well trained, professional staff.

- PROGRAM OBJECTIVES:**
1. To have no escapes from Juvenile Detention.
 2. To maintain cost per client at \$190 with exception of cost recovery from out-of-county clients.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Persons admitted	234	500	450	88
2. Average daily detention population	5	13	12	10.58
3. Days of out-of-county client care	164	500	500	102
4. Total days of client care	1,838	4,300	4,300	961
WORKLOAD				
1. Intakes processed	234	500	450	88
2. Baby-sits	18	40	40	4
3. Visitors processed	2,250	4,000	4,000	939
PRODUCTIVITY				
1. Minutes per intake	30	30	30	30
2. Hours per baby-sits	4	4	4	4
3. Visitors processed per day	6	11	11	10
4. Cost per client per day	\$298	\$175	\$150	\$135
EFFECTIVENESS				
1. Escapes from detention	0	0	0	0
2. Special incidents by detainees requiring staff intervention	4	50	50	4
3. Average daily detention population as a percent of facility capacity	66%	81%	81%	66%
4. Average length of stay per resident (days)	8	10	14	12
5. Revenues collected	\$97,266	\$177,835	\$192,731	\$194,691

ANALYSIS:

<p>During the first quarter of FY'04 PPB indicator information shows that indicators are rebounding from the expansion. All demand indicators are at acceptable levels with (D.1) Persons admitted somewhat low at 19.5% of projection. It is expected that the Center's daily population will increase throughout the year, but doubtful that this will occur as a result of a dramatic increase in (D.3) Days of out-of-county care, at 20% of projection. A contract with Muscatine, to house up to two residents throughout the year, did not take effect as anticipated July, 2003. However, Muscatine did start to utilize the Center in September, so projections should be accurate. It is only now that Center staff are beginning to see how the community will utilize the expanded detention center.</p> <p>All Workload indicators are at acceptable levels with (W.1) Intakes processed low at 19.5% of projection reflecting back to (D.1) Persons admitted. (W.2) Baby-sits/temporary holds are below projection at only 10%, but this indicator can fluctuate very quickly. (W.3) Visitors processed is in line with projections, and is dependant on the number of residents</p>	<p>housed at any one time.</p> <p>All Productivity indicators are at 100% with the exception of (P.4) Cost per client per day at 90%. During the previous fiscal year cost per client per day was temporarily inflated as staffing could not be adjusted to deal with the decrease in resident population. Construction and limited capacity impacted staff/client ratio. As the Center now has all beds available, an increase in client population will mean that resources used to care for residents will be allotted in the most cost effective manner.</p> <p>Effectiveness indicator (E.1) Escapes from detention at -0- demonstrates, that as a result of expansion, the Center is a safer, more secure facility. During construction the staff had to deal with soft spots in security and also had to learn to use the new security system. (E.2) Special incidents by detainees requiring staff intervention is well below projection at only 8%. This is a very positive indicator, but these incidents are hard to predict given the varied circumstances that bring clients to the Center. It is hoped that the budgeted figure of 50 incidents per year is an</p>	<p>over estimate. (E.3) Average daily detention population as a percent of facility capacity is low at 66%. Population will continue to increase as state funded placements for Center residents at other facilities continue to be capped. A new formula, determining how open residential slots are allocated to different judicial, has negatively affected Scott County. The result is an increase in (E.4) Average length of stay per resident and a corresponding increase in (D.2) Average Daily Population. The rise in (E.4) Average length of stay per resident impacts persons admitted, as longer stays per resident curtails new clients admissions. This can impact revenue if the Center is not able to admit clients from out-of-county.</p> <p>This year the Center received a record \$183,629.33 reimbursement from the state as a result of changes in the OMVUI laws. Other reimbursements will be positively affected by the increase in Center capacity. Total revenue received through the quarter is 109.5% of budget and appropriations are 21.4% expended.</p>
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SERVICE AREA: Court Services		PROGRAM: Alternative Sentencing Costs (23B)		
ACTIVITY: Alternative Sentencing		ORGANIZATION: Non-Departmental		
PROGRAM MISSION: The Alternative Sentencing program is designed to provide community service workers through the court system by implementing the successful completion of their sentences. Court Support costs also include associated Grand Jury expense.				
PROGRAM OBJECTIVES:				
1. To perform 60,000 hours of community service.				
2. To maintain completed community service sentences at 75%.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Community service sentencing (CSS) referrals	945	650	650	290
2. Community service sentencing secondary referrals	133	190	190	73
3. Average monthly caseload	638	450	450	852
4. Community service hours ordered	179,615	80,000	80,000	36,531
WORKLOAD				
1. Community service sentences completed	576	475	475	156
2. Agencies used for community service completions	848	700	700	363
3. Community service hours performed	66,249	55,000	55,000	12,663
4. Average monthly caseload	638	425	425	852
5. Withdrawn community service sentences	133	160	160	Not reported
PRODUCTIVITY				
1. Cost per completed sentence	\$39.18	\$63.16	\$63.16	\$48.08
2. Cost per hour performed	\$0.34	\$0.55	\$0.55	\$0.59
EFFECTIVENESS				
1. Completed community service sentences	61%	73%	73%	54%
ANALYSIS:				
<p>The Alternative Sentencing Program was previously directed by the Safer Foundation supported by funding from the County and the 7th Judicial District. Effective July 2003, the Safer Foundation ceased operations in Davenport and the Board voted to bring this program in house under the Sheriff's Department. The alternative sentencing coordinator became a County employee effective July 2003.</p> <p>All demand and workload indicators are in line with or have exceeded budget projections through the first quarter. (D.1) Community service sentencing referrals are very high through the period at 44.6% of the annual projection. (D.4) Community service hours ordered are also high at 45.6% of projection. Referrals to the program stem from judges, magistrates, and the Batterer's Education Program. Indicators (D.3) and (W.4) Average monthly caseload are extremely high at 852 cases, more than twice the projected number of 450 active cases per quarter.</p> <p>(W.2) Agencies used for community service completions are projected to be 700</p> <p>for the year. Through the period 363, or 51.8% of projected agencies were used. This stems from the number of (D.2) Secondary referrals, which is also over projection at 38.4%. Secondary referrals means the initial referral was not successful and a secondary referral was required meaning more agencies are utilized by the program.</p> <p>(W.5) Withdrawn community services sentences are not being reported this quarter. The coordinator is attempting to gain access to ICIS (Iowa Courts On-line) in order to determine if a sentence has been completed or if parole or probation has been revoked and the offender incarcerated.</p> <p>Productivity indicators were previously based on the financial contribution made by the County to the Safer Foundation, which assisted in subsidizing the coordinator's salary. As the coordinator is now a County employee, the figure used to evaluate productivity is the annual base salary for this position, \$30,000. Projections have been revised to reflect this change. (P.1) Cost per completed sentence is under budget at 76% reflecting (W.1) Community service sentences</p> <p>completed, at 32.8%, exceeding projections through the quarter. (P.2) is only slightly over projection reflecting that (W.3) community service hours performed is under budget at 23%.</p> <p>Effectiveness indicator (E.1) completed community service sentences is under projection at 54%. This is due to the abnormally high number of referrals to the program as reported in (D.1) community service sentencing referrals, already at 44.6% of annual projection. This indicator will improve during the year as sentences are assigned and completed.</p> <p>The Alternative Sentencing Program does not generate revenue and there is no impact on appropriations other than salary for the coordinator.</p> <p>Other non-departmental appropriations (23B) are attributed to grand jury expense and the Juvenile Justice County Base Program. (23B) revenue stems from court appointed fees, fines, refunds, and the Juvenile Justice County Base Program, which is offset by Juvenile Justice Hearing Expense.</p>				

SERVICE AREA: Interprogram Services		PROGRAM: Risk Management (23E)		
ACTIVITY: Risk Management Services		ORGANIZATION: Non-Departmental		
PROGRAM MISSION: To reduce, mitigate and avoid losses for the county by coordinating the identification, review and settlement of claims, and enhancing risk reduction activities				
PROGRAM OBJECTIVES:				
1. Review 100% of all Workers Compensation/Liability claims filed.				
2. Conduct 5 loss safety surveys.				
3. Review and monitor legal liabilities.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Number of site visits/inspections to be performed	11	5	5	2
2. Number of auto accidents reported	18	30	30	4
3. Number of worker's compensation claims filed	34	45	45	11
4. Number of employees/departments served	69	50	50	15
5. Number of property claims reported	7	10	10	-
6. Number of liability claims/OHSA complaints reported	14/0	20/0	20/0	2/0
WORKLOAD				
1. Number of site visits/safety inspections conducted	11	5	5	2
2. Number of auto accidents investigated	19	30	30	4
3. Number of worker's compensation claims reviewed	52	80	80	22
4. Number of prevention/mitigation requests reviewed	52	50	50	15
5. Number of property claims investigated	7	10	10	-
6. Number of liability claims investigated/OSHA complaints resolved	42	20/0	20/0	2/0
PRODUCTIVITY				
1. Time spent on site visits/safety inspections	5%	5%	5%	5%
2. Time spent reviewing auto accidents	10%	15%	10%	5%
3. Time spent on reviewing worker's compensation claims	40%	25%	25%	30%
4. Time spent on reviewing prevention/mitigation items	20%	35%	40%	40%
5. Time spent on reviewing property claims	5%	5%	5%	0%
6. Time spent reviewing liability/OSHA complaints	20%	15%	15%	20%
EFFECTIVENESS				
1. Performance objectives achieved	100%	100%	100%	100%
2. Dollar amount of worker's compensation claims	\$141,948	\$150,000	\$150,000	\$38,526
3. Dollar amount of auto claims	\$19,503	\$85,000	\$85,000	\$9,427
4. Dollar amount of property claims	\$13,969	\$30,000	\$30,000	\$0
5. Dollar amount of liability claims	\$28,844	\$50,000	\$50,000	\$7,532
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows 11 new workers compensation claims opened (D.3). Of the 22 claims filed and reviewed (W.3) by the department 11 were judged unfounded and denied. The total dollar amount of workers compensation paid (E.2) during the first quarter alone was \$38,526.30, of which \$3,361.08 was Indemnity payments. The remaining costs were all medical payments.</p> <p>There were only four new auto liability claims (W.2) opened and investigated during the first quarter. Payments were made (E.3) totaling \$9,427.22.</p> <p>Zero property claims (D.5) were reported.</p> <p>There was one new professional liability claim opened and one general liability claim. Liability payments were made in the amount of \$7,531.88.00 for previous quarter claims.</p> <p>There were two site inspections conducted during the period. These inspections, termed Loss/Safety Surveys by the department, were at the SCAC Building and the Juvenile Detention Center.</p> <p>Prevention/mitigation requests were reviewed regarding Inmate situations and</p>				

SERVICE AREA: County Environment		PROGRAM: Planning & Development Administration (25A)		
ACTIVITY: Environmental Quality/County Development		ORGANIZATION: Planning & Development		
PROGRAM MISSION: To provide professional planning and technical assistance to the Board of Supervisors, the Planning & Zoning Commission and the Board of Adjustment in order to develop, review and adopt land use policies and regulations that guide and control the growth of Scott County by balancing the need to identify areas appropriate for development with the need to preserve productive farm land.				
PROGRAM OBJECTIVES:				
1. To handle 90% of requests for planning information by date requested.				
2. To accomplish 100% of departmental objectives.				
3. To avoid any delays of P & Z Commission and Board of Adjustment applications due to incomplete submittals.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Planning and Zoning Commission agenda applications	29	20	30	8
2. Board of Adjustment agenda applications	19	25	25	5
3. Planning and Zoning information requests	1,574	1,500	1,500	378
4. Departmental budget	\$237,899	\$283,387	\$283,387	\$66,048
5. Authorized positions	4.33	4.33	4.08	4.08
WORKLOAD				
1. Number of Rezoning, Subdivision & Site Plan applications reviewed	29	20	30	8
2. Number of Variance, Special Use Permit & Appeals of Interpretation	19	25	25	5
3. Number of responses to Planning and Zoning information requests	1,574	1,500	1,500	378
4. Number of Boards and Committees Director serves on	18	18	18	18
5. Number of building permit applications	613	750	750	233
PRODUCTIVITY				
1. Staff hours spent on Planning & Zoning Commission applications	458	320	320	127
2. Staff hours spent on Board of Adjustment applications	304	400	400	80
3. Staff hours spent on responses to planning & zoning info requests	422	400	400	102
4. Staff hours spent serving on various boards and committees	426	400	400	112
5. Staff hours spent on building permit applications	518	700	700	160
EFFECTIVENESS				
1. % of P & Z Commission items delayed due to incomplete application	0%	0%	0%	0%
2. % of Board of Adjustment items delayed due to incomplete application	0%	0%	0%	0%
3. % of time spent on P & Z and BOA agenda items	28%	20%	20%	19%
4. % of time spent providing planning and zoning information	14%	20%	20%	22%
5. % of time spent serving on various boards and committees	23%	20%	20%	21%
6. % of time spent on building permit applications	35%	40%	40%	38%
ANALYSIS:				
<p>During the first quarter of FY'04 232 building permits were issued. This is 31% of the budget projections and 41 more than the first quarter last year. This may indicate building sector of the economy still fairly strong in Scott County. Percentage of time spent on building permit applications (E.6) reflects that building permit applications occupies considerable staff time.</p> <p>Planning and Zoning Commission items are above budget projections, while Board of Adjustment items are slightly fewer than expected. This may also be an indicator of fairly steady building and development activity. Total departmental appropriations were 23% expended at the end of the first quarter.</p>				

SERVICE AREA: County Environment
ACTIVITY: County Development

PROGRAM: Code Enforcement (25B)
ORGANIZATION: Planning & Development

PROGRAM MISSION: To fairly enforce County building, subdivision, and zoning codes for the protection of the lives, safety and welfare of Scott County citizens by efficiently and effectively interpreting and implementing the regulations. Also to enforce the State law regulating growth of Scott County by balancing the need to identify areas appropriate for development with the need to preserve productive farm land.

PROGRAM OBJECTIVES:

1. To conduct 100% of all building inspections on day requested.
2. To maintain average inspections conducted per permit under 3.0.
3. To maintain cancelled or expired permits under 10% of total number of permits issued.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. # of single-family residential building permits issued	84	100	100	26
2. # of residential addition or remodels permits issued	103	100	150	40
3. # of residential accessory building permits issued	89	100	100	26
4. # of commercial building permits issued	32	30	30	3
5. Total # of building permits issued for unincorporated areas	362	500	500	150
6. Total # of building permits issued for 28E cities	249	350	350	83
WORKLOAD				
1. # of footings inspections completed	321	400	400	97
2. # of rough in inspections completed	310	300	400	101
3. # of final inspections completed	739	600	600	141
4. Total # of inspections for unincorporated areas	1,696	950	950	433
5. Total # of inspections for 28E cities	949	700	700	222
PRODUCTIVITY				
1. # of inspections conducted per day	10	10	10	10.2
2. Total building permit fees collected	\$174,835	\$160,000	\$160,000	\$56,587
3. % of total budget for building permit fees collected	100%	100%	100%	31%
4. Total valuation of construction for building permits issued	\$18,228,707	\$16,500,000	\$16,500,000	\$4,926,027
EFFECTIVENESS				
1. % of building inspections made on day requested	99%	99%	99%	99%
2. # of inspections per permits issued	3.8	3.0	3.0	2.8
3. % of cancelled or expired permits compared to total permits issued	18.0%	10%	10.0%	7.0%

ANALYSIS:

During the first quarter of FY'04 the number of permits issued was up 20% compared to the first quarter of the previous year. However the total building valuation of those permits was down just 3% and permit fees were up 8% when compared with the first quarter of FY '03. When compared to the first quarter figures from five years ago the current years figures represent a 14% increase in permit numbers, a 11% increase in permit fees and a 3% decrease in building valuation. This would indicate that even though permit numbers are up slightly, there were fewer house starts and more permits for additions, remodels and repairs.

The demand and workload indicators indicate the numbers, types and location for permits issued and types and location of inspections completed. Those demand and workload indicators for the first quarter reflect the higher building activity that occurs during the summer and early fall. These numbers can be expected to be less in the second quarter due to the slower building activity in late fall and early winter.

Inspection activity is also reflected in

number of inspections completed per day (P.1.), which was 10.2 and the number of inspections completed per permit issued (E.2.), which was 2.8. The percentage of permits cancelled or expired, 7%; (E.3) was slightly less than budget projections.

SERVICE AREA: State & Local Government Service
ACTIVITY: State Administrative Services

PROGRAM: Recorder Administration (26A)
ORGANIZATION: Recorder

PROGRAM MISSION: To serve the citizens of Scott County by working with the Department of Public Health, the Department of Revenue and the Department of Natural Resources in establishing policies and directing personnel working in Vital Records, Conservation, and Public Records.

