

2017 BUDGETING FOR OUTCOMES HIGHLIGHTS QUARTERLY REPORT

FY17 Budgeting for Outcomes Report for the quarter ended June 30, 2017.

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

DEPARTMENT NAME/ ACTIVITY SERVICE:		Administration - Financial Management
BUDGETED/ PROJECTED 20% / 20%	PERFORMANCE MEASUREMENT OUTCOME:	Administration will maintain a minimum fund balance requirement for the County's general fund - according to the Financial Management Policy.
DEPARTMENT QUARTERLY 25%	PERFORMANCE MEASUREMENT ANALYSIS:	Administration will maintain a 15% general fund balance. To end the fiscal year, Administration ended with a fund balance of 25%. Additional year end claim entries occurred after reporting date.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Administration - Intergovernmental Relations
BUDGETED/ PROJECTED 85% / 85%	PERFORMANCE MEASUREMENT OUTCOME:	Administration will strengthen intergovernmental relations at a local level.
DEPARTMENT QUARTERLY 97%	PERFORMANCE MEASUREMENT ANALYSIS:	Administration attendance at monthly managers, administration and mayor meetings was at 97% for the fiscal year. The Administration Office keeps attendance at a high level of available meetings to enhance relations. The meetings attended are on target with last year's number at 104% of last year actual.

DEPARTMENT NAME/ ACTIVITY SERVICE:		County Attorney - Driver License / Fine Collection
BUDGETED / PROJECTED 100% /100%	PERFORMANCE MEASUREMENT OUTCOME:	The Attorney's Office will work to assist Scott County residents in obtaining driver licenses after suspension.
DEPARTMENT QUARTERLY 100%	PERFORMANCE MEASUREMENT ANALYSIS:	The Attorney's Office assisted applicants with suspensions 100% of the time. Throughout the fiscal year, the number of applicants that defaulted was at 159% of projection which is 127 total. The Attorney's Office collected approx. \$393K for the County and approx. \$950K for the State as well as \$6,500 for the DOT.

DEPARTMENT NAME/ ACTIVITY SERVICE:		County Attorney - Victim/Witness Support Services
BUDGETED/ PROJECTED 100% /100%	PERFORMANCE MEASUREMENT OUTCOME:	The Attorney's Office will actively communicate with crime victims.
DEPARTMENT QUARTERLY 100%	PERFORMANCE MEASUREMENT ANALYSIS:	100% of registered crime victims will be sent victim registration information. Through the fiscal year, the Attorney's Office sent out 1,962 packets (98% of projection) and received back 730 packets (122% of projection). Our return number is increasing because of the continuous improvement efforts of the victim staff.

DEPARTMENT NAME/ ACTIVITY SERVICE:		Auditor - Taxation
BUDGETED/ PROJECTED 100% /100%	PERFORMANCE MEASUREMENT OUTCOME:	Process all transfers without errors within 48 hours of receipt of correct transfer documents.
DEPARTMENT QUARTERLY 100%	PERFORMANCE MEASUREMENT ANALYSIS:	The department processed 7,374 property transfers during the year, all within the 2 business days goal, and with no errors.

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DEPARTMENT NAME/ ACTIVITY SERVICE:		Auditor - Registrar of Voters
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Ensure that all new voters have the opportunity to vote.
100% /100%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	100% of all new voters are verified, processed, and sent confirmation by legal deadlines.
100%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Community Services/Veteran Services
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	To provide public awareness/outreach activities in the community.
800/800		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The department's goal is to reach out to at least 200 Veterans/families each quarter and 800 annually. The department has reached out to 1,560 Veterans/families in the last year, 760 contacts over budget. David Woods has been out speaking with groups frequently and was able to almost double the number of people he has reached. The department is constantly looking for ways to increase the number of contacts so vets and their families are informed of their benefits.
1,560		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Community Services/Substance Related Disorders
BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Maintain the Community Services budget in order to serve as many Scott County citizens with substance related disorders as possible.
\$97,100/\$97,100		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The department ended the year at 46% of the budget. The substance budget varies based on the number of court commitments and the number of people who have insurance that pays for treatment. The County cost was much lower this year.
\$36,738		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Conservation/Administration/Policy Development
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	To increase the number of people reached through social media, email, newsletters and press releases.
2,600/3,200		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The department budgeted the number of customers receiving electronic notifications for events, specials and Conservation information at 2,600 and they have reached 3,492 contacts. The Wapsi Center staff and Campground Offices are encouraging campers and program participants to fill out a form providing their email address and areas of interest in Conservation updates so they can increase number of people reached.
3,848		

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DEPARTMENT NAME/ ACTIVITY SERVICE:		Conservation/Historic Preserv & Interpret
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	To collect sufficient revenues to help offset program costs at Pioneer Village.
1%/1%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The department increased their revenues and exceed their program costs by 8.7%. This is 7.7% over the budgeted amount. Pioneer Village Day Camp Attendance was up by 25 children this fiscal year increasing day camp revenues by almost \$3,000. Also, the Soda Shop revenues were up about \$5,000 can be attributed to an overall increase in visitors and availability of the Soda Shop.
8.7%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Facility & Support Services/Maintenance
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Maintenance staff will strive to complete 90% of routine jail work orders within 5 working days of staff assignment.
90%/93%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	Maintenance staff exceeded their goal of 90% by completing 94% of routine jail work orders within 5 working days of assignment.
94%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Facility & Support Services/Custodial
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Divert 85,000 pounds of waste from the landfill by shredding confidential information and recycling cardboard, plastic, metals and kitchen grease.
85,000lbs./85,000lbs		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	FSS exceeded the annual goal of shredding and recycling at 168% of the goal. The department is always seeking ways to improve the organization wide green initiative and this year they diverted 142,601 pounds from the landfill.
142,601 lbs.		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Health / Communicable Diseases
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Stop or limit the spread of communicable diseases.
100% / 100%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The Department projected to initiate 100% of communicable disease investigations of reported diseases according to Iowa Department of Public Health Guidelines and met that goal. Success can be attributed to the Department giving priority to communicable disease investigations. When a disease is reported, staff work is reprioritized to assure that the follow up is done to prevent further spread of the disease.
100%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Health / Community Transformation
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Efforts of the Community Transformation Grant will be guided by a diverse community coalition.
100% / 67%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The department initially planned to attend 9 Be Healthy QC Committee and Subcommittee meetings related to Community Transformation in FY17, but only 3 ended up being held as one of the subcommittees is no longer meeting. A Scott County health department attendee was only available for 2 of the 3 meetings.
67%		

