

# FUNNY FIVE BUDGETING FOR OUTCOMES QUARTERLY REPORT

FY12 Budgeting for Outcomes Report for the third quarter ended March 31, 2012.

In addition to the attached report submitted for the Board's review the following additional comments about specific outcomes from various programs are highlighted.

DEPT NAME	ACTIVITY SERVICE	OUTCOME/EFFECTIVENESS MEASUREMENT AND ANALYSIS	QUARTERLY MEASUREMENT
Administration	Financial Management	Maintain minimum fund balance requirements for the County's general fund - according to the Financial Management Policy. Maintain a 15% general fund balance.	18%
Administration	Intergovernmental Relations	Strengthening intergovernmental relations on state level. Goal is 90% attendance at meetings.	89%
Attorney	Juvenile	New juvenile cases (delinquencies, CINA, terminations, rejected) are at 566.	113%
Attorney	Juvenile	Evidentiary juvenile hearings are at 288.	96%
Attorney	Fine Collection	The amount of money collected for the county is at \$165,946.44 through 3rd quarter.	221%
Attorney	Check Offender Program	The number of defendants taking class are at 59.	59%
Attorney	Civil	Litigation services cases closed are at 273.	137%
Auditor	Taxation	Certification of taxes and local budgets to meet statutory and regulatory requirements.	100%
Auditor	Business & Finance	Pay all payroll liabilities on time and correctly. Incur no penalties for late payments	100%
Auditor	Business & Finance	Process all claims correctly and according to policies and procedures. 19,003 invoices processed through 3rd quarter.	100.00%
Buffalo Ambulance	911 Ambulance	Basic life support and advanced life support at the paramedic level. Number of calls received at 9 months exceeds projection for fiscal year (850/915).	915

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DEPT NAME	ACTIVITY SERVICE	OUTCOME/EFFECTIVENESS MEASUREMENT AND ANALYSIS	QUARTERLY MEASUREMENT
CADS	Detoxification, Evaluation, and Treatment	<i>Clients will complete process and not discharge against advice / Clients completing detox will transition to a lower level of care.</i> Clients completing process is trending slightly below projection (90%/87%), but clients transitioning to lower level of care is trending above projection (40%/43%). This may illustrate the difficulty in keeping those with substance abuse issues engaged, but indicate the effectiveness of the program when followed as prescribed.	87%/43%
Community Services	Gen Assistance Program	Number of applications (988) is at 13.7% of the budgeted level of 7200.	
Conservation	Admin/Policy	Increase the number of customers receiving electronic notifications from 900 to 1100 for events, specials and Conservation information. Currently at 244% of goal.	2,220
Conservation	Golf Operations	To maintain course maintenance costs at \$22.70 per round. Currently slightly below this level.	\$20.15
Conservation	Public Safety-Customer Service	To increase the number of natural resource oriented public programs facilitated, attended, or conducted. The goal is 15 programs and they have exceeded the goal for the year.	19
DHS	Case Management (21B)	DHS Case Management helped 85 new individuals access Medicaid services by completing assessments and applications. This number exceeded the expected total of 35. This is mainly due to the number of individuals who had been on the Scott County waiting list for an ID Waiver slot. The waiting list was completely eliminated in August of 2011.	85 individuals accessing Medicaid Services
Durant Ambulance	911 Ambulance	<i>Respond within 15 minutes to 90% of 911 calls.</i> Goal is 90%, 90 month average 91%. However, it has come to the department's attention that the measurement point for this statistic is unclear. Management at Durant cannot say whether the 15 minutes represents time-on-scene performance. Since Durant is a volunteer agency, there is lag time between dispatch and arrival of the crew to the facility. We are working with Durant to clarify this issue, and improve communication with MedCom and SECC during the period between dispatch and the unit leaving the station.	91%

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DEPT NAME	ACTIVITY SERVICE	OUTCOME/EFFECTIVENESS MEASUREMENT AND ANALYSIS	QUARTERLY MEASUREMENT
EMA	Emergency Planning	Annual update of Scott County off-site Radiological Emergency Response Plan (risk County Exelon)	75%
FSS	Administration	To reduce our organization's carbon footprint and environmental impact by reducing output of CO2	45%
FSS	Maintenance of Buildings	To do an increasing amount of work in a scheduled manner rather than in a reactive manner	29%
FSS	Custodial	To continually reduce our output of material to the landfill	36%
FSS	Support Services	Print Shop will recommend to requesting departments or agencies, cost savings alternatives of print shop requests received	14%
HDC	Sheltered Workshop (43B)	In the workshop, there were 52 individuals served utilizing 100% county funds. Due to the county MH/DD budget crisis, HDC has not been paid by the county for any sheltered workshop service since January 2012. HDC continues to provide the service.	52 individuals accessing county funds for workshop services
HDC	Sheltered Workshop (43B)	The sheltered workshop generated \$313,662 in sub-contract revenue. This figure exceeded the projected total. The improving economy has helped to generate business for HDC and the individuals.	\$313,662 subcontract revenue generated
Health Dept	Correctional Health 20F	Number of inmates in the jail greater than 14 days - projected goal has been updated to reflect increasing services in this area	11-12 Goal was 330 - Projected is now 990 with 9 month actual at 733
Health Dept	Employee Health 20S	Number of employees eligible to receive annual hearing tests - projected goal has been updated to reflect increasing services in this area	11-12 Goal was 180 - Projected is now 194 with the 9 month actual at 174
HR	Benefit Admin	Measure the percent of benefit eligible employees enrolled in a Deferred Compensation Plan	56%
HR	Benefit Admin	Measure the percent of benefit eligible employees enrolled in the Flexible Spending Accounts	26%
Humane Society	Animal Control	15% of strays from unincorporated Scott County are adopted. Despite difficult economic conditions, and a historically low adoption rate, the 9 month average of strays from unincorporated Scott County adopted is more than double the projection.	33%

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DEPT NAME	ACTIVITY SERVICE	OUTCOME/EFFECTIVENESS MEASUREMENT AND ANALYSIS	QUARTERLY MEASUREMENT
Juvenile Detention	Detainment of Youth	To safely detain youthful offenders according to state licensing regulations/best practices, and in a fiscally responsible manner. To serve all clients for less than \$220 per day after revenues are collected.	\$154
MEDIC	911 Ambulance	% of non-traumatic and non-pediatric cardiac arrest patients receiving pre-hospital hypothermia treatment at >80%. Projection for this measure was set low in comparison to goal (81%/36%)order to allow time for practice to be integrated into system. Goal was exceeded by 6 months (44%) At 9 months, actual has climbed to 60%.	60%
Planning and Development	Zoning and Subdivision Code Enforcement	To review and present Planning and Zoning Commission applications. The goal is 25 for the year and requests are 72% down.	7
Recorder	Public Service	New Output added to track number of electronic recordings in addition to "in-person" submissions	6,427
Recorder	Public Service	Outcome re-worded to show percentage of electronic filings and available for search	At 24% of 25% goal
Recorder	Vital Records	Number of certified copies is up for Vital Records	10,842 - 73% of goal
Secondary Roads	Snow & Ice Control	Tons of salt projected = 1,600	50 tons acutally used
Secondary Roads	Asset Management	Cost per unit of service = \$300; cost per unit for repairs = \$550	\$143 actual cost per unit of service; \$510 actual cost per unit for repairs
Sheriff	Traffic Enforcement	Increase traffic safety enforcement projected at 900 hours	512.5 hours actual enforcement
Sheriff	Investigations	Crime clearance rate projected at 65%	66% actual crime clearance rate
Sheriff	Civil Support Services	Maintain average cost for service of legal documents under \$30 per document	\$23.92 actual average cost per document
Treasurer	motor vehicle Courthouse	Revenue retained by the County is at 84.74%% of the projected amount	\$1,016,910.00
Treasurer	Accounting & Finance	Dollar amount available for investment annually is at 89.78% of the Projected amount.	\$341,532,212.00

## FUNNY FIVE BUDGETING FOR OUTCOMES QUARTERLY REPORT

DEPT NAME	ACTIVITY SERVICE	OUTCOME/EFFECTIVENESS MEASUREMENT AND ANALYSIS	QUARTERLY MEASUREMENT
VFCMHC	Outpatient Services (51A)	There were 343 (80% of the projected total) new cases funded solely by Scott County.	343 new cases funded solely by Scott County
VFCMHC	Outpatient Services (51A)	Although VFCMHC has taken measures to increase access to outpatient services, the wait time for therapy intake appointments was 37 days. The goal is 24 days. VFCMHC continues to struggle with staff shortages.	37 days to access therapy intake appointments
VFCMHC	Outpatient Services (51A)	Although VFCMHC has taken measures to increase access to outpatient services, the wait time for prescriber intake appointments was 50 days. The goal is 48 days. VFCMHC continues to struggle with staff/prescriber shortages. When individuals have difficulty getting medications, they often utilize more expensive treatment measures when they become critically ill (hospital ERs).	50 days to access prescriber intake appointments

**SCOTT COUNTY  
FY12 BUDGETING FOR OUTCOMES DETAIL  
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## Administration

Dee F. Bruemmer, County Administrator



**MISSION STATEMENT: The County Administrator will work to create a sustainable, enjoyable and prosperous community for all Scott County residents**

ACTIVITY/SERVICE:	Policy and Facilitation	DEPT/PROG:	11A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of meetings with Board Members		102	100	100	83
Number of agenda items		367	380	380	271
Number of agenda items postponed		0	1	2	9
Number of agenda items placed on agenda after distribution		Unknown	5%	5%	2%

### PROGRAM DESCRIPTION:

Organize and coordinate the legislative and policy functions of the Board of Supervisors. Recommend ordinances, resolutions, motions and provide administrative guidance. .

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
Prepare reports, studies, legislative actions for Board consideration in a prompt, efficient manner.	Percentage number of agenda items placed on the agenda 5 days in advance of the meeting.	Unknown	95%	95%	99%
Board members are informed and prepared to take action on all items on the agenda.	Percentage number of agenda items that are postponed.	0%	5%	5%	3.3%



ACTIVITY/SERVICE:		Financial Management		DEPT/PROG:		11A					
BUSINESS TYPE:		Core Service		RESIDENTS SERVED:							
BOARD GOAL:		Financially Sound Gov't		FUND:		01 General		BUDGET:			
OUTPUTS				2010-11		2011-12		2011-12		9 MONTH	
				ACTUAL		GOAL		PROJECTED		ACTUAL	
Number of Grants Managed				75		70		70		67	
Number of Budget Amendments				2		2		2		1	

**PROGRAM DESCRIPTION:**

Recommend balanced budget and capital plan annually. Forecast revenues and expenditures and analyze trends. Prepare reports and monitor and recommend changes to budget plan. Monitor and audit purchasing card program. Administer grants and prepare reports. Coordinate the annual audit and institute recommendations. Prepare special reports.

<b>PERFORMANCE MEASUREMENT</b>	<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>			
Maintain minimum fund balance requirements for the County's general fund - according to the Financial Management Policy	Maintain a 15% general fund balance	18.6%	15%	18%
Ensure that all state service areas stay at or under budget for a fiscal year	Each state service area to be 100% expended or below	100%	100%	100%
Quality, on-time monthly and quarterly reporting to the Board of Supervisors	100% of the monthly and quarterly reports need to be prepared and presented to the Board on time	100%	100%	100%
Ensure that all Federal Grants receive a perfect score with no audit findings for County's annual Single Audit	Zero audit findings for federal grants related to the Single Audit	0	0	0

ACTIVITY/SERVICE:		Legislative Coordinator		DEPT/PROG:		11A					
BUSINESS TYPE:		Core Service		RESIDENTS SERVED:							
BOARD GOAL:		Financially Sound Gov't		FUND:		01 General		BUDGET:			
OUTPUTS				2010-11		2011-12		2011-12		9 MONTH	
				ACTUAL		GOAL		PROJECTED		ACTUAL	
Number of committee of the whole meetings				49		45		45		39	
Number of meetings posted to web 5 days in advance				Unknown		100%		100%		99%	
Percent of Board Mtg handouts posted to web within 24 hours				Unknown		100%		100%		100%	

**PROGRAM DESCRIPTION:**

Coordination of intergovernmental relations: scheduling meetings with city councils, authorized agencies and boards and commissions; appointments to boards and commissions, 28E Agreements, etc. Coordination of agenda preparation and meeting notices and custodian of official files for Board of Supervisors and Public Safety Authority.

<b>PERFORMANCE MEASUREMENT</b>	<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>			
Agenda materials are available to the public.	Agenda posted to the website 5 days in advance of the meeting.	Unknown	100%	100%
Handouts are available to the public timely.	Handouts are posted to the website within 24 hours after the meeting.	Unknown	100%	100%

<b>ACTIVITY/SERVICE:</b>	Strategic Plan	<b>DEPT/PROG:</b>	11A	
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	All	<b>FUND:</b>	01 General	<b>BUDGET:</b>
<b>OUTPUTS</b>		<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>
		<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>
Attendance of Department Heads at Monthly Dept Hd Mtg		80%	90%	90%
Number of Board goals		34	34	34
Number of Board goals on-schedule		11	9	9
Number of Board goals completed on-schedule		17	34	34

**PROGRAM DESCRIPTION:**

Facilitate through collaboration the achievement of the Board of Supervisors goals and report the outcomes bi-monthly. Supervise appointed Department Heads.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
Board goals are on-schedule and reported bi-monthly	Percentage of Board goals on-schedule	33%	90%	9/14 - 64%	64%
Board goals are completed on-schedule	Percentage of Board goals completed on-schedule	50%	75%	20/34 - 59%	59%

<b>ACTIVITY/SERVICE:</b>	Intergovernmental Relations	<b>DEPT/PROG:</b>	11A		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Regional Leadership	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Attendance of Co Administrator at State meetings		N/A	20	45	40
Attendance of Co Administrator at QC First/Chamber meetings		12	12	20	17
Attendance of Co Administrator at Monthly Mgrs/Admin/Mayor		20	20	15	14
Attendance of Co Administrator at other meetings		N/A	150	175	139

**PROGRAM DESCRIPTION:**

Represent County on intergovernmental committees, economic development agencies and other committees and boards at the local, state and federal level.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Strengthening intergovernmental relations on state level.	Percent attendance at meetings.	N/A	90%	90%	89%
Strengthening intergovernmental relations with Chamber and QC First.	Percent attendance at meetings.	100%	100%	100%	85%
Strengthening intergovernmental relations at local level.	Percent attendance at monthly mgrs/admin/mayor meetings.	N/A	90%	95%	93%
Strengthening intergovernmental relations at local level.	Number of meetings with other units of governments, business, chamber, and not for profits.	N/A	150	175	139

## Attorney's Office

Mike Walton, County Attorney



**MISSION STATEMENT:** The County Attorney's Office is dedicated to providing the citizens of Scott County with a safe community by providing well-trained, career prosecutors and support staff to pursue justice through the resolution of legal issues, prosecute criminal offenses occurring within Scott County, cooperate with law enforcement agencies for the protection of citizens, and provide legal representation for the County, its elected officials and departments.

<b>ACTIVITY/SERVICE:</b>	Criminal Prosecution	<b>DEPARTMENT:</b>	Attorney		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	All Residents		
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
New Indictable Misdemeanor Cases			n/a	4000	2318
New Felony Cases			n/a	1100	796
New Non-Indictable Cases			n/a	2200	1380
Conducting Law Enforcement Training (hrs)			n/a	50	38.5

### PROGRAM DESCRIPTION:

The County Attorney Office is responsible for the enforcement of all state laws and county ordinances charged in Scott County. The duties of a prosecutor include advising law enforcement in the investigation of crimes, evaluating evidence, preparing all legal documents filed with the court, and participating in all court proceedings including jury and non-jury trials.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Attorney's Office will represent the State in all criminal proceedings.	98% of all criminal cases will be prosecuted by the SCAO.		n/a	98%	98%
Attorney's Office will have qualified, well-trained attorneys to represent County.	100% of Attorneys will receive a minimum of 15 hrs of CLE (continuing education) annually.		n/a	100%	100%
Attorney's Office will diligently work toward achieving justice in all criminal cases.	Justice is accomplished in 100% of criminal cases.		n/a	100%	100%

ACTIVITY/SERVICE:	Juvenile	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
New Juvenile Cases - Delinquencies, CINA, Terms, Rejected			n/a	500	566
Uncontested Juvenile Hearings			n/a	1700	991
Evidentiary Juvenile Hearings			n/a	300	288

**PROGRAM DESCRIPTION:**

The Juvenile Division of the County Attorney's Office represents the State in all Juvenile Court proceedings, works with police departments and Juvenile Court Services in resolving juvenile delinquency cases, and works with the Department of Human Services and other agencies in Children in Need of Assistance actions.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Attorney's Office represents the State in juvenile delinquency proceedings.	98% of all juvenile delinquency cases will be prosecuted by the SCAO.		n/a	98%	98%
Attorney's Office represents the Department of Human Services in CINA cases.	98% of all juvenile CINA cases will be pursued by the SCAO.		n/a	98%	98%

ACTIVITY/SERVICE:	Civil / Mental Health	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Non Litigation Services Intake			n/a	400	280
Litigation Services Intake			n/a	200	243
Non Litigation Services Cases Closed			n/a	400	280
Litigation Services Cases Closed			n/a	200	273
# of Mental Health Hearings			n/a	225	200

**PROGRAM DESCRIPTION:**

Provide legal advice and representation to Scott County Board of Supervisors, elected officials, departments, agencies, school and township officers. Represent the State in Mental Health Commitments.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Attorney's Office will provide representation and service as required.	Attorney's Office will defend 90% of County cases in-house. (rather than contracting other attorneys)		n/a	90%	90%
Attorney's Office will provide representation at Mental Health Commitment Hearings.	100% representation		n/a	100%	100%
Attorney's Office will have qualified, well-trained attorneys to represent County.	100% of Attorneys will receive a minimum of 15 hrs of CLE (continuing education) annually.		n/a	100%	100%

ACTIVITY/SERVICE:	Driver License / Fine Collection	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of clients in database			n/a	1200	869
# of driver license defaulted			n/a	40	48
\$ amount collected for county			n/a	75,000	165,946.44
\$ amount collected for state			n/a	112,500	270,660.04
\$ amount collected for DOT			n/a	15,000	10,116.56

**PROGRAM DESCRIPTION:**

The Driver License Reinstatement Program gives drivers the opportunity to get their driver's licenses back after suspension for non-payment of fines. The Delinquent Fine Collection program's purpose is to assist in collecting delinquent amounts due and to facilitate the DL program. The County Attorney's Office is proactive in seeking out candidates, which is a new revenue source for both the County and the State.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Attorney's Office will work to assist Scott County residents in obtaining driver licenses after suspension.	Attorney's Office will assist applicants with suspensions 100% of the time.		n/a	100%	100%
Attorney's Office will work to assist Scott County residents in paying delinquent fines.	Attorney's Office will grow the program by 1% quarterly.		n/a	1%	1%



ACTIVITY/SERVICE:	Victim/Witness Support Service	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
# victim packets sent			n/a	1900	1570
# victim packets returned			n/a	600	509

**PROGRAM DESCRIPTION:**

The Victim/Witness Program of Scott County provides services to victims of crime and focuses attention on the rights of crime victims. The Victim/Witness Coordinator notifies victims of all proceedings, and provides service referrals and information to victims and witnesses.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Attorney's Office will actively communicate with crime victims.	100% of registered crime victims will be sent victim registration information.		n/a	100%	100%

<b>ACTIVITY/SERVICE:</b>	Advisory Services	<b>DEPARTMENT:</b>	Attorney		
<b>BUSINESS TYPE:</b>	Semi-Core Service	<b>RESIDENTS SERVED:</b>	All Residents		
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of walk-in complaints received			n/a	225	148

**PROGRAM DESCRIPTION:**

The County Attorney's Office is available daily from 8:30 am to 11:30 am to assist citizens who wish to consult an assistant county attorney to determine whether criminal charges or other action is appropriate in a given situation. In addition, an attorney is available 24/7 to assist law enforcement officers.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Attorney's Office will respond to citizen's requests for information during complaint desk hours.	100% of requests will be addressed.		n/a	100%	100%
Attorney's Office will assist law enforcement officers in answering legal questions.	An attorney is on call 24/7, 365 days a year.		n/a	100%	100%

ACTIVITY/SERVICE:	Case Expedition	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Service Enhancement	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of entries into jail			n/a	7500	5631

**PROGRAM DESCRIPTION:**

The purpose of Case Expeditor is to facilitate inmates' progress through the judicial system.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
The Case Expeditor will review the cases of all inmates in the Scott County Jail to reduce the number of days spent in the jail before movement.	100% of inmate cases are reviewed.		n/a	100%	100%

ACTIVITY/SERVICE:	Check Offender Program	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	All Residents		
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
# of warrants issued			n/a	600	153
# of defendants taking class			n/a	100	59

**PROGRAM DESCRIPTION:**

The Check Offender Program's goal is to recover full restitution for the merchant without adding to the financial burden of the criminal justice system. Merchants benefit because they receive restitution. First time bad check writers benefit because they receive the opportunity to avoid criminal prosecution. Scott County citizens benefit because the program was established without any additional cost to the taxpayer.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Attorney's Office will assist merchants in recovering restitution without the need for prosecution.	County Attorney's Office will attempt to recover restitution 100% of the bad check cases.		n/a	100%	100%

<b>ACTIVITY/SERVICE:</b>	Grants	<b>DEPARTMENT:</b>	Attorney		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	All Residents		
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of new investigations initiated			n/a	180	141
# of State/Federal judicial search warrants served			n/a	100	69
# of defendants arrested for State/Federal prosecution			n/a	175	143
# of community training			n/a	30	21

**PROGRAM DESCRIPTION:**

The County Attorney's Office manages Justice Assistance Grants and Office of Drug Control Policy Grants to assist the Quad-City Metropolitan Enforcement Group in enforcing drug trafficking through a multi-jurisdictional agreement.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Attorney's Office will manage QCMEG federal and state grants in a timely fashion.	Fiscal Officer will submit quarterly and annual reports for JAG and/or ODCP awards to maintain grant.		n/a	100%	100%
Attorney's Office will manage QCMEG federal and state grants to assist in drug trafficking.	90% of new investigations will result in defendant being arrested for State or Federal prosecution.		n/a	90%	90%

**Auditor's Office**

Roxanna Moritz, County Auditor



**MISSION STATEMENT:** To provide timely, accurate, efficient and cost effective services to the taxpayers, voters and real estate customers of Scott County, and to all County Departments, County Agencies and County Employees.

<b>ACTIVITY/SERVICE:</b>	Administration	<b>DEPARTMENT:</b>	Administration		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Maintain administration costs at or below 15% of budget			15%	15%	13.80%

**PROGRAM DESCRIPTION:**

This program provides overall management of the statutory responsibilities of the Auditor's Office, including prior listed programs and not listed duties, such as clerk to the Board of Supervisors, etc. These responsibilities include establishing policy and setting goals for each individual program.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Insure all statutory responsibilities are met.	Conduct at least 12 meetings with managers to review progress and assess need for new policies.		12	12	9
	Conduct at least 4 meetings with staff from each department to review progress and assess need for new policies.		4	4	3

<b>ACTIVITY/SERVICE:</b>		<b>DEPARTMENT:</b> Taxation		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
				<b>9 MONTH ACTUAL</b>

**PROGRAM DESCRIPTION:**

This program provides: certifies taxes and budgets for all Scott County taxing districts; maintains property tax system regarding transfers, credits, splits, property history, and assists public with property tax changes; maintains correct property valuations for all taxing districts including rollbacks, valuation credits, and TIF district valuation and reconciliation; maintains property plat books and county GIS system.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Certify taxes and budgets	Meet statutory & regulatory deadlines for certification with 100% accuracy		100%	100%	100%
Process all property transfers	Process all transfers without errors within 48 hours of receipt of correct transfer documents		100%	100%	100%
Cooperate with other county offices in electronic processing of real estate transfer documents	Eliminate multiple paper copies of transfer documents and increase processing efficiency		completed	completed	completed

<b>ACTIVITY/SERVICE:</b> Payroll		<b>DEPARTMENT:</b> Business & Finance			
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b> Financially Sound Gov't		<b>FUND:</b> 01 General	<b>BUDGET:</b>		
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
Number of Employees			700	700	627
Time Cards Processed			38000	38000	32,670

**PROGRAM DESCRIPTION:**

This program provides payroll services for all County Departments, County Assessor, County Library and SECC. Services include processing payroll; calculation and payment of payroll liabilities including payroll taxes, retirement funds, and other withholdings; ensure all Federal and State payroll laws are followed; present payroll to the Board for approval pursuant to the Code of Iowa.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Pay all employees correctly and timely.	All employees are paid correctly and on time.		100%	100%	100%
Pay all payroll liabilities on time and correctly. This includes taxes, and other withholdings.	Occur no penalties for late payments.		100%	100%	100%



ACTIVITY/SERVICE:	Accounts Payable	DEPARTMENT: Business & Finance			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Invoices Processed			29000	29000	19,003

**PROGRAM DESCRIPTION:**

This program provides accounts payable services for all County Departments, County Assessor, County Library and SECC; audits all claims submitted for payment; verifies claims for conformance to County policy and applicable laws; processes warrants and accounts for all expenditures in the general ledger; claims are presented for Board approval according to the Code of Iowa.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To process all claims correctly and according to policies and procedures.	Have all claims correctly processed and paid.		100%	100%	100%

ACTIVITY/SERVICE:	Expenditure Ledger	DEPARTMENT: Business & Finance			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of Account Centers			12600	12885	13,009
Number of Accounting Adjustments			120	120	61

**PROGRAM DESCRIPTION:**

This program is responsible for the general accounting of expenditures in the general ledger of the County and is responsible for all changes therein.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To make sure the General Ledger properly reflects all expenditures and receipts.	Make sure all adjustments are proper according to accounting policies and procedures.		100%	100%	100%

ACTIVITY/SERVICE:	Commissioner of Elections	DEPARTMENT:	Elections		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Service with PRIDE	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Conduct 4 county-wide elections			4	4	3

**PROGRAM DESCRIPTION:**

This program prepares and supervises ballot printing and voting machine programming; orders all election supplies; employs and conducts schools of instructions for precinct election officials; prepares and monitors the processing of absentee ballots; receives nomination papers and public measure petitions to be placed on the ballot; acts as Clerk to Board of Election Canvassers and Special Voter Precinct Board.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Contract for and arrange facilities for election day and early voting polling places.	Insure 100% of polling places meet legal accessibility requirements or receive waivers from the Secretary of State.		100%	100%	100%
Receive and process all absentee ballot requests for all elections.	Process and mail ballots to 100% of voters who submit correct absentee ballot requests in accordance with State law.		100%	100%	100%
Insure precinct election officials are prepared to administer election laws for any given election.	Conduct election official training before major elections.		4	4	3

ACTIVITY/SERVICE:	Registrar of Voters	DEPARTMENT:	Elections		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Service with PRIDE	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Maintain approximately 125,000 voter registration files			125,000	125000	125,222

**PROGRAM DESCRIPTION:**

This program works with the statewide I-VOTERS system; maintains current records of residents desiring to vote; verifies new applicants are legally eligible to vote; purges records of residents no longer legally eligible to vote; prepares lists of qualified voters for each election to insure only those qualified to vote actually to vote; reviews election day registrants to insure their qualifications to vote.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Insure new voters have opportunity to vote.	All new registrations are verified, processed and voters sent confirmation by legal deadlines.		100%	100%	100%
Insure enforcement of state voter registration laws.	Process all voter registrations received from all agencies and maintain current registration file.		100%	100%	100%

## Community Services

Lori Elam, Community Services Director



**MISSION STATEMENT:** The Community Services Department provides funding for a variety of social services, including MH/DD services, Veteran's services, General Assistance and Substance Abuse services, for individuals and their families.