PROGRAM OBJECTIVES:

1. To reduce departmental FTE level down to 12.
2. To maintain workload percent as budgeted below.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
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DEMAND

1. Authorized personnel (FTE's)	13	12	12	12
2. Departmental budget	\$592,198	\$654,053	\$654,053	\$150,175
3. Organizations requiring liaison and coordination	21	21	21	21

WORKLOAD

1. Percent of time spent on personnel administration	35%	35%	35%	35%
2. Percent of time spent on fiscal management	27%	40%	40%	40%
3. Percent of time spent on liaison, coordination and citizens request	38%	25%	25%	25%

PRODUCTIVITY

1. Administration personnel as a percent of departmental personnel	10.70%	11.50%	12.50%	12.50%
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EFFECTIVENESS

1. Program performance budget objectives accomplished	100%	100%
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ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows the indicators are in line with projections. The Department budget (D.2) is at 22.96%.

SERVICE AREA: State & Local Government Service	PROGRAM: Public Records (26B)
ACTIVITY: State Administrative Services	ORGANIZATION: Recorder

PROGRAM MISSION: To serve the citizens of Scott County by maintaining official records of documents effecting title to real estate and other important documents, issuing various types of conservation license and recreational vehicle registrations and titles.

- PROGRAM OBJECTIVES:**
1. To process 53,000 real estate transactions.
 2. To complete 4,600 transfer tax transactions.
 3. To process 2,200 conservation licenses.
 4. To process 5,300 recreational vehicle registrations, titles and liens.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Real estate and UCC transactions requested	63,759	53,000	65,000	18,092
2. Transfer tax requests	4,645	4,600	5,000	1,438
3. Conservation license requests	2,379	2,200	2,200	394
4. Recreational vehicle registrations, titles and liens processed	13,946	5,300	5,300	1,748

WORKLOAD				
1. Total amount of real estate revenue collected	\$1,618,163	\$1,200,000	\$1,950,000	\$545,458
2. Total amount of real estate transfer tax revenue collected	\$1,102,287	\$989,000	\$1,150,000	\$334,877
3. Total of conservation license fees collected	\$30,094	\$28,700	\$28,700	\$5,465
4. Total amount of recreational vehicle registrations, titles and liens fees	\$195,062	\$44,391	\$44,391	\$20,668

PRODUCTIVITY				
1. Cost per real estate transactions processed	\$4.68	\$6.04	\$4.92	\$4.11
2. Cost per real estate transfer tax transaction processed	\$0.62	\$0.67	\$0.62	\$0.50
3. Cost per conservation license processed	\$7.58	\$8.80	\$8.80	\$11.40
4. Cost per recreational vehicle registrations, titles and liens processed	\$2.97	\$8.40	\$8.40	\$5.91

EFFECTIVENESS				
1. Real estate and UCC revenue retained by county	\$1,618,163	\$1,200,000	\$1,950,000	\$455,213
2. Real estate transfer tax revenue retained by the county	\$190,144	\$170,000	\$198,375	\$57,766
3. Conservation license revenue retained by county	\$1,306	\$1,100	\$1,100	\$241
4. Recreational vehicle, title and lien revenue retained by county	\$24,411	\$10,925	\$10,925	\$3,906

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows the number of real estate transactions (D.1) exceeds the budgeted number of transactions for the quarter at 36.5%. Therefore, the projected Demand (D.1) and Revenue (E.1) has been adjusted to reflect this additional activity. The Transfer Tax (D.2 and E.2) have also been changed to reflect an increase. The number of real estate related documents continue to increase due to the mortgage refinancing and assignments of mortgages. However, the next two quarters will most likely show a decline.

Effective July 1, 2003 an additional \$5.00 fee will be collected for each document recorded through June 30, 2004. Beginning July 1, 2004, the fee will drop to \$1.00. This \$5.00 is earmarked as an e-commerce fee to be shared equally among the ninety-nine counties and used for the development of a state-wide website for real estate records. The State portion of this fee is deducted from the Revenue retained by the county (E.1). The fees collected during the first quarter is \$90,245.

The number of conservation license (D.3)

continues to decline due to the Electronic Licensing System (ELSEI) being available at most sporting goods stores in the area.

The annual projection for the Recreational vehicle registration (D.4) is less this fiscal year due to this not being a renewal period for boats, snowmobiles or ATV's.

SERVICE AREA: State & Local Government Service		PROGRAM: Vital Records (26D)		
ACTIVITY: State Administrative Services		ORGANIZATION: Recorder		
PROGRAM MISSION: To maintain official records of birth, death and marriage certificates registration by providing requested documents in a timely manner, take applications of marriage and issue the proper documents within the legal time frame of 3 days.				
PROGRAM OBJECTIVES:				
1. To process 16,500 certified copies of vital records.				
2. To process 1,300 marriage applications.				
3. To process 425 passports.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Vital records(birth, death, marriage) certified copies requested	15,746	16,500	16,500	3,624
2. Marriage applications processed	1,208	1,300	1,300	372
3. Vital records registration (birth and death)	5,348	5,300	5,300	1,385
4. Passport applications processed	427	425	425	108
WORKLOAD				
1. Total amount of vital records certified copies revenue collected	\$143,935	\$152,000	\$152,000	\$32,145
2. Total amount of marriage application revenue collected	\$42,340	\$45,500	\$45,500	\$13,020
3. Total amount of vital records (birth, death) revenue collected	N/A	N/A	N/A	N/A
4. Total amount of Passport application revenue collected	\$11,700	\$12,750	\$12,750	\$3,240
PRODUCTIVITY				
1. Cost per vital records certified copy processed	\$5.03	\$5.92	\$5.92	\$6.40
2. Cost per marriage application processed	\$9.51	\$10.89	\$10.89	\$9.03
3. Cost per vital records (birth, death) registered	\$4.29	\$5.34	\$5.34	\$4.85
4. Cost per Passport application processed	\$2.69	\$3.33	\$3.33	\$3.11
EFFECTIVENESS				
1. Vital Records revenue retained by county	\$57,943	\$60,800	\$60,800	\$12,939
2. Marriage application revenue retained by county	\$4,832	\$5,200	\$5,200	\$1,488
2. Passport application revenue retained by county	\$11,700	\$12,750	\$12,750	\$3,240
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows the number of Marriage Applications requested is 23% higher than last fiscal year. The remaining Indicators are in line with the budget amount.</p>				

SERVICE AREA: Roads & Transportation		PROGRAM: Administration & Engineering (27A)		
ACTIVITY: Secondary Roads Admin & Engineering		ORGANIZATION: Secondary Roads		
PROGRAM MISSION: To provide equal, fair and courteous service for all citizens of Scott County by being accessible, accommodating				
PROGRAM OBJECTIVES:				
1. To maintain administration cost under 4% of budget.				
2. To maintain engineering cost under 8% of budget.				
3. To complete 100% of department projects.				
4. To hold project cost to under 110% of budgeted amount.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Authorized personnel (FTE's)	33.4	33.4	35.4	33.4
2. Department budget	\$4,071,431	\$4,696,700	\$5,016,700	\$2,338,130
3. Administrative and engineering expenses (excluding salaries)	\$26,793	\$41,700	\$41,700	\$11,243
WORKLOAD				
1. Percent of time spent on administration	30.80%	31.70%	31.70%	28.40%
2. Percent of time spent on planning and plan preparation	32.50%	33.00%	33.00%	32.20%
3. Percent of time spent surveying and construction supervision	24.20%	23.80%	23.80%	27.70%
4. Percent of time spent on maint engr/traffic engr/other misc engr	12.50%	11.50%	11.50%	11.70%
PRODUCTIVITY				
1. Cost for administration-salaries	\$150,778	\$151,000	\$151,000	\$33,023
2. Cost for planning and plan preparation-salaries	\$159,031	\$156,975	\$156,975	\$37,443
3. Cost for surveying and construction supervision-salaries	\$118,401	\$113,100	\$113,100	\$32,214
4. Cost for maintenance engr/traffic engr/other misc engr-salaries	\$61,148	\$54,925	\$54,925	\$13,604
5. Cost for administration & engineering expenses (excluding salaries)	\$26,793	\$41,700	\$41,700	\$11,243
EFFECTIVENESS				
1. Administrative cost as a percent of total budget expenditures	3.70%	3.20%	3.20%	1.40%
2. Engineering cost as a percent of total budget expenditures	8.30%	6.90%	6.90%	3.60%
3. Engineering cost as a percent of construction cost (including FM)	19.30%	16.90%	16.90%	4.60%
4. Actual project cost as a percent of construction budget cost	92%	100%	100%	88%
5. Percent of department programs/projects accomplished	100%	100%	100%	100%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows the percent of budget used to date (D.2) is 46.6%. This is high, but just about all construction has been paid plus most of the new equipment. The projected budget also reflect the amended state budget submitted with a \$320,000 increase in construction for edgedrain on old hwy. 61. This will be amended in the county budget in the Spring. Percent of time spent on administration (W.1) is a little low as more time is spent on engineering in the summer months. Percent of time spent on surveying and construction (W.3) is high due to summer construction and inspection. All workloads should balance out as more time is spent on administration, design and traffic engineering in the winter months. All cost under Productivity (P.1-P.4) are a reflection of percentages under workloads. All performance objectives are expected to be achieved.</p>				

SERVICE AREA: Roads & Transportation	PROGRAM: Roadway Maintenance (27B)
ACTIVITY: Roadway Maintenance	ORGANIZATION: Secondary Roads

PROGRAM MISSION: To provide a safe, well-maintained road system by utilizing the latest in maintenance techniques and practices at a reasonable cost while providing the least possible inconvenience to the traveling public.

PROGRAM OBJECTIVES:

1. To hold cost per mile for rock road , blading and resurfacing to under \$2,200/mile.
2. To hold cost per mile for signs, paint and traffic service to under \$275/mile.
3. To hold cost per mile for roadside maint. To under \$250/mile.
4. To maintain asphalt/concrete roads to at least 60% of that required.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Number of bridges and culverts (over 48" diameter)	642	642	650	650
2. Miles of rock/earth roads	398	398	398	398
3. Miles of asphalt/concrete roads	156	165	176	176
4. Miles of snow routes	554	563	574	574
5. Number of traffic signs/miles of pavement painting	4850/156	4850/165	4995/176	4995/176
6. Miles of roadside	1,108	1,126	1,148	1,148
WORKLOAD				
1. Number of bridges/culverts to receive maintenance	18/64	20/85	20/85	4/28
2. Miles of rock/earth to be bladed and re-rocked as required	398	398	398	398
3. Miles of asphalt/concrete roads to receive maintenance	156	165	176	176
4. Miles of snow plowing/tons of sand and salt applied	554/1260	563/3000	563/3000	0/0
5. Number of signs install-replace/mile pavement paint/mile traffic serve	369/156/554	300/165/563	300/176/574	209/176/574
6. Miles of roadsides maint (ditch clean/shlds rock/mow-spray etc)	1,108	1,126	1,148	1,148
PRODUCTIVITY				
1. Cost per bridge maintained/cost per culvert maintained	\$721/\$1338	\$1000/\$1435	\$1000/\$1435	\$900/\$1603
2. Cost per miles of rock/earth road blading and resurfacing	\$1,818	\$2,203	\$2,203	\$448
3. Cost per miles of asphalt/concrete surface maintenance	\$711	\$606	\$568	\$130
4. Cost per mile for snow plowing, sand and salt, etc.	\$186	\$444	\$435	\$0
5. Cost per mile for signs installed/pavement paint/traffic serv	\$237	\$258	\$253	\$124
6. Cost per mile of roadside maint (ditch clean/shlds/mow-spray/etc)	\$339	\$226	\$222	\$91

EFFECTIVENESS				
1. Percent of bridges & culverts requiring maintenance actually maint	56%	72%	72%	22%
2. Cost of blading/re-rocking as percent of that needed	73%	89%	89%	18%
3. Dollar of asphalt/concrete maint as % of that needed or required	80%	68%	68%	33%

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows changes in number of bridges and culverts (D.1), miles of asphalt concrete roads (D.3), miles of snow routes (D.4), number of signs and pavement painting (D.5), and miles of roadside(D.6). All of these changes reflect increases due to addition of state routes old 61 and 6 to the county system. The number of bridges and culverts to receive maintenance (W.1) is about on schedule. Number of signs installed (W.5) is high due to signs placed on new construction and newly acquired state roads. All productivity items (P.1-P.6) are about on schedule. All effectiveness items (E.1-E.3) should be at budget. All performance objectives are expected to be met.

SERVICE AREA: Roads & Transportation
ACTIVITY: General Road Expenditures

PROGRAM: General Roadway Expenditures (27C)
ORGANIZATION: Secondary Roads

PROGRAM MISSION: To provide modern, functional and dependable equipment in a ready state of repair so that general maintenance of County roads can be accomplished at the least possible cost and without interruption.

PROGRAM OBJECTIVES:

1. To maintain cost per unit repaired to below \$250.
2. To maintain cost per unit serviced to below \$200.
3. To maintain cost per unit for equipment supplies below \$3200.
4. To maintain cost per unit for tools, materials and shop operation below \$3500.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Pieces of heavy/medium equipment	26	26	26	26
2. Number of heavy/medium trucks	21	21	22	22
3. Number of miscellaneous pieces of equipment, cars and pick-up	20	20	20	20
4. Cost of new equipment required	\$239,321	\$520,000	\$520,000	\$373,161
5. Cost of tools, materials, supplies and shop operation	\$198,611	\$218,000	\$218,000	\$49,347
6. Building and grounds expense	\$36,477	\$55,000	\$55,000	\$1,065
WORKLOAD				
1. Number of units repaired-major (work orders)	827	800	800	189
2. Number of units serviced (oil change, etc.)	210	300	300	49
3. Equipment supplies required (excluding parts)	\$154,857	\$199,000	\$199,000	\$43,214
4. Number of new equipment purchases	5	5	5	3
5. Shop expenses, tools, materials and supplies	\$198,611	\$218,000	\$218,000	\$49,347
6. Building and grounds expense	\$36,477	\$55,000	\$55,000	\$1,065
PRODUCTIVITY				
1. Cost per unit repaired (including parts and outside service)	\$224.63	\$252.50	\$248.79	\$224.28
2. Cost per unit for servicing	\$133.38	\$166.67	\$164.22	\$54.91
3. Cost per unit for equipment supplies	\$2,311.30	\$2,970.15	\$2,926.47	\$635.50
4. Cost per unit for new equipment	\$47,864	\$104,000	\$104,000	\$124,387
5. Cost of tools, materials, supplies and shop operation/unit	\$2,964.34	\$3,253.73	\$3,205.88	\$725.69
6. Cost for buildings and grounds	\$36,477	\$55,000	\$55,000	\$1,065
EFFECTIVENESS				
1. Percent of change in cost per unit repaired	+5.7%	+12.5%	+11.2%	0.0%
2. Percent change in cost per unit serviced	-17.4%	+25.6%	+23.3%	-58.7%
3. Percent change in cost per unit for equipment supplies	-10.9%	+28.5%	+26.6%	-72.5%
4. Percent change in cost per unit for new equipment	-43.6%	+117%	+117%	+159%
5. Percent change in cost per unit tools/materials/supplies/shop cost	-14.1%	+9.8%	+8.1%	-75.5%
6. Percent change in cost for buildings and grounds	+72.5%	+50.8%	+50.8%	-97.1%

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows an increase of one truck (D.2) to take care of a new snow district on newly acquired hwy. 61 and 6. Work was started on three motor grader sheds after Oct. 1, which will show up in next quarters building and grounds expense (D.6). Number of units repaired (W.1) is about on schedule while units serviced (W.2) is a little low, but will pick up in fall and winter when PM's are done. Shop expenses, tools, materials and supplies (W.5) is low as inventory purchases have not been made and heating of shop has not yet started. All productivity items (P.1-P.6) are expected to be at budget. All effectiveness items (E.1-E.6) except for (E.4) cost per unit are below budget. As two smaller pieces of new equipment are received this too will be at budget. All performance objectives are expected to be met.