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DEPARTMENT NAME/ ACTIVITY SERVICE:		Health / EMS
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Provide licensure assistance to all ambulance services required to be licensed in Scott County.
100% / 0%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The Department reported that 0 of the 7 originally budgeted ambulance service applications were delivered according to timelines. The department had the letters prepared on time, but the individual that needed to sign them was out of the office. As a result, they were mailed in April instead of March. The department has made provisions to assure signatures do not delay these letters in future.
0%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		HR - Benefit Administration
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	HR measures the utilization of the County's Deferred Compensation plan.
60%/60%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	HR Provides opportunities for employees to speak with deferred comp plan providers on a regular basis. Currently 59% of eligible employees participate in deferred compensation plans, a 3% drop from the previous year.
59%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		HR - Employee Development
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	HR evaluates the effectiveness and utilization of Count sponsored supervisory training.
50%/43%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	Notifications and announcements issued by the department of upcoming training opportunities encouraged 43% of Leadership employees to attend supervisory training, surpassing the department's projected figure and last years actual percentage.
43%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Department of Human Services (DHS)
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	The Department of Human Services (DHS) is a state social service agency providing and/or paying for a broad range of services for thousands of Scott County citizens. The county is required by law to provide funding for some day to day office operations. The county provides guidelines for all departments to follow when developing new budgets each year and DHS is expected to follow the same county guidelines.
\$77,252/\$78,452		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The county contribution (budget) for DHS is \$77,252. DHS exceeded the original budget by \$1,173. Quarterly expenses are monitored each quarter and DHS is expected to provide services to citizens in the most cost effective manner. The county will continue to advocate for changes in Iowa Code regarding the county's financial responsibility as some counties have no expense at all as there is no DHS office housed in that county.
\$78,425		

DEPARTMENT NAME/ ACTIVITY SERVICE:		IT - Security
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Provide backup databases for disaster recovery.
100%/100%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	100% of all County databases were on backup schedules to allow for quick recovery of digital information in the event of a disaster.
100%		

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DEPARTMENT NAME/ ACTIVITY SERVICE:		Juvenile Detention - In Home Detention Program
BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	The Juvenile Detention program will ensure all juveniles who are referred for the In Home Detention Program supervision are given every opportunity to successfully complete the program.
90% / 85%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The Juvenile Detention Center will work toward achieving 90% or more of juveniles who are referred for In Home Detention complete the program successfully. Throughout the fiscal year, the IHD program generated almost double the amount of referrals than were budgeted. The program remains cost neutral, but the FY18 budget may need to be adjusted to account for additional staffing resources.
80%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Juvenile Detention - Dietary Program
BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	The Juvenile Detention Center will work to serve residents food in accordance with State regulations at a sustainable cost.
\$4.50 / \$4.32		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The Juvenile Detention Center will have an average grocery cost per child per day of less than \$4.32 after CNP revenue. Throughout the fiscal year, grocery costs continue to rise. Although JDC did not meet the performance goal, it is commendable to keep costs reasonable.
\$4.59		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Juvenile Detention - Detainment of Youth
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	The Juvenile Detention Center will safely detain youthful offenders according to state licensing regulations/best practices, and in a fiscally responsible manner.
\$240 / \$240		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The Juvenile Detention Center will serve all clients for less that \$240 per day after revenues are collected. JDC exceeded the new projected goal due to increased grocery costs by serving residents an average of \$236 per day after revenue received from the state and outside counties.
\$236		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Planning and Development/Building Inspection/Code Enforcement
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Review and issue building permit applications for new houses within five working days.
75/75		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The department has met their goal to issue building permits within five days. However, the number of permits issued are only at 53 of the projected 75 which is reflective of the strength of the local economy. Scott County averages about 100 new house starts a year when measured over the last 25 years. Even though the figures are below projections, it is the same as last year and the department continues to see strong activity in remodels and accessory buildings. The total permits is at 910 which is about as high a number as we have every seen. The total permits include any construction work that require a permit, such as, roofing, siding, room additions, finished basements, upgrade electrical service, new garages, replace water heaters, etc.
53		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Planning and Development / Administration
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Maintain expenditures within approved budget.
95%/95%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The department completed the year with only 89% of expenditures. This decrease in expenditures can be attributed to a decrease in travel and schools of instruction expenditures this year.
89%		

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DEPARTMENT NAME/ ACTIVITY SERVICE:		Recorder - Public Records
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Ensure all real estate documents presented for recording are placed on record the same day and correct fee is collected.
100% / 100%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The department reported that 50% of real estate documents were available for public viewing within 24hrs of indexing and scanning and fees deposited with the Treasurer, which is lower than the projected 100% goal. The lower numbers are due to some staffing challenges within real estate department faced in the 3rd & 4th Qtrs. Efforts are being made to get the department caught up as they are currently about 1.5 weeks behind in recording paper documents.
50%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Secondary Roads 27D Rock Resurfacing
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Maintain a yearly rock resurfacing program to insure enough thickness of rock.
90%/100%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The Department goal was to insure the adequacy of rock surface on 90% of gravel roads. The Department exceeded this goal by maintaining rock surfacing on 100% of gravel roads. The Department had adequate time and weather conditions to insure completion of all roads.
100%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Secondary Roads 27I / 27K Asset Management
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	To perform cost effective repairs to equipment.
100%/100%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The Department met this goal by keeping average repair costs to less than \$550 per unit. The actual average cost per unit was \$334.
100%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Sheriff 28.2801 Traffic Enforcement
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	To increase the number of hour of traffic safety and seat belt enforcement.
1000/1000 Hours		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The Department exceeded the yearly goal by completing 1,259.75 hours of enforcement action. The Department exceeded this goal due to better attainment of approved staffing levels.
1,260 Hours		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Sheriff 28.2805 Investigations
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Complete home compliance checks on sex offenders in Scott County.
300/415 Homes		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The Department exceeded this goal and competed 684 homes, This goal is a high priority due to public safety.
684 Homes		