<b>ACTIVITY/SERVICE:</b>	Community Services Administration	<b>DEPARTMENT:</b>	17A		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Regional Leadership	<b>FUND:</b>	10 MHDD	<b>BUDGET:</b>	\$147,296
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of outside programs/educational activities/workgroups or board meetings attended/participated in or requested by outside entity		394	350	350	260
Number of appeals requested		8	6	6	0
Total MH/DD Administration budget (17A and 17G admin)		\$603,619	\$634,044	\$634,044	\$307,069
Administration cost as percentage of MH/DD Budget		7%	5%	5%	5%

### PROGRAM DESCRIPTION:

To provide administration and representation of the department, including administration of the Scott County MH/DD Management Plan, the Veteran Services Program, the General Assistance Program, the Substance Abuse Program and other social services and institutions.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To provide Scott County representation on State/Federal Boards, Committees, Workgroups/Task Forces regarding MH/DD services and funding.	Will participate in and/or host at least 30 liaison activities/educational sessions/legislative meetings or workgroups each quarter, 120 annually.	N/A	180	150	108

ACTIVITY/SERVICE:	General Assistance Program	DEPARTMENT:	17B		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	\$872,008
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
# of applications requesting financial assistance		7294	7200	1500	988
# of applications approved		4065	3600	1000	519
# of approved clients pending Social Security approval		N/A	35	55	34
# of individuals approved for rental assistance (unduplicated)		N/A	110	110	72
# of burials/cremations approved		82	85	85	55
# of families and single individuals served		N/A	Families 400 Singles 1200	Families 400 Singles 1200	Families 271 Singles 732
# of cases denied to being over income guidelines		N/A	200	200	175
# of cases denied/uncompleted app require and/or process		N/A	300	300	294

**PROGRAM DESCRIPTION:**

To provide financial assistance to meet the needs of persons who are poor as defined in Iowa Code Chapter 252.25 and 252.27 (have no property, unable to earn a living due to a physical or mental disability) and who are not currently eligible for federal or state public assistance.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To provide financial assistance (rent, utilities, burial, direct assist) to 3600 individuals (applicants) as defined by Iowa Code Chapter 252.25 during the year.	To grant assistance averaging no more than \$130 per applicant approved.	\$147.47	\$130.00	\$130.00	\$354.68
To provide financial assistance to individuals as defined by Iowa Code Chapter 252.25.	To provide at least 380 referrals on a yearly basis to individuals who don't qualify for county assistance.	524	380	380	319
To maintain the Community Services budget in order to serve as many Scott County citizens as possible.	Review quarterly General Assistance expenditures verses budgeted amounts (17B).	\$601,041	\$697,887	\$697,887	\$349,077 or 45% of budget

ACTIVITY/SERVICE:	Veteran Services	DEPARTMENT:	17D		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	\$130,112
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
# of requests for veteran services (federal/state)		1134	1300	1300	904
# of applications for county assistance		117	150	150	91
# of applications for county assistance approved		83	100	100	78
# of outreach activities		N/A	100	100	58
# of burials/cremations approved		11	15	25	16

**PROGRAM DESCRIPTION:**

To provide outreach and financial assistance to Scott County veterans and their families, in addition to providing technical assistance in applying for federal veteran benefits.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To provide public awareness/outreach activities in the community.	Will reach out to at least 300 Veterans/families each quarter (1200 annually).	N/A	1200	1200	793
To provide public awareness/outreach activities in the community.	Will increase the number of veteran requests for services (federal/state) by 200 annually. <u>(New, first time veterans applying for benefits)</u>	N/A	200	500	379
To provide financial assistance (rent, burial, utilities, direct assist) to veterans as defined in Iowa Code Chapter 35B.	To grant assistance averaging no more than \$620 per applicant.	\$681.77	\$620	\$620	\$369.66

ACTIVITY/SERVICE:	Substance Abuse Assistance	DEPARTMENT:	17F		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Healthy Safe Community	FUND:	02 Supplemental	BUDGET:	\$251,419
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
# of involuntary substance abuse commitments filed		246	220	220	191
# of SA adult commitments		157	160	160	141
# of SA children commitments		66	50	50	39
# of SA 48 hour holds		6	40	40	9
# of substance abuse commitment filings denied		N/A	10	10	5
# of hearings on people with no insurance		67	100	100	56

**PROGRAM DESCRIPTION:**

To provide funding for emergency hospitalizations, commitment evaluations for substance abuse according to Iowa Code Chapter 125 for Scott County residents and for certain children's institutions.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To provide mandated court ordered SA evaluations in the most cost effective manner possible.	Ensure 100% of all third party payors are billed, utilizing Scott County dollars as a last resort.	100%	100%	100%	100%
To provide mandated court ordered SA evaluations in the most cost effective manner possible.	The cost per evaluation will be no greater than \$875.00	\$709.18	\$875.00	\$875.00	\$624.00
To prevent reoccurrence of SA commitment orders.	Participate in 100% of all SA hearings and make referrals to other programs/services within Scott County to promote stabilization and prevent relapse.	100%	100%	100%	100%
To maintain the Community Services budget in order to serve as many Scott County citizens with substance abuse issues as possible.	Review quarterly substance abuse commitment expenditures verses budgeted amounts (17F).	\$286,140	\$251,419	\$211,426	\$118,013 or 55% of budget



ACTIVITY/SERVICE:	MH/DD Services	DEPARTMENT:	17G		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Healthy Safe Community	FUND:	10 MHDD	BUDGET:	\$9,132,512
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of involuntary mental health commitments filed		450	320	320	289
# of adult MH commitments		240	210	210	187
# of juvenile MH commitments		80	55	80	60
# of MH 48 hour holds		123	80	80	56
# of mental health commitment filings denied		N/A	10	20	14
# of hearings on people with no insurance		51	60	60	48
# of protective payee cases		384	350	400	362
# of funding requests/apps processed- MR/DD and MI/CMI		N/A	3000	3000	1991

**PROGRAM DESCRIPTION:**

To provide services as identified in the Scott County MH/DD Management Plan to persons with a diagnosis of mental illness, mental retardation, and other developmental disabilities.

<b>PERFORMANCE MEASUREMENT</b>	<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>			
To provide mandated court ordered MH evaluations in most cost effective manner possible.	Ensure 100% of all third party payors are billed, utilizing Scott County dollars as a last resort.	100%	100%	100%
To provide mandated court ordered MH evaluations in most cost effective manner possible.	The cost per evaluation will be no greater than \$994.00.	\$625.85	\$994.00	\$938.00
To maintain the MH/DD Fund Balance between 5%-10% in order to best serve Scott County citizens with disabilities and cover emergency service expenditures.	Review quarterly mental health commitment expenditures verses budgeted amounts.	\$390,140	\$379,155	\$379,155
To ensure individuals are accessing Medicaid services resulting in payment of 37% of a service verses 100%.	The number of individuals on ID Waiver and number of individuals on Habilitation.	N/A	460 individuals on ID Waiver and 400 on Habilitation	460 individuals on ID Waiver and 200 on Habilitation
To maintain the MH/DD Fund Balance between 5%-10% in order to best serve Scott County citizens with disabilities and cover emergency service expenditures.	Review quarterly Medicaid expenditures verses budgeted amounts. (ID waiver and Hab services under 17G only)	\$2,810,173	\$2,972,986	\$2,972,986
				\$284,327 or 75% of MH Commitment budget
				428 individuals on ID Waiver and 120 on Habilitation
				\$2,263,933 or 75% of budget



## Conservation Department

Roger Kean, Conservation Director

**MISSION STATEMENT:** 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.

**ACTIVITY/SERVICE:** Administration/Policy Development

**DEPT/PROG:** 18A

**BUSINESS TYPE:** Core Service

**RESIDENTS SERVED:** 166,650

**BOARD GOAL:** Financially Sound Gov't

**FUND:** 01 General

**BUDGET:**

OUTPUTS	2010-11	2011-12	2011-12	9 MONTH
	ACTUAL	GOAL	PROJECTED	ACTUAL
Total appropriations administered.	\$4,401,800	\$4,205,366	\$4,205,366	\$2,537,029
Total FTEs managed	26	26	26	26
Administration costs as percent of department total.	18%	19%	19%	13%
REAP Funds Received	\$60,541			Received 2nd Qtr
Total Acres Managed	2,496	2,496	2,496	2,496

### PROGRAM DESCRIPTION:

In 1956 the citizens of Scott County authorized the creation of the Conservation Board, which was charged with the responsibility of administering and developing a park system that meets the recreational, environmental, historical, and educational needs of the County.

PERFORMANCE MEASUREMENT		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Provide the most efficient planning, analysis, and construction coordination for all Conservation CIP projects	Insure that a minimum of 90% of all capital projects are completed within budgeted amount and the scheduled time frame.		90%	90%	57%
Increase the number of people reached through social media, email newsletters, and press releases	Increase number of customers receiving electronic notifications from 900 to 1100 for events, specials, and Conservation information		1,100	2,500	2,220
Budget preparation and oversight of the park and golf services	To maintain a balanced budget for all depts by ensuring that we do not exceed 100% of appropriations		98%	98%	63%

<b>ACTIVITY/SERVICE:</b>	Recreational Services	<b>DEPT/PROG:</b>	18A, 18B, 18H, 18I, 18J, 18K		
<b>BUSINESS TYPE:</b>	Semi-Core Service	<b>RESIDENTS SERVED: 166,650</b>			
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>		<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>	<b>9 MONTH</b>
		<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>	<b>ACTUAL</b>
Total Camping Revenue		\$576,882	\$635,000	\$615,000	\$381,822
Total Facility Rental Revenue		\$52,500	\$55,000	\$55,000	\$35,743
Total Concession Revenue		\$120,815	\$126,850	\$126,850	\$89,587
Total Entrance Fees (beach/pool, Cody, Pioneer Village)		\$160,496	\$166,200	\$166,200	\$119,584

**PROGRAM DESCRIPTION:**

This program is responsible for providing facilities and services to the public for a wide variety of recreational opportunities and to generate revenue for the dept.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To provide a high quality camping experience throughout the recreational season at SCP, WLP & BSP	To maintain a 40% occupancy per year for all camping sites		40%	40%	Off Season
To provide a high quality rental facilities (i.e. shelters, cabins, etc) for public use.	To maintain a 36% occupancy per year for all rental facilities		36%	36%	Off Season
To provide adequate aquatic recreational opportunities.	To increase attendance at the Beach and Pool		46,000	46,000	Off Season
To continue to provide high quality swim lessons at the Scott County Park pool	Through use of an evaluation tool for parents and participants attending swim lessons achieve a minimum of a 95% satisfaction rating		95%	95%	Off Season

<b>ACTIVITY/SERVICE:</b>		Maintenance of Assets - Parks	<b>DEPT/PROG:</b>		18B,18G,18H,18I,18J,18K
<b>BUSINESS TYPE:</b>		Semi-Core Service	<b>RESIDENTS SERVED: 166,650</b>		
<b>BOARD GOAL:</b>		Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Total vehicle and equipment repair costs (not including salaries)		\$56,087	\$64,919	\$64,919	\$52,379
Total building repair costs (not including salaries)		\$10,915	\$21,934	\$21,934	\$2,019
Total maintenance FTEs		7	7	7	7

**PROGRAM DESCRIPTION:**

This program involves the daily maintenance of all equipment, facilities, and grounds owned and operated by the Conservation Board.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To obtain the highest customer satisfaction ratings possible related to the maintenance aspects of the dept.	Achieve 100% customer satisfaction on all correspondence, surveys, and comment cards associated with maintenance activities.		100%	100%	96%
To encourage the use of environmentally safe (green) maintenance products utilized throughout the dept.	To increase the number of green products to represent 30% of all maintenance products utilized.		30%	30%	21%
Equipment Maintenance	80% of equipment replaced according to department equipment schedule		100%	100%	100%

ACTIVITY/SERVICE:	Public Safety-Customer Service	DEPT/PROG:	18B, 18K		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED: 166,650			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of special events or festivals requiring ranger assistance			20	20	10
Number of reports written.			60	60	have to get from SECC & not avail at this time
Number of law enforcement and customer service personnel (seasonal & full-time)		102	102	102	102

**PROGRAM DESCRIPTION:**

This program involves the law enforcement responsibilities and public relations activities of the department's park ranger staff.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Increase the number of natural resource oriented public programs facilitated, attended, or conducted by ranger staff.	Involvement in 15 public programs per year (for example: hunter & boater safety programs, fishing clinics, etc.)		15	15	19
Elimination of complaints associated with enforcement actions by our ranger staff.	Decrease the number of complaints received due to the enforcement action or public contact with ranger staff.		3	3	2
Provide safe and secure environment for the public while utilizing all Conservation Board facilities.	To reduce the number of accidents involving the public and that expose the County to liability		3	3	1

ACTIVITY/SERVICE:	Environment Education/Public Programs		DEPT/PROG:	18G	
BUSINESS TYPE:	Semi-Core Service		RESIDENTS SERVED:		
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of programs offered.		208	220	220	106
Number of school contact hours		21,657	22,657	22,657	15,951
Number of people served.		28,735	30,000	30,000	20,633
Operating revenues generated (net total intergovt revenue)			9,374	9,374	8,764
Classes/Programs/Trips Cancelled due to weather					none

**PROGRAM DESCRIPTION:**

This program involves the educational programming and facilities of the Wapsi River Environmental Education Center.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To educate the general public about the environment, the need to preserve our natural resources, and the value of outdoor recreation.	To maintain 100% satisfaction through comment cards and evaluations received from all public programs.		100%	100%	100%
To provide schools with environmental education and outdoor recreation programs that meet their Iowa Core needs.	100% of all Iowa school programs will meet at least 1 Iowa Core requirement.		100%	100%	100%
To provide the necessary programs to advance and support environmental and education professionals in their career development.	To provide at least two career opportunities that qualify for their professional certification and development needs.		2	2	2

**ACTIVITY/SERVICE:** Historic Preservation & Interpretation**DEPT/PROG:** 18H, 18J**BUSINESS TYPE:** Semi-Core Service**RESIDENTS SERVED:****BOARD GOAL:** Financially Sound Gov't**FUND:** 01 General**BUDGET:**

OUTPUTS	2010-11	2011-12	2011-12	9 MONTH
	ACTUAL	GOAL	PROJECTED	ACTUAL
Total revenue generated	\$57,894	\$69,852	\$69,852	\$37,236
Total number of weddings per year at Olde St Ann's Church		60	60	41
Pioneer Village Day Camp Attendance	137	160	160	Off Season

**PROGRAM DESCRIPTION:**

This program involves the programming and facilities of the Walnut Grove Pioneer Village and the Buffalo Bill Cody Homestead that are dedicated to the historical preservation and education of pioneer life in Scott County.

PERFORMANCE MEASUREMENT		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To have as many people as possible enjoy the displays and historical educational festivals provided at each site	To increase annual attendance		6,000	7,000	Off Season
To collect sufficient revenues to help offset program costs.	To increase FY12 annual revenues compared to same time last year	\$57,894	\$579	\$579	11% Increase
To increase presentations to outside groups and local festivals to acquaint the public about Pioneer Village and Cody Homestead's purpose and goals	To increase the number of outside presentations		10	10	1

<b>ACTIVITY/SERVICE:</b>	Golf Operations	<b>DEPT/PROG:</b>	18E, 18F		
<b>BUSINESS TYPE:</b>	Semi-Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>		<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>	<b>9 MONTH</b>
		<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>	<b>ACTUAL</b>
Total number of golfers/rounds of play		28,533	29,000	29,000	18,148
Total course revenues		1,077,731	1,097,633	1,097,633	\$637,016
Total appropriations administered		1,155,589	1,151,360	1,151,360	\$821,693
Number of Outings/Participants				36/2,994	Off Season
Number of days negatively impacted by weather					Off Season

**PROGRAM DESCRIPTION:**

This program includes both maintenance and clubhouse operations for Glynn's Creek Golf Course.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To provide a quality golfing experience for our customers and the citizens of Scott County.	To maintain 100% customer satisfaction from all user surveys and comment cards.		100%	100%	100%
To increase revenues to support program costs	Golf course revenues to increase compared to same time last year		5%	5%	7%
To provide an efficient and cost effective maintenance program for the course	To maintain course maintenance costs at \$22.70 per round		\$22.70	\$22.70	\$20.15
Increase profit margins on concessions	Increase profit levels on concessions from 50% to 60%	50%	60%	60%	Off-Season



## Facility and Support Services

Dave Donovan, Director



**MISSION STATEMENT:** It is the mission of the Facility and Support Services Department to provide high quality, cost effective services in support of the core services and mission of Scott County Government. Our services include capital asset management (capital planning, purchasing and life-cycle services), facility operations services (maintenance and custodial) and office operations support (mail, document imaging and printing).

ACTIVITY/SERVICE:	Administration	DEPARTMENT:	FSS		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Total percentage of CIP projects on time and with in budget.			85	85	70
# of buildings registered with the Energy Star Program.			1	1	0
Maintain total departmental cost/square foot at FY10 levels (combined maint/custod			3.97	3.98	2.256

### PROGRAM DESCRIPTION:

To provide administrative support for all other department programs. This program has a large role in administering the organizations "green" initiatives and managing all capital improvement efforts.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To reduce output of CO2 by X pounds in the next fiscal year.	To reduce our organizations carbon footprint and environmental impact - CO2 output is one measure of our effectiveness.		50,000	32000	22500
To reduce total energy consumption by X % per square foot in the next fiscal year.	To reduce our consumption of energy, again one measure of our environmental impact - this will effectively reduce our on-going costs as well.		5%	4%	2%

ACTIVITY/SERVICE:	Maintenance of Buildings	DEPARTMENT:	FSS		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of hours spent in safety training			96	24	29.75
# of PM inspections performed quarterly- per location			25	25	24
Total maintenance cost per square foot			1.467	1.45	1.36

**PROGRAM DESCRIPTION:**

To maintain the organizations real property and assets in a proactive manner. This program supports the organizations green initiatives by effectively maintaining equipment to ensure efficiency and effective use of energy resources. This program provides prompt service to meet a myriad of needs for our customer departments/offices and visitors to our facilities.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To make first contact on 80 % of routine non-jail work orders within 5 working days of staff assignment.	To be responsive to the workload from our non-jail customers.		80%	85%	85%
To do 30% of work on a preventive basis.	To do an increasing amount of work in a scheduled manner rather than reactive.		30%	25%	29%
To complete 65% of routine jail work orders within 5 working days of staff assignment.	To be responsive to the workload from the jail facility.		65%	13%	85%

<b>ACTIVITY/SERVICE:</b>		<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b>	Semi-Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
				<b>9 MONTH ACTUAL</b>
Number of square feet of hard surface floors maintained			725000	180000
Number of square feet of soft surface floors maintained			236000	65000
Number of Community Service Worker hours supervised			2500	650
				1162.5

**PROGRAM DESCRIPTION:**

To provide a clean and sanitary building environment for our customer departments/offices and the public. This program has a large role in supporting the organization-wide green initiative by administering recycling and green cleaning efforts. This program administers physical building security and access control.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To receive X or fewer complaints per month on average.	To provide internal and external customers a clean environment and to limit the amount of calls for service from non custodial staff.		>4	>4	4
Divert X pounds of waste from the landfill by: shredding confidential info, recycling cardboard, plastic & metals, kitchen grease	To continually reduce our output of material that goes to the landfill.		175,000	100,000	62,750
Perform annual green audit on XX% of FSS cleaning products.	To ensure that our cleaning products are "green" by current industry standards.		20%	4%	10%

ACTIVITY/SERVICE:	Support Services	DEPARTMENT:	FSS		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Departmental participation in FSS Service Presentations			7	3	N/A
Actual number of hours spent on imaging including quality control and doc prep			2400	2400	2085
% of total county equipment budget spent utilizing PO's.			50%	50%	NA

**PROGRAM DESCRIPTION:**

To provide support services to all customer departments/offices including: purchasing, imaging, print shop, mail, reception, pool car scheduling, conference scheduling and office clerical support. This program supports the organizations "green" initiatives by managing the purchase and use of eco-friendly products, encouraging reduced usage of commodities and promoting "green-friendly" business practices.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Print Shop will recommend, to requesting department or agency, cost savings alternatives on at least XX% of print shop requests received.	This will result in the suggestion of cost savings methods on copy jobs that are received in the print shop which would result in savings on copy costs.		10%	8%	13.70%
Imaging staff will perform imaging, quality control, and release functions on at least XX% of all records that have been doc prepped within 10 weeks of the doc prep process.	Items will be available to the end user on line within designated amount of time after doc prep tasks. This will allow ease of record lookup.		60%	60%	66%
Purchasing will assist with increasing savings by XX% in the next year by marketing support services to customer departments.	This will result in our customers saving budget dollars and making better purchasing decisions.		10%	4%	12%

## Health Department

Ed Rivers, Director



**MISSION STATEMENT:** The Scott County Health Department is committed to promoting, protecting and preserving the health of the community by providing leadership and direction as advocates for the individual, the family, the community and the environment we serve.

<b>ACTIVITY/SERVICE:</b>	Ambulance Licensing and Coverage Area	<b>DEPARTMENT:</b>	Health/20G		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of ambulance services required to be licensed in Scott County.		8	8	8	8
Number of ambulance service applications delivered according to timelines.		8	8	8	8
Number of ambulance service applications submitted according to timelines.		8	8	6	NA
Number of ambulance service licenses issued prior to the expiration date of the current license.		8	8	6	NA

**PROGRAM DESCRIPTION:**

Issuing licenses and defining boundaries according to County Code of Ordinances Chapter 28.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Provide licensure assistance to all ambulance services required to be licensed in Scott County.	Applications will be delivered to the services at least 90 days prior to the requested effective date of the license.	100%	100%	100%	100%
Ensure prompt submission of applications.	Completed applications will be received at least 60 days prior to the requested effective date of the license.	100%	100%	75%	NA-4th Qtr Activity
Ambulance licenses will be issued according to Scott County Code.	Licenses are issued to all ambulance services required to be licensed in Scott County prior to the expiration date of the current license.	100%	100%	75%	NA-4th Qtr Activity

<b>ACTIVITY/SERVICE:</b>	Animal Bite Rabies Risk Assessment and Recommender		<b>DEPARTMENT:</b>	Health/20S	
<b>BUSINESS TYPE:</b>	Service Enhancement		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Healthy Safe Community		<b>FUND:</b>	01 General	<b>BUDGET:</b>
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of exposures that required a rabies risk assessment.		141	100	124	93
Number of exposures that received a rabies risk assessment.		141	95	122	93
Number of exposures determined to be at risk for rabies that received a recommendation for rabies post-exposure prophylaxis.		140	95	122	93
Number of health care providers notified of their patient's exposure and rabies recommendation.		56	45	56	42
Number of health care providers sent a rabies treatment instruction sheet at the time of notification regarding their patient's exposure.		56	45	56	42

**PROGRAM DESCRIPTION:**

Making recommendations for post-exposure prophylaxis treatment for individuals involved in animal bites or exposures.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Provide a determination of rabies risk exposure and recommendations.	Reported exposures will receive a rabies risk assessment.	100%	95%	98%	100%
Provide a determination of rabies risk exposure and recommendations.	Exposures determined to be at risk for rabies will have a recommendation for rabies post-exposure prophylaxis.	99%	100%	98%	100%
Health care providers will be informed about how to access rabies treatment.	Health care providers will be sent an instruction sheet on how to access rabies treatment at the time they are notified of their patient's bite/exposure.	100%	100%	100%	100%

<b>ACTIVITY/SERVICE:</b>	Board of Health Meeting and Activity Support	<b>DEPARTMENT:</b>	Health/20R	
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED
				9 MONTH ACTUAL
Annual Report		1	1	1
Minutes of the BOH Meeting		12	10	11
BOH Contact and Officer Informational Report		1	1	1

**PROGRAM DESCRIPTION:**

Iowa Code Chapter 137 requires each county maintain a Local Board of Health.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Provide guidance, information and updates to Board of Health as required by Iowa Code Chapter 137.	Board of Health will meet at least six times per year as required by law.	12	10	11	8

ACTIVITY/SERVICE:	Child Health Program	DEPARTMENT:	Health/20T		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of families who were informed/reinformed.		7643	7720	7600	5698
Number of families who received an inform/reinform completion.		4097	4246	3952	2959
Number of children in agency home.		12135	12255	4800	3835
Number of children with a medical home as defined by the Iowa Department of Public Health.		7655	7843	4224	3378

**PROGRAM DESCRIPTION:**

Promote health care for children from birth through age 21 through services that are family-centered, community based, collaborative, comprehensive, coordinated, culturally competent and developmentally appropriate.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Ensure Scott County families (children) are informed of the services available through the Early Periodic Screening Diagnosis and Treatment EPSDT Program.	Families will be contacted to ensure they are aware of the benefits available to them through the EPSDT program through the inform/reinform completion process.	54%	55%	52%	52%
Ensure Early Periodic Screening Diagnosis and Treatment EPSDT Program participants have a routine source of medical care.	Children in the EPSDT Program will have a medical home.	63%	64%	88%	88%



<b>ACTIVITY/SERVICE:</b> Childhood Lead Poisoning Prevention		<b>DEPARTMENT:</b> Health/20S		
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b> Healthy Safe Community		<b>FUND:</b> 01 General	<b>BUDGET:</b>	
OUTPUTS	2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of children with a capillary blood lead level of greater than or equal to 15 ug/dl.	27	22	22	16
Number of children with a capillary blood lead level of greater than or equal to 15 ug/dl who receive a venous confirmatory test.	27	21	21	16
Number of children who have a confirmed blood lead level of greater than or equal to 15 ug/dl.	10	15	15	13
Number of children who have a confirmed blood lead level of greater than or equal to 15 ug/dl who have a home nursing or outreach visit.	10	14	14	13
Number of children who have a confirmed blood lead level of greater than or equal to 20 ug/dl.	6	8	11	9
Number of children who have a confirmed blood lead level of greater than or equal to 20 ug/dl who have a complete medical evaluation from a physician.	6	8	11	9
Number of environmental investigations completed for children who have a confirmed blood lead level of greater than or equal to 20 ug/dl.	11	8	8	10
Number of environmental investigations completed, within IDPH timelines, for children who have a confirmed blood lead level of greater than or equal to 20 ug/dl.	11	8	8	10
Number of environmental investigations completed for children who have two confirmed blood lead levels of 15-19 ug/dl.	2	4	4	5
Number of environmental investigations completed, within IDPH timelines, for children who have two confirmed blood lead levels of 15-19 ug/dl.	2	4	4	5
Number of open lead properties.	16	20	20	15
Number of open lead properties that received a reinspection.	NA	50	50	37
Number of open lead properties due for a 6 month inspection.	16	10	10	5
Number of open lead properties who received a six month reinspection.	16	10	10	5
Number of lead presentations given.	9	5	5	4

**PROGRAM DESCRIPTION:**

Provide childhood blood lead testing and case management of all lead poisoned children in Scott County. Conduct environmental health inspections and reinspections of properties where children with elevated blood lead levels live. SCC CH27, IAC 641, Chapter 67,69,70.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Children identified with blood lead levels greater than or equal to 10 micrograms per deciliter receive services as appropriate for the blood lead level.	Children with capillary blood lead levels greater than or equal to 15 ug/dl receive confirmatory venous blood lead measurements.	100%	95%	95%	100%
Children identified with blood lead levels greater than or equal to 10 micrograms per deciliter receive services as appropriate for the blood lead level.	Ensure children with confirmed blood lead levels greater than or equal to 15 ug/dl receive a home nursing or outreach visit.	100%	95%	95%	100%
Children identified with blood lead levels greater than or equal to 10 micrograms per deciliter receive services as appropriate for the blood lead level.	Ensure children with venous blood lead levels greater than or equal to 20 ug/dl receive a complete medical evaluation from a physician.	100%	100%	100%	100%
Assure that elevated blood lead inspections are conducted by certified elevated blood lead inspectors/risk assessors employed by or under contract with a certified elevated blood lead inspection agency.	Complete environmental investigations for children having a single venous blood lead level greater than or equal to 20 ug/dl according to required timelines.	100%	100%	100%	100%
Assure that elevated blood lead inspections are conducted by certified elevated blood lead inspectors/risk assessors employed by or under contract with a certified elevated blood lead inspection agency.	Complete environmental investigations of homes associated with children who have two venous blood lead levels of 15-19 ug/dl according to required timelines.	100%	100%	100%	100%
Ensure that lead-based paint hazards identified in dwelling units associated with an elevated blood lead child are corrected.	Ensure open lead inspections are re-inspected every six months.	100%	90%	90%	100%
Assure the provision of a public health education program about lead poisoning and the dangers of lead poisoning to children.	By June 30, five presentations on lead poisoning will be given to target audiences.	180%	100%	100%	80%

<b>ACTIVITY/SERVICE:</b>	CLIA	<b>DEPARTMENT:</b>	Health/20S		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of gonorrhea tests completed at SCHD.		617	750	620	465
Number of results of gonorrhea tests from SHL that match SCHD results.		608	675	608	457
Number lab proficiency tests interpreted.		15	15	15	15
Number of lab proficiency tests interpreted correctly.		10	13	15	15

**PROGRAM DESCRIPTION:**

Meeting lab standards as required by the Clinical Laboratory Improvement Act (Department of Health and Human Services, 42 CFR, part 405).