SERVICE AREA: Capital Projects		PROGRAM: Road Construction (27D)		
ACTIVITY: Roadway Construction		ORGANIZATION: Secondary Roads		
PROGRAM MISSION: To provide for the best possible use of tax dollars for road and bridge construction by (A) using the most up to date construction techniques and practices therefore extending life and causing less repairs, (B) analyzing the existing system to determine best possible benefit to cost ratio and (C) by providing timely repairs to prolong life of system.				
PROGRAM OBJECTIVES:				
1. To control actual cost for day labor bridge construction to below \$70.00/square foot.				
2. To control cost for resurfacing to below \$45.00/lineal foot.				
3. To control actual cost of construction not to exceed budget by 10%.				
4. To complete 100% of annual program.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Roads/bridges/culverts below standards (based/needs study in \$	\$30,908,000	\$30,908,000	\$30,908,000	\$30,908,000
2. Number of bridges with sufficiency ratings below 50 (requiring repl)	3	3	3	3
3. # of bridges with sufficiency ratings 50-75 (requiring rehab/repl)	21	21	21	21
4. \$ value of projects requiring construction in County 5-Year Plan	\$9,440,000	\$10,055,000	\$10,375,000	\$10,375,000
5. # of miles paved roads requiring reconstruction in 5-Year Plan	40	40	40	40
6. # of miles proposed for resurfacing- (local/ FM-STP)	5	8	8	8
WORKLOAD				
1. Cost to surface Macadam roads	\$128,000	\$160,000	\$160,000	\$199,534
2. Cost/bridges proposed for construction (contract)	\$474,558	\$200,000	\$200,000	\$147,266
3. Cost of misc/culvert/bridge construction (day labor)	\$0	\$40,000	\$40,000	\$17,818
4. Cost of road resurfacing (local)	\$440,207	\$900,000	\$900,000	\$720,718
5. Cost of roads proposed for resurfacing - FM & STP	\$710,000	\$625,000	\$625,000	\$577,336
6. Cost of edge drain	-	\$0	\$320,000	304,005
PRODUCTIVITY				
1. Cost/mile of edge drain	\$0.00	\$0.00	\$27,586.00	\$25,983.00
2. Cost/sq foot of bridge construction (contract)	\$56.25	\$66.67	\$66.67	\$49.09
3. Cost/sq ft of culvert/bridge construction (day labor)	\$0.00	\$55.55	\$55.55	\$24.75
4. Cost/lineal ft road resurfacing (local)	\$43.57	\$42.61	\$42.61	\$34.12
5. Cost/lineal ft resurface/repair FM-STP	\$43.57	\$43.04	\$43.04	\$39.76
EFFECTIVENESS				
1. Actual cost as percent of budget cost (excluding FM)	92%	100%	100%	88%
2. Percent of construction projects completed	100%	100%	100%	92%
3. % of roads/bridges/culverts constructed vs those below standard	5.70%	7.30%	7.30%	6.40%
4. % of bridges replaced/rehabilitated vs those below standard	8.30%	8.30%	8.30%	8.30%
5. Dollar value of construction as percent of 5 year plan	18.50%	19.10%	21.60%	19.00%
6. % of roads resurfaced vs those in 5-Year program	12.50%	20.00%	20.00%	20.00%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows the value of construction in county 5-year plan (D.4) has been updated to show \$320,000 increase for edgedrain work on old Hwy. 61. Cost of macadams (W.1) overran budget due to wider than anticipated roadtops on both Slopertown and Hillandale. All other construction (W.2-W.5) should come in slightly under budget when final payments are made. All productivity items (P.1-P.5) also reflect this. Cost of edgedrain (W.7) has also been added as an amended construction project. All effectiveness items (E.1-E.6) should be very close to budget. All performance objectives will be met.</p>				

SERVICE AREA: Public Safety	PROGRAM: Sheriff Administration (28A)
ACTIVITY: Law Enforcement	ORGANIZATION: Sheriff

PROGRAM MISSION: To administer the Sheriff's offices various functions providing citizens of and visitors to Scott County with law enforcement related activities according to their various needs.

PROGRAM OBJECTIVES:

- To maintain administrative staff to department personnel ratio of 2.9% or less.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
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DEMAND				
1. Authorized personnel (FTE's)	138.70	140.70	151.70	145.70
2. Department budget	\$9,555,366	\$11,538,772	\$10,290,696	\$2,572,674

WORKLOAD				
1. Percent of time spent on personnel administration	25%	25%	25%	25%
2. Percent of time spent on fiscal management	25%	25%	25%	25%
3. Percent of time spent on liaison activities and coordination	25%	25%	25%	25%
4. Percent of time spent on miscellaneous activities	25%	25%	25%	25%

PRODUCTIVITY				
1. Administration cost as a percent of department budget	2.29%	2.03%	2.30%	2.30%
2. Administration personnel as a percent of departmental personnel	1.86%	1.67%	2.37%	1.77%

EFFECTIVENESS				
1. Program performance objectives accomplished	100%	100%	100%	100%

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows that the Sheriff's Office is well within budget. The program objective has been met. Authorized FTE personnel (D.1) is 6 FTE's below projections due to vacancies in three authorized positions not ready to filled at this time in the jail, two FTE vacancies due to military duty and one FTE vacancy in Patrol. A list from the Civil Service Commission will allow hiring this deputy after January, 2004. By the end of FY'04, these six vacancies are expected to be filled.

SERVICE AREA: Public Safety		PROGRAM: Patrol (28B)		
ACTIVITY: Law Enforcement		ORGANIZATION: Sheriff		
PROGRAM MISSION: To provide uniformed law enforcement functions to citizens of and visitors to Scott County by providing 24 hour a day patrol in Scott County.				
PROGRAM OBJECTIVES:				
1. To maintain average response time of 9.5 minutes or less.				
2. To maintain cost per hour of preventive patrol of \$32.50 or less.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Calls for service	7,175	8,000	8,000	N/A
2. Calls for assistance	N/A	6,500	6,500	N/A
3. Number self initiated activities	9,162	9,000	9,000	N/A
WORKLOAD				
1. Court appearances as witnesses	112	120	120	30
2. Hours on preventive patrol	23,811	20,000	20,000	N/A
3. Number of traffic citations	2,535	3,500	1,788	447
PRODUCTIVITY				
1. Cost per response/self initiated activity (64%)	\$78.42	\$61.26	N/A	N/A
2. Cost per hour of preventive patrol (36%)	\$44.11	\$40.49	N/A	N/A
EFFECTIVENESS				
1. Average response time per call (minutes)	10.0	10.0	9.0	9.0
2. Number of traffic accidents	348	300	504	126
ANALYSIS:				
<p>Unfortunately, due to the implementation of the Cody Computer System, most PPB indicators are not yet available. This issue has been addressed and by mid FY'04, we are projecting that this information will be made available. During the first quarter of FY'04 the PPB Indicator information above does show that program objective 1 has been met and that effectiveness indicator (E.2) is almost 60% higher than anticipated.</p>				

SERVICE AREA: Public Safety	PROGRAM: Corrections Division (28C)
ACTIVITY: Law Enforcement	ORGANIZATION: Sheriff

PROGRAM MISSION: To provide safe and secure housing and care for all inmates under the custody of the Scott County Sheriff.

PROGRAM OBJECTIVES:

1. To provide safe and secure housing and care for all inmates under the custody of the Scott County Sheriff with no escapes or deaths.
2. To keep the in-house inmate population within the State cap and house out-of-county only when needed.

	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
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	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Persons booked	8,223	8,300	8,500	2,344
2. Average daily jail population	214	238	238	223
3. Persons released	8,237	8,300	8,500	2,342
4. Average length of stay of inmates processed	9.5	11.0	9.5	8.8
5. Prisoners handled by bailiff	9,777	9,200	10,044	2,661
6. Extraditions received	378	390	390	78

	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
WORKLOAD				
1. Meals served	228,609	265,900	235,000	56,371
2. Number of persons finger printed	5,241	4,980	4,980	1,113
3. Prisoner days	77,992	86,870	86,870	20,514
4. Number of prisoners transported	1,154	1,300	2,000	574
5. Inmates per correctional officer on duty-day/evening/night	16/22/23	17/24/26	17/24/26	17/24/26
6. Mental health commitments transported	55	45	68	17

	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
PRODUCTIVITY				
1. Operating cost per prisoner day	\$61.62	\$72.47	\$71.00	\$51.27
2. Food cost per meal	\$1.04	\$0.97	\$1.00	\$0.97
3. Paid inmate days/cost out-of-county	8970/\$485,571	16,425/\$903,375	16,425/\$903,375	2,949/\$132,547
4. Cost per prisoner in court	\$40.11	\$45.06	\$44.30	\$34.91

	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
EFFECTIVENESS				
1. Average number of sentenced inmates	46	50	54	54
2. Percentage of felons to total population	57.5%	56.0%	55.0%	52.0%
3. Prisoner escapes from jail	-	-	-	-
4. Prisoner escapes during transportation	-	-	-	-
5. Prisoner escapes during court	-	-	-	-
6. Number of deaths in jail	-	-	-	-

ANALYSIS:

During the first quarter of FY'04 the Correction Division has spent 22.1% of its appropriated budget. The Corrections Division has also spent 36.9% of its overtime budget; this is mainly due to the length of time it takes to training new FTE's and transporting inmates out of county. The average daily population (D.2) is 223 which is 9 higher than the actual from last year. The average length of stay (D.4) of 8.8 is 1 day less than the first quarter last year. During the first quarter the jail served 56,371 meals (W.1) at a cost of \$0.97 per Meal (P.2). Paid inmate days/cost (P.3) for housing inmates out of county are up from the same period last year. The Bailiff has handled 2,661 inmates (D.6). The number of inmates transported (W.4) has raised by 67% over the same time period last year.

SERVICE AREA: Public Safety		PROGRAM: Support Services Division (28H)			
ACTIVITY: Law Enforcement		ORGANIZATION: Sheriff			
PROGRAM MISSION: To the best of our ability, provide quality service to the citizens of, and visitors to, Scott County Iowa, and the agencies we serve by handling their requests for service and/or information in a timely, efficient, effective and dedicated manner.					
PROGRAM OBJECTIVES: 1. To handle all requests for service made to Support Services.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Number of 9-1-1 calls		11,830	14,000	13,228	3,307
2. Number of non 9-1-1 calls		105,899	110,000	104,220	26,055
3. Number of communications transactions		278,706	245,000	390,900	97,725
WORKLOAD					
1. Number of EMD calls handled		819	700	996	249
2. Number of warrants entered		1,450	1,750	1,836	459
3. Number of warrant validations		1,541	1,800	1,984	496
PRODUCTIVITY					
1. Cost per 9-1-1 call (10%)		\$8.65	\$8.25	\$8.37	\$8.37
2. Cost per EMD call (5%)		\$62.48	\$82.50	\$55.60	\$55.60
EFFECTIVENESS					
1. Crime rate (per 1,000 population) - Part I		N/A	27.0	N/A	N/A
2. Crime rate (per 1,000 population) - Part II		N/A	66.0	N/A	N/A
3. Crime clearance rate		37.70%	55.00%	60.00%	60.00%
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows that (D.1) is slightly below budget, due to Phase 1, Wireless 9-1-1 implementation, which allowed wireless 9-1-1 calls to be directed to the PSAP responsible for the jurisdiction, rather than all wireless 9-1-1 calls going to the County PSAP. (DD.2) is below budget as well. The Director of Support Services is not sure exactly, but feel it may be attributed to problems with accurate phone reports. During the past few months, the reports had to be rerun several time. (D.3) is substantially above budgeted figures. This is due to the new Cody System. Operators have to perform many more functions with Cody than with the old CAD system, but Cody does a much better job of tracking transactions. Due to (D.1) being slightly lower than projections, the cost per 9-1-1 call (P.1) is slightly higher than anticipated. Due to (W.1) being higher than expected, the cost per EMD call (P.2) is less than anticipated.</p> <p>Due to the new Cody Computer System, the (E.1 and E.2) are not available. (E.3) is slightly higher than anticipated.</p>					

SERVICE AREA: Public Safety		PROGRAM: Criminal Investigations Division (28I)		
ACTIVITY: Law Enforcement		ORGANIZATION: Sheriff		
PROGRAM MISSION: To provide for processing of civil documents and investigation of crimes to citizens of and visitors to Scott County by Scott County Sheriff's deputies.				
PROGRAM OBJECTIVES: 1. To investigate all cases submitted for follow-up. 2. To serve 85% or more of all process documents received.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Process documents received	15,240	14,750	15,412	3,853
2. Number of investigations assigned	344	440	220	55
WORKLOAD				
1. Process documents tried to serve	15,240	14,750	15,412	3,853
2. Number of investigations per officer	87	120	56	14
3. Number of mental commitments	468	400	396	99
PRODUCTIVITY				
1. Cost per document tried to serve	\$20.23	\$19.85	\$22.61	\$22.61
2. Cost per investigation conducted	\$1,806.21	\$5,534.28	\$3,027.63	\$3,027.63
EFFECTIVENESS				
1. Number of attempts to serve processed documents	25,208	27,600	25,868	6,467
2. Number of documents unable to be served	986	750	320	80
3. Percent of documents successfully served	93.5%	95.0%	97.9%	97.9%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows that performance (D.1) is slightly above expectations while (D.2) is 50% lower than expected. This would indicate that investigated crime in Scott County is lower than expected. This decrease has been influenced by one deputy being on an extended leave and another deputy working in CID part-time due to his Joint Terrorism Task Force (JTTF) duties.</p> <p>(P.1) is higher than anticipated due to 4 deputies working in Civil instead of 3. Because of the added deputy, the number of attempts (E.1) and the number of documents unable to be served (E.2) are less than expected and the percent of documents successfully served (E.3) has been positively influenced. (E.3) has also been influenced by two of the four civil deputies adjusting their working hours from 8:30 a.m. to 4:30 p.m. to 10:00 a.m. to 6:00 p.m., and finding more individuals home in the evening hours. This change in hours has also caused the number of attempts to serve processed documents (E.1) to decline.</p>				

SERVICE AREA: Interprogram Services		PROGRAM: Legislation & Policy (29A)		
ACTIVITY: Policy & Administration		ORGANIZATION: Supervisors, Board of		
PROGRAM MISSION: To enhance county services for citizens and County Departments by providing effective management and coordination of services				
PROGRAM OBJECTIVES:				
1. To keep expenditures at or below .5% of total county budget.				
2. To hold 100 Board of Supervisors meetings.				
3. To consider 575 agenda items.				
4. To deliberate 470 resolutions.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Board of Supervisor meetings scheduled	86	90	90	18
2. Dollar value of operating budget	\$59,216,444	\$50,062,029	\$50,062,029	\$11,356,503
3. Dollar value of Capital Improvement Plan (CIP)	\$9,250,169	\$4,356,527	\$4,356,527	\$2,921,205
4. Agenda items to be considered	518	550	550	115
5. Board and commissions requiring memberships	47	45	45	45
WORKLOAD				
1. Board of Supervisor meetings held	86	100	100	18
2. Number of resolutions deliberated	408	450	450	107
3. Agenda items considered	516	550	550	115
PRODUCTIVITY				
1. Departmental expenditures as a percent of total County expenditures	0.42%	0.46%	0.46%	0.42%
EFFECTIVENESS				
1. Program performance budget objectives accomplished	25%	100%	N/A	
2. Percent of target issue action steps completed.	90%	40%	40%	47%
3. Board members' attendance at authorized agency meetings	79%	75%	75%	88%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator above shows Workload indicators (W.1) Board of Supervisor meetings held and (W.3) Agenda items forwarded below projections. These indicators fluctuate from year to year depending on departmental projects and the number of agenda items forwarded to the Board.</p> <p>All other items appear to be in line with budget.</p> <p>Total appropriations through the first quarter for the department are in line at 23% expended.</p> <p>The County's total operating budget was 23% expended at the end of the first quarter. The capital (CIP) budget was 67% expended. Although there were no appropriations budgeted for FY'04 for the Space Utilization Master Plan, the completion of the Administrative Center renovation extended into FY'04 and will require a budget amendment prior to year-end. Also, the Bald Eagle Campground project completion at Scott County Park was extended into FY'04 and will also require a budget amendment. Finally, the old Highway 61 project will need to be amended for in Secondary Roads due to the transfer of this road to the County along with State and federal funds to resurface it.</p>				

SERVICE AREA: Interprogram Services		PROGRAM: Treasurer Administration (30A)		
ACTIVITY: Policy & Administration		ORGANIZATION: Treasurer		
PROGRAM MISSION: To provide consistent policies and procedures for all citizens by offering skillful, efficient, responsive, versatile, involved, courteous and excellent customer service				
PROGRAM OBJECTIVES: 1. To maintain administrative costs as a percent of the departmental budget at or below 10.75%.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Authorized personnel (FTE's)	28.6	28.6	28.6	28.6
2. Department budget	\$1,436,411	\$1,526,321	\$1,526,321	\$323,183
3. Organizations requiring liaison and coordination	23	23	23	23
WORKLOAD				
1. Percent of time spent on personnel administration	35%	35%	38%	38%
2. Percent of time spent on fiscal management	35%	35%	38%	38%
3. Percent of time spent on liaison activities and coordination	5%	5%	5%	5%
4. Percent of time spent on miscellaneous activities	25%	25%	25%	25%
PRODUCTIVITY				
1. Administration cost as a percent of departmental budget	10.77%	11.39%	11.39%	11.15%
2. Administration personnel as a percent of departmental personnel	7%	7%	7%	7%
EFFECTIVENESS				
1. Program performance budget objectives accomplished	62%	85%	85%	N/A
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows that spending on both the departmental budget (D.2) and the Treasurer's administration program's budget was lower than expectations at quarter-end, finishing at 21.2% and 20.7% respectively.</p> <p>Program performance objectives accomplished (E.1) cannot be determined until year-end.</p> <p>There were no other variations from the budget indicators for this program.</p>				