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DEPARTMENT NAME/ ACTIVITY SERVICE:		Sheriff 28.2802 Jail
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Maintain zero deaths within the jail facility.
0/0		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The Department meets this goal through proper intake and classification of inmates, and by prioritizing inmate safety.
0		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Board of Supervisors/Intergovernmental Relations
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Board members serve as ambassadors for the County and strengthen intergovernmental relations.
95%/95%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The goal is to have 95% of board members at intergovernmental meetings. The Supervisors missed some Bi-state meetings which account for a larger percentage of this measurement. Some of these absences were due to other county related events. Additionally, there were some absences from Authorized Agency visits which brought the percentage down slightly.
88%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Treasurer/Motor Vehicle Reg - Courthouse
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Retain \$1.5 million in motor vehicle revenues.
\$1,555,000/\$1,660,000		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The department's goal is to maximize revenue retained by the County and they are currently at 102% of this goal. Motor vehicle revenue retention has been increasing close to 4% per year, and the department associates this increase primarily due to higher registration fees for newer pick up trucks.
\$1,691,499		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Center for Active Seniors, Inc. (CASI) Outreach
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	The Outreach program at CASI provides seniors and families tool and resources so the individual may stay in their own home longer, avoiding premature placement in a nursing facility.
80%/80%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The Outreach workers had a total of 11,797 contacts with individuals (exceeding the budget level by 291). Because of the increased number of contacts and enrollees (1,228) in the program, 93% of the individuals (1,146) remained in their own home at the end of the year, again exceeding the budgeted level. This does include the extra staffing in the Community Services Department plus 4 other outreach workers. Overall, the Outreach Program is reaching more people in our communities and those folks are getting connected with valuable resources/help so they can remain in their own homes longer.
93%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Center for Active Seniors, Inc. (CASI) Adult Day Services
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Jane's Place provides an alternate placement for seniors and gives care-takers a break/respice. This program is under-utilized as families don't know about it.
122/122		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	This program has a large number of private pay individuals and a lower number of Medicaid individuals than expected. CASI knows they need to do more public awareness/education regarding the benefits of this program as the enrollment numbers did not increase 5% from the previous year. The enrollment total in FY16 was 95, while in FY17 it was 88 and the budgeted level was 122, both years well below. Despite the lower than expected enrollment numbers, the program still received a 97% satisfaction rating from caregivers.
88		

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DEPARTMENT NAME/ ACTIVITY SERVICE:		Center for Drug and Alcohol Services
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	An average of 8 case management contacts will be provided to the 225 high risk criminal justice clients.
8/8		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	CADS is providing more case management contacts, on the average, than projected. CADS notes that each client's needs determines the number of case management contacts provided: some may require more, some less.
12		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Community Health Care (CHC)
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Community Health Care (CHC) provides comprehensive health care for Scott County citizens regardless of ability to pay. In addition, Scott County provides funding to CHC so they can utilize a sliding fee scale with patients, thus making health care more affordable for those who are employed.
\$302,067/\$449,736		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	CHC served 1,485 people who were over the 138% Federal Poverty Level and would have qualified for the sliding fee scale benefit. The total amount of sliding fee discounts provided this fiscal year was \$469,324, resulting in a cost reduction per patient in the amount of \$316.04. This reduction in cost, or use of sliding fee scale benefits, allows patients/Scott County citizens to seek health care when needed and not waiting until they are critically ill and requiring emergency care (much more expensive care). This is a significant cost saving measure for citizens, but it also leads to the right service at the right time, in the right place.
\$469,324		

DEPARTMENT NAME/ ACTIVITY SERVICE:		Durant Ambulance
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Respond to 99% of 911 calls in area.
99%/99%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	Durant Ambulance is near projection for this measure. Despite being a volunteer agency, with only two vehicles which also serve Cedar County, volume in the Durant area is such that few occasions of not being able to respond occur.
98%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		EMA Exercises
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Radiological Emergency Response Plan (RERP) evaluated or training exercises results completed without a deficiency noted and 5 year exercise program requires a minimum of two tabletop or one functional exercise per year.
100%/100%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	100% of exercises were completed by fiscal year end.
100%		

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DEPARTMENT NAME/ ACTIVITY SERVICE:		Scott County Humane Society
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Animals will be place back into their home.
90%/90%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The agency exceeded this goal despite the difficulty of returning strays to homes. Strays not only are animals that have left an owner's property, but those abandoned and feral animals.
92%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		MEDIC EMS
BUDGETED / PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Rural response times will be less than 14 minutes 59 seconds.
92%/91%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	MEDIC EMS is less than one percent under projection for this outcome. Rural response is handled by the alternative delivery model stations in Le Claire, Eldridge, and Bluegrass. These three stations cover all rural area in Scott County with three ambulances, with backup from floating post urban units.
91%		

DEPARTMENT NAME/ ACTIVITY SERVICE:		SECC Infrastructure/Physical Resources
BUDGETED/ PROJECTED	PERFORMANCE MEASUREMENT OUTCOME:	Review and make recommendations to update the current radio system thereby creating better radio coverage for all public safety responders and increasing officer safety.
75%/75%		
DEPARTMENT QUARTERLY	PERFORMANCE MEASUREMENT ANALYSIS:	The project is 60% completed based on tasks needed to be performed. The consultant has the RFP 85% completed. The next step is working on the tower information about what is necessary and not necessary as well as hand-held radio costs to individual agencies or included in project costs. We are hoping the RFP will be out by October and vendors will be given 90 days to respond, so it will be early 2018 before we have options of vendors.
60%		

Administration

Mahesh Sharma, 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:	Administration		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	184,800
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of meetings with Board Members		115	100	100	112
Number of agenda items		295	275	0	296
Number of agenda items postponed		0	0	3	1
Number of agenda items placed on agenda after distribution		0	5%	5%	3%

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	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.	100.00%	100%	100%	97%
Board members are informed and prepared to take action on all items on the agenda.	Percentage number of agenda items that are postponed at Board meeting.	0.00%	0.00%	0.00%	0.003

ACTIVITY/SERVICE:	Financial Management	DEPT/PROG:	Administration	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616	
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET: 205,320
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH
				ACTUAL
Number of Grants Managed		52	65	65
Number of Budget Amendments		2	2	2

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Maintain minimum fund balance requirements for the County's general fund - according to the Financial Management Policy	Maintain a 15% general fund balance	19.9%	20.0%	20.0%	25.0%
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%	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%	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	1	0	0	0

ACTIVITY/SERVICE:	Legislative Coordinator	DEPT/PROG:	Administration		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Improve Communication	FUND:	01 General	BUDGET:	62,000
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of committee of the whole meetings		50	45	45	49
Number of meetings posted to web 5 days in advance		100%	100%	100%	100%
Percent of Board Mtg handouts posted to web within 24 hours		100%	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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Agenda materials are available to the public.	Agenda posted to the website 5 days in advance of the meeting.	100%	100%	100%	100%
Handouts are available to the public timely.	Handouts are posted to the website within 24 hours after the meeting.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Strategic Plan	DEPT/PROG:	Administration	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616	
BOARD GOAL:	All	FUND:	01 General	BUDGET: 47,480
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
12 MONTH		ACTUAL		
Attendance of Department Heads at Monthly Dept Hd Mtg		86%	90%	90%
Number of Board goals		21	16	21
Number of Board goals on-schedule		13	12	12
Number of Board goals completed		8	4	4

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Board goals are on-schedule and reported quarterly	Percentage of Board goals on-schedule	62%	85%	85%	92%
Board goals are completed*	Percentage of Board goals completed	38%	25%	25%	33%

ACTIVITY/SERVICE:	Intergovernmental Relations	DEPT/PROG:	Administration	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616	
BOARD GOAL:	Improve Communication	FUND:	01 General	BUDGET: 184,800
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Attendance of Co Administrator at State meetings		47	40	40
Attendance of Co Administrator at QC First/Chamber meetings		38	40	40
Attendance of Co Administrator at Monthly Mgrs/Admin/Mayor		28	30	30
Attendance of Co Administrator at other meetings		163	200	200
				12 MONTH
				ACTUAL

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Strengthening intergovernmental relations on state level.	Percent attendance at meetings.	100%	90%	90%	50%
Strengthening intergovernmental relations with Chamber and QC First.	Percent attendance at meetings.	100%	95%	95%	63%
Strengthening intergovernmental relations at local level.	Percent attendance at monthly mgrs/admin/mayor meetings.	100%	85%	85%	97%
Strengthening intergovernmental relations at local level.	Number of meetings with other units of governments, business, chamber, and not for profits.	163	175	175	122.85

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.