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Ensure accurate lab testing and analysis.	Onsite gonorrhea results will match the State Hygienic Laboratory (SHL) results.	99%	90%	98%	98%
Ensure accurate lab testing and analysis.	Proficiency tests will be interpreted correctly.	67%	86%	100%	100%

ACTIVITY/SERVICE:	Communicable Disease	DEPARTMENT:	Health/20S		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of communicable diseases reported.		3926	2900	3125	2345
Number of reported communicable diseases requiring investigation.		404	235	260	194
Number of reported communicable diseases investigated according to IDPH timelines.		404	235	260	194
Number of reported communicable diseases required to be entered into IDSS.		404	235	260	219
Number of reported communicable diseases required to be entered into IDSS that were entered within 3 business days.		404	212	255	219

**PROGRAM DESCRIPTION:**

Program to investigate and prevent the spread of communicable diseases and ensure proper treatment of disease. Also includes the investigation of food borne outbreaks. Ch 139 IAC

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Stop or limit the spread of communicable diseases.	Initiate communicable disease investigations of reported diseases according to Iowa Department of Public Health guidelines.	100%	100%	100%	100%
Assure accurate and timely documentation of communicable diseases.	Cases requiring follow-up will be entered into IDSS (Iowa Disease Surveillance System) within 3 business days.	100%	90%	98%	100%

ACTIVITY/SERVICE:	Correctional Health	DEPARTMENT:	Health/20F		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of inmates in the jail greater than 14 days.	1185	1100	1000	740	
Number of inmates in the jail greater than 14 days with a current health appraisal.	377	330	990	733	
Number of inmate health contacts.	12618	11000	13825	10368	
Number of inmate health contacts provided in the jail.	12234	9900	13549	10162	
Number of medical requests received.	NA	9125	6000	4426	
Number of medical requests responded to within 48 hours.	NA	8486	5940	4398	

**PROGRAM DESCRIPTION:**

Provide needed medical care for all Scott County inmates 24 hours a day. Includes passing of medication, sick call, nursing assessments, health screenings and limited emergency care.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Inmates are screened for medical conditions that could impact jail operations.	Inmates who stay in the facility greater than 14 days will have a current health appraisal (within 1st 14 days or within 90 days of current incarceration date).	32%	30%	99%	99%
Medical care is provided in a cost-effective, secure environment.	Maintain inmate health contacts within the jail facility.	97%	90%	98%	98%
Assure timely response to inmate medical requests.	Medical requests are reviewed and responded to within 48 hours.	NA	93%	99%	99%

<b>ACTIVITY/SERVICE:</b>	Dental Audits	<b>DEPARTMENT:</b>	Health/20T		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>		<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>	<b>9 MONTH</b>
		<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>	<b>ACTUAL</b>
Number of kindergarten students.		2360	2200	2345	2345
Dental Screening.		2351	2156	2333	2333
Number of ninth grade students.		2313	2200	2255	2255
Number of ninth grade students with a completed Certificate of Dental Screening.		1211	1133	1964	1964

**PROGRAM DESCRIPTION:**

Assure that all Scott county public and accredited non-public schools have a completed dental screening form on file for all students entering kindergarten and ninth grade. Iowa Code Chapter 135.17

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure compliance with Iowa's Dental Screening Mandate.	Students entering kindergarten will have a valid Certificate of Dental Screening.	99.60%	98%	99%	99%
Assure compliance with Iowa's Dental Screening Mandate.	Students entering ninth grade will have a valid Certificate of Dental Screening.	52%	51.5%	87.5%	87.5%

ACTIVITY/SERVICE:	Early Access	DEPARTMENT:	Health/20T		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of families eligible for SCHD Early Access services.		7	12	10	7
Number of families that accept SCHD Early Access services.		3	6	4	2
Number of families that accept SCHD Early Access services that are contacted within three business days.		3	6	4	2

**PROGRAM DESCRIPTION:**

Provide developmental evaluation for children with elevated blood lead levels.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure families that accept the services of the SCHD Early ACCESS program receive contact for program implementation.	Families will be contacted within three business days after accepting SCHD Early ACCESS services.	100%	100%	100%	100%

<b>ACTIVITY/SERVICE:</b> Employee Health		<b>DEPARTMENT:</b> Health/20S		
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b> Service with PRIDE		<b>FUND:</b> 01 General	<b>BUDGET:</b>	
OUTPUTS	2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of employees eligible to receive annual hearing tests.	144	180	194	174
Number of employees who receive their annual hearing test or sign a waiver.	54	180	194	174
Number of employees eligible for Hepatitis B vaccine.	16	15	40	33
Number of employees eligible for Hepatitis B vaccine who received the vaccination, had a titer drawn, produced record of a titer or signed a waiver within 3 weeks of their start date.	16	15	40	33
Number of eligible new employees who received blood borne pathogen training.	10	7	20	18
Number of eligible new employees who received blood borne pathogen training within 3 weeks of their start date.	10	7	20	18
Number of employees eligible to receive annual blood borne pathogen training.	144	260	248	248
Number of eligible employees who receive annual blood borne pathogen training.	144	260	248	245
Number of employees eligible for tuberculosis screening who receive a pre-employment physical.	10	7	20	18
Number of employees eligible for tuberculosis screening who receive a pre-employment physical that includes a tuberculosis screening.	10	7	20	18
Number of employees eligible for tuberculosis screening who receive a booster screening within four weeks of their pre-employment screening.	10	7	18	15
Number of employees eligible to receive annual tuberculosis training.	144	272	247	247
Number of eligible employees who receive annual tuberculosis training.	144	272	247	245

**PROGRAM DESCRIPTION:**

Tuberculosis testing , Hepatitis B vaccinations, Hearing and Blood borne Pathogen education, CPR trainings, Hearing screenings, etc for all Scott County employees that meet risk criteria as outlined by OSHA. Assistance for jail medical staff is used to complete services provided to Correctional staff. (OSHA 1910.1020)



PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Minimize employee risk for work related hearing loss.	Eligible employees will receive their hearing test or sign a waiver annually.	38%	100%	100%	100%
Minimize the risk of workplace exposure to blood borne pathogens.	Eligible employees will receive Hepatitis B vaccination, have titer drawn, produce record of a titer or sign a waiver of vaccination or titer within 3 weeks of their start date.	100%	100%	100%	100%
Minimize the risk of workplace exposure to blood borne pathogens.	Eligible new employees will receive blood borne pathogen education within 3 weeks of their start date.	100%	100%	100%	100%
Minimize the risk of workplace exposure to blood borne pathogens.	Eligible employees will receive blood borne pathogen education annually.	100%	100%	100%	99%
Early identification of employees for possible exposure to tuberculosis.	Eligible new hires will be screened for tuberculosis during pre-employment physical.	100%	100%	100%	100%
Early identification of employees for possible exposure to tuberculosis.	Eligible new employees will receive a booster screening for tuberculosis within four weeks of their initial screen.	100%	100%	90%	83%
Early identification of employees for possible exposure to tuberculosis.	Eligible employees will receive tuberculosis education annually.	100%	100%	100%	99%

<b>ACTIVITY/SERVICE:</b>	Food Establishment Licensing and Inspection	<b>DEPARTMENT:</b>	Health/20U		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of inspections required.		1424	1459	1480	1480
Number of inspections completed.		1424	1459	1480	1181
Number of inspections with critical violations noted.		NA	250	580	438
Number of critical violation reinspections completed.		NA	250	650	490
Number of critical violation reinspections completed within 10 days of the initial inspection.		NA	213	626	473
Number of inspections with non-critical violations noted.		NA	245	580	469
Number of non-critical violation reinspections completed.		NA	245	511	511
Number of non-critical violation reinspections completed within 90 days of the initial inspection.		NA	221	621	504
Number of complaints received.		50	40	140	105
Number of complaints investigated according to Nuisance Procedure timelines.		50	40	140	105
Number of complaints investigated that are justified.		38	35	84	60
Number of temporary vendors who submit an application to operate.		311	250	300	186
Number of temporary vendors licensed to operate prior to the event.		311	250	298	185

**PROGRAM DESCRIPTION:**

28E Agreement with the Iowa Department of Inspections and Appeals to regulate establishments that prepare and sell food for human consumption on or off their premise. SCHD licenses and inspects food service establishments, retail food establishments, home food establishments, warehouses, mobile food carts, farmers' markets, temporary events. Department of Inspection and Appeals, IAC 481 Chapter 30 Food and Consumer Safety.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Meet SCHD's contract obligations with the Iowa Department of Inspections and Appeals.	Food Establishment inspections will be completed annually.	100%	100%	100%	80%
Ensure compliance with the food code.	Critical violation reinspections will be completed within 10 days of the date of inspection.	NA	85%	108%	108%
Ensure compliance with the food code.	Non-critical violation reinspections will be completed within 90 days of the date of inspection.	NA	90%	109%	109%

Ensure compliance with the food code.	Complaints will be investigated to determine whether justified within timelines established in the Nuisance Procedure.	100%	100%	100%	100%
Temporary vendors will be conditionally approved and licensed based on their application.	Temporary vendors will have their license to operate in place prior to the event.	100%	100%	99%	99%

ACTIVITY/SERVICE:	Grant Management	DEPARTMENT:	Health/20T		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Service with PRIDE	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of subcontracts issued.		12	11	11	10
Number of subcontracts issued according to funder guidelines.		12	11	11	10
Number of subcontractors.		6	6	6	5
Number of subcontractors that received an annual programmatic review.		6	6	6	NA

**PROGRAM DESCRIPTION:**

Assure compliance with grant requirements-programmatically and financially.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Delivery of public health services through subcontract relationships with community partners.	Subcontracts will be issued according to funder guidelines.	100%	100%	100%	100%
Subcontractors will be educated and informed about the expectations of their subcontract.	Subcontractors will receive an annual programmatic review.	100%	100%	100%	NA-4th Quarter Activity

<b>ACTIVITY/SERVICE:</b> Healthy Child Care Iowa		<b>DEPARTMENT:</b> Health/20S		
<b>BUSINESS TYPE:</b> Semi-Core Service		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b> Healthy Safe Community		<b>FUND:</b> 01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>	<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
Number of technical assistance requests received from centers.	41	655	105	79
Number of technical assistance requests received from child care homes.	24	140	40	31
Number of technical assistance requests from centers responded to.	41	655	105	79
Number of technical assistance requests from day care homes responded to.	24	140	40	31
Number of technical assistance requests from centers that are resolved.	36	590	100	79
Number of technical assistance requests from child care homes that are resolved.	24	105	36	30
Number of child care providers who attend training.	112	350	196	147
Number of child care providers who attend training and report that they have gained valuable information that will help them to make their home/center safer and healthier.	112	315	187	147

**PROGRAM DESCRIPTION:**

Provide education to child care providers regarding health and safety issues to ensure safe and healthy issues

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Safe, healthy child care environments for all children, including those with special health needs.	Technical assistance requests from centers are responded to.	100%	100%	100%	100%
Safe, healthy child care environments for all children, including those with special health needs.	Technical assistance requests from day care homes are responded to.	100%	100%	100%	100%
Safe, healthy child care environments for all children, including those with special health needs.	Technical assistance requests from centers are resolved.	88%	90%	95%	100%
Safe, healthy child care environments for all children, including those with special health needs.	Technical assistance requests from day care homes are resolved.	100%	75%	95%	97%
Safe, healthy child care environments for all children, including those with special health needs.	Child care providers attending trainings report that the training will enable them to make their home/center/ preschool safer and healthier.	100%	90%	95%	100%

<b>ACTIVITY/SERVICE:</b>	Hotel/Motel Program	<b>DEPARTMENT:</b>	Health/20U		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>	<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>	
Number of licensed hotels/motels.	40	41	42	42	
Number of licensed hotels/motels requiring inspection.	33	41	21	21	
Number of licensed hotels/motels inspected by December 31.	33	41	9	9	
Number of inspected hotels/motels with violations.	0	1	1	0	
Number of inspected hotels/motels with violations reinspected.	0	1	1	NA	
Number of inspected hotels/motels with violations reinspected within 30 days of the inspection.	0	1	1	NA	
Number of complaints received.	1	5	5	4	
Number of complaints investigated according to Nuisance Procedure timelines.	1	5	5	4	
Number of complaints investigated that are justified.	1	4	4	4	

**PROGRAM DESCRIPTION:**

License and inspect hotels/motels to assure code compliance. Department of Inspections and Appeals, IAC 481, Chapter 37 Hotel and Motel Inspections.

<b>PERFORMANCE MEASUREMENT</b>	<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>	
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure compliance with Iowa Administrative Code.	Licensed hotels/motels will have an inspection completed by December 31 according to the bi-yearly schedule.	100%	100%	43%	43%
Assure compliance with Iowa Administrative Code.	Licensed hotels/motels with identified violations will be reinspected within 30 days.	NA	100%	100%	NA
Assure compliance with Iowa Administrative Code.	Complaints will be investigated to determine whether justified within timelines established in the Nuisance Procedure.	100%	100%	100%	100%

<b>ACTIVITY/SERVICE:</b>	Immunization Audits	<b>DEPARTMENT:</b>	Health/20S		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of school immunization records audited.		29370	29410	29239	29239
Number of school immunization records up-to-date.		29145	26469	29003	29003
Number of preschool and child care center immunization records audited.		4358	4420	4401	4401
Number of preschool and child care center immunization records up-to-date.		4015	3978	4164	4164

**PROGRAM DESCRIPTION:**

Immunization record audit of all children enrolled in an elementary, intermediate or secondary schools in Scott County. Immunization record audit of all licensed preschool/child care facilities in Scott County. IAC 641 Chapter 7.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure that all schools, preschools and child care centers have up-to-date immunization records.	School records will show up-to-date immunizations.	99%	90%	99%	99%
Assure that all schools, preschools and child care centers have up-to-date immunization records.	Preschool and child care center records will show up-to-date immunizations.	92%	90%	95%	95%

<b>ACTIVITY/SERVICE:</b>	Immunization Clinic	<b>DEPARTMENT:</b>	Health/20S		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of two year olds seen at the SCHD clinic.		161	340	75	75
Number of two year olds seen at the SCHD clinic who are up-to-date with their vaccinations.		154	306	73	73
Number of doses of vaccine shipped to SCHD.		3590	1900	4000	3160
Number of doses of vaccine wasted.		2	95	10	7

**PROGRAM DESCRIPTION:**

Immunizations are provided to children birth through 18 years of age, in Scott County, who qualify for the federal Vaccine for Children (VFC) program as provider of last resort. IAC 641 Chapter 7.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure that clients seen at the Scott County Health Department receive the appropriate vaccinations.	Two year olds seen at the Scott County Health Department are up-to-date with their vaccinations.	96%	90%	97%	97%
Assure that vaccine is used efficiently.	Vaccine wastage as reported by the Iowa Department of Public Health will not exceed contract guidelines.	<.01%	<5%	0.3%	0.2%



ACTIVITY/SERVICE:	Injury Prevention	DEPARTMENT:	Health/20G		
BUSINESS TYPE:	Service Enhancement	RESIDENTS SERVED:			
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Injury data agreements in place.		0	2	0	0
Number of community-based injury prevention meetings and events.		36	30	33	26
Number of community-based injury prevention meetings and events with a SCHD staff member in attendance.		36	30	33	26

**PROGRAM DESCRIPTION:**

Partner with community agencies to identify, assess, and reduce the leading causes of unintentional injuries in Scott County.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Work with Genesis and Trinity to develop a data stream for unintentional injuries in Scott County.	Agreement will be in place to receive unintentional injury data directly from Genesis and Trinity by June 30, 2012	0%	100%	0%	0%
Assure a visible presence for the Scott County Health Department at community-based injury prevention initiatives.	A SCHD staff member will be present at community-based injury prevention meetings and events. (Safe Kids/Safe Communities, Senior Fall Prevention, CARS)	100%	100%	100%	100%

ACTIVITY/SERVICE:	I-Smile Dental Home Project	DEPARTMENT:	Health/20T		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of practicing dentists in Scott County.		109	109	114	114
Number of practicing dentists in Scott County accepting Medicaid enrolled children as clients.		26	27	28	28
Number of children in agency home.		3185	3500	4800	3835
Number of children with a dental home as defined by the Iowa Department of Public Health.		1017	1155	2544	2042

**PROGRAM DESCRIPTION:**

Assure dental services are made available to uninsured/underinsured children in Scott County.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure a routine source of dental care for Medicaid enrolled children in Scott County.	Scott County practicing dentists who are accepting Medicaid enrolled children into their practice.	24%	25%	25%	25%
Ensure EPSDT Program participants have a routine source of dental care.	Children in the EPSDT Program will have a dental home.	32%	33%	53%	53%

ACTIVITY/SERVICE:		Medical Examiner		DEPARTMENT:		Health/20G			
BUSINESS TYPE:		Core Service		RESIDENTS SERVED:					
BOARD GOAL:		Healthy Safe Community		FUND:		01 General		BUDGET:	
OUTPUTS				2010-11	2011-12	2011-12	9 MONTH		
				ACTUAL	GOAL	PROJECTED	ACTUAL		
Number of deaths in Scott County.				1579	1550	1550	1165		
Number of deaths in Scott County deemed a Medical Examiner case.				216	200	200	145		
Number of Medical Examiner cases with a cause and manner of death determined.				216	198	198	145		

**PROGRAM DESCRIPTION:**

Activities associated with monitoring the medical examiner and the required autopsy-associated expenses and activities relevant to the determination of causes and manners of death. Iowa Code 331.801-805 as well as the Iowa Administrative Rules 641-126 and 127 govern county medical examiner activities.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Deaths which are deemed to potentially affect the public interest will be investigated according to Iowa Code.	Cause and manner of death for medical examiner cases will be determined by the medical examiner.	100%	99%	99%	100%

<b>ACTIVITY/SERVICE:</b>	Mosquito Surveillance	<b>DEPARTMENT:</b>	Health/20U	
<b>BUSINESS TYPE:</b>	Semi-Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>
<b>OUTPUTS</b>	<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
Number of weeks in arboviral disease surveillance season.	17	17	17	17
Number of weeks in arboviral disease surveillance season where sentinel chickens are bled and blood submitted to SHL.	17	17	17	15
Number of weeks in arboviral disease surveillance season where mosquitoes are collected every week day and sent to ISU.	17	17	17	15

**PROGRAM DESCRIPTION:**

Trap mosquitoes for testing of West Nile Virus and various types of encephalitis. Tend to sentinel chickens and draw blood for testing of West Nile and encephalitis. Supports communicable disease program.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Conduct environmental surveillance of mosquitoes and sentinel chickens in order to detect the presence of arboviruses to help target prevention and control messages.	Sentinel chickens are bled every week during arboviral disease surveillance season and blood samples are submitted to the State Hygienic Laboratory.	100%	100%	100%	100%
Conduct environmental surveillance of mosquitoes and sentinel chickens in order to detect the presence of arboviruses to help target prevention and control messages.	Mosquitoes are collected from the New Jersey light traps every week day during arboviral disease surveillance season and the mosquitoes are sent weekly to Iowa State University for speciation.	100%	100%	100%	100%

<b>ACTIVITY/SERVICE:</b>	Non-Public Health Nursing	<b>DEPARTMENT:</b>	Health/20S		
<b>BUSINESS TYPE:</b>	Service Enhancement	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of students identified with a deficit.		47	134	57	57
Number of students identified with a deficit who receive a referral.		47	134	57	57
Number of requests for direct services received.		142	80	180	167
Number of direct services provided based upon request.		142	80	180	167

**PROGRAM DESCRIPTION:**

Primary responsibility for school health services provided within the non-public schools in Scott County. There are currently 12 non-public schools in Scott County with approximately 2,900 students. Time is spent assisting the schools with activities such as performing vision and hearing screenings; coordinating school health records; preparing for State of Iowa required immunization and dental audits; assisting with the development of individualized education plans (IEPs) for children with special health needs; as well as meeting the education and training needs of staff through first aid and blood borne pathogen, and medication administration training.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Deficits that affect school learning will be identified.	Students identified with a deficit will receive a referral.	100%	100%	100%	100%
Provide direct services for each school as requested.	Requests for direct services will be provided.	100%	100%	100%	100%

<b>ACTIVITY/SERVICE:</b> Onsite Wastewater Program		<b>DEPARTMENT:</b> Health/20U		
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b> Healthy Safe Community		<b>FUND:</b> 01 General	<b>BUDGET:</b>	
OUTPUTS	2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of septic systems installed.	108	104	104	83
Number of septic systems installed which meet initial system recommendations.	108	99	99	81
Number of septic samples collected.	1105	1350	1350	124
Number of septic samples deemed unsafe.	8	10	16	11
Number of unsafe septic sample results retested.	0	10	16	0
Number of unsafe septic sample results retested within 30 days.	0	7	5	0
Number of complaints received.	5	10	10	5
Number of complaints investigated.	5	10	10	5
Number of complaints investigated within working 5 days.	5	9	9	5
Number of complaints investigated that are justified.	5	9	9	4

**PROGRAM DESCRIPTION:**

Providing code enforcement and consultation services for the design, construction, and maintenance of septic systems for private residences and commercial operations. Collect effluent samples from sewage systems which are designed to discharge effluent onto the surface of the ground or into a waterway. Scott County Code, Chapter 23 entitled Private Sewage Disposal System.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure the proper installation of septic systems.	Approved installations will meet initial system recommendations.	100%	95%	95%	98%
Assure the safe functioning of septic systems.	Unsafe septic sample results will be retested within 30 days.	0%	70%	31%	0%
Assure the safe functioning of septic systems.	Complaints will be investigated within 5 working days of the complaint.	100%	90%	90%	100%

<b>ACTIVITY/SERVICE:</b>	Perinatal Hepatitis B Program	<b>DEPARTMENT:</b>	Health/20S		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>	<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>	
Number of cases of perinatal Hepatitis B reported.	3	5	5	3	
Number of cases of perinatal Hepatitis B who receive verbal and written communication regarding HBV prevention.	3	5	5	3	
Number of cases of perinatal Hepatitis B who receive verbal and written communication regarding HBV prevention within 5 business days.	3	4	4	3	
Number of cases of perinatal Hepatitis B who received education that have recommendations sent to birthing facility and pediatrician.	3	4	4	3	

**PROGRAM DESCRIPTION:**

Provide case management and follow up for expectant mothers with Hepatitis B to prevent perinatal transmission. IAC 139

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Prevent perinatal transmission of Hepatitis B.	Reported perinatal cases will receive verbal and written communication on HBV and HBV prevention for the baby within 5 business days.	100%	80%	80%	100%
Prevent perinatal transmission of Hepatitis B.	Perinatal Hep B cases will have recommendations sent to birthing facility and pediatrician.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Public Education and Communication		DEPARTMENT:	Health	
BUSINESS TYPE:	Semi-Core Service		RESIDENTS SERVED:		
BOARD GOAL:	Healthy Safe Community		FUND:	01 General	BUDGET:
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of consumers receiving face-to-face educational information about physical, behavioral, environmental, social, economic or other issues affecting health.		5633	2354	7075	5676
Number of consumers receiving face-to-face education reporting the information they received will help them or someone else to make healthy choices.		5432	2048	6297	5047

**PROGRAM DESCRIPTION:**

Education for the community through a variety of methods including media, marketing venues, formal educational presentations, health fairs, training, etc.

<b>PERFORMANCE MEASUREMENT</b>	<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>				
<b>EFFECTIVENESS:</b>				
Scott County residents will be educated on issues affecting health.	96%	87%	89%	89%
Consumers receiving face-to-face education report that the information they received will help them or someone else to make healthy choices.				