SERVICE AREA: Interprogram Services		PROGRAM: Tax Collection (30B)		
ACTIVITY: Policy & Administration		ORGANIZATION: Treasurer		
PROGRAM MISSION: To provide professional property tax service for all citizens through versatile, courteous, and efficient customer service skills				
PROGRAM OBJECTIVES:				
1. To collect \$370,000 of penalties and costs on delinquent taxes.				
2. To collect 99% of taxes on current levy.				
3. To process at least 85% of all taxes by mail.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Total number property tax/special assessment statements issued	162,190	167,000	170,000	159,726
2. Dollar value of tax certification	\$164,344,090	\$172,562,300	\$170,396,572	\$170,396,572
3. Number of tax certificates issued	2,003	2,000	2,000	18
4. Number of elderly tax credit applications	595	700	600	43
5. Total dollar property taxes received over counter	\$16,139,406	\$15,452,954	\$12,600,000	\$4,037,887
6. Total dollar property taxes received by mail/lock box	\$151,258,438	\$145,944,565	\$158,400,000	\$38,217,655
WORKLOAD				
1. Total # property tax/special assessment receipts processed	141,944	144,000	144,000	31,785
2. Dollar value of taxes collected on current year certification	\$163,141,397	\$171,699,489	\$169,544,589	\$45,553,989
3. Number of tax certificates redeemed	1,823	2,000	2,000	704
4. Number of elderly tax credits approved/processed by State	600	700	600	N/A
5. Total dollar property taxes processed over counter	\$12,841,319	\$15,452,954	\$12,600,000	\$4,037,887
6. Total dollar property taxes processed by mail/lock box	\$153,022,426	\$145,944,565	\$158,400,000	\$38,217,655
PRODUCTIVITY				
1. Cost per property tax/special assessment statement processed-94%	\$2.38	\$2.49	\$2.49	\$2.16
2. Cost per tax certificate issued and/or redeemed-3%	\$5.38	\$5.73	\$5.73	\$3.11
3. Cost per elderly tax credit application processed-3%	\$18.12	\$16.36	\$19.08	N/A
4. Average dollar property taxes processed/window clerk/day	\$8,399	\$9,658	\$7,875	\$10,913
EFFECTIVENESS				
1. Percent of taxes collected on current year's levy	99.27%	99.50%	99.50%	26.73%
2. Total dollars of interest & penalties retained by County	\$470,915	\$400,000	\$400,000	\$64,455
3. Total dollars of state credits collected	\$8,190,663	\$8,700,000	\$8,000,000	\$2,494,708
4. Total dollars of abated and suspended taxes	\$697,038	\$100,000	\$100,000	\$8,819
5. Percent total property taxes processed over counter	7.35%	9.00%	7.00%	8.75%
6. Percent total property taxes processed by mail/lock box	87.61%	85.00%	88.00%	82.79%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the number of property tax and special assessment statements issued (D.1) was high because all of the annual statements were mailed during the first quarter. Special assessments from delinquent sewer bills, weed cutting, etc. will be mailed monthly during the remainder of the year but the number is comparatively quite small.</p> <p>The total number of tax statements and special assessment receipts processed (W.1) during the first quarter was relatively low when compared to the number of statements issued because only the first half installments of the property taxes were due during the quarter. Also, a significant number of those statements due are not processed until a few days following quarter-end. These are primarily from mailed statements that pass through the lock-box. Even though these payments were mailed prior to the due date they may not arrive at our office until several days following the close of the quarter.</p> <p>Property taxes certified for collection (D.2) were 1.3% below the budget estimate</p>	<p>that was made eight months prior to the actual certification, however the total was \$6,052,482 higher than the previous year.</p> <p>The number of tax certificates issued (D.3) was low because very few certificates are issued prior to the annual tax sale held during the fourth quarter. The 18 certificates issued during the quarter under review were for taxes sold at the adjourned sale held in August. The tax certificates redeemed (W.3) during the quarter were issued during previous periods.</p> <p>The annual tax sale in June is so successful that nearly all current taxes are paid by year end as the percent of taxes collected on the current year's levy (E.1) for FY'03 shows. The 26.73% collected during the first three months of FY'03-04 were much lower than typical of this indicator during most years. The release of tax statements in August usually results in many taxpayers paying their entire yearly tax bill and helps to make the first quarter historically the highest tax collection period of the year, however other factors limited the amount of collections processed.</p>	<p>The County's Internet payment service provider began to process payments from escrow holders this September. As with any new business initiative this service had difficulties. In excess of \$8 million of timely payments were not received by our office until well after the end of the quarter.</p> <p>The dollar amount of interest and penalties retained by the County (E.2) is always very low until the fourth quarter. Since there is very little delinquent taxes outstanding at the start of the fiscal year (due once again to the tax sale) the County collects very little interest revenue until after the final tax installment becomes due on March 31st.</p> <p>Elderly tax credit applications (D.4) are available throughout the year but are not due to our office until June 1st. Generally these credits are not processed by the State (W.4) until the end of our fiscal year.</p> <p>State credits received during the period include the Agricultural Land Credit, the Military Service Tax Credit, and the Industrial Machinery and Equipment Credit. Funding of the latter two credits was reduced due to State budget shortfalls.</p>		

SERVICE AREA: State & Local Government Service		PROGRAM: Motor Vehicle Registration-Courthouse (30C)		
ACTIVITY: State Administrative Services		ORGANIZATION: Treasurer		
PROGRAM MISSION: To provide professional motor vehicle service for all citizens through versatile, courteous and efficient customer service skills				
PROGRAM OBJECTIVES:				
1. To retain at least \$960,000 of motor vehicle revenue.				
2. To process at least 60% of all motor vehicle plate fees at the Courthouse.				
3. To process at least 85% of all motor vehicle title & security interest fees at the Courthouse.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Number of motor vehicle renewal notices issued	111,760	109,000	109,000	29,765
2. Number of title and security interest transactions	84,062	80,000	80,000	22,724
3. Number of duplicates and additional fees requested	8,233	8,500	8,500	2,121
4. Number of junking certificates & misc transactions requested	21,476	22,000	22,000	4,991
5. Total dollar motor vehicle plate fees received-Courthouse	\$10,915,703	\$12,000,000	\$12,000,000	\$3,088,151
6. Total \$ motor vehicle title & security int fees received-Courthouse	\$12,591,530	\$16,000,000	\$15,000,000	\$3,634,430
WORKLOAD				
1. Number of vehicle renewals processed	162,290	180,000	180,000	49,463
2. Number of title & security interest transactions processed	84,062	80,000	80,000	22,724
3. Number of duplicates and additional fees issued	8,233	8,500	8,500	2,121
4. Number junking certificates & misc transactions processed	21,476	22,000	22,000	4,991
5. Total dollar motor vehicle plate fees processed-Courthouse	\$11,857,168	\$12,000,000	\$12,000,000	\$3,088,151
6. Total \$ motor vehicle title & security int fees processed-Courthouse	\$13,676,244	\$16,000,000	\$15,000,000	\$3,634,430
PRODUCTIVITY				
1. Cost per renewals processed (25%)	\$0.649	\$0.613	\$0.613	\$0.490
2. Cost per title & security interest transaction (50%)	\$2.51	\$2.76	\$2.76	\$2.13
3. Cost per duplicate and/or additional fee (15%)	\$7.68	\$7.79	\$7.79	\$6.86
4. Cost per junking certificate & misc transactions (10%)	\$1.96	\$2.01	\$2.01	\$1.94
5. Total \$ motor vehicle plate fees processed/window/clerk/day	\$7,755	\$7,500	\$7,500	\$8,346
6. Total \$ motor vehicle title & security int fees proc/window/clerk/day	\$8,945	\$10,000	\$9,375	\$9,823
EFFECTIVENESS				
1. Total dollar motor vehicle revenue retained by County	\$1,008,313	\$1,027,000	\$1,027,000	\$265,800
2. Percent of total motor vehicle plate fees processed at Courthouse	68.86%	64.00%	69.36%	68.65%
3. Percent of total motor vehicle title & security int fees proc-Courthouse	87.31%	87.00%	88.24%	86.87%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows that most indicators for the Motor Vehicle program ended the first quarter within expectations.</p> <p>The number of vehicle renewal notices issued (D.1) is in line with budget at 27 % and currently is on pace to exceed last year's actual count by more than 6%. The number of vehicle renewals processed (W.1) surpasses the total of renewal notices issued because multiple vehicles can be listed on one notice.</p> <p>The number of vehicle renewals processed (W.1) and the number of title & security interest transactions processed (W.2) was quite high for the quarter. One reason for the higher totals during this reporting period is because the months of July through September are typically some of the best for automobile sales in this area. The high level of activity experienced during the first quarter should slow throughout the remainder of the year.</p> <p>The total dollar amount of these transactions processed by the window clerks each day (P.5 & P.6) also reflected this increase by surpassing last year's daily averages by 7.6% and 9.8% respectively. Projections for these indicators were not increased because the office anticipates that with full staffing of the window clerks the amount of transactions performed by each clerk per day will start to decline by the six-month review.</p> <p>The total dollar amount of motor vehicle revenue retained by the County (E.1) was in line with budget estimates at 25.9%. This revenue source has shown steady growth since the 1990's, increasing by 4% per year on average. Last year saw the first decline in earnings in recent memory, however the drop was less than one percent. If the first quarter's pace of revenue retention continues throughout the remainder of FY'04 earnings will increase by 5.4%.</p> <p>Spending on the Motor Vehicle program through September 30th was 21.9% of total appropriations.</p>				

SERVICE AREA: State Local Government Service	PROGRAM: County General Store (30D)
ACTIVITY: State Administrative Services	ORGANIZATION: Treasurer

PROGRAM MISSION: To professionally provide any motor vehicle and property tax services as well as other County services to all citizens at a convenient location through versatile, courteous and efficient customer service skills

PROGRAM OBJECTIVES:

1. To process at least 6% of all property tax payments.
2. To process at least 35% of all motor vehicle plate fees.
3. To process at least 12% of all motor vehicle title & security interest fees.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
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DEMAND				
1. Total dollar property taxes received	\$8,793,099	\$10,301,969	\$9,000,000	\$3,906,614
2. Total dollar motor vehicle plate fees received	\$5,361,490	\$5,800,000	\$5,300,000	\$1,409,926
3. Total dollar motor vehicle title & security interest fees received	\$1,987,397	\$2,150,000	\$2,000,000	\$549,145
4. Number of voter registration applications requested	142	200	200	99

WORKLOAD				
1. Total dollar property taxes processed	\$8,793,099	\$10,301,969	\$9,000,000	\$3,906,614
2. Total dollar motor vehicle plate fees processed	\$5,361,490	\$5,800,000	\$5,300,000	\$1,409,926
3. Total dollar motor vehicle title & security interest fees processed	\$1,987,397	\$2,150,000	\$2,000,000	\$549,145
4. Number of voter registration applications processed for Auditor	142	200	200	99

PRODUCTIVITY				
1. Total dollar property taxes processed/window clerk/day	\$6,951	\$8,242	\$7,200	\$12,208
2. Total dollar motor vehicle plate fees processed/window/clerk/day	\$4,238	\$4,640	\$4,240	\$4,406
3. Total \$ motor vehicle title & security int fees proc/window/clerk/day	\$1,571	\$1,720	\$1,600	\$1,716

EFFECTIVENESS				
1. Percent total property tax processed-General Store	5.03%	6.00%	5.00%	8.46%
2. Percent total motor vehicle plate fees processed-General Store	31.14%	36.00%	30.64%	31.35%
3. Percent total motor vehicle title & security int fees proc-General Store	12.69%	13.00%	11.76%	13.13%

ANALYSIS:

<p>During the first quarter of FY'04 the PPB Indicator information above shows that the total dollar amount of property taxes received (D.1) and processed (W.1) at the General Store was high because the first quarter sees the highest volume of payments by taxpayers. This high level of tax payments collected was also reflected in the total dollar amount of property taxes processed by the window clerks per day (P.1). Even though the actual collections during this period were more than 43% of the amount projected this situation not abnormal. During past years only a very small amount of tax payments have been processed at the General Store during the second quarter. It is expected that actual collections will be in line with the projected figure by the six months review.</p> <p>The high level of collections also carried over motor vehicle receipts. The dollar amount of motor vehicle plate fees processed (W.2) was 26.6% of projected and 2.1% above total first quarter collections from fiscal year 2003. The total dollar amount of motor vehicle title and security interest fees processed (W.3) was also slightly ahead of last years pace.</p>	<p>The average dollar amount of these transactions processed by each window clerk per day (P.2 & P.3) were also higher than those experienced during FY'03 due to a small decrease in the number of windows opened during the quarter.</p> <p>The Treasurer's satellite office not only performs most of the functions of the main office but also provides for the processing of voter registrations (W.4) for the County Auditor. Most of the processing of voter registrations takes place during the second quarter.</p> <p>The percent of total property taxes processed at the General Store (E.1), as compared to the main office, shows an increase of approximately 3.4% over last years actual. This is a common occurrence at the close of quarters one and three for this indicator because most of the tax processing at the General Store takes place during those periods.</p> <p>The remaining indicators are in line with budget figures.</p> <p>Spending for this program through September 30th was at 24.5% of total</p>	<p>appropriations.</p>
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SERVICE AREA: Interprogram Services		PROGRAM: Accounting/Finance (30E)		
ACTIVITY: Policy & Administration		ORGANIZATION: Treasurer		
PROGRAM MISSION: To provide professional accounting, cash handling and investment services to Scott County through competitive bidding, prudent investing, and following generally accepted accounting principles				
PROGRAM OBJECTIVES:				
1. To process at least 1,550 investment transactions.				
2. To keep the number of receipt errors below 200.				
3. To earn \$600,000 or more in investment income.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Number of miscellaneous receipts received	4,301	4,500	4,500	1,053
2. Number of travel advances requested/parking tickets issued	167/259	200/250	200/250	40/73
3. Number of warrants/health claims drawn on bank for payment	23,405	32,000	32,000	5,752
4. Dollar value principle and interest due on bonds	\$1,105,961	\$1,115,756	\$1,115,756	\$0
5. Number receipt errors detected during reconciliation process	202	200	200	98
6. Dollar amount available for investment annually	\$273,770,869	\$290,000,000	\$290,000,000	\$88,187,165
WORKLOAD				
1. Number miscellaneous receipts issued	4,301	4,500	4,500	1,053
2. Number travel advances issued/parking tickets paid/dissmised	167/206	200/250	200/250	40/84
3. Number warrants/health claims paid by Treasurer	23,405	32,000	32,000	5,752
4. Dollar value principle & interest paid on bonds	\$1,105,961	\$1,115,756	\$1,115,756	\$0
5. Number receipt errors corrected during reconciliation process	158	200	200	36
6. Number of investment trransactions processed	1,591	1,550	1,550	407
PRODUCTIVITY				
1. Cost per miscellaneous receipt issued (20%)	\$12.40	\$12.53	\$12.53	\$10.74
2. Cost travel advance issued (5%)	\$79.81	\$70.46	\$70.46	\$70.69
3. Cost per warrant processed (30%)	\$3.42	\$2.64	\$2.64	\$2.95
4. Cost per receipt error (10%)	\$131.97	\$140.91	\$140.91	\$57.71
5. Cost per investment transaction (30%)	\$50.26	\$54.55	\$54.55	\$41.69
EFFECTIVENESS				
1. Dollar amount of miscellaneous receipts collected	\$29,595,361	\$28,000,000	\$28,000,000	\$8,437,989
2. Total cash over (short) due to receipt error	(\$530)	(\$500)	(\$500)	\$2,141
3. Number checks returned-insufficient funds	493	900	900	111
4. Number motor vehicle & property tax refund checks issued	4,995	6,000	6,000	1,537
5. Total investment revenue from use of money/property	\$487,116	\$614,773	\$360,000	\$58,662
6. Treasurer's Office General fund investment revenue only	\$468,479	N/A	N/A	N/A
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the number of miscellaneous receipts issued (W.1) during the period has declined from the same period of fiscal year 2003. For many years this indicator increased year after year but now it has declined for three out the four past fiscal years. This is due to programming improvements to our receipting system, which now allows multiple deposits being credited on the same receipt.</p> <p>The number of travel advances issued (W.2) was low when compared to the budget figure. This is quite typical of this indicator during the first quarter. Second quarter training opportunities related to the Fall ISAC School will raise this indicator significantly.</p> <p>The number of parking tickets issued (D.2) is dependent upon the time allotted for policing the parking areas by the staff of the Facilities & Support Services department and Risk Management. The number issued during the quarter was higher than budgeted, however this rate tends to decline during the winter months.</p> <p>The dollar value of principal and interest</p>	<p>due on bonds (D.4) was at zero at quarter end because the first interest payment on the general obligation debt is not due until December 1, 2003. The second interest payment and the principal payment fall due June 1, 2004. Total amount due includes debt service payments for the Solid Waste Bond issue and the Urban Renewal Bonds, the latter issued in conjunction with the City of Davenport with the proceeds to be used on the "River Renaissance on the Mississippi" project.</p> <p>Other debt payments made by this office include interest and principal payments on the Certificates of Participation issued for the construction of the County golf course. These payments are due on the 1st of November and May.</p> <p>The dollar amount of money available for investment annually (D.6) is high because the three-month actual total includes the Treasurer's ending cash and investment balance from the previous year. Also included in this number is all collections from property tax, use tax, motor vehicle fees, state credits, and miscellaneous receipts.</p>	<p>The number of investment transactions processed (W.6) includes all intra-bank transfers between the Treasurer's various accounts, transfers of funds between depositories, ACH debits & credits, and the purchase of term investment securities. This number has been increasing due to the use of Internet tax payments and the resulting ACH transfer of funds.</p> <p>Investment revenue from the use of money and property (E.5) on a cash basis is quite low. This figure does not reflect interest earned on money market accounts during the month of September as information regarding those sums was not available at the time this analysis was written. It is common that first and third quarter investment proceeds are low as cash on hand during those quarters typically is lower than during the second and fourth quarters, but the most prominent reason for the low earnings total is interest rates hovering around 1%. Projected in vestment earning have been lowered and will be reviewed during the upcoming budget process.</p>		