ACTIVITY/SERVICE:	Criminal Prosecution	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$1,197,909
OUTPUTS		2015-16 ACTUAL	2016-17 BUDGETED	2016-17 PROJECTED	12 MONTH ACTUAL
New Indictable Misdemeanor Cases		2965	3000	3000	3013
New Felony Cases		1112	1000	1000	991
New Non-Indictable Cases		1685	1900	2000	2142
Conducting Law Enforcement Training (hrs)		62.5	50	25	24

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		2015-16 ACTUAL	2016-17 BUDGETED	2016-17 PROJECTED	12 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attorney's Office will represent the State in all criminal proceedings.	98% of all criminal cases will be prosecuted by the SCAO.	98%	98%	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.	156%	100%	100%	100%
Attorney's Office will diligently work toward achieving justice in all criminal cases.	Justice is accomplished in 100% of criminal cases.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Juvenile	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$945,906
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
New Juvenile Cases - Delinquencies, CINA, Terms, Rejected		615	700	600	540
Uncontested Juvenile Hearings		1397	1300	1500	1452
Evidentiary Juvenile Hearings		207	250	400	402

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attorney's Office represents the State in juvenile delinquency proceedings.	98% of all juvenile delinquency cases will be prosecuted by the SCAO.	98%	98%	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.	98%	98%	98%	98%

ACTIVITY/SERVICE:	Civil / Mental Health	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$376,649
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Non Litigation Services Intake		184	100	175	171
Litigation Services Intake		391	350	350	338
Non Litigation Services Cases Closed		184	100	175	171
Litigation Services Cases Closed		311	350	350	299
# of Mental Health Hearings		288	325	300	282

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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)	90%	90%	90%	90%
Attorney's Office will provide representation at Mental Health Commitment Hearings.	100% representation	100%	100%	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.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Driver License / Fine Collection	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$234,335
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of clients in database		3201	3000	1000	1056
# of driver license defaulted		114	80	100	127
\$ amount collected for county		446,467.00	400,000.00	400,000.00	392,878.00
\$ amount collected for state		527,397.00	500,000.00	500,000.00	949,201.00
\$ amount collected for DOT		2,132.00	5,000.00	5,000.00	6,595.00

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	100%	100%	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.	24%	5%	10%	34%

ACTIVITY/SERVICE:	Victim/Witness Support Service	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$63,557
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# victim packets sent		1879	2000	2000	1962
# victim packets returned		666	600	700	730

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attorney's Office will actively communicate with crime victims.	100% of registered crime victims will be sent victim registration information.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Advisory Services	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$215,819
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of walk-in complaints received		63	100	100	28

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attorney's Office will respond to citizen's requests for information during complaint desk hours.	100% of requests will be addressed.	100%	100%	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.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Case Expedition	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Service Enhancement	RESIDENTS SERVED:	171616		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$63,557
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of entries into jail		7274	7500	7000	6998

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Check Offender Program	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$63,557
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of warrants issued		62	100	40	34
# of defendants taking class		34	40	10	6

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Grants	DEPARTMENT:	Attorney		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$16,579
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of new investigations initiated		170	150	150	192
# of State/Federal judicial search warrants served		194	100	100	210
# of defendants arrested for State/Federal prosecution		165	150	150	145
# of community training		21	15	15	17

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	100%	100%	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.	90%	100%	100%	100%

Attorney - 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:	Risk Mgmt	12.1202
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Core Service with Pride	FUND:	02 Supplemental	BUDGET: \$535,580
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH
				ACTUAL
\$40,000 of Claims GL		\$13,097.00	\$40,000.00	\$40,000.00
\$50,000 of Claims PL		\$50,294.00	\$40,000.00	\$40,000.00
\$85,000 of Claims AL		\$23,768.00	\$50,000.00	\$50,000.00
\$20,000 of Claims PR		\$29,303	\$20,000.00	\$20,000

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Prompt investigation of liability accidents/incidents	To investigate incidents/accidents within 5 days	90%	90%	90%	90%

ACTIVITY/SERVICE:	Schedule of Insurance	DEPARTMENT:	Risk Mgmt	12.1202
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Extend our Resources	FUND:	02 Supplemental	BUDGET: \$432,646
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
# of County maintained policies - 15		15	15	15

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Market and Educate underwriters to ensure accurate premiums	Audit Insurance Job Classification codes	100%	100%	100%	100%

ACTIVITY/SERVICE:	Workers Compensation	DEPARTMENT:	Risk Mgmt		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$163,953
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Claims Opened (new)		28	40	40	51
Claims Reported		69	50	50	64
\$175,000 of Workers Compensation Claims		\$161,242.00	\$225,000.00	\$225,000	\$216,971.00

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To investigate workers comp claims within 5 days	To investigate 100% of accidents within 5 days	100%	100%	100%	100%

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.

ACTIVITY/SERVICE:	Administration	DEPARTMENT:	Auditor		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	244,170
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Maintain administration costs at or below 15% of budget		15.4%	15.0%	15%	11.3%

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Ensure all statutory responsibilities are met.	Conduct at least 12 meetings with managers to review progress and assess need for new policies.	12	12	12	12
Ensure all statutory responsibilities are met.	Conduct at least 4 meetings with staff from each department to review progress and assess need for new policies.	4	4	4	4

ACTIVITY/SERVICE:	Taxation	DEPARTMENT:	Auditor		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	258,565
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Property Transfers Processed		7,155	8,000	8,000	7,374
Local Government Budgets Certified		49	49	49	49

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Certify taxes and budgets.	Meet statutory & regulatory deadlines for certification with 100% accuracy	100%	100%	100%	100%
Process all property transfers.	Process all transfers without errors within 48 hours of receipt of correct transfer documents	100%	100%	100%	100%

ACTIVITY/SERVICE:	Payroll	DEPARTMENT: Auditor- Business & Finance			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: all employees			
BOARD GOAL:	Extend our Resources	FUND: 01 General	BUDGET: 262,453		
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of Employees		687	660	660	790
Time Cards Processed		17,066	20,000	20,000	17,709