<b>ACTIVITY/SERVICE:</b>	Public Health Nuisance	<b>DEPARTMENT:</b>	Health/20U		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of complaints received.		209	140	200	134
Number of complaints justified.		181	130	180	82
Number of justified complaints resolved.		175	117	162	73
Number of justified complaints requiring legal enforcement.		6	10	10	4
Number of justified complaints requiring legal enforcement that were resolved.		6	9	9	2

**PROGRAM DESCRIPTION:**

Respond to public health nuisance requests from the general public. Scott County Code, Chapter 25 entitled Public Health Nuisance.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Ensure compliance with state, county and city codes and ordinances.	Justified complaints will be resolved.	97%	90%	90%	89%
Ensure compliance with state, county and city codes and ordinances.	Justified complaints requiring legal enforcement will be resolved.	100%	90%	90%	50%

<b>ACTIVITY/SERVICE:</b>	Public Health Preparedness	<b>DEPARTMENT:</b>	Health/20G		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of drills/exercises held.		5	2	2	2
Number of after action reports completed.		1	2	2	1
Number of benefit-eligible employees.		41	41	39	39
Number of benefit-eligible employees with position appropriate NIMS training.		41	41	39	39
Number of newly hired benefit-eligible employees.		0	2	2	2
Number of newly hired benefit-eligible employees who provide documentation of completion of position appropriate NIMS training.		0	2	2	1

**PROGRAM DESCRIPTION:**

Keep up to date information in case of response to a public health emergency. Develop plans, policies and procedures to handle public health emergencies.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure efficient response to public health emergencies.	Department will participate in two emergency response drills or exercises annually.	250%	100%	100%	100%
Assure efficient response to public health emergencies.	Existing benefit-eligible employees have completed position appropriate NIMS training.	100%	100%	100%	100%
Assure efficient response to public health emergencies.	Newly hired benefit-eligible employees will provide documentation of completion of position appropriate NIMS training by the end of their 6 MONTH probation period.	NA	100%	100%	50%

ACTIVITY/SERVICE:	Recycling	DEPARTMENT:	Health/20U		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Sustainable County Leader	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of tons of recyclable material collected.		667.36	798	667	489.64
Number of tons of recyclable material collected during the same time period in previous fiscal year.		697.47	760	667	490.51

**PROGRAM DESCRIPTION:**

Provide recycling services for unincorporated Scott County.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure the use and efficiency of recycling sites to divert recyclable material from the landfill.	Volume of recyclable material collected, as measured in tons, will meet or exceed amount of material collected during previous fiscal year.	-4%	5%	0%	-0.2%

<b>ACTIVITY/SERVICE:</b>	Solid Waste Hauler Program	<b>DEPARTMENT:</b>	Health/20U		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of individuals that collect and transport solid waste to the Scott County Landfill.		175	157	157	175
Number of individuals that collect and transport solid waste to the Scott County Landfill that are permitted.		54	157	157	129

**PROGRAM DESCRIPTION:**

Establish permits, requirements, and violation penalties to promote the proper transportation and disposal of solid waste. Scott County Code Chapter 32 Waste haulers.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Control the danger to public health, safety and welfare from the unauthorized disposal/disposition of solid waste.	Individuals that collect and transport any solid waste to the Scott County Landfill will be permitted according to Scott County Code.	31%	100%	100%	74%

<b>ACTIVITY/SERVICE:</b> STD/HIV Program		<b>DEPARTMENT:</b> Health/20S		
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b> Healthy Safe Community		<b>FUND:</b> 01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>	<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
Number of people who present for STD/HIV services.	1268	1900	1240	931
Number of people who receive STD/HIV services.	1190	1615	1178	893
Number of clients positive for STD/HIV.	300	240	221	166
Number of clients positive for STD/HIV who are interviewed.	215	216	155	104
Number of partners (contacts) identified.	212	174	137	103
Number of partners (contacts) tested.	NA	87	NA	*See comment below
Number of partners (contacts) treated.	NA	166	NA	*See comment below
Number of partners (contacts) treated within 30 days of the original client's positive result.	NA	83	NA	*See comment below
Reported cases of gonorrhea, Chlamydia and syphilis treated.	1194	1250	1190	893
Reported cases of gonorrhea, Chlamydia and syphilis treated according to treatment guidelines.	1185	1125	1131	877

**PROGRAM DESCRIPTION:**

Provide counseling, testing, diagnosis, treatment, referral and partner notification for STDs. Provide Hepatitis A and/or B and the HPV vaccine to clients. Provide HIV counseling, testing, and referral. Provide HIV partner counseling, testing and referral services. Requested HIV/STD screening is provided to Scott County jail inmates by the correctional health staff and at the juvenile detention center by the clinical services staff following the IDPH screening guidelines. IAC 641 Chapters 139A and 141A

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Ensure access to testing, treatment and referral for STDs and HIV.	Provide needed clinical services to people seen at the STD clinic (testing, counseling, treatment, results and referral)	94%	85%	95%	96%
Contacts (partners) to persons positive will be identified, tested and treated for an STD in order to stop the spread of STDS.	Positive clients will be interviewed.	72%	90%	70%	63%
Contacts (partners) to persons positive will be identified, tested and treated for an STD in order to stop the spread of STDS.	Partners (contacts) will be tested.	NA	50%	*Will not be able to gather this from Iowa Department of Public Health- have discontinued for FY13	*Will not be able to gather this from Iowa Department of Public Health- have discontinued for FY13
Contacts (partners) to persons positive will be identified, tested and treated for an STD in order to stop the spread of STDS.	Partners (contacts) will be treated.	NA	95%	*See comment above	*See comment above
Contacts (partners) to persons positive will be identified, tested and treated for an STD in order to stop the spread of STDS.	Partners (contacts) will be treated within 30 days from date of receipt of original client's positive test results.	NA	50%	*See comment above	*See comment above
Ensure that persons diagnosed with gonorrhea, Chlamydia and syphilis are properly treated.	Reported cases of gonorrhea, Chlamydia, and syphilis will be treated according to guidelines.	99%	90%	95%	98%

<b>ACTIVITY/SERVICE:</b> Swimming Pool/Spa Inspection Program		<b>DEPARTMENT:</b> Health/20U		
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b> Healthy Safe Community		<b>FUND:</b> 01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>	<b>9 MONTH</b>
	<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>	<b>ACTUAL</b>
Number of seasonal pools and spas requiring inspection.	54	58	58	58
Number of seasonal pools and spas inspected by June 15.	51	55	55	NA
Number of year-round pools and spas requiring inspection.	89	92	87	87
Number of year-round pools and spas inspected by November 30.	89	92	87	67
Number of swimming pools/spas with violations.	126	122	122	71
Number of inspected swimming pools/spas with violations reinspected.	126	122	122	71
Number of inspected swimming pools/spas with violations reinspected within 30 days of the inspection.	103	104	104	71
Number of complaints received.	11	5	10	6
Number of complaints investigated according to Nuisance Procedure timelines.	11	5	10	6
Number of complaints investigated that are justified.	11	4	8	3

**PROGRAM DESCRIPTION:**

Memorandum of Understanding with the Iowa Department of Public Health for Annual Comprehensive Pool/Spa Inspections. Iowa Department of Public Health IAC 641, Chapter 15 entitled Swimming Pools and Spas.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Annual comprehensive inspections will be completed.	Inspections of seasonal pools and spas will be completed by June 15 of each year.	94%	95%	95%	NA-4th Qtr Activity
Annual comprehensive inspections will be completed.	Inspections of year-round pools and spas will be completed by November 30 of each year.	100%	100%	100%	77%
Swimming pool/spa facilities are in compliance with Iowa Code.	Follow-up inspections of compliance plans will be completed by or at the end of 30 days.	82%	85%	90%	100%
Swimming pool/spa facilities are in compliance with Iowa Code.	Complaints will be investigated to determine whether justified within timeline established in the Nuisance Procedure.	100%	100%	100%	100%

<b>ACTIVITY/SERVICE:</b> Tanning Program		<b>DEPARTMENT:</b> Health/20T		
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b> Healthy Safe Community		<b>FUND:</b> 01 General	<b>BUDGET:</b>	
OUTPUTS	2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of tanning facilities requiring inspection.	61	68	53	53
Number of tanning facilities inspected by April 15.	61	68	51	50
Number of tanning facilities with violations.	9	60	30	30
Number of inspected tanning facilities with violations reinspected.	9	60	30	7
Number of inspected tanning facilities with violations reinspected within 30 days of the inspection.	9	54	9	5
Number of complaints received.	1	5	5	3
Number of complaints investigated according to Nuisance Procedure timelines.	1	5	5	3
Number of complaints investigated that are justified.	1	4	4	2

**PROGRAM DESCRIPTION:**

Memorandum of Understanding with the Iowa Department of Public Health for the regulation of public and private establishments who operate devices used for the purpose of tanning human skin through the application of ultraviolet radiation. IDPH, IAC 641, Chapter 46 entitled Minimum Requirements for Tanning Facilities.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Complete annual inspection.	Yearly tanning inspections will be completed by April 15 of each year.	100%	100%	96%	96%
Tanning facilities are in compliance with Iowa Code.	Follow-up inspections will be completed within 30 days of the submission of a corrective action plan.	100%	90%	24%	19%
Tanning facilities are in compliance with Iowa Code.	Complaints will be investigated to determine whether justified within timelines established in the Nuisance Procedure.	100%	100%	100%	100%



ACTIVITY/SERVICE:	Tattoo Establishment Program		DEPARTMENT:	Health/20T	
BUSINESS TYPE:	Core Service		RESIDENTS SERVED:		
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of tattoo facilities requiring inspection.		19	19	20	20
Number of tattoo facilities inspected by April 15.		19	19	12	10
Number of tattoo facilities with violations.		3	15	5	3
Number of inspected tattoo facilities with violations reinspected.		3	15	5	3
Number of inspected tattoo facilities with violations reinspected within 30 days of the inspection.		3	12	4	3
Number of complaints received.		6	2	2	0
Number of complaints investigated according to Nuisance Procedure timelines.		6	2	2	0
Number of complaints investigated that are justified.		6	2	2	0

**PROGRAM DESCRIPTION:**

Memorandum of Understanding with the Iowa Department of Public Health for Annual Inspection and complaint investigation in order to assure that tattoo establishments and tattoo artists meet IDPH, IAC 641, Chapter 22 entitled Practice of Tattooing.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Complete annual inspection.	Yearly tattoo inspections will be completed by April 15 of each year.	100%	100%	60%	50%
Tattoo facilities are in compliance with Iowa Code.	Follow-up inspections will be completed within 30 days of the submission of a corrective action plan.	100%	80%	80%	100%
Tattoo facilities are in compliance with Iowa Code.	Complaints will be investigated to determine whether justified within timelines established in the Nuisance Procedure.	100%	100%	100%	NA

<b>ACTIVITY/SERVICE:</b>	Time of Transfer	<b>DEPARTMENT:</b>	Health/20U		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of real estate transactions with septic systems.		9	12	8	5
Number of real estate transactions which comply with the Time of Transfer law.		9	11	6	4
Number of real estate inspection reports completed.		9	12	8	5
Number of completed real estate inspection reports with a determination.		9	12	8	5

**PROGRAM DESCRIPTION:**

This is a multi-faceted program which includes: 1. survey/assessment of onsite wastewater treatment systems, 2. survey/assessment of the water supply, 3. collection of effluent samples from properties serviced by private wells, 4. collection of effluent samples from septic systems that have a discharge by design. Scott County Code, Chapter 23 entitled Private Sewage Disposal Systems.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure safe functioning septic systems.	Real estate transaction inspections will comply with the Time of Transfer law.	100%	92%	75%	80%
Assure proper records are maintained.	Real estate transaction inspection reports will have a determination.	100%	100%	100%	100%

<b>ACTIVITY/SERVICE:</b> Tobacco Program		<b>DEPARTMENT:</b> Health/20T			
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b> Healthy Safe Community		<b>FUND:</b> 01 General	<b>BUDGET:</b>		
<b>OUTPUTS</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>	<b>9 MONTH</b>	
	<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>	<b>ACTUAL</b>	
	Number of reported violations of the SFAA letters received.	23	18	3	1
	Number of reported violations of the SFAA letters responded to.	23	18	3	1
	Number of assessments of targeted facility types required.	3	2	2	2
	Number of assessments of targeted facility types completed.	3	2	2	2
	Number of community-based tobacco meetings.	27	5	20	15
	Number of community-based tobacco meetings with a SCHD staff member in attendance.	27	5	20	15

**PROGRAM DESCRIPTION:**

Coordinate programming in the community to reduce the impact of tobacco through education, cessation, legislation and reducing exposure to secondhand smoke.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure understanding of the Smokefree Air Act.	Respond to letters received as reported violations of the Smokefree Air Act.	100%	100%	100%	100%
Identify current smoke-free policies throughout Scott County.	Assessments of targeted facility types will be completed according to IDPH contract requirements.	100%	100%	100%	100%
Assure a visible presence for the Scott County Health Department at community-based tobacco initiatives.	A SCHD staff member will be present at community-based tobacco meetings (TFQC Coalition, education committee, legislation/policy).	100%	100%	100%	100%

<b>ACTIVITY/SERVICE:</b>	Transient Non-Community Public Water Supply	<b>DEPARTMENT:</b>	Health/20T		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of TNC water supplies.		32	31	31	31
Number of TNC water supplies that receive an annual sanitary survey or site visit.		32	31	31	31

**PROGRAM DESCRIPTION:**

28E Agreement with the Iowa Department of Natural Resources to provide sanitary surveys and consultation services for the maintenance of transient non-community public water supplies.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure the safe functioning of transient non-community public water supplies.	TNCs will receive a sanitary survey or site visit annually.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Vending Machine Program	DEPARTMENT:	Health/20T		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of vending companies requiring inspection.		9	10	8	8
Number of vending companies inspected by December 31.		9	10	8	8

**PROGRAM DESCRIPTION:**

Issue licenses, inspect and assure compliance of vending machines that contain non-prepackaged food or potentially hazardous food. Department of Inspection and Appeals, IAC 481 Chapter 30 Food and Consumer Safety.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Complete annual inspections	Licensed vending companies will be inspected according to established percentage by December 31.	100%	100%	100%	100%

<b>ACTIVITY/SERVICE:</b>	Water Well Program	<b>DEPARTMENT:</b>	Health/20T		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>	<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>	
Number of wells permitted.	43	46	38	24	
Number of wells permitted that meet SCC Chapter 24.	43	44	35	21	
Number of wells plugged.	26	10	30	20	
Number of wells plugged that meet SCC Chapter 24.	26	9	30	20	
Number of wells rehabilitated.	6	7	8	5	
Number of wells rehabilitated that meet SCC Chapter 24.	6	7	8	5	
Number of wells tested.	91	80	75	49	
Number of wells test unsafe for bacteria or nitrate.	17	10	20	14	
Number of wells test unsafe for bacteria or nitrate that are corrected.	5	7	2	0	

**PROGRAM DESCRIPTION:**

License and assure proper well construction, closure, and rehabilitation. Monitor well water safety through water sampling. Scott County Code, Chapter 24 entitled Private Water wells.

<b>PERFORMANCE MEASUREMENT</b>	<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>	
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Assure proper water well installation.	Wells permitted will meet Scott County Code: Chapter 24, Non-Public Water Supply Wells.	100%	95%	92%	88%
Assure proper water well closure.	Plugged wells will meet Scott County Code: Chapter 24, Non-Public Water Supply Wells.	100%	90%	100%	100%
Assure proper well rehabilitation.	Permitted rehabilitated wells will meet Scott County Code: Chapter 24, Non-Public Water Supply Wells.	100%	100%	100%	100%
Promote safe drinking water.	Wells with testing unsafe for bacteria or nitrates will be corrected.	29%	70%	10%	0%



## HUMAN RESOURCES

Mary Thee, Assistant County Administrator/HR Director

**MISSION STATEMENT:** To foster positive employee relations and progressive organizational improvement for employees, applicants and departments by: ensuring fair and equal treatment; providing opportunity for employee development and professional growth; assisting in identifying and retaining qualified employees; utilizing effective, innovative recruitment and benefit strategies; encouraging and facilitating open communication; providing advice on employment issues and being

ACTIVITY/SERVICE:		Labor Management		DEPT/PROG:		24A					
BUSINESS TYPE:		Core Service		RESIDENTS SERVED:							
BOARD GOAL:		Financially Sound Gov't		FUND:		01 General		BUDGET:			
OUTPUTS				2010-11		2011-12		2011-12		9 MONTH	
				ACTUAL		GOAL		PROJECTED		ACTUAL	
# of bargaining units				6		6		6		6	
% of workforce unionized						50%		51%		51%	
# meeting related to Labor/Management				71		15		65		62	

### PROGRAM DESCRIPTION:

Negotiates six union contracts, acts as the County's representative at impasse proceedings. Compliance with Iowa Code Chapter 20.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Improve relations with bargaining units	Conduct regular labor management meetings	71	6	10	12

ACTIVITY/SERVICE:	Recruitmt/EEO Compliance	DEPT/PROG:	24A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
# of retirements			3		5
# of employees eligible for retirement		30	30		44
# of jobs posted		61	27		32
# of applications received		3488	3500		2421

**PROGRAM DESCRIPTION:**

Directs the recruitment and selection of qualified applicants for all County positions and implements valid and effective selection criteria. Serve as EEO and Affirmative Action Officer and administers programs in compliance with federal and state laws and guidelines. Serves as County coordinator to assure compliance with ADA, FMLA, FLSA and other civil rights laws. Assists the Civil Service Commission in its duties mandated by the Iowa Code 341A.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Measure the rate of countywide employee separations not related to retirements.	Decrease countywide turnover rate not related to retirements.		9%		3.90%
Measure the number of employees hired in underutilized areas.	Increase the number of employees hired in underutilized areas.	4	2		1



ACTIVITY/SERVICE:	Compensation/Performance Appraisal	DEPT/PROG:	24A		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of supervisors w/reduced merit increases or bonuses			3		0
# of organizational change studies conducted		10	5		2

**PROGRAM DESCRIPTION:**

Monitors County compensation program, conducts organizational studies using the Hay Guide Chart method to ensure ability to remain competitive in the labor market. Responsible for wage and salary administration for employee merit increases, wage steps and bonuses. Coordinate and monitor the Employee Performance Appraisal system, assuring compliance with County policy and all applicable contract language.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Measures timely submission of evaluations by supervisors.	% of reviews not completed within 30 days of effective date.		Less than 10%		29%
# of job descriptions reviewed	Review 5% of all job descriptions to ensure compliance with laws and accuracy.	10	5		2

<b>ACTIVITY/SERVICE:</b>	Benefit Administration	<b>DEPT/PROG:</b>	24A	
<b>BUSINESS TYPE:</b>	Semi-Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>
<b>OUTPUTS</b>		<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>
		<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>
		<b>9 MONTH</b>	<b>ACTUAL</b>	
Cost of health benefit PEPM		\$658	\$650	
money saved by the EOB policy		n/a	\$1,000	
% of family health insurance to total			58%	

**PROGRAM DESCRIPTION:**

Administers employee benefit programs (group health insurance, group life, LTD, deferred compensation and tuition reimbursement program) including enrollment, day to day administration, as well as cost analysis and recommendation for benefit changes.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Measures the utilization of the Deferred Comp plan	% of benefit eligible employees enrolled in the Deferred Compensation Plan.		50%		56%
Measures the utilization of the Flexible Spending plan	% of benefit eligible employees enrolled in the Flexible Spending accounts.		28%		26%

ACTIVITY/SERVICE:		Policy Administration		DEPT/PROG:		24A					
BUSINESS TYPE:		Semi-Core Service		RESIDENTS SERVED:							
BOARD GOAL:		Financially Sound Gov't		FUND:		01 General		BUDGET:			
OUTPUTS				2010-11		2011-12		2011-12		9 MONTH	
				ACTUAL		GOAL		PROJECTED		ACTUAL	
# of Administrative Policies				64		65		65		67	
# policies reviewed				11		6		6		11	

**PROGRAM DESCRIPTION:**

Develops County-wide human resources and related policies to ensure best practices, consistency with labor agreements, compliance with state and federal law and their consistent application County wide.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Review policies at minimum every 5 years to ensure compliance with laws and best practices.	Review 5 policies annually	11	6	6	11

ACTIVITY/SERVICE:	Employee Development	DEPT/PROG:	24A		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
# of employees in Leadership program			64		66
# of training opportunities provided by HR			30		27
# of Leadership Book Clubs			2		2
# of 360 degree evaluation participants			10		0
# of all employee training opportunities provided			20		7
# of hours of Leadership Recertification Training provided			40		44.5

**PROGRAM DESCRIPTION:**

Evaluate needs, plans and directs employee development programs such as in-house training programs for supervisory and non-supervisory staff to promote employee motivation and development. Coordinates all Employee Recognition and the new Employee Orientation Program.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Effectiveness/utilization of County sponsored supervisory training	% of Leadership employees attending County sponsored supervisory training		95%		15.00%
New training topics offered to County employee population.	Measures total number of new training topics.		5		12

**Department of Human Services**

Director: Charles M. Palmer

Phone: 515-281-5454

Website: [www.dhs.state.ia.us](http://www.dhs.state.ia.us)**MISSION STATEMENT:**

<b>ACTIVITY/SERVICE:</b>	Assistance Programs	<b>DEPARTMENT:</b>	21A		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	1800		
<b>BOARD GOAL:</b>	Choose One	<b>FUND:</b>	01 General	<b>BUDGET:</b>	\$77,252
OUTPUTS		2010-11 ACTUAL	2011-12 PROJECTED	2011-12 PROJECTED	9 MONTH ACTUAL
The number of documents scanned and emailed		NA	300 per month	400 pages per month	52.21% increase in scanned documents
The number of cost comparisons conducted		NA	12 per quarter	12 per quarter	36
The number of cost saving measures implemented		NA	3 per year	3 per year	3

**PROGRAM DESCRIPTION:**

The Department of Human Services is a comprehensive human service agency coordinating, paying for and/or providing a broad range of services to some of Iowa's most vulnerable citizens. Services and programs are grouped into four Core Functions: Economic Support, Health Care and Support Services, Child and Adult Protection and Resource Management.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 PROJECTED	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Effectively manage county funding for administrative costs related to providing services to Iowans.	Quarterly expenses will be monitored and stay within budgeted figures	NA	100% of expenses will remain within budget	100% of expenses will remain within budget	100% of expenses have remained within budget

ACTIVITY/SERVICE:	Case Mgmt under HCBS ID Waiver	DEPARTMENT:	21B		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	394		
BOARD GOAL:	Choose One	FUND:	10 MHDD	BUDGET:	\$191,250
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Total number of individuals served under the HCBS ID Waiver		394	425	425	393
Number of Title XIX funded units billed		40,688	42,336	42,336	29,529

**PROGRAM DESCRIPTION:**

Direct the service plan for individuals who are on the HCBS ID Waiver Program- Medicaid Service. Coordinate services, monitor progress, coordinate providers based on needs of the individual. IAC 441-24

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Individuals will be safe in the community. Individuals will reside in the least restrictive environment.	1. Decrease facility placements by 2%.	13	9	9	4
Individuals financial resources will be appropriately monitored.	2. Reduce incidents of financial exploitation by 2%.	6	9	9	5
Individuals will have fewer psychiatric admissions.	3. Decline in psychiatric admissions by 2%.	10	9	9	7
Individuals will have fewer hospitalizations admissions.	4. Reduction in hospitalizations due to crital incidents by 2%.	13	9	9	3
Individuals will be safe in the community. Individuals will reside in the least restrictive environment. Individuals will have payees.	Decrease psychiatric admissions by 50%				
	Decrease hospitalizations due to critical incidents by 75%				

<b>ACTIVITY/SERVICE:</b>	Case Management	<b>DEPARTMENT:</b>	21B		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	22		
<b>BOARD GOAL:</b>	Choose One	<b>FUND:</b>	10 MHDD	<b>BUDGET:</b>	\$3,395
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of individuals assisted with Medicaid paperwork and assessment utilizing 100% county funds		22	35	35	17

**PROGRAM DESCRIPTION:**

Provide case management services to individuals with developmental disabilities. This includes determining legal settlement, assisting with the paperwork/application and then coordinating services/providers based on need. This service is provided to those who are not on the HCBS Waiver program yet. It is funded by 100% county dollars.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Individuals will gain access to medical, social and vocational services. Individuals will gain access to appropriate living environments.	Case managers will assess 100% of clients and families, completing necessary paperwork in order to be eligible for Medicaid and other services.	62	132	132	113
Individuals will gain access to medical, social and vocational services. Individuals will gain access to appropriate living environments.	Total number of assessments completed	22	35	35	85
Individuals will gain access to medical, social and vocational services. Individuals will gain access to appropriate living environments.	Total number of individuals who began receiving Medicaid services	22	35	35	85



## Information Technology

Matt Hirst, IT Director

**MISSION STATEMENT:** IT's mission is to provide dependable and efficient technology services to County employees by: empowering employees with technical knowledge; researching, installing, and maintaining innovative computer and telephone solutions; and implementing and supporting user friendly business solutions.

<b>ACTIVITY/SERVICE:</b> Administration		<b>DEPT/PROG:</b> 14A		
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b> Financially Sound Gov't	<b>FUND:</b> 01 General	<b>BUDGET:</b>		
<b>OUTPUTS</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>	<b>9 MONTH</b>
	<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>	<b>ACTUAL</b>
Authorized personnel (FTE's)	14	14.4	14.4	14.4
Departmental budget	1,852,101.76	2,006,422	2,006,422	1,573,944
Capital budget	627,731.00	794,422	751,749	324,825
Reports with training goals (Admin / DEV / GIS / INF)	(??/3/3/0)	(6/1/2/5)	(6/1/2/5)	(6/1/2/5)
Users supported (County/Other)		550/200	550/200	544/176

**PROGRAM DESCRIPTION:**

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 as well as application, GIS, and Web development resources.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Keep department skills current with technology.	Keep individuals with training goals at or above 95%.	N/A	100%	100%	100%



<b>ACTIVITY/SERVICE:</b> Application/Data Delivery		<b>DEPT/PROG:</b> 14B			
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b> Financially Sound Gov't		<b>FUND:</b> 01 General	<b>BUDGET:</b>		
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of custom systems supported	(DEV/GIS)	(28/ 27)	(31/ 27 )	(31 / 29)	(29 / 29 )
# of custom system DB's supported	(DEV/GIS)	(17/ 61)	(20/ 61)	(20 / 46)	(18 / 45 )
# of COTS supported	(DEV/GIS/INF)	(8/ 22 / 61)	(11/ 22 / 61 )	(13/ 23 / 65)	(8 / 22 / 65)
# of COTS DB's supported	(DEV/GIS/INF)	(10/ 0 / 5)	(10/ 0 / 5 )	(11/ 0 / 5)	(10 / 0 / 5)
# of system integrations maintained.	(DEV/GIS/INF)	(9/ 17 / 9)	(9/ 17 / 9 )	(9/ 18 / 9)	(9 / 18 / 9 )

**PROGRAM DESCRIPTION:**

**Custom Applications Development and Support:** Provide applications through the design, development, implementation, and on-going maintenance for custom developed applications to meet defined business requirements of County Offices and Departments.

**COTS Application Management:** Manage and provide COTS (Commercial Off-The Shelf) applications to meet defined business requirements of County Offices and Departments.

**Data Management:** Manage and provide access to and from County DB's (DataBases) for internal or external consumption.

**System Integration:** Provide and maintain integrations/interfaces between hardware and/or software systems.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Provide action on work orders submitted concerning data/ applications per Service Level Agreement (SLA).	% of change requests assigned within SLA.	N/A	95%	TBD	TBD
# application support requests completed within Service Level Agreement (SLA).	% of application support requests closed within SLA.	N/A	85%	TBD	TBD

<b>ACTIVITY/SERVICE:</b> Communication Services		<b>DEPT/PROG:</b> 14B			
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b> Financially Sound Gov't		<b>FUND:</b> 01 General	<b>BUDGET:</b>		
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of quarterly phone bills	(Admin)	10	10	11	11
\$ of quarterly phone bills	(Admin)	15,000	15,000	17,642	52,812
# of cellular phone and data lines supported	(Admin)	208	208	246	220
# of quarterly cell phone bills	(Admin)	2	5	5	5
\$ of quarterly cell phone bills	(Admin)		23,000	17,000	17,235
# of VoIP phones supported	(INF)	950	915	950	950
# of voicemail boxes supported	(INF)	717	TBD	717	717
% of VoIP system uptime	(INF)	99	99%	99	100
# of e-mail accounts supported	(County/Other)(INF)		(630/146)	800	800
GB's of e-mail data stored	(INF)		TBD	250	125
% of e-mail system uptime	(INF)		99%	99%	99%

**PROGRAM DESCRIPTION:**

**Telephone Service:** Provide telephone service to County Offices and Departments to facilitate the performance of business functions.