SERVICE AREA: County Environment		PROGRAM: Regional Planning/Tech Assistance (36A)		
ACTIVITY: County Environment		ORGANIZATION: Bi-State Regional Commission		
PROGRAM MISSION: To serve local governments in the Bi-State Region by: 1) providing regional planning, coordination, & administration services; 2) serving as a regional forum for problems/issues; 3) providing technical assistance to member governments.				
PROGRAM OBJECTIVES:				
1. To maintain the level of local government membership and participation at 45 communities and 5 counties.				
2. To provide direct service to Scott County in transportation, economic development, environment, data & graphics, housing, technical assistance & intergovernmental/regional programs.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Number of participating units of government (counties & cities)	48	49	48	48
2. Number of on-going events/meetings/groups requiring coordination	117	118	117	117
3. Direct services to Scott County government (person hours)	1,237	1,250	1,250	381
4. Direct services to all part units of local government (person hours)	10,207	12,500	12,500	2,237
WORKLOAD				
1. Number of participating units of local government (counties/cities)	48	49	48	48
2. Number of on-going events/meetings/groups requiring coordination	117	118	117	117
3. Direct services to Scott County (person hours)	1,237	1,250	1,250	381
4. Direct services to all part units of local government (person hours)	10,207	12,500	12,500	2,237
PRODUCTIVITY				
1. Percent of time spent on housing assistance	5%	5%	5%	5%
2. Percent of time spent on highway/transit	38%	36%	36%	36%
3. Percent of time spent on environment and recreation	11%	11%	11%	11%
4. Percent of time spent on community planning & development	22%	24%	24%	24%
5. Percent of time spent on intergovernmental forums & regional services	13%	13%	13%	13%
6. Percent of time spent on data and graphic services	11%	11%	11%	11%
EFFECTIVENESS				
1. Local funding as a percent of agency budget	52%	54%	55%	55%
2. Scott County funding as a percent of local funding	8.40%	8.20%	8.10%	8.10%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows the hours providing services to Scott County to be within budget projections. The services included maintaining accounting records for the Decategorization Program and Scott County Empowerment, staff assistance to Scott County Housing Council, community readiness coordination, joint purchasing and auction, Uniform Building Code coordination, Solid Waste coordination, 1-74 Bridge Team coordination, Transportation Authority Implementation issues, trail planning, GIS participation, CDBG Communities Facility grant follow up, zoning reviews, EMAP Assessment and Strategic Plan, IA intergovernmental coordination, Region 9 transportation coordination, FEMA digital mapping and Quad City Future Land Use mapping.</p>				

SERVICE AREA: Public Safety	PROGRAM: Emergency Care & Transfer (37A)
ACTIVITY: Emergency Services	ORGANIZATION: Buffalo Volunteer Ambulance

PROGRAM MISSION: To provide high quality, high value, Emergency Medical Services and health care transportation in Scott County. We strive to provide a high degree of professionalism and quality care through highly trained volunteers and employees and state of the technology and equipment.

PROGRAM OBJECTIVES:

1. To maintain the number of active volunteers at no less than 25.
2. To ensure that the number of runs exceeding 15 minute response time are 3% or less.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Calls for service	253	325	325	73
WORKLOAD				
1. Calls answered	253	325	325	73
PRODUCTIVITY				
1. Cost per call	\$410.00	\$450.00	\$450.00	\$401.85
EFFECTIVENESS				
1. Number of volunteers	25	30		25
2. Percent of runs exceeding 15 minute response time	1%	1%		1%
3. County subsidy as a percent of program costs	31%	20%	25%	19%

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows Calls for Service (W.1) are lower than budget but are running 16% higher than FY'03 actuals. Other budget indicators continue to be on target. As relayed last year there had been considerable concern that Buffalo needed to get their financial affairs in order through an Audit and Cash Management Policies. New policies have been put in place and after the first quarter the County believes their progress to be satisfactory. Continued diligence is necessary on Buffalo's part though and monitoring will continue on the part of the County.

SERVICE AREA: Social Services		PROGRAM: Outreach to Older Persons (39A)			
ACTIVITY: Services to Other Adults		ORGANIZATION: Center for Active Seniors, Inc.			
PROGRAM MISSION: To assist Scott County senior citizens in maintaining independent living by: A) completing comprehensive assessments to determine individual needs; B) providing assistance with completion of forms/applications to community programs and benefits; C) referrals to community programs and services; and D) implementation and monitoring of programs and services.					
PROGRAM OBJECTIVES:					
1. To make 11,000 collateral contacts.					
2. To service 250 people per FTE.					
3. To keep costs per contact under \$20.00.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Referrals to program		1,196	1,476	1,476	332
WORKLOAD					
1. Contacts - individual client		8,376	8,422	8,422	2,146
2. Group Presentations		120	107	107	23
3. Collateral contacts		10,039	11,762	11,762	2,777
4. Unduplicated number of persons served on individual basis		1,400	1,476	1,476	606
5. Unduplicated number of persons served in Central City		203	225	225	129
PRODUCTIVITY					
1. Cost per contact		\$22.78	\$23.26	\$23.26	\$23.42
EFFECTIVENESS					
1. Number of persons served per FTE (individual)		187	200	200	80
2. Contacts per individual person served		13.2	11.9	11.9	8.1
3. Staff costs as a percent of program costs		78%	77%	77%	79%
4. Number of clients served in Case Management Program		N/A	160	160	187
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the agency has maintained the projected levels at the budgeted level. The current experience is relatively consistent with what would be expected based on the budgeted levels.</p> <p>The referrals (D.1) are at 22% of the budget level and at 27.7% of the FY'03 actual. The agency had increased this in budget and it appears that while an increase is being experienced it may not be as large as anticipated. The contacts (W.1) is at 25% of budget, which is an increase over the FY'03 actual. The group presentations (W.2) are at 21% of the budget level for this period. This budget level is a decrease from the FY'03 actual. The cost per contact (P.1) is consistent with the budget level and is slightly increased over the FY'03 actual. The effectiveness indicators are consistent with budgeted levels, with the exception of the number of clients served in the case management program (E.4) which has exceeded the budget level at this time.</p>					

SERVICE AREA: Social Services		PROGRAM: Transportation for Older Persons (39B)			
ACTIVITY: Services to Other Adults		ORGANIZATION: Center for Active Seniors, Inc.			
PROGRAM MISSION: To enhance quality of life for the elderly and disabled by providing safe, dependable and cost effective transportation services. We will be responsive to client's needs and strive to maintain strong business relationships with our client groups. We will preserve financial stability by establishing equitable agreements and applying efficient cost-control practices.					
PROGRAM OBJECTIVES:					
1. To maintain rural ridership at 4,200.					
2. To keep cost per ride to below \$.87.					
3. To provide 33,500 rides.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Requests		33,228	32,500	35,500	8,293
WORKLOAD					
1. Passengers transported/rural		6,759	3,000	3,000	752
2. Passengers transported/all areas		32,778	32,000	35,000	8,278
3. Enhanced services		1,755	1,700	5,000	1,187
PRODUCTIVITY					
1. Cost client transported/all areas		\$1.08	\$1.18	\$1.18	\$2.27
EFFECTIVENESS					
1. Percent change in clients transported/all areas		N/A	-4.5%		N/A
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB budget level. Indicator information above shows that the agency has maintained the projected level of requests at the budget level and during this quarter has experienced requests at 25.5% of the budget level (D.1). The passengers transported in the rural areas (W.1) is also at 25% of the budget level. The passengers transported in all areas is at 25.8% of the budget level (W.2). The agency has increased the projected level for this indicator. The level of enhanced services (W.3) is at 69.8% of the budget level and the agency has increased the projected level to be more consistent with the current experience. The projected level is increased by 194% over budget. The agency indicates that the enhanced services had previously counted the cross boundary and Sunday services. With the institution of the new RBT services, which is a scheduled service available for any need at an identified price, the count of the service has increased dramatically. The RBT service is available for \$12 one way prescheduled and \$15.00 one-way same day scheduled. The cost per client transported (P.1) is increased by 92% over the</p>					

SERVICE AREA: Social Services	PROGRAM: Day Care for Older Persons (39C)
ACTIVITY: Service to Other Adults	ORGANIZATION: Center for Active Seniors, Inc.

PROGRAM MISSION: To provide supportive services to frail elderly Scott County residents who are at risk of institutionalization. To assist them and caregivers in maintaining an independent lifestyle as long as possible, by providing a range of services in a Day Care setting from 7:00 a.m. to 5: 00 p.m., Monday through Friday.

PROGRAM OBJECTIVES:

1. To maintain admissions at 75.
2. To maintain hours at 75,000.
3. To keep costs at or below \$5.00 per hour.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Admissions	60	55	55	23
2. Program capacity	55	45	45	45
WORKLOAD				
1. Clients - unduplicated	136	125	125	78
2. Client hours	60,956	55,000	55,000	14,280
3. Number of volunteers - unduplicated	N/A	22	22	24
PRODUCTIVITY				
1. Cost per client hour	\$6.69	\$7.71	\$7.71	\$7.02
EFFECTIVENESS				
1. Volunteer hours in day center	3282%	3500%	3800%	843%
2. County contribution as a percent of program costs	6	5	5	3

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows the agency has maintained the projected levels for all indicators at the budgeted levels. The number of admissions in this period is at 41.8% of the budget level (D.1). The program capacity has been maintained at the lowered budget level. The number of clients (W.1) is at 62% of the budget level. The client hours (W.2) is at 26% of the budget level and 23.4% of the FY'03 actual. The budget level is reduced from the FY'03 level. The cost per hour (P.1) is 9% below the budget level and 5% above the FY'03 actual. The volunteer hours (E.1) is increased in budget over the FY'03 actual and the agency has attained 24% of the higher budgeted level at this time period. The county contribution as a percentage of costs is 2% below the budget level for this period.

SERVICE AREA: Social Services		PROGRAM: Volunteer Services for Older Persons (39D)		
ACTIVITY: Services to Other Adults		ORGANIZATION: Center for Active Seniors, Inc.		
PROGRAM MISSION: To allow seniors of Scott County to stay in their homes with comfort, dignity and safety as long as possible and to stay out of institutions by providing services such as transportation, delivered meals, minor home repairs, friendly visits and phone calls, help with mail and paperwork and holiday baskets of food or gifts.				
PROGRAM OBJECTIVES:				
1. To provide 35,600 hours of volunteer service.				
2. To keep the cost per volunteer hour at \$2.25 or less.				
3. To generate at least \$356,000 worth of volunteer hours.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Eligible population	18,427	24,678	24,678	24,678
WORKLOAD				
1. Hours of service	35,494	34,664	34,664	9,389
2. Number of volunteers - unduplicated	N/A	993	993	509
PRODUCTIVITY				
1. Cost per volunteer hour	\$3.01	\$4.87	\$4.87	\$3.13
2. Cost as percent of dollar value of volunteer service	21.50%	24.73%	24.73%	43.88%
EFFECTIVENESS				
1. Dollar value of volunteer services	\$496,916	\$485,296	\$485,296	\$131,446
2. Hours served per volunteer	63	35	35	18
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows the agency has maintained the projected levels at the budget level for all indicators. The hours of service (W.1) is at 27% of the budgeted level and at 26% of the FY'03 actual level. The cost per volunteer hour (P.1) is 35% below the budget level and 4% over the FY'03 actual level. The dollar value is at 27% of the budget level and 26% of the FY'03 actual level. The dollar value for an hour of volunteer service continues to be calculated at \$14.00. The hours served per volunteer are at 51% of the budget level and at 28.5% of the FY'03 actual. Although the agency had lowered this in budget, it appears that the FY'03 actual will be achieved.</p>				

SERVICE AREA: Social Services	PROGRAM: Leisure Services for Older Persons (39E)
ACTIVITY: Services to Other Adults	ORGANIZATION: Center for Active Seniors, Inc.

PROGRAM MISSION: To provide social, recreational, and informational activities to the Scott County in order to stimulate and strengthen group activities for older people. These group activities are designed to provide part of the information and social stimulation necessary to aid in helping seniors live as independently as possible.

PROGRAM OBJECTIVES:

1. To provide 2,000 activity sessions.
2. To maintain an average of 17 participants per session.
3. To keep costs per session at or below \$50.00.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Paid Members	N/A	1,100	1,100	1,256
WORKLOAD				
1. Sessions	2,148	3,470	2,100	502
PRODUCTIVITY				
1. Cost per session	\$79.74	\$51.50	\$51.50	\$89.26
EFFECTIVENESS				
1. Participants per session	28	20	20	28
2. Staff costs as a percent of program costs	71.00%	69.40%	69.40%	70.35%

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows the agency has included a new indicator for demand. Paid members has exceeded the budget level at this period and represents 114% of the budget level. The number of sessions has been reduced in the projected to be more consistent with the FY'03 actual level and the current experience. The current experience (W.1) is at 24 % of the revised projected level and at 14.4% of the budget level. The cost per session (P.1) is dramatically over the budget level by 73%. However, the FY'03 experience also showed this increase and the level for the current quarter exceeds the FY'03 level by 12%. The participants per session (E.1) is eight over the budget level. This is consistent with the FY'03 actual experience.

SERVICE AREA: Social Services		PROGRAM: Outpatient Services (38A)			
ACTIVITY: Care of the Chemically Dependent		ORGANIZATION: Center for Alcohol & Drug Services, Inc.			
PROGRAM MISSION: To provide substance abuse prevention, assessment and treatment for individuals and families by offering counseling and consultant/education services.					
PROGRAM OBJECTIVES:					
1. To maintain a minimum of 3,000 referrals for assessment.					
2. To continue to have at least 4,200 requests for prevention services.					
3. To maintain group hours to at least 36,000 hours.					
4. To maintain a length of stay of at least 20 days with managed care.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Referrals for assessment		2,276	2,500	2,280	515
2. Requests for prevention services		4,653	4,200	4,650	883
WORKLOAD					
1. Clients screened		1,650	2,000	1,650	397
2. Admissions		717	685	720	167
3. Hours per individual		4,423	5,330	4,425	867
4. Hours per group		35,246	36,000	35,250	8,660
5. Prevention presentations		4,653	4,200	4,650	883
6. Prevention direct service hours		6,454	8,000	6,450	1,721
PRODUCTIVITY					
1. Cost per outpatient		\$97.07	\$95.87	\$97.07	\$121.62
2. Cost per prevention presentation		\$66.66	\$65.94	\$66.66	\$142.67
3. Cost per prevention direct service hours		\$48.06	\$34.62	\$48.06	\$73.20
EFFECTIVENESS					
1. Length of stay in treatment (days)		80	60	80	69
2. Patient revenue as a percent of cost		34.3%	37.6%	34.3%	43.7%
3. % of students reintegrated into public school		82.0%	95%	82.0%	N/A
4. % of students with increased GPA		69%	88%	69%	N/A
5. Reduction in instances of drug recidivism in diversion graduates		98%	97%	98%	100%
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows a reduction in prevention services (D.1 and W.6). This is primarily due to the timing of the first quarter as it relates to the school year. Cost per prevention presentation is greater than last year and budget due to the timing of presentation and additional funding for the program. The Center has received additional funding through the state of Iowa for a State Incentive Grant (SIG) to allay some of the expenses associated with operating our prevention program.</p> <p>Hours per individual (W.3) and group (W.4) are both under FY'03 annual run rates partially due to seasonal workloads. As a result, cost per outpatient (P.1) is greater than FY'03 and FY'04 budget.</p> <p>Indicators denoting student activities (E.3 and E.4) are not available due to timing of the school year as it relates to the first quarter of the fiscal year.</p>					