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Pay all employees correctly and timely.	All employees are paid correctly and on time.	100%	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%	100%

ACTIVITY/SERVICE:	Accounts Payable	DEPARTMENT: Auditor- Business & Finance			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	197,899
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Invoices Processed		23,982	23,000	23,000	24,902

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To process all claims correctly and according to policies and procedures.	Have all claims correctly processed and paid.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Expenditure Ledger	DEPARTMENT: Auditor - Business & Finance			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	10,837
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of Account Centers		9,172	9,000	9,000	9,695
Number of Accounting Adjustments		16	25	0	0

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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%	100%

ACTIVITY/SERVICE:	Commissioner of Elections	DEPARTMENT: Auditor-Elections		
BUSINESS TYPE:	Core Service	RESIDENTS SERVE		171,616
BOARD GOAL:	Core Service with PRIDE	FUND:	01 General	BUDGET: 510,690
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Conduct 4 county-wide elections		4	1	1

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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%	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%	100%
Insure precinct election officials are prepared to administer election laws for any given election.	Conduct election official training before major elections.	4	1	1	1

ACTIVITY/SERVICE:	Registrar of Voters	DEPARTMENT: Auditor -Elections		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		
BOARD GOAL:	Core Service with PRIDE	FUND: 01 General	BUDGET:	140,000
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Maintain approximately 125,000 voter registration files		124,844	128,000	128,000

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 do vote; reviews election day registrants to insure their qualifications to vote.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Ensure new voters have opportunity to vote.	All new registrations are verified, processed and voters sent confirmation by legal deadlines.	100%	100%	100%	100%
Ensure all statutory responsibilities are met.	Process all voter registrations received from all agencies and maintain current registration file.	100%	100%	100%	100%
Ensure all statutory responsibilities are met.	Compliance with state and federal election laws.	100%	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 Use services, for individuals and their families.

ACTIVITY/SERVICE:	Community Services Administration	DEPARTMENT:		CSD 17.1701
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171,616
BOARD GOAL:	Extend our Resources	FUND:	10 MHDD	BUDGET: \$120,266
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Number of outside programs/educational activities/workgroups or board meetings attended/participated in or requested by outside entity		304	265	265
Number of appeals requested from Scott County Consumers		0	2	2
Number of Exceptions Granted		1	5	5
Total MH/DD Administration budget		\$132,810	\$120,266	\$120,266
Administration cost as percentage of MH/DS Budget		1.4%	3.1%	3.1%
				12 MONTH ACTUAL
				347
				0
				0
				\$150,246
				3.5%

PROGRAM DESCRIPTION:

To provide administration and representation of the department, including administration of the MH/DD budget within the Eastern Iowa MH/DS region, the Veteran Services Program, the General Assistance Program, the Substance Use Program and other social services and institutions.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To monitor MH/DS funding within Scott County to ensure cost-effective services are assisting individuals to live as independently as possible.	Review all of the "Exception to Policy" cases with the Management Team of the MH Region to ensure the Management Policy and Procedures manual is being followed as written, policies meet the community needs and that services are cost-effective.	1 Case Reviewed	5 Cases Reviewed	5 Cases Reviewed	1 Case Reviewed

ACTIVITY/SERVICE:	General Assistance Program	DEPARTMENT:	CSD 17.1701		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	171,616		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$435,953
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of applications requesting financial assistance		929	1000	1000	806
# of applications approved		416	550	450	292
# of approved clients pending Social Security approval		15	22	22	6
# of individuals approved for rental assistance (unduplicated)		264	210	210	186
# of burials/cremations approved		89	75	75	101
# of families and single individuals served		Families 328 Singles 543	Families 345 Singles 655	Families 345 Singles 655	Families 278 Singles 487
# of cases denied to being over income guidelines		73	80	100	112
# of cases denied/incomplete app and/or process		279	350	350	367

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To provide financial assistance (rent, utilities, burial, direct assist) to 1200 individuals (applicants) as defined by Iowa Code Chapter 252.25 during the year.	To grant assistance averaging no more than \$650 per applicant approved.	\$609.75	\$650.00	\$650.00	\$815.48
To provide financial assistance to individuals as defined by Iowa Code Chapter 252.25.	To provide at least 400 referrals on a yearly basis to individuals who don't qualify for county assistance.	730	400	800	821
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 (1701).	\$449,317 or 91% of budget	\$432,953	\$432,953	\$381,380 or 87% of budget

ACTIVITY/SERVICE:	Veteran Services		DEPARTMENT:	CSD 17.1702	
BUSINESS TYPE:	Core Service		RESIDENTS SERVED:	171,616	
BOARD GOAL:	Improve Communication	FUND:	01 General	BUDGET:	\$151,196
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of requests for veteran services (federal/state)		1614	1460	1460	1212
# of applications for county assistance		97	100	100	77
# of applications for county assistance approved		72	80	80	60
# of outreach activities		58	70	70	49
# of burials/cremations approved		23	20	20	13
Ages of Veterans seeking assistance:					
Age 18-25		27	35	35	28
Age 26-35		182	150	150	135
Age 36-45		180	150	150	146
Age 46-55		226	250	250	194
Age 56-65		310	320	320	188
Age 66 +		689	555	555	521
Gender of Veterans: Male : Female		1414:200	1280:180	1280:180	1056:156

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To provide public awareness/outreach activities in the community.	Will reach out to at least 200 Veterans/families each quarter (1000 annually).	963	800	800	1560
To provide public awareness/outreach activities in the community.	Will increase the number of veteran requests for services (federal/state) by 200 annually. (New, first time veterans applying for benefits)	823	1110	900	606
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.	\$850.86	\$620.00	\$620.00	\$572.36
To reduce Veterans use of county assistance/funding by increasing access to federal financial benefits.	The number of Veterans utilizing county funding/number of Veterans who qualified for federal benefits.	72/97	75/100	75/100	60/67

ACTIVITY/SERVICE:	Substance Related Disorder Services	DEPARTMENT:	CSD 17.1703		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171,616		
BOARD GOAL:	Foster Healthy Communities	FUND:	02 Supplemental	BUDGET:	\$97,100
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of involuntary substance use commitments filed		182	200	200	149
# of SA adult commitments		134	150	150	118
# of SA children commitments		34	50	40	13
# of substance abuse commitment filings denied		14	5	5	18
# of hearings on people with no insurance		23	15	15	19

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To provide mandated court ordered SA evaluations in the most cost effective manner possible.	The cost per evaluation will be no greater than \$500.00	\$409.70	\$500.00	\$500.00	\$280.44
To maintain the Community Services budget in order to serve as many Scott County citizens with substance related disorders as possible.	Review quarterly substance related commitment expenditures verses budgeted amounts.	\$68,829 or 71% of the budget	\$97,100	\$97,100	\$36,738 or 46% of the budget