**E-mail:** Maintain, secure, and operate the County's email system which allows the staff to communicate with the citizens, developers, businesses, other agencies and etc.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Provide verification of received Trouble Support Request per SLA	% of requests responded to within SLA guidelines	N/A	99%	TBD	TBD
Complete change requests per SLA guidelines	% of change requests completed within SLA guidelines	N/A	85%	TBD	TBD

<b>ACTIVITY/SERVICE:</b>	GIS Management		<b>DEPT/PROG:</b>	14B	
<b>BUSINESS TYPE:</b>	Core Service		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>		<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>	<b>9 MONTH</b>
		<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>	<b>ACTUAL</b>
# internal ArcGIS Desktop users.	(GIS)	46	46	60	53
# avg daily unique visitors, avg daily pageviews, avg daily visits (external GIS webapp).	(GIS)	5, 17, 12	100, 400, 200	250, 800, 300	224, 706, 262
# SDE feature classes managed	(GIS)	66	60	55	60
# Non-SDE feature classes managed	(GIS)	295	305	500	496
# ArcServer and ArcReader applications managed	(GIS)	6	6	22	20
# Custodial Data Agreements	(GIS)	0	8	4	0
# of SDE feature classes with metadata	(GIS)	0	60	30	11

**PROGRAM DESCRIPTION:**

**Geographic Information Systems:** Develop, maintain, and provide GIS data services to County Offices and Departments. Support county business processes with application of GIS technology.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
# Custodial Data Agreements	% of custodial data agreements active and current.	0%	100.00%	50%	0%
# of SDE feature classes with metadata	% of SDE features that have metadata.	0%	85%	75%	18%
# enterprise SDE and non-SDE feature classes managed	# of additional enterprise GIS feature classes added per year.	361	365	580	556

ACTIVITY/SERVICE:	Infrastructure - Network Management		DEPT/PROG:	14B	
BUSINESS TYPE:	Core Service		RESIDENTS SERVED:		
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
# of network devices supported	(INF)	N/A	86	86	86
# of network connections supported	(INF)	N/A	2680	2680	2680
% of overall network up-time	(INF)	N/A	99%	99%	99%
% of Internet up-time	(INF)	N/A	99%	99%	99%
GB's of Internet traffic	(INF)	N/A	8400	8500	9200
# of filtered Internet users	(INF)	N/A	448	456	493
# of restricted Internet users	(INF)	N/A	103	105	106

**PROGRAM DESCRIPTION:**

**Data Network:** Provide LAN/WAN data network to include access to the leased-line and fiber networks that provide connectivity to remote facilities.

**Internet Connectivity:** Provide Internet access.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
% of network up-time	Keep % of network up-time > x%	N/A	99%	99%	99%

<b>ACTIVITY/SERVICE:</b> Infrastructure Management		<b>DEPT/PROG:</b> 14B			
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b> Financially Sound Gov't		<b>FUND:</b> 01 General	<b>BUDGET:</b>		
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of PC's	(INF)		582	380	433
# of Printers	(INF)		184	212	168
# of Laptops	(INF)		127	180	155
# of Thin Clients	(INF)		148	25	30

**PROGRAM DESCRIPTION:**

**User Infrastructure:** Acquire, maintain, and support PC's, laptops, printers, displays, and assorted miscellaneous electronics.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Efficient use of technology.	Keep # of devices per employee <= 1.25	N/A	<=1.25	1.45	1.43

ACTIVITY/SERVICE:	Infrastructure Management	DEPT/PROG:	14B		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
GB's of user data stored	(INF)		720 GB	950GB	790GB
GB's of departmental data stored	(INF)		380 GB	500GB	400GB
GB's of county data stored	(INF)		69 GB	80GB	72GB
% of server uptime	(INF)		95%	95%	95%
# of physical servers	(INF)		34	10	9
# of virtual servers	(INF)		100	75	85

**PROGRAM DESCRIPTION:**

**Servers:** Maintain servers including Windows servers, file and print services, and application servers.

**Data Storage:** Provide and maintain digital storage for required record sets.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
% server uptime	Keep server uptime >=95%	N/A	>=95%	>=95%	>=95%

<b>ACTIVITY/SERVICE:</b> Technology Lifecycle Management		<b>DEPT/PROG:</b> 14A, 14B			
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b> Financially Sound Gov't		<b>FUND:</b> 01 General	<b>BUDGET:</b>		
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of life cycles managed.	(DEV/GIS/INF)	(5 / 15 / 33)	( 5 / 15 / 33 )	(9 / 15 / 35)	( ?? / 15 / 35 )
# of devices/systems that are current	(DEV/GIS/INF)	(15 / 9 / ??)	( 14 / 9 / 750)	(17 / 9 / 755)	( ?? / 9 / 750 )
# of devices/systems that are EOL (End Of Life)	(DEV/GIS/INF)	(7 / 0 / ??)	( 14 / 0 / 100 )	(7 / 0 / 300)	( 7 / 0 / 100 )
# of software service contracts maintained	(GIS/INF)	(9 / 8)	( 9 / 8 )	( 9 / 9 )	( 9 / 9 )
# of software license contracts maintained	(DEV/GIS/INF)	(6 / 7 / 15)	( 6 / 7 / 15 )	(8 / 8 / 15)	(8 / 8 / 15 )
# of hardware service contracts maintained	(INF)	5	5	5	5
# of hardware license contracts maintained	(INF)	5	5	5	5

**PROGRAM DESCRIPTION:**

**License Management:** Monitor and regulate licensing and maintenance of application software.

**Technical Business Process Analysis:** Provide evaluations and recommendations for technical systems and solutions to support business processes and requirements.

**Hardware and Software Management:** Plan for and manage hardware and software technology lifecycles.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
# EOL/non-EOL systems.	non-EOL hardware >=80%.	N/A	>= 80%	>= 80%	87%
# EOL/non-EOL systems.	non-EOL applications >=80%.	N/A	>= 80%	>= 80%	TBD

<b>ACTIVITY/SERVICE:</b> Open Records		<b>DEPT/PROG:</b> 14A, 14B			
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b> Financially Sound Gov't		<b>FUND:</b> 01 General	<b>BUDGET:</b>		
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of requests	(DEV/GIS/INF)	(13 / NA / ??)	(NA/ NA / NA )	(10 / 40 / 0)	(3 / 17 / 0)
# of requests fulfilled within SLA	(DEV/GIS/INF)	(13 / NA / ??)	(NA/ NA / NA )	(13 / 39 / 0)	(3 / 16 / 0)
avg. time to complete requests	(DEV/GIS/INF)	(2 / NA / ??)	(5 days/ 5 days / 5 days )	(2 / 3 / 0)	(2 / 2.9 / 0)

**PROGRAM DESCRIPTION:**

**Open Records Request Fulfillment:** Provide open records data to Offices and Departments to fulfill citizen requests.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
# Requests within 10/10+ days..	100% of requests closed within 10 days.	N/A	100%	100%	100%
avg. time to complete requests.	Average time to close requests <= x days.	N/A	<= 5 Days	<= 5 Days	2.5 Days



<b>ACTIVITY/SERVICE:</b> Project Management		<b>DEPT/PROG:</b> 14A, 14B			
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b> Financially Sound Gov't		<b>FUND:</b> 01 General	<b>BUDGET:</b>		
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of projects requested	(DEV/GIS/INF)	(7/ NA / 16)	(6 / 7 / 16)	(10 / 81 / 5)	( 8 / 51 / 4 )
# of projects in process	(DEV/GIS/INF)	(7/ NA / 12)	(7 / 13 / 12)	(6 / 22 / 18)	( 4 / 22 / 23 )
# of projects completed	(DEV/GIS/INF)	(8/ NA / 8)	(8 / 2 / 8)	(9 / 82 / 13)	( 8 / 52 / 4 )
# of planned project hours completed	(DEV/GIS/INF)	(3311/ NA / 4160)	3311/ NA / 4160	(3210 / NA / NA)	( 1802 / NA / 3740 )
# of planned project hours to complete	(DEV/GIS/INF)	(1369/ NA / 2080)	1369 / NA / 2080	(3210/ NA / NA)	(2407 / NA / 6240)

**PROGRAM DESCRIPTION:**

**Project Management/Capital Improvement Program:** Manage CIP planning, budgeting, and prioritization of current and future projects.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Effective project planning	Estimated project hours less than one (1) year of available IT man hours.	N/A	<= 50% (of one year of IT resource hours)	50% (of one year of IT resource hours)	42% (of one year of IT resource hours)

<b>ACTIVITY/SERVICE:</b> Security		<b>DEPT/PROG:</b>			
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b> Financially Sound Gov't		<b>FUND:</b> 01 General	<b>BUDGET:</b>		
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
# of DB's backed up (DEV)	27	30	31	30	
# of SQL DB transaction logs backed up (DEV)	27	30	31	30	
# enterprise data layers archived (GIS)	361	365	550		
# of backup jobs (INF)		1200	1400	1,142	
GB's of data backed up (INF)		572TB	750TB	777.24TB	
# of restore jobs (INF)		52	60	7	

**PROGRAM DESCRIPTION:**

**Network Security:** Maintain reliable technology service to County Offices and Departments.

**Backup Data:** Maintain backups of network stored data and restore data from these backups as required.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
data restore related support requests.	% of archival support requests closed within SLA.	N/A	100%	100%	100%
Backup Databases to provide for Disaster Recovery.	% of databases on a backup schedule to provide for data recovery.	N/A	100%	100%	100%
Backup Database transaction files to provide for point in time recovery	% of high transaction volume databases on a transaction log backup schedule to provide for point in time recovery.	N/A	100%	100%	100%

ACTIVITY/SERVICE:	Technology Support	DEPT/PROG:	14B		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
# of after hours calls	(DEV/GIS/INF)	(8 / 0 / 147)	(14 / NA / 104 )	(10 / 0 / 125)	(10 / 0 / 30)
# of hours of after hours support provided	(DEV/GIS/INF)	(12 / 0 / 294)	(17 / NA / 208 )	(16 / 0 / 250)	(15 / 0 / 60)
avg. after hours response time (in minutes)	(DEV/GIS/INF)	(20 / NA / 15)	(45 min. / 45 min. / 45 min. )	(20 / 0 / 30)	(20 / 0 / 30)
# of change requests	(DEV/GIS/INF)	(56 / NA / ??)	(50 / NA / 400 )	(65 / 100 / ??)	(67 / 51 / 0)
avg. time to complete change request	(DEV/GIS/INF)	(1.8 / NA / ??)	(3 days/ 3 days / 3 days )	(2 days/ 3 days / ??)	(2.8 days / 3.2 days / 0)
# of trouble ticket requests	(DEV/GIS/INF)	(71 / NA / 1339)	(50 / NA / 1100 )	(50/ 10 /1200)	(83/ 5 / 627)
avg. time to complete Trouble ticket request	(DEV/GIS/INF)	(2.5 / NA / ??)	(8 hr / 8 hr / 8 hr )	(6hr/ 1.6 days / 26hr)	(4.1 hrs / 1.6 days / 26hr)

**PROGRAM DESCRIPTION:**

**Emergency Support:** Provide support for after hours, weekend, and holiday for technology related issues.

**Help Desk and Tier Two Support:** Provide end user Help Desk and Tier Two support during business hours for technology related issues.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
# of requests completed within SLA.	% of work requests closed within SLA.	N/A	90%	90%	(TBD / 88 / 70)
# after hours/emergency requests responded to within SLA.	% of requests responded to within SLA for after-hour support	N/A	100%	100%	100%

<b>ACTIVITY/SERVICE:</b> Web Management		<b>DEPT/PROG:</b> 14B			
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b> Financially Sound Gov't		<b>FUND:</b>	01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
avg # daily visits	(Web)		9,258	13,563	14,003
avg # daily unique visitors	(Web)		6,986	7,981	8,212
avg # daily page views	(Web)		54,635	63,769	64,496
eGov avg response time	(Web)		2.93 days	0.61	0.76
eGov items (Webmaster)	(Web)		75	52	31
# dept/agencies supported	(Web)		25	25	25

**PROGRAM DESCRIPTION:**

**Web Management:** Provide web hosting and development to facilitate access to public record data and county services.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
eGov average response time	Average time for response to Webmaster feedback.	N/A	<= 3 days	<= 1 day	0.76 days
# dept/agencies supported	% of departments and agencies contacted on a quarterly basis.	N/A	75%	75%	75%

## Juvenile Detention Center

Jeremy Kaiser, Director



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

ACTIVITY/SERVICE:	Detainment of Youth	DEPARTMENT:	22b		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
# of persons admitted		204	200	200	156
Average daily detention population		9	10	10	11
# of days of adult-waiver juveniles		674	200	200	331
# of total days client care		3366	3500	3500	2999

### PROGRAM DESCRIPTION:

Detainment of youthful offenders who reside in Scott County. Provide children with necessary health care, clothing, and medication needs in compliance with state regulations, in a fiscally responsible manner. Facilitate and assist agencies with providing educational, recreational, spiritual, and social-skill programming to the residents in our care.

PERFORMANCE MEASUREMENT	2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>				
<b>EFFECTIVENESS:</b>				
To safely detain youthful offenders according to state licensing regulations/best practices, and in a fiscally responsible manner.	189	219	219	154

<b>Juvenile Detention Center</b>		<b>DEPARTMENT:</b>		
Safety and Security		<b>RESIDENTS SERVED:</b>		
Jeremy Kaiser, Director	Core Service			
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>
OUTPUTS	2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of escape attempts	0	0	1	1
# of successful escapes	0	0	0	0
# of critical incidents	24	40 or less	50	35
# of critical incidents requiring staff physical intervention	4	5 or less	4	8

**PROGRAM DESCRIPTION:**

Preventing escapes of youthful offenders by maintaining supervision and security protocol.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To de-escalate children in crisis through verbal techniques.	To diffuse crisis situations without the use of physical force 90% of the time.	83.40%	90%	90%	77%

<b>Juvenile Detention Center</b>		Dietary Program		DEPARTMENT:	22b
Jeremy Kaiser, Director		Core Service		RESIDENTS SERVED:	
BOARD GOAL:		Financially Sound Gov't		FUND:	01 General
				BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Revenue generated from CNP reimbursement		14157	13000	13000	12185
Grocery cost		26766	25000	30000	22705
			2011-12	2011-12	

**PROGRAM DESCRIPTION:**

Serve residents nutritious food three meals a day, plus one snack in a fiscally-responsible manner. Claim child nutrition program reimbursement through the state of Iowa to generate revenue.

PERFORMANCE MEASUREMENT		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To serve kids food in accordance with State regulations at a sustainable cost.	To have an average grocery cost per child per day of less than \$4 after CNP revenue.	3.75	3.99	3.25	3.51

<b>Juvenile Detention Center</b>		Communication	<b>DEPARTMENT:</b> 22b	
Jeremy Kaiser, Director		Core Service	<b>RESIDENTS SERVED:</b>	
<b>BOARD GOAL:</b>		Financially Sound Gov't	<b>FUND:</b> 01 General	<b>BUDGET:</b>
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
		<b>9 MONTH ACTUAL</b>		
# of visitors to the center		2555	3000	2500
				1962

**PROGRAM DESCRIPTION:**

Allow and assist children with communicating via telephone, visits, and mail correspondence with family members, court personnel, and service providers. Inform court personnel and parents of behavior progress and critical incidents.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To inform parents/guardians and court personnel quickly and consistently of critical incidents.	To communicate critical incidents to parents/court personnel within one hour of the incident 90% of the time.	n/a	n/a	90	73



<b>Juvenile Detention Center</b>		Documentation	<b>DEPARTMENT:</b>		22b
<b>Jeremy Kaiser, Director</b>		Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>		Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>
<b>OUTPUTS</b>			<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>
			<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>
			<b>9 MONTH</b>		
			<b>ACTUAL</b>		
# of intakes processed			204	250	200
# of discharges processed			189	250	200

**PROGRAM DESCRIPTION:**

Documenting intake information including demographic data of each resident. Documenting various other pertinent case file documentation throughout each resident's stay including: behavior progress, critical incidents, visitors, etc. Documenting discharge information. All documentation must be done in an efficient manner and in compliance with state licensing requirements.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To reduce error rate in case - file documentation	To have 5% or less error rate in case-file documentation	n/a	5%	5%	5%

## Risk Management

Rhonda Oostenryk, Risk Manager



**MISSION STATEMENT:** Investigation and review of all claims and losses, implementing policies or procedures to adjust, settle, resist or avoid future losses; relating liability and worker's compensation issues.

ACTIVITY/SERVICE:	Liability	DEPARTMENT:	23		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	02 Supplemental	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
\$40,000 of Claims GL		23,542	\$40,000	\$40,000	\$120,000.00
\$50,000 of Claims PL		5,141	\$50,000	\$50,000	\$0.00
\$85,000 of Claims AL		22,613	\$85,000	\$85,000	\$24,717.00
\$20,000 of Claims PR		35,960	\$20,000	\$20,000	\$50,592

**PROGRAM DESCRIPTION:**

Tort Liability: A "tort" is an injury to another person or to property, which is compensable under the law. Categories of torts include negligence, gross negligence, and intentional wrongdoing.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To train 100% of corrections officers on inmate legal issues	Decrease in Inmate Liability Claims	0	100%	100%	75%
Prompt investigation of liability accidents/incidents	To investigate incidents/accidents within 5 days	100%	75%	75%	90%

<b>ACTIVITY/SERVICE:</b>	Schedule of Insurance	<b>DEPARTMENT:</b>	23		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	02 Supplemental	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of County maintained policies - 15		15	15	15	16

**PROGRAM DESCRIPTION:**

Schedule of Insurance

Maintaining a list of items individually covered by a policy, e.g., a list of workers compensation, general liability, auto liability, professional liability, property and excess umbrella liability.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Market and Educate underwriters RE:Jail Health to ensure an accurate premium	Educate 100% of potential insurance underwriters in the process of jail health	0	100%	100%	100%

<b>ACTIVITY/SERVICE:</b>		<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
				<b>9 MONTH ACTUAL</b>
Claims Opened (new)		40	25	25
Claims Reported		46	75	75
\$175,000 of Workers Compensation Claims		\$90,370	\$175,000	\$175,000
				\$106,101.00

**PROGRAM DESCRIPTION:**

To ensure that employees who are injured on the job are provided proper medical attention for work related injuries and to determine preventive practices for injuries.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
to investigate workers comp claims within 5 days	To investigate 100% of accidents within 5 days	100%	100%	100%	100%

## Planning and Development

Tim Huey, Director



**MISSION STATEMENT:** To provide professional planning, development and technical assistance to the Board of Supervisors, the Planning and Zoning Commission and the Zoning Board of Adjustment in order to draft, review and adopt land use policies and regulations that guide and control the growth of

ACTIVITY/SERVICE:	Planning & Development Administration	DEPARTMENT:	25A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	Entire County		
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Appropriations expended			\$ 380,225	\$ 380,225	\$ 247,322
Revenues received			\$ 192,520	\$ 192,520	\$ 113,008

**PROGRAM DESCRIPTION:**

Administration of the Planning and Development Departments duties and budget. Prepare, review and update the Scott County Comprehensive Plan as recommended by the Planning and Zoning Commission.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Maintain expenditures within approved budget	To expend less than 100% of approved budget expenditures		95%	95%	65%
Implementation of adopted County Comprehensive Plan	Land use regulations adopted and determinations made in compliance with County Comprehensive Plan		100%	100%	100%

<b>ACTIVITY/SERVICE:</b>	Building Inspection/code enforcement	<b>DEPARTMENT:</b>	25B	
<b>Tim Huey, Director</b>	Core Service	<b>RESIDENTS SERVED:</b>	Unincorp/28E Cities	
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED
				9 MONTH ACTUAL
Total number of building permits issued			650	650
Total number of new house permits issued			60	60
Total number of inspections completed			2,250	2,250
				1,807

**PROGRAM DESCRIPTION:**

Review building permit applications, issue building permits, enforce building codes, and complete building inspections. Review building code edition updates.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Review and issue building permit applications within five working days of application	All permits are issued within five working days of application		650	650	470
Review and issue building permit applications for new houses within five working days of application	All new house permits are issued within five working days of application		60	60	36
Complete inspection requests within two days of request	All inspections are completed in within two days of request		2250	2250	1807

<b>ACTIVITY/SERVICE:</b>	Zoning and Subdivision Code Enforcement	<b>DEPARTMENT:</b>	25B		
<b>Tim Huey, Director</b>	Core Service	<b>RESIDENTS SERVED:</b>	Unincorporated Areas		
<b>BOARD GOAL:</b>	Growing County	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Review of Zoning applications			15	15	7
Review of Subdivision applications			10	10	3
Review Plats of Survey			40	40	28
Review Board of Adjustment applications			15	15	5

**PROGRAM DESCRIPTION:**

Review zoning and subdivision applications, interpret and enforce zoning and subdivision codes.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Review and present Planning and Zoning Commission applications	All applications are reviewed in compliance with Scott County Zoning & Subdivision Ordinances		25	25	7
Review and present Zoning Board of Adjustment applications	All applications are reviewed in compliance with Scott County Zoning Ordinance		15	15	5
Investigate zoning violation complaints and determine appropriate enforcement action in timely manner	% of complaints investigated within three days of receipt		100%	100%	75%

ACTIVITY/SERVICE:		Floodplain Administration		DEPARTMENT:		25B					
Tim Huey, Director		Core Service		RESIDENTS SERVED:		Unicorp/28E Cities					
BOARD GOAL:		Healthy Safe Community		FUND:		01 General		BUDGET:			
OUTPUTS				2010-11		2011-12		2011-12		9 MONTH	
				ACTUAL		GOAL		PROJECTED		ACTUAL	
Number of Floodplain permits issued						10		10		7	

**PROGRAM DESCRIPTION:**

Review and issue floodplain development permit applications and enforce floodplain regulations. Review floodplain map updates.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Review and issue floodplain development permit applications for unincorporated areas of the County	Permits are issued in compliance with floodplain development regulations		10	10	7



<b>ACTIVITY/SERVICE:</b>		E-911 Addressing Administration		<b>DEPARTMENT:</b>		25B					
<b>Tim Huey, Director</b>		Core Service		<b>RESIDENTS SERVED:</b>		Unincorporated Areas					
<b>BOARD GOAL:</b>		Healthy Safe Community		<b>FUND:</b>		01 General		<b>BUDGET:</b>			
<b>OUTPUTS</b>				<b>2010-11</b>		<b>2011-12</b>		<b>2011-12</b>		<b>9 MONTH</b>	
				<b>ACTUAL</b>		<b>GOAL</b>		<b>PROJECTED</b>		<b>ACTUAL</b>	
Number of new addresses issued						36		36		34	

**PROGRAM DESCRIPTION:**

Review and assign addresses to rural properties, notify Sheriff's Dispatch office and utilities. Enforce provisions of County E-911 addressing code

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Correct assignment of addresses for property in unincorporated Scott County	Addresses issued are in compliance with E-911 Addressing Ordinance		36	36	34

ACTIVITY/SERVICE:		Tax Deed Administration		DEPARTMENT:		25A					
Tim Huey, Director		Core Service		RESIDENTS SERVED:		Entire County					
BOARD GOAL:		Financially Sound Gov't		FUND:		01 General		BUDGET:			
OUTPUTS				2010-11		2011-12		2011-12		9 MONTH	
				ACTUAL		GOAL		PROJECTED		ACTUAL	
Number of Tax Deed taken						0		65		65	
Number of Tax Deeds disposed of						65		65		45	

**PROGRAM DESCRIPTION:**

Research titles of County Tax Deed properties. Dispose of County Tax Deed properties in accordance with adopted County policy.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Tax Certificate delivered from County Treasurer	Review of title of tax certificate properties held by Scott County		0	65	65
Hold Tax Deed Auction	Number of County tax deed properties disposed of		65	65	45

<b>ACTIVITY/SERVICE:</b>	Noxious Weed Abatement	<b>DEPARTMENT:</b>	25B		
<b>Tim Huey, Director</b>	Core Service	<b>RESIDENTS SERVED:</b>	Unincorporated Areas		
<b>BOARD GOAL:</b>	Healthy Safe Community	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Board approval of annual weed abatement resolution			April	April	April
Board approval of annual weed report			November	November	November

**PROGRAM DESCRIPTION:**

Enforce provisions of Iowa Code Chapter 317 Noxious Weeds

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Investigate noxious weed complaints and determine appropriate enforcement action in timely manner	% of complaints investigated within 3 days of receipt		100%	100%	100%

ACTIVITY/SERVICE:	Housing	DEPARTMENT:	25A		
Tim Huey, Director	Core Service	RESIDENTS SERVED:	Entire County		
BOARD GOAL:	Growing County	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Amount of funding for housing in Scott County		\$1,060,214	\$1,000,000	\$1,100,000	\$ 322,445
Number of units assisted with Housing Council funding		243	250	275	72

**PROGRAM DESCRIPTION:**

Participation and staff support with Quad Cities Housing Cluster and Scott County Housing Council

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Scott County Housing Council funds granted for housing related projects	Amount of funds granted for housing development projects in Scott County	\$1,060,214	\$1,000,000	\$1,000,000	\$ 322,445
Housing units developed or rehabbed with Housing Council assistance	Number of housing units	243	250	250	72
Housing units constructed or rehabilitated and leveraged by funding from Scott County Housing Council	Amount of funds leveraged by Scott County Housing Council	\$13,700,910	\$12,500,000	\$12,500,000	na

<b>ACTIVITY/SERVICE:</b>	Riverfront Council & Riverway Steering Comm	<b>DEPARTMENT:</b>	25A		
<b>Tim Huey, Director</b>	Semi-Core Service	<b>RESIDENTS SERVED:</b>	Entire County		
<b>BOARD GOAL:</b>	Regional Leadership	<b>FUND:</b>	01 General	<b>BUDGET:</b>	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Quad Citywide coordination of riverfront projects			18 meetings	18 meetings	8

**PROGRAM DESCRIPTION:**

Participation and staff support with Quad Cities Riverfront Council and RiverWay Steering Committee

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Attend meetings of the Riverfront Council	Quad Citywide coordination of riverfront projects		6	6	5
Attend meetings of the Riverway Steering Committee	Quad Citywide coordination of riverfront projects		12	12	3

<b>ACTIVITY/SERVICE:</b>	Partners of Scott County Watershed	<b>DEPARTMENT:</b>	25A	
<b>Tim Huey, Director</b>	Semi-Core Service	<b>RESIDENTS SERVED:</b>	Entire County	
<b>BOARD GOAL:</b>	Sustainable County Leader	<b>FUND:</b>	01 General	<b>BUDGET:</b>
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED
Conduct educational forums on watershed issues			12	12
Provide technical assistance on watershed projects			100	100

**PROGRAM DESCRIPTION:**

Participation and staff support with Partners of Scott County Watersheds

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Conduct educational forums on watershed issues	Number of forums and number of attendees at watershed forums		12 with 300 attendees	12 with 300 attendees	9 with 283 attendees
Provide technical assistance on watershed projects	Number of projects installed and amount of funding provided		100	100	83

**Recorder's Office**

Rita Vargas, Recorder



**MISSION STATEMENT:** To serve the citizens of Scott County by working with the state and federal agencies to establish policies and procedures that assure reliable information, encourage good public relations, commitment to quality, open mindedness, recognition of achievement, a diligent environment, equality of service and responsible record retention. -RECORDER-

ACTIVITY/SERVICE:	Recording of Instruments	DEPARTMENT:	26	ADMIN	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	\$781,414
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Total Department Appropriations		\$745,924	\$781,414	\$785,273	\$575,121

**PROGRAM DESCRIPTION:**

Record official records of documents effecting title to real estate, maintain a military and tax lien index. Issue recreational vehicle license, titles and liens. Issue hunting and fishing license. Issue certified copies of birth, death and marriage. Register all births and deaths in Scott County Report and submit correct fees collected to the appropriate state agencies by the 10th of the month.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Ensure the staff is updated on changes and procedures set by Iowa Code or Administrative Rules from state and federal agencies.	Meet with staff twelve times per year or as needed to openly discuss changes and recommended solutions.	12	12	12	9
Provide notary service to customers	Ensure the notary section of legal documents, request forms to the state and paternity affidavits are correct.	100%	100%	100%	100%
Provide protective covers for recreational vehicles registrations and hunting and fishing license.	Ensures the customer will not lose or misplace documents required for identity. Also protects from the weather.	100%	100%	100%	100%

<b>ACTIVITY/SERVICE:</b>	Public Records	<b>DEPARTMENT:</b>	26B		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>	\$457,578
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Number of real estate documents recorded		35433	39000	36000	26654
Number of electronic recordings submitted		N/a	9,750	9,750	6427
Number of transfer tax transactions processed		3050	3500	3700	2341
Conservation license & recreation regist		5852	6000	6000	5318

**PROGRAM DESCRIPTION:**

Maintain official records of documents effecting title to real estate and other important documents. Issue conservation license, titles and liens.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Ensure all real estate documents presented for recording are placed on record the same day and correct fee is collected.	Information is available for public viewing within 24 hrs of indexing and scanning and the fees are deposited with Treasurer.	98%	95%	95%	99%
Percent of total real estate documents recorded electronically through e-submission	Available for search by the public and funds are transferred to checking account the same day as processed or early next day.	N/A	25%	25%	24%
Ensure outbound mail is returned to customer within four (4) working days	Customer will have record that document was recorded and can be used for legal purposes.	N/A	95%	95%	100%



ACTIVITY/SERVICE:	Vital Records	DEPARTMENT:	26D		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	\$168,687
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of certified copies requested		15050	14900	14900	10842
Number of Marriage applications processed		1343	1350	1350	837
Number of passports processed		1151	1300	1300	873
Number of births and death registered		4383	4400	4400	3231

**PROGRAM DESCRIPTION:**

Maintain official records of birth, death and marriage certificates. Issue marriage license, accept passport applications and take photos for applicant.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Register birth and deaths certificates as requested by IA Dept of Public Health and funeral homes.	Ensure we maintain accurate index, issue certificates and make available immediately to public.	100%	100%	100%	75%
Accept Marriage Applications in person or via mail. These are entered into the database the same day as received .	Immediately process and issue the Marriage Certificate. This eliminates the customer having to return in 3 days to pick up certificate.	100%	100%	100%	75%
Ensure all customers passport applications are properly executed the same day the customer submits paperwork.	If received before 2:00 PM the completed applications and transmittal form are mailed to the US Dept of State the same day.	100%	95%	100%	75%
Offer photo service	Customer can have one-stop shopping with passports, and birth or marriage certificate if required plus the photo for passport.	100%	100%	100%	75%



## Secondary Roads

Jon Burgstrum, County Engineer

**MISSION STATEMENT:** To maintain Scott County Roads and Bridges in a safe, efficient, and economical manner and to construct new roads and bridges in the same safe, efficient and economical manner.