SERVICE AREA: Social Services		PROGRAM: Residential Services (38B)		
ACTIVITY: Care of the Chemically Dependent		ORGANIZATION: Center for Alcohol & Drug Services, Inc.		
PROGRAM MISSION: To provide substance abuse treatment for individuals by offering residential care.				
PROGRAM OBJECTIVES:				
1. Maintain the existing relationship with County staff to provide quality services.				
2. To maintain a length of stay of at least 18 days in the START program and 44 days in the halfway house with managed care.				
3. To manage the waiting list to accommodate priority admissions.				
4. To maintain the length of stay of 3.7 days for acute care.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Referrals acute	1,021	900	1,020	281
2. Referrals intermediate	482	520	480	109
3. Referrals halfway house	190	160	190	57
WORKLOAD				
1. Days of acute level care	4,219	3,500	4,220	1,043
2. Days of intermediate level care	8,002	9,100	8,000	2,048
3. Days of halfway care	8,745	8,800	8,750	2,218
PRODUCTIVITY				
1. Cost per day acute	\$97.31	\$162.00	\$97.31	\$97.47
2. Cost per day intermediate	\$111.54	\$85.73	\$111.54	\$115.20
3. Cost per day halfway	\$36.38	\$31.70	\$36.38	\$34.67
4. Cost per day in-house treatment	N/A	\$33.10	33.1	N/A
EFFECTIVENESS				
1. Length of stay (days) acute	3.8	3.0	3.8	3.6
2. Length of stay (days) intermediate	17.6	17.0	17.6	16.6
3. Length of stay (days) halfway	44.6	44.0	44.6	39.8
4. Patient revenue as percent of program cost	15.9%	11.5%	15.9%	11.2%
5. After resid treatmt clients contin treatmt involv-hlfwy/outpat/cont care	56.0%	46.0%	56.0%	59.0%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows demand for acute and halfway house (D.1 and D.3) run rates greater than FY'04. Referrals for intermediate (D.2) were less than FY'03 run rate, due to greater days of intermediate level care (W.2). Productivity indicators were comparable with FY'03 levels. The cost per day for the in-house treatment services are not available since the program will not be operational until calendar year 2004.</p> <p>Length of stay indicators for all three programs were less than FY'03 actual results.</p>				

SERVICE AREA: Social Services		PROGRAM: Health Services-Community Services (40B)			
ACTIVITY: Services to Other Adults		ORGANIZATION: Community Health Care, Inc.			
PROGRAM MISSION: To provide comprehensive primary health care for community service clients by offering medical, lab, x-ray, pharmacy, dental and mental health services.					
PROGRAM OBJECTIVES:					
1. To meet 100% of Community Service requests.					
2. To continue to work with the Community Services' staff to ensure that all third party revenue is maximized.					
3. To maintain Community Services cost per medical encounter under \$90 (excludes pharmacy cost).					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Estimated number of Scott County citizens below poverty level		16,329	16,641	16,329	16,329
2. Number of Community Services encounters (Projected and actual only count FQHC encounters no pharmacy)		868	850	850	211
WORKLOAD					
1. Cost of Community Services medical services		\$63,498	\$63,480	\$63,480	\$15,070
2. Cost of Community Services dental services		\$6,184	\$5,000	\$5,000	\$734
3. Cost of Community Services pharmacy services		\$242,082	\$170,000	\$230,800	\$57,723
4. Cost of Community Services lab services		\$16,361	\$12,500	\$27,880	\$6,970
5. Cost of Community Services x-ray services		\$5,768	\$4,000	\$5,492	\$1,373
PRODUCTIVITY					
1. Cost per Community Services encounter(excludes pharmacy cost)		\$105.77	\$99.98	\$119.83	\$114.44
EFFECTIVENESS					
1. Percent of Community Services encounter requests seen		100%	100%	100%	100%
2. FQHC approved Iowa Medicaid encounter rate		\$123.16	\$123.16	\$123.16	\$123.16
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows encounters and medical services are running close to budget. Pharmacy service and x-ray are running approximately 9% over budget. Lab is approximately 20% over budgeted amounts. All categories with the exception of lab are running in line with previous year actual amounts. Lab services are running about 18% above previous year actual.</p>					

SERVICE AREA: Physical Health & Education
ACTIVITY: Physical Health Services

PROGRAM: Health Services - Other (40C)
ORGANIZATION: Community Health Care, Inc.

PROGRAM MISSION: To provide comprehensive primary health care services for the Quad City population in need by offering medical, laboratory, x-ray, pharmacy, dental, mental health, health education, nutrition counseling, HIV testing and counseling, as well as homeless health care on a sliding fee scale basis.

PROGRAM OBJECTIVES:

1. To continue increasing provider productivity by better utilizing the team concept to create better patient flow.
2. To maintain the cost per encounter at \$105 or less.
3. To increase the number of users seen in the clinic programs.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
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DEMAND

1. Number of patients under 200% of poverty.	15,000	13,000	13,000	3,861
2. Quad City population	306,868	359,062	306,868	306,868
3. Total number of users at clinic this program	26,697	23,500	23,500	6,781

WORKLOAD

1. Number of encounters for clinic this program	90,025	98,000	98,000	22,820
2. Number of encounters for people under 200% of poverty	49,980	31,000	31,000	12,994
3. Total dental encounters	11,188	13,000	13,000	3,131
4. Total medical encounters	78,837	85,000	85,000	19,689

PRODUCTIVITY

1. Cost per encounter in clinic	\$138.42	\$122.21	\$122.21	\$131.06
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EFFECTIVENESS

1. Gross charges/total costs	107%	105%	105%	117%
2. FQHC Approved Iowa Medicaid Encounter Rate	\$123.16	\$123.16	\$123.16	\$123.16
3. Sliding fee discounts/federal grant	108%	105%	105%	105%

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows the under 200% of poverty patients and encounters for those patients running higher than was budgeted. This is consistent with the shift in our payor mix reflecting an increase in sliding fee patients we have seen over the past few months. This is consistent with what is being reported at other community health centers in the region.

SERVICE AREA: Public Safety	PROGRAM: Emergency Care & Transfer (42A)
ACTIVITY: Emergency Services	ORGANIZATION: Durant Volunteer Ambulance

PROGRAM MISSION: To provide high quality, high value, Emergency Medical Services and health care transportation in Scott County. Durant strives to provide a high degree of professionalism and quality care through highly trained volunteers and employees and state of the technology and equipment.

PROGRAM OBJECTIVES:

1. To provide service for 600 calls.
2. To ensure that the number of runs exceeding 15 minute response time ar 2% or less.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Calls for service	552	600	600	149
WORKLOAD				
1. Calls answered	552	600	600	149
PRODUCTIVITY				
1. Cost per call	\$373.12	\$381.48	\$375.00	\$385.21
EFFECTIVENESS				
1. Number of volunteers	21	17	17	17
2. Percent of runs exceeding 15 minute response time	1%	2%	1%	1%
3. County subsidy as a percent of program cost	10%	9%	10%	10%

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows Calls for Service (W.1) are right on target with FY'04 projections. All other budget indicators also are on target. Once again, just a reminder that Durant responds to a great number of calls for a volunteer service with a limited number of volunteers.

SERVICE AREA: Public Safety		PROGRAM: Emergency Preparedness (68A)		
ACTIVITY: Emergency Services		ORGANIZATION: Emergency Management Agency		
PROGRAM MISSION: The Scott County Emergency Management Agency exists under law to prepare for, prevent, respond to and recover from disasters.				
PROGRAM OBJECTIVES:				
2. Provide training opportunities and present training on specific or requested topics to any responder organization.				
3. Maintain all plans to reflect current and correct information.				
4. Disseminate/coordinate response and preparation information to all response organizations in the county.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Give, receive or offer 30 training events/exercises annually	35	30	30	4
2. Review/update all 22 sections of the multi-hazard plan annually	22	22	22	6
3. Devote 20% of time (380 hrs) to maintaining RERP annually	20%	20%	20%	5%
4. Devote 30% of time (570 hrs) to meetings/coord activities annually	30%	30%	30%	8%
WORKLOAD				
1. Number of training hours presented/received	132	120	120	22
2. Number of hours devoted to plan revisions.	380	380	380	100
3. Number of hours devoted to maintaining RERP.	380	380	380	95
4. Number of meeting/coordination hours.	570	570	570	140
PRODUCTIVITY				
1. Cost per hour for training/exercise participation (30%)	\$200.20	\$182.40	\$182.40	\$191.55
2. Cost per planning hour (20%)	\$57.60	\$57.60	\$57.60	\$28.09
3. Cost per hour devoted to RERP (20%),	\$46.00	\$46.00	\$46.00	\$29.57
4. Cost of meeting/coordination hour (30%).	\$46.00	\$46.00	\$46.00	\$30.10
EFFECTIVENESS				
1. Percentage of training completed	116%	100%	100%	18%
2. Percentage of multi-hazard plan review/revision completed.	100%	100%	100%	25%
3. Percentage of RERP review/revision completed.	100%	100%	100%	25%
4. Percentage of meeting/coordination hours completed.	100%	100%	100%	25%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows.</p> <p>Planned and coordinated Emergency Management Assessment Program (EMAP) and foundation for Countywide 3 year emergency response Strategic Plan. Conducted Homeland Security Presentation to community group. Finalized County Multi-Hazard Plan for State acceptance. Attended port security meetings with USCG. Submitted SARA Title III HMEP Training Grant for Davenport HazMat team. Submitted notice of interest for FY'04 ODP Grant. Began preparation of information to be submitted for 04 Grant.</p>				

SERVICE AREA: Physical Health & Education	PROGRAM: Public Health Nursing (52A)
ACTIVITY: Physical Health Services	ORGANIZATION: Genesis Visiting Nurse Association

PROGRAM MISSION: To improve the health status of the community through: A) prevention of disease through early detection, education and intervention; and B) reduction of the effects of disease through assessment, intervention and evaluation.

PROGRAM OBJECTIVES:

1. To maintain or decrease the frequency in which pain interferes with activities or movements for 85% of discharged D & D patients.
2. To meet 95% of the established outcomes for health promotion patients.
3. To maintain cost/visit for health promotion at \$84.45 or less.
4. To maintain cost/visit for disease and disability at \$97.27 or less.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Referrals	4,975	4,750	4,600	1,233

WORKLOAD				
1. Patients served health promotion	1,553	1,500	1,400	350
2. Patients served disease and disability	2,567	2,810	2,400	1,104
3. Visits/health promotion	1,764	1,740	1,450	350
4. Visits/disease and disability	38,148	36,000	35,000	9,027
5. Total number of pain assessments on discharged D & D patients	1,916	2,003	2,003	525
6. Total number of health promotion patient outcomes established	5,442	4,800	4,800	1,188

PRODUCTIVITY				
1. Cost/visit health promotion	\$75.39	\$84.45	\$106.81	\$78.04
2. Cost/visit disease and disability	\$99.15	\$97.27	\$111.52	\$108.82

EFFECTIVENESS				
1. Time/visit in minutes health promotion	42	40	40	39
2. Time/non-visit in minutes health promotion	30	35	35	34
3. Time/visit in minutes disease and disability	52	50	50	50
4. Time/non-visit in minutes disease and disability	54	55	55	60
5. Percent of patients w/pain improved or maintained at tolerance level	89%	85%	85%	89%
6. Percent of total health promotion patient outcomes met	97%	95%	95%	98%

ANALYSIS:

<p>During the first quarter of FY04, the PPB Indicator information above shows that referrals (D.1) are 4% over budget. Patients served health promotion (W.1) is right on budget, while patients served disease and disability (W.2) includes the carryover of disease and disability patients from FY'03.</p> <p>The FY'04 projections of visits/health promotion (W.3) and visits/disease and disability (W.4) reflect the Board-approved budgeted volumes, based on the budgeted funding levels. Fewer health promotion visits in the managed care category resulted in a lower Board-approved budget for these visits, while the disease and disability visits are only slightly lower than the original FY'04 budget. First quarter actual for both these indicators are within 3% of the projections.</p> <p>The nursing staff shortage, along with a discontinuance of the allocation of GVNA administrative and general costs to Hospice, resulted in the projection (i.e., the Board-approved FY'04 budget) of both productivity indicators (P.1 and P.2) to increase. However, first quarter actuals are 27% below the projection for cost/visit health promotion (P.1),</p>	<p>All effectiveness indicators dealing with the time spent on the health promotion and disease and disability activities (E.1 – E.4) are close to budget, except for the time/non-visit in minutes disease and disability (E.4), as nursing time spent on case management and documentation increases.</p> <p>The effectiveness indicator reflecting the percent of patients with pain improved or maintained at tolerance level (E.5) is above budget, along with the percent of total health promotion patient outcomes met (E.6).</p>
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SERVICE AREA: Physical Health & Education		PROGRAM: Home Support Services (52B)		
ACTIVITY: Physical Health Services		ORGANIZATION: Genesis Visiting Nurse Association		
PROGRAM MISSION: To improve the health status of the community by preventing, reducing, or delaying institutionalization and foster-home placement through the provision of: A) personal care, B) environmental services; and C) protective services.				
PROGRAM OBJECTIVES:				
1. To maintain admissions at 85% of referrals.				
2. To provide service to a minimum of 1,382 cases.				
3. To prevent nursing home placement of 97% or more of total cases.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Requests for service	1,075	1,080	1,080	268
WORKLOAD				
1. Total hours	47,152	45,357	39,742	12,418
2. Admissions for year	1,011	918	972	246
3. Total number of cases	1,565	1,382	1,521	795
PRODUCTIVITY				
1. Cost/hour - home health aide	\$28.98	\$29.26	\$34.90	\$30.72
2. Cost/hour - homemaker	\$33.28	\$33.61	\$40.55	\$33.72
3. Cost/hour - family life specialist	\$34.19	\$34.52	\$39.11	\$35.56
4. Cost/hour - all types	\$31.02	\$31.32	\$37.40	\$32.26
5. Cost per case	\$934.46	\$1,027.99	\$977.20	\$503.83
EFFECTIVENESS				
1. Percent of admissions to requests for service	94%	85%	90%	92%
2. Percent of total cases discharged to a nursing home	3%	3%	3%	1%
ANALYSIS:				
<p>During the first quarter of FY'04, the PPB Indicator information above shows that requests for service (D.1) are right on budget. The admissions for year (W.2) are running steady with last fiscal year, so the FY'04 projection has been increased to reflect this. In addition, the percent of admissions to requests for service (E.1) is considerably above budget; therefore, we have increased the FY'04 projection for this indicator also. This relates to the reporting limitation our computer system has regarding HHA referrals.</p> <p>Total hours (W.1) are 10% above the FY'04 budget and 25% above the FY'04 projections. The FY'04 projections reflect VNA's Board-approved FY'04 budget, a decrease in total hours compared to the original FY'04 budget. This projected decrease in hours, along with a discontinuance of the allocation of GVNA administrative and general costs to Hospice, resulted in all the projected productivity indicators related to costs/hour (P.1 – P.4) to increase. However, since the actual hours are considerably above the projections, these productivity indicators are all within 5% of budget. The cost per case (P.5) will increase during FY'04 as more services are provided to the current cases.</p> <p>The effectiveness indicator reflecting the percent of total cases discharged to a nursing home (E.2) is at 1%, better than the budgeted target of 3%.</p>				

SERVICE AREA: Mental Health Services		PROGRAM: Residential Services - People w/Disabilities(43A)		
ACTIVITY: Care of the Developmentally Disabled		ORGANIZATION: Handicapped Development Center		
PROGRAM MISSION: To enable individuals with mental retardation to achieve a more satisfactory quality of life and live as independently as possible within the community by providing instruction and training in daily living skills, personal and financial management, and other self-sufficiency skills.				
PROGRAM OBJECTIVES:				
1. To maintain 95% occupancy in group homes by filling openings quickly.				
2. To maintain at least 130 people in the least restrictive environment through Supported Community Living.				
3. To accommodate 95% of respite requests to support families in caring for their son/daughter at home.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Adult population with mental retardation/developmental disability	3,409	3,409	3,409	3,409
2. Group home waiting list	55	70	60	54
3. Eligible requests - respite	2,053	2,200	2,200	603
4. Number of persons added to waiting list for group homes	3		5	1
WORKLOAD				
1. Consumers - all community residential services	176	174	174	167
2. Consumer days - group homes	8,573	8,322	8,322	2,146
3. Families served - respite	49	50	50	36
4. Requests accommodated - respite	1,992	2,090	2,090	602
PRODUCTIVITY				
1. Cost per day per person - group homes	\$68.93	\$77.69	\$77.69	\$70.43
2. Cost per day per person - Supported Community Living (Daily)	\$107.03	\$110.57	\$110.57	\$112.48
3. Cost per hour - Supported Community Living (Hourly Services)	\$16.96	\$18.63	\$18.63	\$16.16
4. Cost per request accommodated - respite	\$34.54	\$43.41	\$39.49	\$33.52
EFFECTIVENESS				
1. Percentage of capacity/group homes	98%	95%	95%	97%
2. Length of time on waiting list at move-in/group homes	40	52	30	21
3. Scott County contribution as a percentage of total program costs	20%	25%	25%	19%
4. Individuals living in community	99	100	100	99
5. Percentage of eligible respite requests accommodated	97%	95%	95%	100%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows.</p> <p>All indicators are on track basically as projected. The agency has generally maintained the projected levels for the Demand and workload indicators at the budget levels. The group home waiting list (D.2) is one lower at this quarter than at the end of FY'03. The agency has lowered the projected for this indicator to be more in line with the FY'03 actual and the current experience. This is congruent with the number of persons added to the waiting list (D.4), which is at one for this period. Generally, the group homes provide a specialized service with most consumers who seek residential support going into the HCBS program. The consumers days (W.2) in the group home are at 25.7% of the budget level and this is reasonably consistent with the FY'03 actual. The respite requests accommodated (W.4) show that all 100% of requests (E.5) were handled. (one request could not be handled. The cost per day in group home is 9% below the budget level for this period. This is slightly higher than the</p>		<p>FY'03 actual. The cost per day SCL (P.2) is 1.7% over the budget level. This is an increase from the FY'03 actual. The cost per hour SCL hourly (P.3) is below the budgeted level and is reasonably consistent with the FY'03 actual. The cost per respite request has been changed in the projected (lowered from budget) to be more consistent with the FY'03 actual and the current experience. The effectiveness indicators are reasonably in line with what would be expected based on budget. The exception is the length of time on the waiting list (E.2), which is considerably lowered from the FY '03 actual, and the agency has adjusted the projected level to be more consistent with this current experience.</p>		

SERVICE AREA: Mental Health Services	PROGRAM: Employment Services-People w/Disabilities (43B)
ACTIVITY: Care of the Mentally Disabled	ORGANIZATION: Handicapped Development Center

PROGRAM MISSION: To assist individuals with disabilities to achieve employment outcomes in a sheltered environment or in the community by providing employment services and training.