ACTIVITY/SERVICE:	MH/DD Services	DEPARTMENT:	CSD 17.1704		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171,616		
BOARD GOAL:	Foster Healthy Communities	FUND:	10 MHDD	BUDGET:	\$4,923,768
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of involuntary mental health commitments filed		341	410	410	342
# of adult MH commitments		243	325	325	255
# of juvenile MH commitments		78	75	75	56
# of mental health commitment filings denied		19	10	25	31
# of hearings on people with no insurance		19	20	20	25
# of protective payee cases		398	415	415	408
# of Crisis situations requiring funding/care coordination		55	120	120	67
# of funding requests/apps processed- ID/DD and MI		1185	1050	1050	982

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To provide mandated court ordered MH evaluations in most cost effective manner possible.	The cost per evaluation will be no greater than \$510.00.	\$1,412.66	\$510.00	\$510.00	\$1,469.48
To keep the costs of mental health commitment orders at a minimum level to ensure other services such as residential, vocational and community supports are fully funded.	Review quarterly mental health commitment expenditures verses budgeted amounts.	\$453,464	\$181,775	\$350,000	\$457,009
To maintain a Protective Payee program, through fees, that will be self-sufficient.	There will be at least 415 payee cases and fee amounts of \$43,825 each quarter to cover the costs of staff and supplies.	398 cases/ \$165,722 in fees total (\$41,431 per quarter)	415 cases/ \$43,825 in fees per quarter	415 cases/ \$43,825 in fees per quarter	408 cases/ \$162,662 in total fees for the year (\$40,666 per quarter)

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:	Conservation 1800		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$515,853
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Appropriations managed-Fund 101,102 (net of golf)		\$3,812,983	\$3,533,918	\$3,597,004	\$3,367,791
Total FTEs managed		27	27	27	27
Administration costs as percent of department total.		18%	12%	15%	14%
REAP Funds Received		\$61,149	\$61,149	\$62,876	\$62,876
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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	75%	90%	90%	78%
Increase the number of people reached through social media, email newsletters, and press releases	Increase number of customers receiving electronic notifications to 2,600 for events, specials, and Conservation information	2,797	2,600	3,200	3,848
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	92%	100%	100%	91%

ACTIVITY/SERVICE:	Recreational Services	DEPT/PROG: 1801,1805,1806,1807,1808,1809		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVE		171616
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET: \$620,937
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Total Camping Revenue		\$795,492	\$670,000	\$850,000
Total Facility Rental Revenue		\$73,068	\$75,000	\$81,080
Total Concession Revenue		\$158,277	\$168,300	\$163,300
Total Entrance Fees (beach/pool, Cody, Pioneer Village)		\$214,060	\$208,000	\$212,000
				12 MONTH
				ACTUAL

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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	43%	40%	40%	41%
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	37%	36%	36%	34%
To provide adequate aquatic recreational opportunities.	To increase attendance at the Beach and Pool	42,924	46,000	46,000	31,474
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	98.5%	95.0%	95.0%	100.0%

ACTIVITY/SERVICE:	Maintenance of Assets - Parks	DEPT/PROG: 1801,1805,1806,1807,1808,1809		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED: 171616		
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET:	\$1,526,858
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Total vehicle and equipment repair costs (not including salaries)		\$63,667	\$64,471	\$70,471
Total building repair costs (not including salaries)		\$13,519	\$15,677	\$16,750
Total maintenance FTEs		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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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%	100%	100%
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.	64%	30%	88%	88%
Equipment Maintenance	80% of equipment replaced according to department equipment schedule	100.0%	100.0%	100.0%	100.0%

ACTIVITY/SERVICE:	Public Safety-Customer Service	DEPT/PROG: Conservation 1801,1809			
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED: 171616			
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$265,458
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of special events or festivals requiring ranger assistance		19	20	20	27
Number of reports written.		19	60	60	21
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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Increase the number of natural resource oriented public programs facilitated, attended, or conducted by ranger staff.	Involvement in public programs per year (for example: hunter & boater safety programs, fishing clinics, etc.)	26	12	12	24
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.	0	3	3	0
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	0	3	3	0

ACTIVITY/SERVICE:	Environment Education/Public Programs	DEPT/PROG:	Conservation 1805		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED: 171616			
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$324,668
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of programs offered		272	220	220	229
Number of school contact hours		12,991	22,657	22,657	11,873
Number of people served.		19,796	30,000	30,000	18,333
Operating revenues generated (net total intergovt revenue)		17,347	14,276	16,500	11,680
Classes/Programs/Trips Cancelled due to weather		6	3	3	12

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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%	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%	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.	8	4	4	5

ACTIVITY/SERVICE:	Historic Preservation & Interpretation	DEPT/PROG: Conservation 1806,1808		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED: 171616		
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET:	\$275,211
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Total revenue generated		\$91,524	\$92,147	\$89,947
Total number of weddings per year at Olde St Ann's Church		51	60	60
Pioneer Village Day Camp Attendance		397	350	400
				422

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To have as many people as possible enjoy the displays and historical educational festivals provided at each site	To increase annual attendance	20,076	20,000	20,000	20,571
To collect sufficient revenues to help offset program costs.	To increase annual revenues from last year's actual	\$91,524 (+3.8%)	1%	1%	\$99,464 (+8.7%)
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 new tours/presentations	30	35	35	44

ACTIVITY/SERVICE:	Golf Operations	DEPT/PROG: Conservation 1803,1804			
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED: 171616			
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET:	\$1,196,166	
OUTPUTS		2015-16	2016-17	2016-17	
		ACTUAL	BUDGETED	PROJECTED	
				12 MONTH	
				ACTUAL	
Total number of golfers/rounds of play		27,858	30,000	30,000	26,456
Total course revenues		\$1,009,980	\$1,106,900	\$1,107,200	\$1,050,000
Total appropriations administered		\$927,213	\$1,053,324	\$1,196,166	\$978,744
Number of Outings/Participants		39/2,769	42/3012	42/3012	42/2690
Number of days negatively impacted by weather		33	40	40	31

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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%	100%
To increase revenues to support program costs	Golf course revenues to support 100% of the yearly operation costs	\$93,621	\$0	\$0	(\$39,664)
To provide an efficient and cost effective maintenance program for the course	To maintain course maintenance costs at \$22.70 per round	\$17.59	\$22.70	\$22.70	\$18.42
Increase profit margins on concessions	Increase profit levels on concessions to 65%	62%	65%	65%	58%

Facility and Support Services



Tammy Speidel, 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:	Extend our Resources	FUND:	01 General	BUDGET:	\$ 124,520
OUTPUTS		2015-16 ACTUAL	2016-17 BUDGETED	2016-17 PROJECTED	12 MONTH ACTUAL
Total percentage of CIP projects on time and with in budget.		87	85	85	88
Maintain total departmental cost/square foot at FY10 levels (combined maint/custodial)		\$ 3.83	\$ 6.50	\$ 6.00	\$ 4.09

PROGRAM DESCRIPTION:

To provide administrative support for all other department programs. This program manages capital improvement efforts.