<b>ACTIVITY/SERVICE:</b>	Administration	<b>DEPT/PROG:</b>	27A		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	All		
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	3 Secondary Road	<b>BUDGET:</b>	\$195,840
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Resident Contacts			2	200	125
Permits			2,000	900	495

### PROGRAM DESCRIPTION:

To provide equal, fair and courteous service for all citizens of Scott County by being accessible, accommodating and responding to the needs of the public by following established policies and procedures.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To be Responsive to residents inquiries, complaints, or comments.	Contact resident or have attempted to make contact within 24 hours		90%	100%	100%
To be Responsive to requests for Moving permits	Permit requests approved within 24 Hours		90%	100%	100%
To Provide effective budgeting to allow Department to meet the needs of the County Residents and adequately maintain the road system	Expend less than 100% of Budget		100%	100%	100%
Timely review of claims	To review claims and make payments within thirty days of invoice.		100%	100%	100%
Evaluations	Timely completion of employee evaluations	NA	100%	100%	100%

ACTIVITY/SERVICE:	Engineering	DEPT/PROG:	27B		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All		
BOARD GOAL:	Fincially Sound Gov't	FUND:	3 Secondary Road	BUDGET:	\$458,440
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Project Preparation			3	3	2
Project Inspection			4	4	1
Projects Let			3	3	1

**PROGRAM DESCRIPTION:**

To provide professional engineering services for county projects and to make the most effective use of available funding.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To complete project plans accurately to prevent extra work orders.	Extra work order items limited to less than 10% of contract		95%	100%	100%
Give staff the required training to allow them to accurately inspect and test materials during construction	Certification are 100% maintained		95%	100%	100%
Prepare project plans to be let on schedule	100% of projects are let on schedule		100%	100%	100%

ACTIVITY/SERVICE:	Construction	DEPT/PROG:	27L		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All		
BOARD GOAL:	Fincially Sound Gov't	FUND:	13 Secondary Roads	BUDGET:	\$260,000
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Bridge Replacement			4	4	1
Federal and State Dollars			\$2,900,000	\$2,900,000	\$2,500,000
Pavement Resurfacing			1	1	1
Culvert Replacement			2	4	3

**PROGRAM DESCRIPTION:**

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.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To make use of Federal and State funds for Bridge replacements within Federal and State Constraints	To not allow our bridge fund to exceed a 3 year limit		100%	100%	100%
To fully utilize Federal and State FM dollars for road construction	Keep our State FM balance not more than two years borrowed ahead and to use all Federal funds as they become available.		99%	100%	100%
Review replacement possibilities for culverts	To replace damaged or inadequate culverts with structure of adequate length and size and type		100%	100%	100%
Complete construction of projects	Complete construction of projects within 110% of contract costs		100%	100%	100%

<b>ACTIVITY/SERVICE:</b>	Rock Resurfacing	<b>DEPT/PROG:</b>	27D		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	All		
<b>BOARD GOAL:</b>	Fincially Sound Gov't	<b>FUND:</b>	Secondary Roads	<b>BUDGET:</b>	\$1,025,000
<b>OUTPUTS</b>		<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>	<b>9 MONTH</b>
		<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>	<b>ACTUAL</b>
Blading - Miles			394	394	394
Rock Program - Miles			120	120	95

**PROGRAM DESCRIPTION:**

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.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To insure adequate maintenance blading of gravel roads	Every mile of gravel road is bladed at least once a week when weather conditions permit.		95%	100%	100%
Maintain a yearly rock resurfacing program to insure enough thickness of rock	Insure enough thickness of rock to avoid mud from breaking through the surface on 90% of all Gravel Roads (frost Boils excepted)		90%	100%	100%
Provide instruction to Blade operators on proper techniques	Maintain proper crown and elimite secondary ditches on 95% of gravel roads		90%	100%	100%

<b>ACTIVITY/SERVICE:</b>		Snow and Ice Control		<b>DEPT/PROG:</b>		27E	
<b>BUSINESS TYPE:</b>		Core Service		<b>RESIDENTS SERVED:</b>		All	
<b>BOARD GOAL:</b>		Fincially Sound Gov't		<b>FUND:</b>		13 Secondary Roads	
				<b>BUDGET:</b>		\$439,500	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH		
		ACTUAL	GOAL	PROJECTED	ACTUAL		
Tons of salt used			1600	1600	800		
Number of snowfalls less than 2"			9	9	2		
Number of snowfalls between 2" and 6"			4	4	2		
Number of snowfalls over 6"			1	1	0		

**PROGRAM DESCRIPTION:**

To provide modern, functional and dependable methods of snow removal to maintain a safe road system in the winter months.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
In accordance with our snow policy, call in staff early after an over night snow event	All snow routes will have one round complete within 2 hours of start time when event is 4 inches or less, within 3 hours when between 4 and 6 inches		95%	100%	100%
Keep adequate stores of deicing materials and abrasives	Storage facilities not to be less than 20% of capacity		95%	100%	100%
To make efficient use of deicing and abrasive materials.	Place deicing and abrasive materials on snow pack and ice within 2 hours of snow clearing.		95%	100%	100%

<b>ACTIVITY/SERVICE:</b>	Asset Magement	<b>DEPT/PROG:</b>	27I / 27K		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	All		
<b>BOARD GOAL:</b>	Fincially Sound Gov't	<b>FUND:</b>	13 Secondary Roæ	<b>BUDGET:</b>	\$1,136,500
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
Cost for Buildings and Grounds			\$40,000	\$40,000	\$68,030
Cost per unit for service			\$300	\$300	\$255
Average time of Service			60 minutes	120 minutes	120 minutes
Cost per unit for repair			\$550	\$550	\$375

**PROGRAM DESCRIPTION:**

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.

		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Provide resources to maintain a high level of aesthetic appeal to all Secondary Road buildings and property.	To maintain cost for Buildings and Grounds to within 10% of previous year. (Minus any capital Improvement)		95%	100%	100%
To maintain high levels of service to Secondary Road Equipment.	Service equipment within 10% of Manufactured recommended Hours or miles		95%	100%	100%
To perform cost effective repairs to Equipment	Cost of repairs per unit to below \$550		90%	100	100%
To maintain cost effective service	Cost of service per unit to below \$300		90%	100%	100%

ACTIVITY/SERVICE:		Traffic Control		DEPT/PROG:		27 D					
BUSINESS TYPE:		Core Service		RESIDENTS SERVED:		All					
BOARD GOAL:		Fincially Sound Gov't		FUND:		13 Secondary Roads		BUDGET:		\$182,000	
OUTPUTS				2010-11		2011-12		2011-12		9 MONTH	
				ACTUAL		GOAL		PROJECTED		ACTUAL	
Number of Signs						6400		7101		7101	
Miles of markings						183		183		183	

**PROGRAM DESCRIPTION:**

To provide and maintain all traffic signs and pavement markings in compliance with Federal Standards.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Maintain all signs and pavement markings	Hold cost per mile for signs, paint, and traffic signals to under \$325/mile		95%	100%	100.00%
Maintain pavement markings to Federal standards	Paint all centerline each year and half of all edge line per year		100%	100%	100%
Maintain all sign reflectivity to Federal Standards	Replace 95% of all signs at end of reflective coating warranty		100%	100%	100%



ACTIVITY/SERVICE:		Road Clearing / Weed Spray		DEPT/PROG:		27G					
BUSINESS TYPE:		Core Service		RESIDENTS SERVED:		All					
BOARD GOAL:		Fincially Sound Gov't		FUND:		13 Secondary Roa		BUDGET:		\$175,000	
OUTPUTS				2010-11		2011-12		2011-12		9 MONTH	
				ACTUAL		GOAL		PROJECTED		ACTUAL	
Roadside Miles						1148		1148		1148	
Percent of Road Clearing Budget Expended						95%		95%		73.00%	

**PROGRAM DESCRIPTION:**

To maintain the roadsides to allow proper sight distance and eliminate snow traps and possible hazards to the roadway and comply with State noxious weed standards.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Remove brush from County Right of way at intersections	Keep brush clear for sight distance at 95% of all intersections		95%	95%	95%
Remove brush from County Right of way to remove snow traps and improve drainage	Keep brush from causing snow traps on 80% of Gravel roads and 95% of paved roads		90%	95%	95%
To maintain vegetation free shoulders on paved roads	Maintain a program that eliminates vegetation on 95% of all paved road shoulders		90%	90%	95%
To stay within State requirements on Noxious weeds	Keep all noxious weeds out of 95% of all county right of way		90%	90%	90%

ACTIVITY/SERVICE:		Roadway Maintenance		DEPT/PROG:		27D					
BUSINESS TYPE:		Core Service		RESIDENTS SERVED:		All					
BOARD GOAL:		Fincially Sound Gov't		FUND:		13 Secondary Roa		BUDGET:		\$170,000	
OUTPUTS				2010-11		2011-12		2011-12		9 MONTH	
				ACTUAL		GOAL		PROJECTED		ACTUAL	
Miles of Roadside						1148		1148		1148	
Number of Bridges and Culverts over 48"						650		650		650	

**PROGRAM DESCRIPTION:**

To provide proper drainage for the roadway and eliminate hazards to the public on the shoulders.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Maintain an active ditch cleaning program	Clean a minimum of 5500 lineal feet of ditch per year		90%	200%	180%
Blade shoulders to remove edge rut	Bring up shoulders on all paved roads at least twice a year		95%	100%	100%

ACTIVITY/SERVICE:	Macadam	DEPT/PROG:	27D		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	ALL		
BOARD GOAL:	Fincially Sound Gov't	FUND:	3 Secondary Road	BUDGET:	\$150,000
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of potential projects			24	24	24
Cost of Macadam stone per ton			\$7.50	\$7.30	\$7.30

**PROGRAM DESCRIPTION:**

To provide an inexpensive and effective method of upgrading gravel roads to paved roads.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Maintain an active Macadam program	Complete at least one macadam project per year		99%	100%	100%
Review culverts on macadam project for adequate length	Extend short culverts		100%	100%	100%

# Sheriff's Office

Dennis Conard, Sheriff



**MISSION STATEMENT:** To provide progressive public safety to fulfill the diverse needs of citizens through the expertise of our professional staff and utilization of all available resources.

ACTIVITY/SERVICE:	Sheriff's Administration	DEPARTMENT:	28A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Ratio of administrative staff to personnel of < or = 2.5%			2.49	2.2	2.11

## PROGRAM DESCRIPTION:

PERFORMANCE MEASUREMENT	2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>			
Increase cost savings on supply orders	All supply orders >\$50 will be cross-referenced against 3 suppliers to ensure lowest price and greatest value.	3	3	3
Decrease the number of exceptions on purchase card exception report	2% of PC purchases will be included on the exception report, with all exceptions being cleared by the next PC cycle.	2%	2%	<2%
All payroll will be completed and submitted by deadline.	100% of Sheriff's Office payroll will be completed by the end of business on the Tuesday following payroll Monday.	100%	100%	100%

ACTIVITY/SERVICE:	Traffic Enforcement	DEPARTMENT:	28B		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2010-12 PROJECTED	9 MONTH ACTUAL
Number of traffic contacts		N/A	2000	1850	1372

**PROGRAM DESCRIPTION:**

Uniformed law enforcement patrolling Scott County to ensure compliance of traffic laws and safety of citizens and visitors to Scott County.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To increase the number of hours of traffic safety enforcement/seat belt enforcement.	Complete 600 hours of traffic safety enforcement/seat belt enforcement.		600	900	740
Reduce the amount of traffic accidents in Scott County.	Reduce the number of traffic accidents from fiscal year 2010 in Scott County by 5%.		N/A	242	189
Respond to calls for service in a timely manner	Respond to calls for service within 7.5 minutes		N/A	7.5	6.04
Increase visibility in high call areas	Complete 10 hours per week/per shift of DDACTS (Data Driven Approaches to Crime and Traffic Safety)	N/A	1560	800	Suspended for 3rd quarter

<b>ACTIVITY/SERVICE:</b>		<b>DEPARTMENT:</b> 28C		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b>	01 General	<b>BUDGET:</b>
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2010-12 PROJECTED</b>
				<b>9 MONTH ACTUAL</b>
Inmate instances of programming attendance				24500
The number of inmate and staff meals prepared				17,122
Jail occupancy				282760
Number of inmate/prisoner transports				245
				242.3
				920
				690

**PROGRAM DESCRIPTION:**

Provide safe and secure housing and care for all inmates in the custody of the Sheriff.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Operate a secure jail facility	Maintain zero escapes from the Jail facility		0	0	0
Operate a safe jail facility	Maintain zero deaths within the jail facility		0	1	1
Classification of prisoners	100 % of all prisoners booked into the Jail will be classified per direct supervision standards.		100	100	100

<b>ACTIVITY/SERVICE:</b>		<b>DEPARTMENT:</b> 28E		
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b> Financially Sound Gov't		<b>FUND:</b> 01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
				<b>9 MONTH ACTUAL</b>
Number of attempts of service made.			N/A	21400
Number of papers received.			N/A	12600
Cost per civil paper received.			<\$30.00	<\$30.00
				\$29.84

**PROGRAM DESCRIPTION:**

Serve civil paperwork in a timely manner.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Timely service for mental injunctions and protective orders	All mental injunctions and protective orders will be attempted the same day of receipt.		1	1	1
No escapes during transportation of mental committals	Zero escapes of mental committals during transportation to hospital facilities		0	0	0
Timely service of civil papers	All civil papers will be attempted at least one time within the first 7 days of receipt		7	<7	<2
Increase percentage of papers serviced	Successfully serve at least 93% of all civil papers received		93	95	99.30%

<b>ACTIVITY/SERVICE:</b>		<b>DEPARTMENT:</b> 28I		
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b> Financially Sound Gov't		<b>FUND:</b> 01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2010-12 PROJECTED</b>
				<b>9 MONTH ACTUAL</b>
Crime Clearance Rate			60%	65%
				74%

**PROGRAM DESCRIPTION:**

Investigates crime for prosecution.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Complete home compliance checks on sex offenders in Scott County.	Complete 300 home compliance checks annually on sex offenders		N/A	300	647
To increase drug investigations by the Special Operations Unit	Investigate 15 new drug related investigations per quarter		N/A	60	46
To increase the number of follow up calls with victims of cases of sexual assault, child abuse and domestic violence.	Increase the number of follow up calls with reviewed sexual assault, child abuse and domestic violence cases by 15 per quarter		N/A	60	55
Increase burglary and theft investigations	100% of burglaries and thefts will be checked against local pawn shops' records		N/A	100%	82%



<b>ACTIVITY/SERVICE:</b>		<b>DEPARTMENT:</b> 28J		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Financially Sound Gov't	<b>FUND:</b> 01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
				<b>9 MONTH ACTUAL</b>
Number of prisoners handled by bailiffs				7650
Number of warrants served by bailiffs				5620
				720
				542

**PROGRAM DESCRIPTION:**

Ensures a safe environment for the Scott County Courthouse, courtrooms and Scott County campus.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
No escapes during transporting inmates to and from court	Allow zero escapes when transporting inmates to and from court in the Scott County Complex		0	0	0
No escapes when transporting inmates from one facility to another	Allow zero escapes when transporting inmates from one facility to another		0	0	0
No weapons will be allowed in the Scott County Courthouse or Administration Building	Allow zero weapons into the Scott County Courthouse or Administration Building beginning January 1, 2011		0	0	0
No injuries to courthouse staff or spectators during trial proceedings	Ensure zero injuries to courthouse staff or spectators during trial proceedings		0	0	0

<b>ACTIVITY/SERVICE:</b>		<b>DEPARTMENT:</b> 28M		
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b> Financially Sound Gov't		<b>FUND:</b> 01 General	<b>BUDGET:</b>	
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
				<b>9 MONTH ACTUAL</b>
Maintain administrative costs to serve paper of < \$30			<30.00	\$26.00
Number of civil papers received for service			N/A	12600
				9456

**PROGRAM DESCRIPTION:**

Ensures timely customer response to inquiries for weapons permits, civil paper service and record requests.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Timely process of civil papers.	Civil papers, excluding garnishments, levys and sheriff sales, will be entered and given to a civil deputy within 3 business days.		N/A	3	<3
Respond to weapons permit requests in a timely fashion.	All weapons permit requests will be completed within 30 days of application.		N/A	30	1
Timely process of protective orders and mental injunctions.	All protective orders and mental injunctions will be entered and given to a civil deputy for service the same business day of receipt.		N/A	1	1
Timely response to requests for reports/records	All report and record requests will be completed within 72 hours of receipt		N/A	72	<72

## Board of Supervisors



**MISSION STATEMENT:** To enhance county services for citizens and county departments by providing effective management and coordination of services.

ACTIVITY/SERVICE:		Legislative Policy and Policy Dev		DEPT/PROG:		29A					
BUSINESS TYPE:		Core Service		RESIDENTS SERVED:							
BOARD GOAL:		All		FUND:		01 General		BUDGET:			
OUTPUTS				2010-11		2011-12		2011-12		9 MONTH	
				ACTUAL		GOAL		PROJECTED		ACTUAL	
Number of special meetings with brds/comm and agencies				23		25		25		8	
Number of agenda discussion items				80		80		80		71	
Number of agenda items for Board goals				N/A		180		180		101	
Number of committee of the whole meetings				49		45		45		39	

**PROGRAM DESCRIPTION:**

Formulate clear vision, goals and priorities for County Departments. Legislate effective policies and practices that benefit and protect County residents. Plan for and adopt policies and budgets that provide for long term financial stability.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Participate in special meetings and discussions to prepare for future action items.	95% attendance at the committee of the whole discussion sessions for Board action.	N/A	95%	98%	99%

ACTIVITY/SERVICE:		Intergovernmental Relations		DEPT/PROG:		29A					
BUSINESS TYPE:		Core Service		RESIDENTS SERVED:							
BOARD GOAL:		Regional Leadership		FUND:		01 General		BUDGET:			
OUTPUTS				2010-11 ACTUAL		2010-11 GOAL		2010-11 PROJECTED		9 MONTH ACTUAL	
Attendance of members at Bi-State Regional Commission				29/36		36/36		36/36		27/27	
Attendance of members at State meetings				N/A		95%		95%		79%	
Attendance of members at boards and commissions mtgs				105/115 - 91%		95%		95%		100%	
Attendance of members at city council meetings				N/A		80/85		80/85		18/18	
Number of proclamation or letters of support actions				12		15		15		12	

**PROGRAM DESCRIPTION:**

Provide leadership in the Quad Cities and especially in Scott County to create partnerships that enhance the quality of life of the residents. Collaborate with other organizations seen as vital to Scott County's success. Be a model for other jurisdictions.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Board members serve as ambassadors for the County and strengthen intergovernmental relations.	Percent attendance of board members at intergovernmental meetings.	88%	95%	95%	100%

**Treasurer**

Bill Fennelly, County Treasurer



**MISSION STATEMENT:** To provide consistent policies and procedures for all citizens by offering skillful, efficient, responsive, versatile, involved, courteous and excellent customer service (SERVICE).

ACTIVITY/SERVICE:	Tax Collections	DEPARTMENT:	30B		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Issue tax/SA statements and process payments		198,053	190,000	192,000	183,781
Issue tax sale certificates		1,691	2,100	2,100	7
Process elderly tax credit applications		709	800	800	614

**PROGRAM DESCRIPTION:**

Collect all property taxes and special assessments due within Scott County. Report to each taxing authority the amount collected for each fund. Send, before the 15th of each month, the amount of tax revenue, special assessments, and other moneys collected for each taxing authority in the County for direct deposit into the depository of their choice.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Mail all collection reports to taxing authorities prior to the 10th of each month.	Start apportioning process immediately after the close of the month to ensure completion in a timely manner.	100%	100%	100%	100%
Serve 80% of customers within 15 minutes of entering que.	Provide prompt customer service by ensuring proper staffing levels.	90.48%	80%	80%	93.67%

ACTIVITY/SERVICE:	Motor Vehicle Reg - Courthouse	DEPARTMENT:	30C		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of vehicle renewals processed		156,716	158,000	158,000	105,961
Number of title and security interest trans. processed		71,883	68,000	68,000	50,437
Number of junking & misc. transactions processed		7,585	12,000	12,100	9,759

**PROGRAM DESCRIPTION:**

Provide professional motor vehicle service for all citizens. The Treasurer shall issue, renew, and replace lost or damaged vehicle registration cards or plates and issue and transfer certificates of title for vehicles.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2010-12 GOAL	2010-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Serve 80% of customers within 15 minutes of entering queue.	Provide prompt customer service by ensuring proper staffing levels.	90%	80%	80%	93.67%
Retain \$1.2 million in Motor Vehicle revenues.	Maximize revenue retained by the County.	100%	\$1,200,000	\$1,200,000	\$1,016,910.00

ACTIVITY/SERVICE:	County General Store	DEPARTMENT:	30D		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Total dollar amount of property taxes collected		11,482,468	11,700,000	11,700,000	11,285,578
Total dollar amount of motor vehicle plate fees collected		6,478,474	6,300,000	6,300,000	5,042,280
Total dollar amt of MV title & security interest fees collected		2,599,264	2,500,000	2,500,000	1,811,161

**PROGRAM DESCRIPTION:**

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.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2010-12 GOAL	2010-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Serve 80% of customers within 15 minutes of entering queue.	Provide prompt customer service by ensuring proper staffing levels.	89%	80%	80%	86.17%
Process at least 4.5% of property taxes collected.	Provide an alternative site for citizens to pay property taxes.	4.38%	4.50%	4.50%	4.64%
Process at least 29% of motor vehicle plate fees collected.	Provide an alternative site for citizens to pay MV registrations.	28%	29%	29%	27.46%

	DT	CGS
Property Taxes	231,734,505	11,285,578
MV Fees	13,315,855	5,042,280
MV Fixed Fees	11,280,107	1,811,161

ACTIVITY/SERVICE:		Accounting/Finance		DEPARTMENT:		30E					
BUSINESS TYPE:		Core Service		RESIDENTS SERVED:							
BOARD GOAL:		Financially Sound Gov't		FUND:		01 General		BUDGET:			
OUTPUTS				2010-11		2011-12		2011-12		9 MONTH	
				ACTUAL		GOAL		PROJECTED		ACTUAL	
Number of receipts issued				3,806		3,700		3,700		2,847	
Number of warrants/checks paid				13,365		13,000		13,000		9,171	
Dollar amount available for investment annually				383,074,839		350,000,000		380,000,000		341,532,212	

**PROGRAM DESCRIPTION:**

Provide professional accounting, cash handling, and investment services to Scott County following generally accepted accounting principles.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2010-12 GOAL</b>	<b>2010-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Investment earnings at least 10 basis points above Federal Funds rate.	Invest all idle funds safely, with proper liquidity, and at a competitive rate.	100%	100%	100%	100%



## BI-STATE REGIONAL COMMISSION

Director: Denise Bulat, Phone: 309-793-6300, Website: [bistateonline.org](http://bistateonline.org)



**MISSION STATEMENT:** To serve as a forum for intergovernmental cooperation and delivery of regional programs and to assist member local governments in planning and project development.