PROGRAM OBJECTIVES:

1. To secure at least \$280,000 in net subcontract income for program support.
2. To secure subcontract work sufficient to generate at least \$290,000 in participant wages for self-sufficiency.
3. To place and/or maintain 95 people in Community Employment.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Adult population with disabilities	5,533	5,533	5,533	5,533
2. Waiting list from outside	138	140	140	131
3. Number of persons added to waiting list	56	45	45	1
WORKLOAD				
1. Participants	222	230	230	210
2. Days attended	34,983	34,100	34,500	9,050
3. Average number of persons enrolled per day - workshop	158	158	158	158
4. Number of persons employed in the community/not at the workshop	23	35	35	24
5. Number of Persons in Community Employment Services	84	95	85	70
PRODUCTIVITY				
1. Cost per day per person - workshop	\$34.86	\$38.58	\$38.58	\$34.56
2. Average per person annual cost - workshop	\$6,714	\$6,900	\$6,900	\$1,575
EFFECTIVENESS				
1. Number of people obtaining/keeping community jobs	46	67	67	44
2. Total wages earned by workshop participants	\$278,989	\$300,000	\$300,000	\$63,925
3. Amount of net sub-contract income	\$162,368	\$285,000	\$285,000	\$75,674
4. Scott County contribution as a percent of total program costs	40%	38%	38%	30%
5. Participants entering services from waiting list	20	20	20	7
6. Time on waiting list at admission (months)	27	32	32	20

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows that the agency has generally maintained the projected levels with the budgeted levels. The only change in projected is in the days attended (W.1) which has been increased slightly in the projected to be more consistent with the FY'03 experience. The number on the waiting list (D.2) is down slightly from the end of FY'03 and for this quarter only one person has been added to the waiting list (D.3). The workload indicators are generally consistent with what would be expected based on budget for this period.

First quarter net subcontract income was strong, higher than the same period one year ago. The first quarter is traditionally a higher income quarter. The agency continues to put great emphasis on obtaining sufficient work.

This program will be affected by the institution of an HCBS service related to day programming. The agency has made a tremendous effort to institute this program and has been very successful. In conjunction with the DHS case management program, a large number of persons receiving this service have

been transitioned to the HCBS service. The effect of this transition is to reduce the 100% county dollars spent to match of federal dollars.

SERVICE AREA: Mental Health Services		PROGRAM: Personal Independ Serv-People w/Disabilities (43C)		
ACTIVITY: Care of the Developmentally Disabled		ORGANIZATION: Handicapped Development Center		
PROGRAM MISSION: To assist persons with severe, multiple disabilities to live and work in the least restrictive environment by providing training in the areas of daily living skills, work skills, and accessing community resources.				
PROGRAM OBJECTIVES:				
1. To transition 1 person into Employment Services.				
2. To maintain County contribution at less than 25% per year.				
3. To maintain average annual cost below \$14,500.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Population with disabilities	5,533	5,533	5,533	5,533
2. Waiting list	1	5	5	1
3. Number of persons added to waiting list	-	2	2	-
WORKLOAD				
1. Participants	94	90	95	90
2. Participant days	19,809	20,000	20,000	5,562
3. Activities offered	22	22	22	22
4. Average number attending per day	83	82	85	84.90
PRODUCTIVITY				
1. Cost per person per day	\$58.65	\$64.93	\$64.93	\$53.86
2. Average annual cost per person	\$11,559	\$13,432	\$13,432	\$11,955
EFFECTIVENESS				
1. Individuals transitioned to Employment Services	-	1	1	1
2. County contribution as percentage of total program costs	22%	20%	20%	8%
3. Percentage of people participating in community activities.	70%	65%	65%	52%
4. Percentage of people with opportunity to complete paid work	85%	80%	90%	89%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows the agency has generally continued the projected levels at the budgeted levels for most indicators. The workload indicator relating to the average number attending (W.4) has been increased to be more consistent with the current experience.</p> <p>Enrollment in Personal Independence Services is high and projected to remain high, thus increasing workload indicators.</p> <p>In general the current experience is consistent with the budget level for this period. The participant days (W.2) is at 27.8% of the budget level and this level is higher than the FY'03 actual. This is consistent with the increased enrollment. The cost per day (P.1) is down 17% from the budget level and is also down from the FY'03 actual. Again this is consistent with the higher usage of this program.</p> <p>These program services have been added to the HCBS waiver program and the agency has made a concerted effort to enroll as many persons as possible under this funding source. The advantage of this funding</p> <p>is that the county pays a match rate against federal participation as opposed to 100% of the cost.</p>				

SERVICE AREA: County Environment		PROGRAM: Animal Shelter (44A)			
ACTIVITY: Animal Control		ORGANIZATION: Humane Society			
PROGRAM MISSION: To reduce animal control problems for Scott County citizens by: A) temporarily housing stray and adoptable animals; B) educating citizens on spaying, neutering and responsible pet ownership; and C) enforcing state and local laws concerning animals.					
PROGRAM OBJECTIVES:					
1. To maintain the number of animals received below 7,000 through education and training.					
2. To maintain the average animal days held below 10 days and to reduce euthanasia by increasing adoptions and return to owners.					
3. To maintain the Scott County contribution below 5 % of funding.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Number of hours per day facility is open		7	7	7	7
2. Number of days of the week the facility is open		7	7	7	7
3. Number of hours/day that animal control is available Mon-Fri/Sat-Sun		11/9	11/9	11/9	11/9
WORKLOAD					
1. Animals handled		7,027	6,778	6,778	2,040
2. Total animal days in shelter		53,263	61,002	61,002	21,468
3. Number of educational programs given		172	275	275	34
4. Number of bite reports handled in Scott County		474	530	530	130
5. Number of animals brought in from rural Scott County		209	300	300	89
6. Number of calls animal control handle in rural Scott County		318	300	300	79
PRODUCTIVITY					
1. Cost per animal shelter day		\$10.76	\$9.15	\$9.15	\$7.17
2. Cost per educational program		\$21.50	\$9.75	\$9.75	\$11.60
3. Cost per county call handled		\$30.00	\$30.00	\$30.00	\$30.00
EFFECTIVENESS					
1. Scott County contribution as a percent of program costs		5.0%	5%	5%	5.0%
2. Total number of animals adopted as a percent of animals handled		30.0%	35.0%	35.0%	28.0%
3. Total number of animals returned to owner as a percent of animals		16.0%	17.0%	17.0%	14.0%
4. Total number of animals euthanized as a percent of animals handled		44.0%	44.0%	44.0%	40.0%
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows that animal intake is consistent and days held is slightly higher than projected.</p> <p>Education programs are higher than first quarter last year. Bite reports are lower than first quarter last year. While the number of calls handled by animal control and the number of animals brought into the shelter are consistent,</p> <p>Adoptions and the number of animals returned to owner are consistent with first quarter of last year. The number of animals of euthanized has been reduced, which is good news. Scott County's contribution is consistent.</p>					

SERVICE AREA: Physical Health & Education		PROGRAM: Library Resources & Services (67A)		
ACTIVITY: Educational Services		ORGANIZATION: Library		
PROGRAM MISSION: To make available library materials, information and programming in a variety of formats to people of all ages. This is accomplished through our staff, collections, current technology, comfortable and accessible facilities, and cooperation with other agencies and organizations.				
PROGRAM OBJECTIVES:				
1. To provide 400 hours of in-service to staff				
2. To circulate 220,000 materials at a cost of \$11.15 or less per material processed				
3. To maintain 7.58 circulation per capita				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Size of collection	106,235	106,000	106,000	107,560
2. Registered borrowers	13,905	15,500	15,500	14,440
3. Requests for books/information	33,225	33,000	33,000	7,695
4. Citizen requests for programming	62	50	50	17
5. Hours of recommended staff in-service	490	400	400	69
6. Annual number of library visits	79,712	100,000	100,000	N/A
WORKLOAD				
1. Total materials processed	19,155	18,000	18,000	3,906
2. New borrowers registered	1,714	2,000	2,000	535
3. Book/information requested filled for patrons	32,626	32,500	32,500	7,596
4. Program activities attendance	5,414	6,000	6,000	1,078
5. Hours of in-service conducted or attended	452	400	400	69
6. Materials circulated	209,416	220,000	220,000	48,857
PRODUCTIVITY				
1. Cost/materials processed (30%)	\$11.81	\$13.55	\$13.55	\$16.95
2. Cost/new borrowers registered (10%)	\$43.99	\$40.67	\$40.67	\$41.24
3. Cost/book & information requests filled for patrons (20%)	\$4.62	\$5.00	\$5.00	\$5.81
4. Cost/program activity attendance (5%)	\$6.92	\$6.78	\$6.78	\$10.23
5. Cost/hour of in-service activities attended/conducted (2%)	\$33.36	\$40.67	\$40.67	\$63.96
6. Cost/item circulated (33%)	\$1.19	\$1.22	\$1.22	\$1.49
EFFECTIVENESS				
1. Collection size per capita	3.7	3.7	3.7	3.7
2. Percent of population as registered borrowers	49%	53%	53%	50%
3. Document delivery rate	84%	89%	89%	N/A
4. Program attendance per capita	0.19	0.21	0.21	0.04
5. In-service hours per F.T.E.	27.23	22.22	22.22	4.06
6. Circulation per capita	7.20	7.58	7.58	1.70
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows low productivity due to the headquarters library and bookmobile being closed for 3 weeks in September for the move to the new facility. All workload measures show the results of activities being suspended during that time.</p> <p>Projected performance indicators are still expected to meet or exceed projections for the year as demand for services at and through the new headquarters/Eldridge branch library is satisfied.</p>				

SERVICE AREA: Public Safety	PROGRAM: Medic Emergency Medical Services (47A)
ACTIVITY: Emergency Services	ORGANIZATION: MEDIC E.M.S.

PROGRAM MISSION: To provide high quality, high value, emergency medical services and health care transportation to the Eastern Iowa and Western Illinois region. DHAC will be the primary transporter for out of hospital patients in our service area. We strive to provide a high degree of professionalism and quality care through highly trained employees and state of the art technology and equipment.

PROGRAM OBJECTIVES:

1. To continue to provide quality care by maintaining response time at 4.5 minutes or less.
2. Increase the number of training hours to 200.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
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DEMAND				
Request for ambulance services in Scott County	20,122	20,200	21,500	5,414
Request for EMD services in Davenport, Bettendorf, & Illini	6,025	6,500	5,500	1,306
Request for wheelchair shuttle services	2,130	2,200	N/A	N/A

WORKLOAD				
1. Number of continuing education (CE) hours	358	250	250	21
2. Number of BLS emergencies	152	250	250	210
3. Number of ALS emergencies	9,133	9,750	9,750	2,395
4. Number of transfers	7,129	6,400	6,400	1,604
5. Cancelled or refused services	3,708	3,800	3,800	1,205
6. Number of community education hours	95	100	100	19

PRODUCTIVITY				
1. Cost/unit hour	\$78.57	\$80.16	\$80.16	\$75.46
2. Cost per call	\$229.87	\$250.12	\$250.12	\$229.26
3. Patient transports/unit	0.26	0.30	0.30	0.25

EFFECTIVENESS				
1. Response time in minutes-Davenport & Bettendorf	4.57	4.5	4.50	4.4
2. Revenue as a percent of program cost	99%	100%	100%	101%
3. Percent of emergency response greater than 8 minutes	7.3%	6.0%	8.0%	9.8%
4. Fractile response time-Scott County service area	98.1%	90.0%	98.0%	97.3%
5. Response time in minutes-Scott County Eldridge&LeClaire	7.64	8.0	8.00	7.5

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows that Requests for Ambulance Services (D.1) have increased by 7.2% over budget. No longer does Medic provide Wheelchair shuttle services (D.3) as that service is now provided by Great River Bend. Number of ALS, BLS and Transfers (W.2-4) are on target with budget while showing an increase in canceled services (W.5). Response times (E.1 & E.5) also continue to be on target while revenue as a percent of program cost (E.2) remains on the plus side.

SERVICE AREA: County Environment	PROGRAM: Regional Tourism Development (54A)
ACTIVITY: County Development	ORGANIZATION: QC Convention/Visitors Bureau

PROGRAM MISSION: To enhance the quality of life and economic development for residents and visitors by marketing the Quad Cities region as an outstanding Midwest convention and tourism destination.

PROGRAM OBJECTIVES:

1. To increase visitor inquiries processed, documented and qualified by 3%.
3. To increase convention/meeting planner inquiries processed, documented and qualified by 3%.
4. To increase trade show sales leads processed, documented and qualified by 3%.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Inquiries requested from visitors (public)	465,400	430,000	430,000	150,000
2. Inquiries requested from group tour operators	610	870	870	110
3. Inquiries from convention/meeting planners	2,235	1,960	1,960	400
4. Information requests derived from trade shows	4,410	5,965	5,965	325
5. Inquiries from sporting event planners	125	200	200	-
WORKLOAD				
1. Inquiries from visitors processed	465,400	430,000	430,000	150,000
2. Inquiries from group tour operators processed	610	870	870	110
3. Inquiries from convention/meeting planners processed	2,235	1,960	1,960	400
4. Information requests from trade shows processed	4,410	5,985	5,985	325
5. Inquiries from sporting event planners processed	125	200	200	-
PRODUCTIVITY				
1. Cost per visitor inquiry processed	\$2.47	\$2.47	\$2.47	\$2.47
2. Cost per group tour operator inquiry processed	\$12.65	\$12.65	\$12.65	\$12.65
3. Cost per convention/meeting planner inquiry processed	\$11.57	\$11.57	\$11.57	\$11.57
4. Cost per trade show information request processed	\$12.11	\$12.11	\$12.11	\$12.11
5. Cost per sporting event planner inquiry processed	\$22.00	N/A	N/A	N/A
EFFECTIVENESS				
1. Economic impact of tourism on the Quad Cities	\$115,350,000	\$122,600,000	\$122,600,000	\$57,272,544
2. Number of visitors to Quad Cities	1,030,000	1,095,000	1,095,000	511,362
3. Total Hotel/Motel Tax Receipts	\$2,976,983	\$3,112,000	\$3,112,000	Not Available
4. Hotel/Motel Occupancy Rate	53.3%	62.0%	62.0%	64.3%

ANALYSIS:

The first quarter FY'04 PPB Indicator information above shows the visitor and tourism sector appears to be regaining strength. Most indicators are within budget projectors which is in contrast to the first quarter figures a year ago when all indicators were down.

The CVB continues to promote market sectors and niches that have shown success in the past. The Bureau's web site continues to increase in visitor inquiries. The Bureau's "Leads Online" program allows member hotels to access information and bid on upcoming events, tours and groups looking for accommodations.