PERFORMANCE MEASUREMENT		2015-16 ACTUAL	2016-17 BUDGETED	2016-17 PROJECTED	12 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
To reduce output of CO2 by 200,000 pounds in the next fiscal year.	To reduce our organizations carbon footprint and environmental impact - CO2 output is one measure of our effectiveness.	1,300,687	200,000	N/A	NA
To reduce total energy consumption by 2 % 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.	-1%	2%	0%	-1%

ACTIVITY/SERVICE:	Maintenance of Buildings	DEPARTMENT:	FSS		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$ 1,931,792
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of total man hours spent in safety training		73.5	190	160	330
Average # of PM inspections performed quarterly- per location		129	100	100	148
Total maintenance cost per square foot		\$1.80	\$2.50	\$ 2.50	\$1.99

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Maintenance Staff will make first contact on 90% of routine non-jail work orders within 5 working days of staff assignment.	To be responsive to the workload from our non-jail customers.	98%	90%	93%	94%
Maintenance Staff will strive to do 30% of work on a preventive basis.	To do an increasing amount of work in a scheduled manner rather than reactive.	26%	30%	26%	43%
Maintenance Staff will strive to complete 90% of routine jail work orders within 5 working days of staff assignment.	To be responsive to the workload from the jail facility.	96%	90%	92%	96%

ACTIVITY/SERVICE:	Custodial Services	DEPARTMENT:	FSS		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$ 692,079
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of square feet of hard surface floors maintained		527,450	525,000	525,000	560,208
Number of square feet of soft surface floors maintained		205,816	20,000	200,000	152,369
Number of Client Service Worker hours supervised		3394	2000	3000	3952
Total Custodial Cost per Square Foot		\$2.03	4	3	\$2.10

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To receive 6 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.	5	6	6	6
Divert 85000 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.	123,607	85,000	85,000	142,601
Perform annual green audit on 40% of FSS cleaning products.	To ensure that our cleaning products are "green" by current industry standards.	42%	40%	40%	44%

ACTIVITY/SERVICE:	Support Services	DEPARTMENT:	FSS		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$ 841,071
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Actual number of hours spent on imaging including quality control and doc prep		2059	2200	1200	1603
Number of PO's issued		N/A	N/A	N/A	N/A

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Print Shop will recommend, to requesting department or agency, cost savings alternatives on at least 8% 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.	6.50%	8.00%	7.00%	4.70%
Imaging staff will perform imaging, quality control, and release functions on at least 85% 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.	20%	85%	N/A	N/A
Puchasing will recommend the purchase of remanufactured toner cartridges vs. OEM toner cartridges for all county supported printers.	Acutal costs savings between remanufactured vs OEM will be tracked. This will allow for ensuring budget dollars are utilized in the most efficient manner.	N/A	\$12,400.00	N/A	N/A

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.

ACTIVITY/SERVICE:	Administration	DEPARTMENT:	Health/1000		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Improve Communication	FUND:	01 General	BUDGET:	\$2,141,227
	OUTPUTS	2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Annual Report		1	1	1	1
Minutes of the BOH Meeting		10	10	11	11
BOH Contact and Officer Informational Report		1	1	1	1
Number of grant contracts awarded.		17	15	19	22
Number of subcontracts issued.		10	8	9	9
Number of subcontracts issued according to funder guidelines.		10	8	9	9
Number of subcontractors.		3	3	3	3
Number of subcontractors due for an annual review.		3	3	3	3
Number of subcontractors that received an annual review.		3	3	3	3
Total number of consumers reached with education.		11575	6855	13460	12459
Number of consumers receiving face-to-face educational information about physical, behavioral, environmental, social, economic or other issues affecting health.		6544	4457	4430	4612
Number of consumers receiving face-to-face education reporting the information they received will help them or someone else to make healthy choices.		6394	4011	4341	4371

PROGRAM DESCRIPTION:

Iowa Code Chapter 137 requires each county maintain a Local Board of Health. One responsibility of the Board of Health is to assure compliance with grant requirements-programmatically and financially. Another is to educate the community through a variety of methods including media, marketing venues, formal educational presentations, health fairs, training, etc.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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.	10	10	11	11
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%	175%	100%	100%
Scott County residents will be educated on issues affecting health.	Consumers receiving face-to-face education report that the information they received will help them or someone else to make healthy choices.	98%	90%	98%	95%

ACTIVITY/SERVICE:	Animal Bite Rabies Risk Assessment and Recommendations for Post Exposure Prophylaxis	DEPARTMENT: Health/2015			
BUSINESS TYPE:	Service Enhancement	RESIDENTS SERVED:		171616	
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$64,484.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of exposures that required a rabies risk assessment.		199	175	230	213
Number of exposures that received a rabies risk assessment.		199	166	228	213
Number of exposures determined to be at risk for rabies that received a recommendation for rabies post-exposure prophylaxis.		199	166	228	213
Number of health care providers notified of their patient's exposure and rabies recommendation.		38	45	60	57
Number of health care providers sent a rabies treatment instruction sheet at the time of notification regarding their patient's exposure.		38	45	60	57

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Provide a determination of rabies risk exposure and recommendations.	Reported exposures will receive a rabies risk assessment.	100%	95%	99%	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.	100%	100%	100%	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%

ACTIVITY/SERVICE:	Childhood Lead Poisoning Prevention	DEPARTMENT: Health/2016		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616		
BOARD GOAL:	Foster Healthy Communities	FUND: 01 General	BUDGET:	\$136,261.00
OUTPUTS	2015-16	2016-17	2016-17	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of children with a capillary blood lead level of greater than or equal to 15 ug/dl.	19	22	22	17
Number of children with a capillary blood lead level of greater than or equal to 15 ug/dl who receive a venous confirmatory test.	19	21	21	17
Number of children who have a confirmed blood lead level of greater than or equal to 15 ug/dl.	9	13	13	10
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.	9	13	13	10
Number of children who have a confirmed blood lead level of greater than or equal to 20 ug/dl.	4	4	5	4
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.	4	4	5	4
Number of environmental investigations completed for children who have a confirmed blood lead level of greater than or equal to 20 ug/dl.	9	6	11	9
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.	9	6	11	9
Number of environmental investigations completed for children who have two confirmed blood lead levels of 15-19 ug/dl.	4	8	4	7
Number of environmental investigations completed, within IDPH timelines, for children who have two confirmed blood lead levels of 15-19 ug/dl.	4	8	4	7
Number of open lead properties.	12	20	20	19
Number of open lead properties that receive a reinspection.	27	40	30	42
Number of open lead properties that receive a reinspection every six months.	27	40	30	42
Number of lead presentations given.	6	5	5	5