<b>ACTIVITY/SERVICE:</b>	Metropolitan Planning Organization (MPO)	<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Regional Leadership	<b>FUND:</b>	01 General	<b>BUDGET:</b> \$24,813
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
				<b>9 MONTH ACTUAL</b>
Urban Transportation Policy & Technical Committee meetings		20	12	12
Urban Transportation Improvement Program document		1	1	1
Mississippi River Crossing meetings		7	6	6
Bi-State Trail Committee & Air Quality Task Force meetings		10	8	8

**PROGRAM DESCRIPTION:**

Regional Urban Transportation Planning

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Road & trail construction; Bridge coordination, air quality, transit, GIS, grant applications	Maintain the region's eligibility for federal /state highway funds.	\$8.662 Million of transportation improvement programmed	\$5.2 Million of transportation improvement programmed	\$9.73 Million of transportation improvement programmed	\$9.73 Million of transportation improvement programmed

<b>ACTIVITY/SERVICE:</b>	Regional Planning Agency (RPA)	<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Regional Leadership	<b>FUND:</b>	01 General	<b>BUDGET:</b> \$2,070
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
				<b>9 MONTH ACTUAL</b>
Region 9 Transportation Policy & Technical Committee meeting		6	4	4
Region 9 Transportation Improvement Program document		1	1	1
Transit Development Plan		1	1	1
				0

**PROGRAM DESCRIPTION:**

Regional Rural Transportation Planning

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Road & trail construction; air quality, transit, GIS, grant applications	Maintain the region's eligibility for federal /state highway funds.	\$1.237 Million of transportation improvement programmed	\$2.1 Million of transportation improvement programmed	\$4.85 Million of transportation improvement programmed	\$4.85 Million of transportation improvement programmed

<b>ACTIVITY/SERVICE:</b>	Regional Economic Development Planning		<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b>	Core Service		<b>RESIDENTS SERVED:</b>	All Urban	
<b>BOARD GOAL:</b>	Regional Leadership		<b>FUND:</b>	01 General	<b>BUDGET:</b> \$11,869
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Comprehensive Economic Development Strategy document		1	1	1	0
Maintain Bi-State Regional data portal & website		1	1	1	1
EDA funding grant applications		3	2	2	5
Small Business Loans in region		1	3	3	2

**PROGRAM DESCRIPTION:**

Regional Economic Development Planning

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Census Data Repository, region data portal, EDA funded projects in the region	Maintain the region's eligibility for federal economic development funds.	100%	100%	100%	66%

<b>ACTIVITY/SERVICE:</b>	Regional Services		<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b>	Core Service		<b>RESIDENTS SERVED:</b>	All Urban	
<b>BOARD GOAL:</b>	Regional Leadership		<b>FUND:</b>	01 General	<b>BUDGET:</b> \$32,344
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Joint purchasing bids and purchases		19	19	19	15
Administrator/Elected/Department Head meetings		26	25	25	15

**PROGRAM DESCRIPTION:**

Coordination of Intergovernmental Committees &amp; Regional Programs

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Regional coordination, cooperation and communication for implementation of joint efforts	Maintain the region's cooperation and cost savings in joint efforts	100%	100%	100%	50%

<b>ACTIVITY/SERVICE:</b>	Legislative Technical Assistance	<b>DEPARTMENT:</b>			
<b>BUSINESS TYPE:</b>	Semi-Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Regional Leadership	<b>FUND:</b>	01 General	<b>BUDGET:</b>	\$15,000
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Legislative technical assistance contract		1	1	1	1
Legislative technical assistance contractor meetings		3	3	3	2

**PROGRAM DESCRIPTION:**

Coordination of Regional Legislative Technical Assistance Programs

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Protect and expand existing Rock Island Arsenal functions and support systems	Regional coordination, cooperation and communication for legislative technical assistance contracts	100%	100%	100%	75%

**BUFFALO**

Director: Phil Jones, Phone: 563-528-1013, Website: buffaloambulance.com

**MISSION STATEMENT:**

<b>ACTIVITY/SERVICE:</b>	911 Ambulance	<b>DEPARTMENT:</b>			
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Choose One	<b>FUND:</b>	Choose One	<b>BUDGET:</b>	\$22,650
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
911 calls responds		820	850	850	915
911 calls answered		820	850	850	915
Calls audited		820	850	850	915
Average response times		8.3	8	8 min	8

**PROGRAM DESCRIPTION:**

Basic life support and advanced life support at the paramedic level and emergency and transfer service within geographical area "A" of the Scott County Code of Ordinances, Chapter 28, Ambulance Service standby and/or back-up for areas "B","C","D",and "E"

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To maintain 1 unit at paramedic level 24 hours a day 7 days a week.	This will insure minimum 911 coverage for this area	100%	100%	100%	100%

<b>ACTIVITY/SERVICE:</b>	911 Ambulance	<b>DEPARTMENT:</b>			
<b>BUSINESS TYPE:</b>	Semi-Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Choose One	<b>FUND:</b>	Choose One	<b>BUDGET:</b>	\$10,000
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
911 calls responds		820	850	850	915
911 calls answered		820	850	850	915
Calls audited		820	850	850	915
Average response times		8.3	8	8 min	8

**PROGRAM DESCRIPTION:**

Reimbursement to be utilized for payment of staff

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To maintain 2 units 24 hours a day 7 days week	This will allow us to expand our geographical area and provide more resources to the other areas of the county.	100%	100%	75%	95%

<b>ACTIVITY/SERVICE:</b>	911 Ambulance	<b>DEPARTMENT:</b>			
<b>BUSINESS TYPE:</b>	Semi-Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Choose One	<b>FUND:</b>	Choose One	<b>BUDGET:</b>	7000
					\$10,000
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
		820	850	850	
		820	850	850	
		820	850	850	
		8.3	8	8 min	

**PROGRAM DESCRIPTION:**

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
To maintain 3 units 24 hours a day 7 days week	This will allow us to expand our geographical area and provide more resources to the other areas of the county.	100%	100%	50%	50%

**Center for Alcohol & Drug Services, Inc. (CADS)**Director: Joe Cowley, phone: 563-322-2667, Website: [www.cads-ia.com](http://www.cads-ia.com)

**MISSION STATEMENT:** The Center for Alcohol & Drug Services, Inc. is a non-profit organization established to provide quality substance abuse education, prevention, assessment, treatment, and referral services.

<b>ACTIVITY/SERVICE:</b> Detoxification, Evaluation & Treatment		<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b> Core Service		<b>RESIDENTS SERVED:</b> 975		
<b>BOARD GOAL:</b> Choose One		<b>FUND:</b> Choose One	<b>BUDGET:</b>	295432
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
Number of admissions to the detoxification unit.		953	975	975
				724

**PROGRAM DESCRIPTION:**

The Center for Alcohol & Drug Services, Inc. will provide social (non-medical) detoxification services, evaluations, and treatment services at our Country Oaks residential facility.

<b>PERFORMANCE MEASURE</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Clients will successfully complete detoxification.	Clients who enter detoxification will successfully complete that process and not discharge against advice.	85%	90%	90%	87%
Clients will successfully complete detoxification.	Clients who complete detoxification will transition to a lower level of care.	46%	40%	40%	43%

<b>ACTIVITY/SERVICE:</b> Criminal Justice Program		<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b> Semi-Core Service		<b>RESIDENTS SERVED:</b> 225		
<b>BOARD GOAL:</b> Choose One		<b>FUND:</b> Choose One	<b>BUDGET:</b>	352,889
<b>OUTPUTS</b>		<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>
		<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>
Number of criminal justice clients provided case management.		350	225	500
Number of Clients admitted to the Jail Based Treatment Program.		194	114	114
Number of Scott County Jail inmates referred to Country Oaks.		38	24	50
				401
				91
				41

**PROGRAM DESCRIPTION:**

The CENTER will provide services for criminal justice clients referred from the Scott County Jail, the Courts, or other alternative programs in the Jail Based Treatment Program and/or in any of the CENTER'S continuum of care (residential, half way house, outpatient, or continuing care).

PERFORMANCE MEASURE		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Case management will improve the retention of high risk criminal justice clients in treatment.	An average of eight case management contacts will be provided to the 225 high risk criminal justice clients.	10	8	6	6
Case management will improve the retention of high risk criminal justice clients in treatment.	Clients will stay engaged in treatment for at least 125 days.	159	125	125	130
Offenders who complete the in-jail portion of the program and return to the community will continue with services at CADS.	Clients will remain involved with treatment services for at least 30 days after release from jail.	82%	90%	90%	84%
Offenders who complete the in-jail portion of the program and return to the community will continue with services at CADS.	Clients will successfully complete all phases of the Jail Based Treatment Program.	44%	45%	50%	58%
Inmates referred from the Scott County jail will successfully complete treatment.	Scott County Jail inmates referred to residential, half way house, outpatient, or continuing care will successfully complete that program.	95%	90%	85%	76%

<b>ACTIVITY/SERVICE:</b> Prevention		<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b> Service Enhancement		<b>RESIDENTS SERVED:</b> 1500		
<b>BOARD GOAL:</b> Choose One		<b>FUND:</b> Choose One	<b>BUDGET:</b>	40000
<b>OUTPUTS</b>		<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>
		<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>
Number of Scott County Residents receiving indicated or		2115	1500	1500
				904

**PROGRAM DESCRIPTION:**

CADS will conduct substance abuse prevention and awareness programs focused on educational and informational opportunities for those at risk (selective population) and persons exhibiting the early stages of use or related problem behavior.

<b>PERFORMANCE MEASURE</b>		<b>2010-11</b>	<b>2011-12</b>	<b>2011-12</b>	<b>9 MONTH</b>
		<b>ACTUAL</b>	<b>GOAL</b>	<b>PROJECTED</b>	<b>ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Indicated and selective populations receiving prevention services will gain skills and education related to substance abuse issues.	Scott County residents receiving programming will report an increase of substance abuse knowledge or life skills in dealing with substance use issues.	87%	85%	85%	This will be completed in the 4th quarter when post tests are gathered from participants.



**Center for Active Seniors, Inc. (CASI)**

President/CEO: Thomas Bahls, Phone: 563-386-7477, Website: casiseniors.org

**MISSION STATEMENT: To provide services that meet the needs of older adults, and fosters respect,**

ACTIVITY/SERVICE:	Outreach	DEPARTMENT:		39A	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		700	
BOARD GOAL:	Health Safe Community	FUND:	01 General	BUDGET:	\$117,317
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Total Client Contacts (enrolled and not enrolled)		7567	8075	8963	7207
Contacts on behalf of client		4855	4029	4472	3631
Unduplicated # Served (enrolled and not enrolled)		1032	1041	1041	755

**PROGRAM DESCRIPTION:**

To assist Scott County senior citizens in maintaining independent living by A) completing comprehensive assessments to determine individual needs: B) referrals to local, state and federal programs and services C) providing referral/assistance to determine individual needs. D) implementation and monitoring of programs and services for client. *Definitions: Enrolled Client - NAPIS form completed and on file, Non-Enrolled Client - No NAPIS*

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Client and family/caregiver gain supported access to available services and benefits, financial resources and planning support for the future.	Total contacts will increase 5% from previous year.	0%	620/5%	620/5%	1671/18%
Client maintains a level of independence and remains at home for a longer length of time and reports a stable or improved quality of life.	The # of enrolled clients who are still in their home at the end of the year will increase over the previous year.	N/A	660	660	Reporting at end of the year.

ACTIVITY/SERVICE:	Adult Day Services	DEPARTMENT:	39 C		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	228		
BOARD GOAL:	Health Safe Community	FUND:	01 General	BUDGET:	\$26,586
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Unduplicated Participants		111	120	120	103
Participant Hours		62528	68958	68958	50944
Admissions		32	43	43	33

**PROGRAM DESCRIPTION:**

To provide supportive services to elderly Scott County residents who are at risk of premature nursing home placement and caregiver respite. Jane's Place is a low cost alternative to nursing homes that provides a range of supervised therapeutic activities in a group setting.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Program will increase the caregivers' quality of life by providing caregiver respite.	95% of caregivers will be satisfied with program and report improved quality of life. Results will be measured by surveys done twice a year.	95%	95%	95%	95%
Increased participation hours will delay premature nursing home placement and/or result in additional caregiver respite.	Participation hours will increase 5% annually.	(1239)/-1.9%	5%	5%	3536/7.5%
Participants become involved with a number of planned and spontaneous activities based on their personal interests and abilities.	95% of all participants are engaged in 3 or more daily activities. This outcome will be measured by activity participation records.	95%	95%	95%	95%

<b>ACTIVITY/SERVICE:</b> Volunteer		<b>DEPARTMENT:</b> 39D		
<b>BUSINESS TYPE:</b> Service Enhancement		<b>RESIDENTS SERVED:</b> 29462		
<b>BOARD GOAL:</b> Health Safe Community		<b>FUND:</b> 01 General	<b>BUDGET:</b>	\$41,550
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
Hours of Service		29275	32985	32985
Unduplicated # of Volunteers		1165	900	900
Dollar Value of Volunteers		\$ 549,492	\$ 643,537	\$ 643,537
				\$ 438,815

**PROGRAM DESCRIPTION:**

To provide to Scott County residents meaningful opportunities to volunteer, share their talents and skills and assist in activities and programs for seniors living in Scott County. The dollar value rate of \$19.51per hour is calculated by the US Dept of Labor.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Volunteers of all demographics assist with a variety of activities and events throughout the year.	Maintain a mix of volunteers from all demographics. This outcome will be measured by keeping reports of all volunteer activity.	40+	Volunteers from 40 Different Agencies	Volunteers from 40 Different Agencies	56
Provide a wide variety of volunteer opportunities, specifically those that allow individuals to use their profession/expertise.	Provide volunteer opportunities that utilize many different professions.	n/a	20 Volunteer Opportunities/ year that allows individuals to use their profession/expertise	20 Volunteer Opportunities/ year that allows individuals to use their profession/expertise	24

ACTIVITY/SERVICE:	Activities, Events, and Education	DEPARTMENT:	39E		
BUSINESS TYPE:	Service Enhancement	RESIDENTS SERVED:	29462		
BOARD GOAL:	Health Safe Community	FUND:	01 General	BUDGET:	\$18,297
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# of CASI Activities		6124	6635	6635	4915
# of Senior Events		33	34	34	35
# of Community Events		457	470	470	344
# of New Activities		27	30	30	41

**PROGRAM DESCRIPTION:**

To provide opportunities for active adults to pursue creative and intellectual stimulation, promote physical and mental wellness, and remain socially connected through a variety of activities, programs and special events.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Community gains awareness of CASI activities, programs, services, and special events.	Number of community presentations by staff will increase by 5% each year. This outcome will be measured by agency records of all community presentations given.	176	185	185	137/37%
Participation in CASI activities and special events aids in helping older adults stay engaged in life and building relationships through social interaction. Staying engaged in life and having healthy relationships is directly related to longevity and life satisfaction.	The # of daily attendees will increase by 5% each year.	N/A	33000	120000	101,512

ACTIVITY/SERVICE:	Congregate Meals	DEPARTMENT:	39F		
BUSINESS TYPE:	Service Enhancement	RESIDENTS SERVED:	29462		
BOARD GOAL:	Health Safe Community	FUND:	01 General	BUDGET:	\$10,000
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Total # of Meals Served		13288	13950	13950	11393
# of Unduplicated attendees at GenAge Café (enrolled and not enrolled)		307	325	400	450
# of attendees at low or extremely low income (federal stds) (enrolled clients)		154	160	160	144

**PROGRAM DESCRIPTION:**

To provide one-third the daily nutritional requirements and information on nutrition to participants in a stimulating environment that promotes social interaction and additional activity participation. *Definitions: Enrolled Client - NAPIS form completed and on file, Non-Enrolled Client - No NAPIS form on file*

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Older adults in the community are able to have a hot, nutritious noon meal in a congregate setting through the CASI GenAge meal site five times a week.	50% of the individuals that are enrolled into the meal site will have at least 1 meal per week.	N/A	50%	50%	58%
Seniors who come into CASI to have a meal at the GenAge café will also attend at least 1 activity per week.	50% of enrolled seniors who come into CASI to have a meal at the GenAge café will also attend at least 1 activity per week.	N/A	50%	50%	78%

## Community Health Care



**MISSION STATEMENT:** Community Health Care serves the Quad Cities with quality health care for all people in need.

<b>ACTIVITY/SERVICE:</b>	Medical/Lab/X-Ray	<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Health Safe Community	<b>FUND:</b>	Choose One	<b>BUDGET:</b> \$302,067
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
				<b>9 MONTH ACTUAL</b>
Cost of Medical Services		49,791	92,510	92,510
Cost of Dental Services		450	6,481	6,481
Cost of Pharmacy services		193,428	452,811	452,811
Cost of Lab Services		12,950	37,870	37,870
Cost of X-Ray services		4,068	10,723	10,723
				5729
				176
				15,613
				509
				0

**PROGRAM DESCRIPTION:**

CHC provides comprehensive primary health care for community service clients by offering medical, dental, lab, x-ray, pharmacy and mental health services

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Establish CHC as the medical and dental home for Community Services patients.	Completed audit of a percentage of Community Service patients that established CHC as Medical/Dental home.	88%	25%	25%	88%
Community Service patients will be scheduled on the same or next business day from when they presented to CHC (for acute appointments only)	Completed audit for appointment timeline.	93%	80%	80%	100%
Every Community Service Pharmacy Patient will receive counseling and education for new prescriptions, from pharmacist, about the prescription and its proper	Audited completed	100%	100%	100%	100%

ACTIVITY/SERVICE:	Sliding Fee Scale	DEPARTMENT:			
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			37865
BOARD GOAL:	Health Safe Community	FUND:	Choose One	BUDGET:	\$52,946
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of Medical Encounters for clinic		106,844	97,075	97,075	62,130
Number of Dental Encounters for clinic		25,035	22,925	22,925	27,839

**PROGRAM DESCRIPTION:**

CHC provides comprehensive primary health care for the Quad City Population in need on a sliding fee scale basis.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
100% of Community Services Patients will be offered to complete the income verification process to see if they qualify for other programs.	Audit completed	100%	100%	100%	100%

## Durant Ambulance

**MISSION STATEMENT:**

ACTIVITY/SERVICE:	Durant Ambulance	DEPARTMENT:			
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED: 3000			
BOARD GOAL:	Choose One	FUND:	Choose One	BUDGET:	\$20,000
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL

**PROGRAM DESCRIPTION:**

Emergency medical treatment and transport

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Respond to all 911 requests in our area	Responded to 461 of 463 of the 911 requests in our area	99%	Respond to 100% of calls for service	Respond to 99% of calls for service	99%
Respond within 15 minutes to 90% of 911 calls	Responded within 15 minutes to 428 of 461 of the 911 requests in our area.	89%	Respond with 15 minutes to 90% of 911 requests for service	We will respond within 15 min. to 90% of 911 requests for service	91%
Respond to all 911 requests in our area		Responded to 565 of 567 calls-- 99.6%	Respond to all 911 requests for service in our area	Respond to all 911 requests for service in our area	
Respond within 15 minutes to 90% of the 911 requests in our area		Responded within 15 minutes to 88% of calls	Respond within 15 minutes to 90% of calls for service	Respond within 15 minutes to 90% of calls for service	



**EMA**Ross Bergen, 563-344-4054, [www.iascema.com](http://www.iascema.com)

**MISSION STATEMENT:** The Scott County Emergency Management Agency exists under Iowa Code 29C for the purposes of county-wide preparedness, mitigation, response, recovery, detection, protection and prevention of natural or man-made disasters.

ACTIVITY/SERVICE:	Emergency Planning	DEPARTMENT:		68A	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		county-wide	
BOARD GOAL:	Service with PRIDE	FUND:	80 EMA	BUDGET:	30%
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Revise multihazard plan to reflect ESF format		20%	20%	20%	15%
Update Radiological Emergency Response Plans		100%	100%	100%	75%
Update QCSACP ( Mississippi Response) annually		100%	100%	100%	75%
Achieve county-wide mitigation plan		NA	100%	100%	100%

**PROGRAM DESCRIPTION:**

IAW Iowa Code 29C.9(6) Emergency planning means the annual maintenance of: the Scott County Multi-Hazard Emergency Operations Plan; Scott County Radiological Emergency Response Plans, and; the Quad Cities Sub-Area Contingency Plan for incidents on the Mississippi River

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
5 year project. Re-write emergency plan to reflect 15 emergency support functions	Achieving the desired outcome ensures coordinated response and recovery operations for any hazard event in Scott County	20%	20%	20%	15%
Annual update of Scott County Off-Site Radiological Emergency Response Plan (risk county Exelon)	Achieving the desired outcome ensures coordinated response operations and safety for Scott County citizens	100%	100%	100%	75%
Annual update of Scott County Off-Site Radiological Emergency Response Plan (host county DAEC)	Achieving the desired outcome ensures coordinated response operations to support evacuees from Linn County	100%	100%	100%	100%
Mitigation Planning	Assist County in producing a mitigation plan that is accepted by FEMA Plan completed pending local, state and federal approval	NA	100%	100%	100%

<b>ACTIVITY/SERVICE:</b>	Training	<b>DEPARTMENT:</b>	68A	
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	80 EMA	Responders
<b>BOARD GOAL:</b>	Growing County	<b>FUND:</b>		<b>BUDGET:</b> 25%
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED
				9 MONTH ACTUAL
EMA Coordinator Training		100%	100%	100%
Coordinate annual RERP training		100%	100%	100%
Coordinate or provide other training as requested				75%

**PROGRAM DESCRIPTION:**

Maintenance of dissemination of training and exercise opportunities for Scott County responders

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Meet State required 24 hours of professional development training annually	Meeting the requirement results in maintaining federal funding for this Agency	100%	100%	100%	100%
Coordinate / provide training for EOC staff and other agencies to support radiological emergency response	Annual documentation of coordination for or providing training required to maintain federal support of this agency.	100%	100%	100%	75%
Fulfill requests for training from responders, jurisdictions or private partners.	Meeting the needs of local agency / office training is a fundamental service of this agency and supports County wide readiness				provide dissemination of training opportunities and maintain information on

<b>ACTIVITY/SERVICE:</b>	Organizational	<b>DEPARTMENT:</b>	68A	
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	80 EMA	County-wide
<b>BOARD GOAL:</b>	Service with PRIDE	<b>FUND:</b>		<b>BUDGET:</b> 35%
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED
				9 MONTH ACTUAL
grant coordination activities				
information dissemination				
support to responders				
required quarterly reports. State and county		100%	100	100

**PROGRAM DESCRIPTION:**

This program is what keeps this office functioning in order to provide a base to support training, exercise, planning, and, mitigation requirements for Scott County.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
This program includes information dissemination made through this agency to public and private partners meetings.					
This agency has also provided support to fire and law enforcement personnel via EMA volunteer's use of our mobile response vehicles.					

<b>ACTIVITY/SERVICE:</b>	Exercises	<b>DEPARTMENT:</b>	68A	
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	County-wide	
<b>BOARD GOAL:</b>	Growing County	<b>FUND:</b>	Choose One	<b>BUDGET:</b> 10%
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED
				9 MONTH ACTUAL
RERP		100%	100%	100%
5 year HSEMD exercise program completion		100%	100%	100%

**PROGRAM DESCRIPTION:**

This program includes exercise participation undertaken by the Scott County Emergency Management Agency and/or public/private response partners to meet the State 5 year plan, as well as active participation in the FEMA radiological exercise program

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
RERP evaluated or training exercises results completed without a deficiency noted	Trains all EOC and off-site agencies in the correct response to a radiological incident.	100%	100%	100%	next evaluated exercise in December 2012
5 year exercise program requires a minimum of two tabletop or one functional exercise per year.	Requirement helps drive multi-agency planning for exercise goals, resulting in realistic outcomes for each agency / department	100%	100%	100%	100%

## Handicapped Development Center

Director: Michael McAleer, Phone: 563-391-4834 Website: [handicappeddevelopment.org](http://handicappeddevelopment.org)



**MISSION STATEMENT:** The Handicapped Development Center is a non-profit organization whose purpose is to plan, establish, and operate programs which provide opportunities and assistance to persons with disabilities in and around Scott County, Iowa

ACTIVITY/SERVICE:	Supported Community Living	DEPARTMENT:		CRS	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			180
BOARD GOAL:	Health Safe Community	FUND:	10 MHDD	BUDGET:	
OUTPUTS		2010-11	2011-2012	2011-2012	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Participant Days (Medicaid Service)					
		33,427	31,000	33,500	25,784
Participant Hours (Medicaid Service)		12,946	16000	12000	9470
Individuals receiving 100% county funding		1	1	1	1*
Individuals living in the community		174	175	182	176

### PROGRAM DESCRIPTION:

Services enable people with intellectual disabilities to live safely in the community, per Code 222 and 331.439. Provides supervision/instruction in daily living skills, medication management, health/safety/hygiene skills, and transportation in group homes, rented apartments/homes and individuals' family homes. County pays non-federal share of Medicaid services, Iowa Code 249A.12 and 249A.26.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Maintain current living situation / level of services	90% of individuals will maintain current living situation/level of services.	98%	90%	90%	99%

ACTIVITY/SERVICE:	Sheltered Workshop	DEPARTMENT:	ES		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	117		
BOARD GOAL:	Health Safe Community	FUND:	10 MHDD	BUDGET:	
OUTPUTS		2010-11	2011-2012	2011-2012	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of Persons Served (ulitizing 100% county funds)		74	46	52	52*
Total Number of Persons Served in Sheltered Workshop		111	115	117	118

**PROGRAM DESCRIPTION:**

Work program which provides staff supervision/supports to adults with disabilities to learn work skills, habits and behaviors to achieve highest level of employment. Work provides wages, dignity, and self-sufficiency. Net subcontract income supports program (\$170,000 to \$370,000). Service enables individuals to work and gives supervision at low cost. Funds insufficient for full year.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Wages paid	A minimum of \$200,000 wages earned	\$328,094	\$200,000	\$300,000	\$261,470
Revenue generated	A minimum of \$180,000 net subcontract revenue generated	\$415,048	180,000	290,000	313,662
Subcontract work	The total number of different subcontract jobs in the sheltered workshop		560	560	600

<b>ACTIVITY/SERVICE:</b>	HCBS Pre-Vocational/DayHab	<b>DEPARTMENT:</b>	ES	
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	150	
<b>BOARD GOAL:</b>	Health Safe Community	<b>FUND:</b>	10 MHDD	<b>BUDGET:</b>
OUTPUTS		2010-11 ACTUAL	2011-2012 GOAL	2011-2012 PROJECTED
Number of individuals served under HCBS PreVoc/DayHab prog		147	138	150
				143

**PROGRAM DESCRIPTION:**

A day program which provides staff supervision and supports up to 8 hours daily to adults with disabilities to learn work skills, habits and behavior as well as social, recreational and independent living skills that allows them to integrate successfully into their home and community. Supervision is more cost effective than alternatives. County pays non-federal share of the Medicaid per Iowa Code 249A.12 and 249A.26.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Individuals will achieve a minimum of one goal per annual meeting	75% of Individuals will achieve a minimum of one goal per annual meeting.	96%	75%	75%	98%

ACTIVITY/SERVICE:	Community Employment Svc	DEPARTMENT:	ES		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	30		
BOARD GOAL:	Health Safe Community	FUND:	10 MHDD	BUDGET:	
OUTPUTS		2010-11	2011-2012	2011-2012	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of Persons Served with 100% county funds		1	1	1	1*
Number of Persons Served in Community, not workshop (utilizin		11	20	12	12

**PROGRAM DESCRIPTION:**

Staff assistance and supports are provided to adults with disabilities to develop, obtain and maintain community employment while decreasing their dependence on government supports and subsidies and their need for more costly services. County pays non-federal share of Medicaid per Iowa Code 249A.12 and 249A.26.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Jobs in the community obtained	3 individuals obtain jobs		3	3	5
Jobs maintained in the community	30 individuals will keep jobs annually	29	30	30	28

<b>ACTIVITY/SERVICE:</b>	Personal Independence Svcs	<b>DEPARTMENT:</b>	PI	
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	100	
<b>BOARD GOAL:</b>	Health Safe Community	<b>FUND:</b>	10 MHDD	<b>BUDGET:</b>
OUTPUTS		2010-11 ACTUAL	2011-2012 GOAL	2011-2012 PROJECTED
Total number of Persons Served in PI (Medicaid program)		95	96	100

**PROGRAM DESCRIPTION:**

Personal Independence Services supports individuals with severe/multiple disabilities to function as independently as possible in all life areas. Classes include personal care, community integration, and daily living skills. Provides cost effective supervision, services and transportation during an eight hour day. Nursing, physical therapy and other specialized services are available to participants as needed. County pays non-federal share of this Medicaid service. Iowa Code 249A.12 and 249A.26.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Individuals served will remain in their current level of care, including the family home.	80% of individuals will remain in current level of care, including the family home.	99%	80%	80%	100%
* Denotes that county funding was not available for individuals after first six months of fiscal year.					