SERVICE AREA: County Environment		PROGRAM: Regional Economic Development (49A)		
ACTIVITY: County Development		ORGANIZATION: Quad City Development Group		
PROGRAM MISSION: To assist Quad City businesses to expand and grow. To attract new capital investment and generate jobs or the Quad Cities by marketing the Quad City area to external businesses. To council local communities on becoming more attractive to existing and potential employers.				
PROGRAM OBJECTIVES:				
1. To maintain private and public participation at 120 and 13 members respectively.				
2. To achieve at least 10 successful projects during the year.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Number of participating units of government (counties & cities)	13	13	13	13
2. Number of participating private sector members	89	120	100	89
3. Local businesses contacted via Business Connection	127	120	120	-
4. External business contacted	493	1,500	1,500	332
5. Number of prospect inquiries	167	250	250	35
WORKLOAD				
1. Number of participating units of government (counties & cities)	13	13	13	13
2. Number of participating private sector members	89	120	100	89
3. Local business establishments contacted	264	325	325	46
4. External business establishments contacted/interested responses	265	200	200	68
PRODUCTIVITY				
1. Percent of time spent on support services	25%	25%	25%	25%
2. Percent of time spent on external marketing	40%	36%	40%	40%
3. Percent of time spent on existing businesses	35%	37%	35%	35%
EFFECTIVENESS				
1. Percent of local business establishment contacted	81%	90%	90%	14%
2. Number of prospects on active lists	73	100	100	71
3. Number of successful projects during year	6	10	10	3
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows the continuation of the general economic slowness in the US economy, especially in the manufacturing sector. This situation continues to adversely affect the QCDG in several ways, including members declining to renew their membership.</p> <p>The level of development activity and inquiries continued to increase during the first quarter. If new development prospects continue to grow during FY'04, the QCDG will have a much better opportunity to achieve its budget projections this year.</p> <p>The Business Connection program will begin in the second quarter and be completed in the third quarter. Therefore, there are no results to report this quarter.</p>				

SERVICE AREA: Mental Health Services

PROGRAM: Outpatient Services (51A)

ACTIVITY: Care of Mentally Ill

ORGANIZATION: Vera French Comm Mental Health Center

PROGRAM MISSION: To provide outpatient mental health services to all age groups in the Quad Cities area, including residents of Scott County who qualify for financial assistance from Scott County, by delivering a range of individual, group, and family mental health services

PROGRAM OBJECTIVES:

- 1. To provide 23,000 hours of service.
- 2. To keep cost per outpatient hour at or below \$143.14.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Applications for services	2,760	2,800	2,800	665
WORKLOAD				
1. Total hours	26,412	26,000	26,000	7,051
2. Hours adult	18,490	18,000	18,000	4,996
3. Hours children	8,003	8,000	8,000	2,055
4. New cases	2,570	2,600	2,600	665
5. Total cases	9,033	9,000	9,000	6,860
PRODUCTIVITY				
1. Cost per outpatient hour	\$130.88	\$135.30	\$135.30	\$144.52
EFFECTIVENESS				
1. Scott County as a percent of program costs	34%	35%	35%	30%

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows that the agency has maintained the projected levels at the budget level for this period. Additionally it should be noted that the budgeted level is also consistent with the FY'03 experience. This indicates that there have not been significant changes in this program. The three-month actual experience is at 24% for application (D.1), 27% for total hours (W.1), 28% for adult hours (W.2) 26% for children hours and 25% for new cases. The cost per hour (P.1) is up 7% from the budget level. However, the county as a percent of costs is down 5% from the budget level.

SERVICE AREA: Mental Health Services		PROGRAM: Community Support Services (51B)			
ACTIVITY: Care of Mentally Ill		ORGANIZATION: Vera French Comm Mental Health Center			
PROGRAM MISSION: To support and enhance the ability of the serious and persistently mentally ill of Scott County to live in the community and improve the quality of their lives, by providing a broad range of psycho-social support services					
PROGRAM OBJECTIVES:					
1. To provide at least 90 referrals to the Frontier program.					
2. To provide 2,760 total units of service.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Referrals to program - Frontier		93	90	90	17
WORKLOAD					
1. Active cases - Frontier		214	200	200	192
2. Referrals accepted - Frontier		93	90	90	17
3. Total cases YTD - Frontier		292	290	290	232
4. Average daily census - Frontier		72	70	70	70
5. Total units of service		2,923	2,760	2,760	645
PRODUCTIVITY					
1. Cost per active case					
2. Cost per unit of service		\$222	\$293	\$293	\$287
EFFECTIVENESS					
1. Scott County as a percent of program costs		60%	51%	51%	48%
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the agency has maintained the projected levels at the budgeted levels for all indicators. Additionally it should be noted that the FY'03 actual is relatively consistent throughout with the budgeted levels. This indicates that this is a rather stable program. The current experience shows that the referrals (D.1) are at 19% of the budget level. The referrals accepted (W.2) indicated that all referrals received were accepted into the program. The average census (W.4) is at the budget level at this time. The units of service (W.5) is at 23% of the budget level. The Cost per unit is down 2% from the budget level; however, it is increased by 29% from the FY'03 actual. The Scott County percentage is at 48% for this time period. This is 3% below the budget level. The budget level is 9% below the FY'03 actual. The decreasing percentage is attributable to the usage of Medicaid dollars for this service.</p>					

SERVICE AREA: Mental Health Services		PROGRAM: Community Services (51C)			
ACTIVITY: Care of Mentally Ill		ORGANIZATION: Vera French Comm Mental Health Center			
PROGRAM MISSION: To provide consultation and education for contracted agencies in the community by: A) informing, educating and reviewing with the community information regarding mental illness/mental health issues; B) assessing and identifying those individuals in need of any of the components of mental health care; and C) linking/referring individuals to mental health services, making these services more accessible.					
PROGRAM OBJECTIVES:					
1. To provide 1,096 total hours of service.					
2. To keep cost per hour at or below \$76.12.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Agency requests		35	35	35	20
WORKLOAD					
1. Hours - Jail		525	510	510	100
2. Hours - Juvenile Detention Center		19	12	12	5
3. Hours - Community Health Care		146	137	137	35
4. Hours - United Way agencies		159	-	40	20
5. Hours - other community organizations		397	312	312	40
PRODUCTIVITY					
1. Cost per hour		\$70.46	\$84.13	\$84.13	\$97.00
EFFECTIVENESS					
1. County subsidy as a percent of program costs		64%	64%	64%	75%
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows the agency has generally maintained the projected levels at the budget levels for this period. The only change in projected has been the increase of hours for United Way agencies (W.4) from zero to 40. The agency had deleted this from the budget for FY'04, however, the current experience shows that there are some service hours being provided to United Way agencies and this has been included in the projected. Scott county's primary emphasis in the program is that services be provided to the Jail (W.1) and the Juvenile Detention Center (W.2). At this time the jail has received 20% of the budgeted hours and the juvenile detention center has used 42% of the hours budgeted there. It is expected that the hours will increase in the jail to meet the budget level. The juvenile detention center has made a concerted effort to use VFMC to provide consultation, training, and improve service provision through cooperative use of this service. It is expected that the Juvenile Detention Center will continue use of the consultation service.</p>					

SERVICE AREA: Mental Health Services		PROGRAM: Case Management (51D)		
ACTIVITY: Care of Mentally Ill		ORGANIZATION: Vera French Comm Mental Health Center		
PROGRAM MISSION: To serve as advocates for adult consumers with chronic mental illness who are eligible for Title XIX by coordinating, monitoring and referring appropriate services by developing an individual comprehensive plan, in order to maintain individuals in the least restrictive community-based setting.				
PROGRAM OBJECTIVES:				
1. To keep waiting list below 11.				
2. To move 30 placements to more restrictive settings.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Eligible population	400	400	400	400
2. Available service slots	251	240	240	262
3. Waiting list	-	10	10	-
WORKLOAD				
1. Number of clients served	282	300	300	237
2. Average monthly caseload	34	34	34	34
3. Number of client and client related contacts	11,048	12,000	12,000	2,798
4. Units of services billed	2,695	2,414	2,414	634
PRODUCTIVITY				
1. Monthly cost per client (unit rate)	\$253.41	\$273.66	\$273.66	\$281.64
EFFECTIVENESS				
1. Number of placements to more restrictive settings	27	30	30	5
2. Number of hospitalizations	105	145	145	29
3. Number of placements to less restrictive settings	17	20	20	4
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows the agency has maintained the projected levels at the budget level for all indicators. It should be noted that the FY'03 experience is also generally consistent with the budget levels. The changes that should be noted relate to the units of service billed (W.4) which is at 26% of the budget level. However, it should be noted that this budgeted level is reduced 10% from the FY'03 actual. The units of service are affected by the changes in the payment for case management services by the Medicaid Managed Care contractor. During last year, the contractor has required prior authorization of case management services and has become much more stringent in allowing this service to be provided. These decreased units have adversely affected the cost per client and the current experience is 3% over the budget level. The budget level was increased by 8% over the FY'03 actual (P.1).</p>				

SERVICE AREA: Mental Health Services		PROGRAM: Inpatient Services (51E)			
ACTIVITY: Care of Mentally Ill		ORGANIZATION: Vera French Comm Mental Health Center			
PROGRAM MISSION: To provide the services of a psychiatrist for Vera French patients and other identified Scott County patients hospitalized at Genesis West psychiatric units, who are unable to pay for these services, by insuring the availability of a psychiatrist through the Genesis psychiatric call schedule.					
PROGRAM OBJECTIVES: 1. To handle 260 admissions. 2. To maintain length of stay at 5 days.					
PERFORMANCE INDICATORS		2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND					
1. Estimated total admissions		413	365	365	75
WORKLOAD					
1. Center admissions		413	365	365	75
2. Patient days		2,117	2,000	2,000	412
3. Commitment hearings		196	150	150	42
PRODUCTIVITY					
1. Cost per day		\$32.05	\$35.62	\$35.62	\$42.41
2. Cost per admission		\$164.29	\$195.00	\$195.00	\$232.96
EFFECTIVENESS					
1. Length of stay per participant (day)		5	5	5	5
2. Scott County as a percent of program costs		100%	100%	100%	100%
ANALYSIS:					
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the agency has maintained the projected levels at the budget level for all indicators. The current experience for the total admissions (D.1) is at 20.5% of the budget level. This is 18% of the FY'03 actual. Similarly the patient days are at 20.6% of the budget level and 19.5% of the FY'03 actual. The commitment hearings represent 28% of the budget level and 21% of the FY'03 actual (W.3). The cost per day is up 19% over the budget level (P.1). This program is funded 100% by Scott county (E.2). It provides for payment for physician services to persons who are hospitalized under 229 evaluation or treatment orders, or approved for voluntary admission by Scott County. The Center may additionally use these funds for hospital physician services to other Center patients, if sufficient funds exist.</p>					

SERVICE AREA: Mental Health Services		PROGRAM: Residential (51F)		
ACTIVITY: Care of Mentally Ill		ORGANIZATION: Vera French Comm Mental Health Center		
PROGRAM MISSION: To provide multi-level residential treatment for those over 18 years of age with severe and persistent mental illness, by providing a structured therapeutic living situation and individualized treatment plans, formulated and directed by a multi-disciplinary treatment team, with the goal of achieving the highest level of functioning possible while improving quality of life.				
PROGRAM OBJECTIVES:				
1. To have 75% of patients improved at discharge.				
2. To handle 45 admissions and 19,710 patient days.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Referrals	79	100	100	20
WORKLOAD				
1. Number of admissions	30	32	45	10
2. Total number of patient days	18,926	19,710	19,634	4,813
3. Total number of activities	19,490	18,710	18,700	5,040
4. Total units of psycho-social rehab/patient education service	37,739	39,100	39,100	9,406
PRODUCTIVITY				
1. Cost per patient day	\$123.51	\$125.49	\$125.29	\$121.88
EFFECTIVENESS				
1. Percentage of capacity	91%	95%	95%	92%
2. Percentage of patients improved at discharge	76%	75%	75%	50%
3. Percent of discharged clients transitioned/community support	68%	75%	75%	50%
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows that the agency is projected levels of services that are generally consistent with the budgeted levels. The referrals (10 are at 20% of the budget level and 25% of the FY'03 actual. The number of admissions (W.1) have been increased in the projected to be more consistent with the first quarter experience. The first quarter admissions represent 22% of the increased projected level and 31% of the budget level. The number of patient days (W.2) are at 24% of the budget level. The number of activities (W.3) are at 27% of the budget level and the number of units (W.4) is at 24% of the budget level. The cost per day (P.1) is decreased by 4% from the budget level. The capacity (E.1) is at 92% for this quarter but is projected to reach the 95% budget level.</p>				

SERVICE AREA: Mental Health Services	PROGRAM: Day Treatment Services (51G)
ACTIVITY: Care of Mentally Ill	ORGANIZATION: Vera French Comm Mental Health Center

PROGRAM MISSION: To reduce the reliance on hospital inpatient services for residents of the Quad-City area, including Scott County residents who qualify for financial assistance from Scott County, by providing intensive day programming services.

PROGRAM OBJECTIVES:

1. To provide 3,675 days of treatment.
2. To maintain length of stay at no more than 23 days.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Admissions	196	160	160	47
WORKLOAD				
1. Days of treatment	5,720	4,500	4,500	1,160
2. Cases closed	200	160	160	58
PRODUCTIVITY				
1. Cost per client day	\$77.53	\$114.82	\$114.82	\$99.10
EFFECTIVENESS				
1. Length of stay	29	28	28	20
2. Scott County as a percent of program costs	60%	54%	54%	60%

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows the agency has maintained the projected levels at the budgeted level for all indicators. The current experience relating to admissions (D.1) is at 29% of the budget level and 24% of the FY'03 actual. The days of treatment (W.1) represent 26% of the budget level and 20% of the FY'03 actual level. The cases closed (W.1) are at 36 of the budget level and 29% of the FY'03 actual. The cost per day is decreased 13.7% from the budget level and increased 27.8% over the FY'03 actual. The length of stay is down 8 days from the budget level (E.1).

SERVICE AREA: Mental Health Services		PROGRAM: Case Monitoring (51H)		
ACTIVITY: Care of Mentally Ill		ORGANIZATION: Vera French Comm Mental Health Center		
PROGRAM MISSION: To serve as advocates for adult consumers with chronic mental illness who are not eligible for Title XIX by assessing specific needs, planning for services, assisting consumers to access services and to monitor the effectiveness and appropriateness of services, in order to maintain the individual in the least restrictive community-based setting.				
PROGRAM OBJECTIVES:				
1. To provide 1,680 units of service.				
2. To keep waiting list at zero.				
PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Eligible population	250	250	250	250
2. Available service slots	140	140	140	140
3. Waiting list	-		-	-
WORKLOAD				
1. Number of clients served	203	180	180	149
2. Number of client and client related contacts	7,035	6,500	6,500	1,647
3. Units of service	1,608	1,680	1,680	420
PRODUCTIVITY				
1. Monthly cost per service slot (unit rate)	\$83.50	\$83.85	\$83.85	\$85.47
EFFECTIVENESS				
1. Number of placements in more restrictive settings	4	18	18	2
2. Number of hospitalizations	67	40	40	12
3. Number of placements in less restrictive settings	3	12	12	1
4. Title XIX applications	11	12	12	4
5. Title XIX applications approved	10	15	15	7
ANALYSIS:				
<p>During the first quarter of FY'04 the PPB Indicator information above shows the agency has maintained the projected levels at the budgeted levels for all indicators. The available service slots continue at 140 (D.2). There is currently no waiting list and the agency does not believe that one will develop (D.3). The number of client contacts (W.2) is at 25% of the budget level and 23.4% of the FY'03 actual. The units of services (W.3) is at 25% of the budget level. The cost of services (P.1) is increased by 2% over the budget level, but is consistent with the FY'03 actual level.</p>				

SERVICE AREA: Mental Health Services
ACTIVITY: Care of Mentally Ill

PROGRAM: Employment Services (511)
ORGANIZATION: Vera French Comm Mental Health Center

PROGRAM MISSION:

To assist individuals with serious mental illness achieve successful employment outcomes through employment skill training, vocational counseling, advocacy and support.

PROGRAM OBJECTIVES:

1. To provide services to 70 individuals.
2. To keep waiting list to no more than 10.

PERFORMANCE INDICATORS	2002-03 ACTUAL	2003-04 BUDGET	2003-04 PROJECTED	3 MONTH ACTUAL
DEMAND				
1. Referrals to Job Link Program	126	75	75	16
2. Waiting List	10	10	10	10
WORKLOAD				
1. # of clients served Year to Date	126	75	75	16
2. Units of service billed Year to Date	666	720	720	183
PRODUCTIVITY				
1. Cost per client served	\$2,422.00	\$4,381.00	\$4,381.00	\$5,188.00
2. Cost per unit of service	\$458.00	456	\$456.00	454
3. Units provided as a % of capacity	93%	100%	100%	100%
EFFECTIVENESS				
1. % of clients obtaining employment	34	20%	20	11
2. % of clients maintaining employment for 90 days	20	12	12	1
3. % of clients maintaining employment six months or more	20	10	10	4

ANALYSIS:

During the first quarter of FY'04 the PPB Indicator information above shows that the agency has maintained the projected levels at the budgeted level for all indicators. The agency has reduced the service levels in this program for this budget year. The referrals are at 21% of the budget level (D.1), and at 17% of the FY'03 actual. All clients referred were served (W.1). The units of service (W.2) is at 25% of the budget level. This indicator has been increased over the FY'03 actual. The cost per client is increased 18% over the budget level and 114% over the FY'03 actual. The cost changes appear to be attributable to the lower number of clients being served, but the higher amount of service to each client.