**HUMANE SOCIETY**

Director: Pam Arndt, Phone: 563-388-6655, Website: hssc.us



**MISSION STATEMENT:** The Humane Society of Scott County is committed to providing humane care and treatment for all animals entrusted to us. to care for homeless animals and protect those that are abused and neglected. To educate the communities we serve about spay/neuter and responsible ownership.

ACTIVITY/SERVICE:	Animal bite quarantine and follow-up	DEPARTMENT:	20U		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	640		
BOARD GOAL:	Health Safe Community	FUND:	01 General	BUDGET: \$12,478	
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Number of bite reports handled		581	510	510	440
Number of animals received rabies vaccinations at the clinics		318	325	325	267

**PROGRAM DESCRIPTION:**

Complete the bite reports, assure quarantine of the bite animal and follow up after the quarantine period is over. Issue citations when necessary. Iowa Code Chapter 351

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Bites have follow up.	90% of quarantined animals involved in a bite are followed up within 24 hours of the end of quarantine.	85.00%	90.00%	90.00%	76.00%
Reduce the number of animals involved in a bite without a current rabies vaccination.	Increase the number of low cost rabies clinic held at the HSSC by 25%	5 clinics	6 clinics	6 clinics	4 clinics
Ensure owned cats and dogs involved in bites get current rabies vaccination	Citations issued to 75% of pet owners for non compliance of rabies vaccination.	66.00%	75.00%	75.00%	63.00%

ACTIVITY/SERVICE:	Quarantine of Unowned animals at HSSC	DEPARTMENT:	20U		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	67		
BOARD GOAL:	Health Safe Community	FUND:	01 General	BUDGET: \$4,500	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL

**PROGRAM DESCRIPTION:**

Stray cats and dogs involved in a bite or scratch that breaks the skin are quarantined at the HSSC up to 10 days. Bats involved in bite or human exposure are sent for rabies test.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Protect bite victims from possible rabies infection.	Rabies status is known for 100% of HSSC confined animals.	100.00%	100.00%	100.00%	100.00%

ACTIVITY/SERVICE:	Animal Control	DEPARTMENT:		44A	
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:		450	
BOARD GOAL:	Health Safe Community	FUND:	01 General	BUDGET: \$33,317	
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Cost per animal shelter day		\$10.37	\$12.36	\$10.00	\$9.09
Cost per county call handled		\$40.00	\$40.00	\$40.00	\$40.00
Total number of animals adopted		19.00%	24.00%	24.00%	22.00%
Total number of animals returned to owner		14.00%	17.00%	17.00%	18.00%

**PROGRAM DESCRIPTION:**

House stray animals brought in from unincorporated Scott County. Scott County Code, Chapter 34.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Animals will be placed in a home	85% of strays from unincorporated Scott County are returned to their owner within 6 days.	14.00%	85.00%	20.00%	13.00%
Animals will be placed in a home	15% of strays from unincorporated Scott County are adopted.	19.00%	18.00%	18.00%	33.00%

ACTIVITY/SERVICE:	Animal Control	DEPARTMENT:	20U	
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:		162
BOARD GOAL:	Health Safe Community	FUND:	01 General	BUDGET:\$8,000
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED
Number of animals brought in from rural Scott County		306	440	450
Number of calls animal control handle in rural Scott County		370	440	400
				218
				259

**PROGRAM DESCRIPTION:**

Respond to complaints and pick up strays that are running loose or are confined in unincorporated Scott County. Return strays to their owners when claimed. Scott County Code Chapter 34

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Protect public and animals from injury	57% of dispatched calls for animals running at large will result in the animal being secured.	44.00%	65.00%	65.00%	45.00%

**County Library**Director: Paul Seelau, Phone: 563-285-4794, Website: [scottcountylibrary.org](http://scottcountylibrary.org)**MISSION STATEMENT:**

ACTIVITY/SERVICE:	Public Service	DEPARTMENT:		67A	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		27864	
BOARD GOAL:	Service with PRIDE	FUND:	01 General	BUDGET:	\$472,237
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# materials checked out		189,006	189,000	189,000	135,296
# materials used in house		2,796	3,000	3,000	1,492

**PROGRAM DESCRIPTION:**

Circulation – Access to materials

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>	191,802	192,000	192,000	136,788
# materials checked out and # materials used in house	Increase materials use by 1%	4%			N/A

ACTIVITY/SERVICE:	Public Service	DEPARTMENT: 67A			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			27864
BOARD GOAL:	Service with PRIDE	FUND:	01 General	BUDGET:	\$56,463
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# REFERENCE QUESTIONS ASKED		36,733	35,000	35,000	27,329
# REFERENCE QUESTIONS ANSWERED		36,266	33,250	33,250	27,134

**PROGRAM DESCRIPTION:**

Reference questions, in person, phone, e-mail

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Number of questions answered divided by number of questions asked	Answer 95% of questions asked	99%	95%	95%	99%

ACTIVITY/SERVICE:	Public Service	DEPARTMENT:	67A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	27864		
BOARD GOAL:	Choose One	FUND:	Choose One	BUDGET:	\$7,311.00
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# REQUESTS FOR COMPUTER USE		22,966	22,000	22,000	16,923
# REQUESTS FOR COMPUTER USE FILLED		22,782	20,900	20,900	16,875

**PROGRAM DESCRIPTION:**

Public computer use

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Number of requests and number of requests filled	Meet 95% of demand	99%	95%	95%	99%

ACTIVITY/SERVICE:	Public Service	DEPARTMENT:		67A	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		27864	
BOARD GOAL:	Choose One	FUND:	Choose One	BUDGET:	\$14,509.00
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# PAGE LOADS ON WEBSITE		47,500	50,000	50,000	92,442

**PROGRAM DESCRIPTION:**

Electronic resource website

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>	47,500	50,000	50,000	92,442
Number of hits	Increase website hits by 5%	138%			95%

<b>ACTIVITY/SERVICE:</b>	Public Service	<b>DEPARTMENT:</b>	67A	
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	24864	
<b>BOARD GOAL:</b>	Choose One	<b>FUND:</b>	Choose One	<b>BUDGET:</b> \$38,428
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED
# DATABASE HITS		15,360	16,000	20,000

**PROGRAM DESCRIPTION:**

Electronic resources databases

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>	15,360	15,750	20,000	
Number of hits	Increase use by 5%	25%			84%

ACTIVITY/SERVICE:	Administration	DEPARTMENT:		67A	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		27864	
BOARD GOAL:	Choose One	FUND:	Choose One	BUDGET:	\$230,185
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# MATERIALS ADDED TO COLLECTION		6,735	7,000	7,000	5,643

**PROGRAM DESCRIPTION:**

Acquire and process materials

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>	6,735	7,000	7,000	
Number of materials added to collection	Increase number of materials available to public by 2%	0%			N/A

<b>ACTIVITY/SERVICE:</b>	Administration	<b>DEPARTMENT:</b>	67A	
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	27864	
<b>BOARD GOAL:</b>	Choose One	<b>FUND:</b>	Choose One	<b>BUDGET:</b> \$166,084
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED
				9 MONTH ACTUAL
VISITOR COUNT		163,698	165,000	165,000
ANNUAL # HOURS OPEN		10,504	10,504	10,504

**PROGRAM DESCRIPTION:**

Facility and operations management

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>	163,698	165,000	165,000	
Hours open and door count	Increase visitor count 1%	0%			N/A

ACTIVITY/SERVICE:	Administration	DEPARTMENT:		67A	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		27864	
BOARD GOAL:	Choose One	FUND:	Choose One	BUDGET:	\$15,723
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# STAFF		22	22	22	22
# STAFF RECEIVING TRAINING		19	22	22	20

**PROGRAM DESCRIPTION:**

Staff development

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>	86%	100.00%	100.00%	
Percent of staff receiving training	Each staff person receives training each year	86%			91%

<b>ACTIVITY/SERVICE:</b>	Administration	<b>DEPARTMENT:</b>	67A	
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>	27864	
<b>BOARD GOAL:</b>	Choose One	<b>FUND:</b>	Choose One	<b>BUDGET:</b> \$20,869
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED
# OF PR METHODS USED		10	12	12

**PROGRAM DESCRIPTION:**

Public relations

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>	67%	20%	20%	
Number of methods used	Increase number of methods used by 20%	67%			30%

ACTIVITY/SERVICE:	Programming	DEPARTMENT:	67A		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	27864		
BOARD GOAL:	Choose One	FUND:	Choose One	BUDGET:	\$50,495
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# OUTREACH VISITS		306	312	312	227

**PROGRAM DESCRIPTION:**

Outreach

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>	306	312	312	
Number of visits	Increase outreach visits by 2%	0%			N/A

ACTIVITY/SERVICE:	Programming	DEPARTMENT:		67A	
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			27864
BOARD GOAL:	Choose One	FUND:	Choose One	BUDGET:	\$21,001
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
IN-LIBRARY PROGRAM ATTENDANCE		8,072	8,300	8,300	5,463

**PROGRAM DESCRIPTION:**

In-house programs

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>	8,072	8,300	8,300	
Increase juvenile, young adult and adult program attendance	Increase attendance by 5%	0%			N/A

ACTIVITY/SERVICE:	Programming	DEPARTMENT:		67A	
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			27864
BOARD GOAL:	Choose One	FUND:	Choose One	BUDGET:	\$1,641
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
# MEETING ROOM USES 8:00 AM TO 2:00 PM		106	110	110	85

**PROGRAM DESCRIPTION:**

Meeting rooms

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>	106	110	110	
Number uses from 8:00 a.m. to 2:00 p.m.	Increase use during off peak times by 4%	23%			N/A



## Medic Ambulance

Director: Linda Frederiksen, Phone: 563-323-1000, Website: [www.medicems.com](http://www.medicems.com)



**MISSION STATEMENT: The mission of MEDIC EMS is to improve the health, safety, and security of our community by providing high quality emergency medical services and healthcare transportation**

<b>ACTIVITY/SERVICE:</b>	911 Ambulance Response	<b>DEPARTMENT:</b>			
<b>BUSINESS TYPE:</b>	Core Service	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Choose One	<b>FUND:</b>	Choose One	<b>BUDGET:</b>	\$26,220
OUTPUTS		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Requests for ambulance service		27,494	28,043	26,714	20,077
Total number of transports		22,071	22,512	21,232	16,099
Community CPR classes provided		149	150	96	100
Child passenger safety seat inspections performed		47	50	36	18

### PROGRAM DESCRIPTION:

Provide advanced level pre hospital emergency medical care and transport.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Urban response times will be < 7 minutes 59 seconds	Response time targets will be achieved at > 90% compliance	89.43%	90.00%	87.10%	86.21%
Rural response times will be <13minutes 59 seconds	Response time targets will be achieved at > 90% compliance	89.16%	90.00%	84.47%	86.92%
Increase the likelihood of functional neurologic outcomes post cardiac arrest for non-traumatic and non-pediatric cardiac arrest	% of non-traumatic and non-pediatric cardiac arrest patients receiving pre-hospital hypothermia treatment at >80%	43.00%	81%	36%	60%
Increased cardiac survivability from pre-hospital cardiac arrest	% of cardiac arrest patients discharged alive	18.00%	20%	18%	20%

ACTIVITY/SERVICE:	911 EMS Dispatching	DEPARTMENT:			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Choose One	FUND:	Choose One	BUDGET:	\$10,901
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
EMD services performed		13,018	14,320	14,156	10,741

**PROGRAM DESCRIPTION:**

Provide dispatch services for responding ambulances. Provide pre-arrival medical instructions to citizens accessing the 911 system.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Provide pre-arrival emergency medical dispatch instructions to persons who call 911	Delivery of Emergency Medical Dispatch instructions will be maintained at > 95% compliance	96.00%	97%	94%	87.00%
Provide pre-arrival CPR instructions on known cardiac arrest calls	Instructions provided will be at 95% compliance	95.00%	100%	100%	96%
Provide post-dispatch instructions to persons who call 911	Delivery of Emergency Medical Dispatch instructions will be maintained at > 90% compliance	98.00%	98%	98%	97.00%

**QC Convention/Visitors Bureau**

Director: Joe Taylor, Phone:

Website: [www.visitquadcities.com](http://www.visitquadcities.com)

**MISSION STATEMENT:** 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.

<b>ACTIVITY/SERVICE:</b>	External Marketing to Visitors	<b>DEPARTMENT:</b>			
<b>BUSINESS TYPE:</b>	Service Enhancement	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Choose One	<b>FUND:</b>	Choose One	<b>BUDGET:</b>	\$70,000
<b>OUTPUTS</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>

**PROGRAM DESCRIPTION:**

The QCCVB increases visitor expenditures and overnight stays through strategic sales, marketing, and services. We promote and package the Quad Cities to attract and meet the needs of meetings, conventions, group tours, sporting events and competitions, special interest groups, and the leisure traveler. We are also community liaison for enhancing the quality of life for current and potential new residents, by supporting the development of new attractions, events, and special interests. Scott County residents benefit from increased

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Increase Hotel/Motel taxes and Retail Sales Taxes to the County	Increase of 2% over previous Fiscal Year	3033891	3094569	3120000	2367561
Increase visitor inquiries processed, documented and qualified	Increase of 2% over previous Fiscal Year	291984	297824	300000	163834
Increase group tour operator inquiries processed, documented and qualified	Increase of 2% over previous Fiscal Year	1040	1061	1150	1207
Increase convention/meeting planner and trade show leads	Increase of 2% over previous Fiscal Year	2402	2450	2500	1203

## Quad Cities First

Director: Tara Barney, Phone: 563-322-1706, Website: [quadcitiesfirst.com](http://quadcitiesfirst.com)



**MISSION STATEMENT:** Quad Cities First is the regional economic development organization charged with marketing the Quad Cities region to companies looking to relocate or expand in our market.

<b>ACTIVITY/SERVICE:</b>		<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b>	Service Enhancement	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Growing County	<b>FUND:</b>	01 General	<b>BUDGET:</b> \$40,000
<b>OUTPUTS</b>		<b>2010-10 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>
				<b>9 MONTH ACTUAL</b>
Prospect Meetings Out of Region		N/A	70	70
Industry Trade Shows/Conferences		N/A	7	7
Site Selector Visits		N/A	50	50
Unique Website Visits / Site Selector E-News		N/A	35000 / 6	35000 / 6

### PROGRAM DESCRIPTION:

Marketing the Quad Cities externally for the purpose of attracting new investment and generating high quality jobs

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Prospect Meetings Out of Region	Growing County	N/A	70	70	53
Industry Trade Shows/Conferences	Growing County		7	7	6
Site Selector Visits	Growing County		50	50	30
Unique Website Visits and Bi-Monthly E-News Sent to Site Selectors and Company Headquarters	Growing County		35000 / 6	35000 / 6	6467

<b>ACTIVITY/SERVICE:</b>	Prospect Management	<b>DEPARTMENT:</b>			
<b>BUSINESS TYPE:</b>	Service Enhancement	<b>RESIDENTS SERVED:</b>			
<b>BOARD GOAL:</b>	Growing County	<b>FUND:</b>	01 General	<b>BUDGET:</b>	\$20,000
OUTPUTS		2010-10 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Formal Prospect Inquiries (Leads Generated)		N/A	75	75	See below
Request for Proposals Submitted		N/A	35	35	See below
Site Visits Hosted		N/A	20	20	See below
Successful Deals Closed		N/A	25	25	See below

**PROGRAM DESCRIPTION:**

Serve as regional primary point of contact to respond to prospective businesses interested in locating in the Quad Cities

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
# of Formal Prospect Inquiries	Growing County	N/A	75	75	97
# of Request for Proposals Submitted	Growing County	N/A	35	35	35
# of Site Visits Hosted	Growing County	N/A	20	20	9
# of Successful Deals Closed	Growing County	N/A	25	15	6

## Quad Cities Chamber of Commerce

Director: Tara Barney, CEO Phone: 563/823-2679 Website: quadcitieschamber.com



**MISSION STATEMENT:** The mission of the Quad Cities Chamber of Commerce is to promote the economic growth and prosperity of the bi-state region.

<b>ACTIVITY/SERVICE:</b>	Business Expansion/Retention/Creation	<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b>	Service Enhancement	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Growing County	<b>FUND:</b>	01 General	<b>BUDGET:</b> \$30,000
OUTPUTS	2010-10 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
Expand/retain primary jobs with local employers	N/A	700	700	See below
Identify problems, opportunities with local employers	N/A	125	125	See below
Pursue business opportunities related to RI Arsenal	N/A	1 venture	1 venture	See below
Provide services, assistance to entrepreneurs & start-ups	N/A	175	175	See below
Market / manage the GDRC and related industrial properties	N/A	1 deal / sale	1 deal / sale	See below

### PROGRAM DESCRIPTION:

1QC is the Chamber's five-year, \$13 million economic & community development campaign that replaces the D1 Initiative. Primary goals are to move the QC region into the top quartile of communities (from #178 to #90 among 366) & increase our \$16.5 billion economy by \$2.8 billion by focusing on business retention, expansion & creation thru the Chamber & attraction/marketing thru QC First (separate request.)

PERFORMANCE MEASUREMENT	2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>			
Retention / creation of 3500 primary jobs with existing employers over five years - 700 year target		700 primary jobs retained or created	700 primary jobs retained or created	540
Business Connections calls with local companies to identify impediments to growth and / or opportunities for expansion & investment		Minimum of 125 outreach visits with local employers	Minimum of 125 outreach visits with local employers	70
Identification / pursuit of business opportunities tied to the Rock Island Arsenal, including retention of existing jobs in jeopardy at RIA		Retained jobs at risk; 1 new venture to add work / jobs at RIA	Retained jobs at risk; 1 new venture to add work / jobs at RIA	Defense priority becomes law, Creation of the Quad Cities Contracting Center, working with prospect for potential location on RIA, FEMA selects RIA for regional recovery joint field office, RIA signs public/private partnership, RIA competes for ED,
Technical and professional services to entrepreneurs and start-up companies seeking business plans, marketing, capital		100 individuals using BIG database; 75 clients served; \$100K capital	100 individuals using BIG database; 75 clients served; \$100K capital	State Assistance: \$10,000 - 5k for two different companies; one in Iowa and one in IL 153 users 93 new / 59 return
Market and manage the GDRC and other industrial sites throughout Davenport/Scott County, working with LEDOs		1 expansion or land sale with increased sq. ft., investment or jobs	1 expansion or land sale with increased sq. ft., investment or jobs	3 land sales, totaling 30.5 acres totaling \$1,288,090

<b>ACTIVITY/SERVICE:</b>	Quality of Life/Business Climate	<b>DEPARTMENT:</b>		
<b>BUSINESS TYPE:</b>	Service Enhancement	<b>RESIDENTS SERVED:</b>		
<b>BOARD GOAL:</b>	Growing County	<b>FUND:</b>	01 General	<b>BUDGET:</b> NOT FUNDED
<b>OUTPUTS</b>	<b>2010-10 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
Continue to implement downtown & riverfront plans		See below	See below	See below
Expand transportation options for residents, businesses		See below	See below	See below
Ensure strong K-14 system that supports employer needs		See below	See below	See below

**PROGRAM DESCRIPTION:**

1QC also focuses on building a strong quality of life & business climate that encourages workforce attraction/retention & supports business growth. Priorities include downtown/riverfront development in Scott County, infrastructure such as Amtrak, air service connections to key markets & the I-74 bridge, stronger K-12 systems that serve as magnets for new residents & tax base, & enhanced gateways.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Enhanced riverfront / downtown development that leads to more visitors, customers, residents in downtowns in Scott Co.			Increase in dtwn office & residential occupancy; # of visitors	Increase in dtwn office & residential occupancy; # of visitors	16 new businesses, 8 residential units. Record 70,000 visitors between Red White & Boom, Street Fest, and River Roots Live.
Enhanced network of transportation options for people, goods, services - with enhanced gateways			Amtrak \$\$ secured; new air connections; progress on I-74 bridge	Amtrak \$\$ secured; new air connections; progress on I-74 bridge	Amtrak \$ expected completion date of 2014.  Next phase of passenger rail development;  Chamber sent civic & business leaders to lobby IL DOT for long-term funding for I-74 bridge.  Coordinated City and businesses to plan for disruption associated with road reconstruction on that corridor  Chamber Infrastructure Committee reviewing regional transportation employer needs.
Engagement of business community with K-14 education to align workforce & skill requirements of employers w/education			Chamber active with schools; SCC filling identified skill gaps	Chamber active with schools; SCC filling identified skill gaps	Chamber developing & overseeing Laborshed study  Chamber staff /Davenport School Mktg Task Force. Chamber convenes qtrly with "University Presidents Council" to discuss curriculum needs of employers.

## Vera French Community Mental Health Center

Director: Anne Armknecht Phone: (563) 888-6245 Website: [www.verafrenchmhc.org](http://www.verafrenchmhc.org)



**MISSION STATEMENT:** Vera French Community Mental Health Center will enhance the mental health of all in our community by providing quality, accessible, and comprehensive care.

ACTIVITY/SERVICE:	Comm Support Prog/Frontier	DEPARTMENT:	51B		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	192		
BOARD GOAL:	Choose One	FUND:	10 MHDD	BUDGET:	\$468,599
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Referrals		30	40	40	29
Total number of clients served		135	135	300	415
Total units of service		1,325	2,400	2,400	2,123
Total number of meals provided		2095	4160	4160	2,840
Medication Management units provided by Nurse		281	480	480	515
Total number of group opprotunities provided		380	640	640	678
Number of CPC and legal settlement applications processed		7	14	14	11

### PROGRAM DESCRIPTION:

Frontier provides support to people with a severe and persistent mental illness who need assistance living in the community to reach and maintain the highest level of functioning possible for them. Medication management is a service provided within Frontier. A nurse provides support to clients who may need help taking their meds on a regular basis.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Client will remain free of hospitalization.	95% of clients will not be hospitalized for psychiatric reasons.	98%	95%	95%	98%
Clients will remain in their current independent living setting (no jail, MHT, shelter)	85% of clients will maintain their level of functioning.	99%	85%	85%	98%



ACTIVITY/SERVICE:	Adult Partial Hospital Prog	DEPARTMENT:	51G		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	42		
BOARD GOAL:	Choose One	FUND:	10 MHDD	BUDGET:	\$318,788
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Patient Days		746	1500	1500	1150
Admissions		45	100	100	52

**PROGRAM DESCRIPTION:**

The APHP provides intensive outpatient treatment within a structured therapeutic environment. The structured environment offers the opportunity to avoid hospitalization or transition from the hospital to the community. The program emphasizes a multidisciplinary team approach under psychiatric supervision.

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Patients will show sustained improvement as measured by the BASIS -32.	85% of patients will show improvement upon discharge	81%	85%	85%	88%
Patients will be satisfied with their treatment in APHP.	90% of patients surveyed will indicate overall satisfaction with the APHP.	93%	90%	90%	94%
Patients who access APHP services will avoid the need for treatment in an acute setting.	95% of clients discharged will not required hospitalization in an acute setting.	88%	95%	95%	94%

ACTIVITY/SERVICE:	Outpatient	DEPARTMENT:	51A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	12,750		
BOARD GOAL:	Choose One	FUND:	10 MHDD	BUDGET:	\$1,429,556
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Total Number of Appointments		42,291	35,000	35,000	24,223
Total Number of new cases funded by Scott Co		464	425	425	343
Number of CPC and legal settlement applications processed		3,274	3100	3100	1,216

**PROGRAM DESCRIPTION:**

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

<b>PERFORMANCE MEASUREMENT</b>		<b>2010-11 ACTUAL</b>	<b>2011-12 GOAL</b>	<b>2011-12 PROJECTED</b>	<b>9 MONTH ACTUAL</b>
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Vera French will enhance group therapy services to Scott County residents.	Vera French will provide at least three group therapy services each quarter.	11	12	12	18
Vera French will increase access to Outpatient services.	Decrease wait time for therapy intake appointments	24 days	24 days	24 days	37days
Vera French will increase access to Outpatient services.	Decrease the wait time for prescriber intake appointments	48 Days	48 Days	48 Days	50 Days

ACTIVITY/SERVICE:	RCF/PMI (Pine Knoll)	DEPARTMENT:	51F		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	191		
BOARD GOAL:	Choose One	FUND:	10 MHDD	BUDGET:	\$1,378,191
OUTPUTS		2010-11	2011-12	2011-12	9 MONTH
		ACTUAL	GOAL	PROJECTED	ACTUAL
Patient days		18952	4750	4750	13,533
Average Census Scott Co. Residents		39	40	40	39
Number of scott county residents assessed for RCF placement		8	10	10	25
Number of CPC and legal settlement applications processed		8	6	6	19

**PROGRAM DESCRIPTION:**

Pine Knoll is a residential care facility which provides treatment and support services for individuals with chronic mental illness who are unable to function successfully in the community. Within Pine Knoll, Day Habilitation services are provided. These services assist individuals in acquiring skills, gaining independence, learning appropriate behavior and understanding the importance of personal choice. The Housing Corporation develops and maintains affordable housing options for homeless or near homeless persons with serious and persistent mental illness.

PERFORMANCE MEASUREMENT		2010-11 ACTUAL	2011-12 GOAL	2011-12 PROJECTED	9 MONTH ACTUAL
<b>OUTCOME:</b>	<b>EFFECTIVENESS:</b>				
Pine Knoll will provide the appropriate amount of direct service and supervision hours to residents.	Nursing staff will provide at least 10,950 direct service and supervision hours per quarter.	12,283	10,950	10,950	13,234
Pine Knoll will meet the community's needs for RCF/PMI services	To maintain a census at 90% of operating capacity.	92%	90%	90%	83%
Pine Knoll will provide psychosocial learning and skill development opportunities to residents.	To provide a total of 9100 hours of psychosocial learning and skill development services to residents each quarter	9006	3,100	9,100	8579
Pine Knoll will provide treatment that is beneficial for residents.	To transition no more than 40% of residents discharged to a higher level of care.	14%	40%	40%	67%
Pine Knoll will provide treatment that is beneficial for residents.	To transition at least 60% of residents discharged to a lower level of care.	86%	60%	60%	33%