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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%	100%	100%	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%	100%	100%	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.	120%	180%	100%	100%

ACTIVITY/SERVICE:	Communicable Disease	DEPARTMENT: Health/2017			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616			
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET:	\$72,304.00	
OUTPUTS		2015-16	2016-17	2016-17	
		ACTUAL	BUDGETED	PROJECTED	
				12 MONTH	
				ACTUALS	
Number of communicable diseases reported.		1853	1750	1535	1593
Number of reported communicable diseases requiring investigation.		335	340	275	258
Number of reported communicable diseases investigated according to IDPH timelines.		335	340	275	258
Number of reported communicable diseases required to be entered into IDSS.		335	340	275	258
Number of reported communicable diseases required to be entered into IDSS that were entered within 3 business days.		335	333	272	258
Number of cases of perinatal Hepatitis B reported.		12	3	3	2
Number of cases of perinatal Hepatitis B who receive verbal and written communication regarding HBV prevention.		12	3	3	2
Number of cases of perinatal Hepatitis B who receive verbal and written communication regarding HBV prevention within 5 business days.		12	3	3	2
Number of cases of perinatal Hepatitis B who received education that have recommendations sent to birthing facility and pediatrician.		12	3	3	2

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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.	98%	100%	99%	100%
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%	100%	100%	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:	Community Transformation	DEPARTMENT:		Health/2038
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET: \$78,679
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH ACTUALS
Number of Be Healthy QC Committee and Subcommittee meetings related to Community Transformation efforts held.		13	9	3
Number of Be Healthy QC Committee and Subcommittee meeting related to Community Transformation efforts held that are attended by a Scott County Health Department staff member.		13	9	2
Number of worksites where a wellness assessment is completed.		5	3	6
Number of worksites that made a policy or environmental improvement identified in a workplace wellness assessment.		8	3	6
Number of communities where a community wellness assessment is completed.		4	1	2
Number of communities where a policy or environmental improvement identified in a community wellness assessment is implemented.		4	1	1

PROGRAM DESCRIPTION:

Create environmental and systems changes at the community level that integrate public health, primary care, worksite and community initiatives to help prevent chronic disease through good nutrition and physical activity.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Efforts of the Community Transformation Grant will be guided by a diverse community coalition.	A Scott County Health Department staff person will attend Be Healthy QC Committee and Subcommittee meetings to assure the groups are updated on CTG activities.	100%	100%	67%	67%
Workplaces will implement policy or environmental changes to support employee health and wellness.	Workplaces will implement policy or environmental changes to support employee health and wellness.	100%	100%	100%	133%
Communities will implement policy or environmental changes to support community health and wellness.	CTG targeted communities will implement evidence based recommendations for policy or environmental change based upon assessment recommendations.	100%	33%	50%	50%

ACTIVITY/SERVICE:	Correctional Health	DEPARTMENT:		Health/2006	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616	
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET: \$1,437,440	
OUTPUTS		2015-16	2016-17	2016-17	
		ACTUAL	BUDGETED	PROJECTED	
				12 MONTH	
				ACTUALS	
Number of inmates in the jail greater than 14 days.		1349	1164	1368	1326
Number of inmates in the jail greater than 14 days with a current health appraisal.		1343	1140	1354	1320
Number of inmate health contacts.		31310	31000	32939	35839
Number of inmate health contacts provided in the jail.		31005	30380	32610	35538
Number of medical requests received.		7661	7400	8000	7784
Number of medical requests responded to within 48 hours.		7654	7400	7993	7778

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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).	100%	98%	99%	100%
Medical care is provided in a cost-effective, secure environment.	Maintain inmate health contacts within the jail facility.	99%	98%	98%	99%
Assure timely response to inmate medical requests.	Medical requests are reviewed and responded to within 48 hours.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Child Health Program	DEPARTMENT: Health/2032		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616		
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET:	\$262,681
OUTPUTS	2015-16	2016-17	2016-17	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of families who were informed of Medicaid benefits.	5761	5348	5200	5071
Number of families who received an inform completion.	2422	2020	2028	2067
Number of children in agency home.	779	809	735	2102
Number of children with a medical home as defined by the Iowa Department of Public Health.	663	807	625	1214
Number of developmental screens completed for children under the age of 5.	7	7	3	2
Number of developmental screens completed for children under the age of 5 that identify an area of concern and the need for a referral.	4	4	2	1
Number of referrals made to the Mississippi Bend Area Education Agency for children identified with an area of concern.	4	4	2	1

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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 completion process.	43%	38%	39%	41%
Ensure EPSDT Program participants have a routine source of medical care.	Children in the EPSDT Program will have a medical home.	85%	90%	85%	58%
Areas of potential developmental delay will be identified.	Children identified through the EPSDT with a potential developmental delay will be referred for early intervention services.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Emergency Medical Services	DEPARTMENT:	Health/2007		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$104,015
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of ambulance services required to be licensed in Scott County.		7	7	7	7
Number of ambulance service applications delivered according to timelines.		7	7	0	0
Number of ambulance service applications submitted according to timelines.		7	7	7	7
Number of ambulance service licenses issued prior to the expiration date of the current license.		7	7	7	7

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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%	0%	0%
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%	100%	100%
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%	100%	100%

ACTIVITY/SERVICE:	Employee Health	DEPARTMENT: Health/2019		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Foster Healthy Communities	FUND: 01 General	BUDGET:	\$38,619
OUTPUTS	2015-16	2016-17	2016-17	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of employees eligible to receive annual hearing tests.	185	175	185	159
Number of employees who receive their annual hearing test or sign a waiver.	185	175	185	159
Number of employees eligible for Hepatitis B vaccine.	27	8	28	26
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.	27	7	28	26
Number of eligible new employees who received blood borne pathogen training.	20	25	25	22
Number of eligible new employees who received blood borne pathogen training within 3 weeks of their start date.	20	23	24	22
Number of employees eligible to receive annual blood borne pathogen training.	244	243	249	250
Number of eligible employees who receive annual blood borne pathogen training.	244	243	249	250
Number of employees eligible for tuberculosis screening who receive a pre-employment physical.	15	10	21	21
Number of employees eligible for tuberculosis screening who receive a pre-employment physical that includes a tuberculosis screening.	15	10	21	21
Number of employees eligible for tuberculosis screening who receive a booster screening within four weeks of their pre-employment screening.	15	9	20	21
Number of employees eligible to receive annual tuberculosis training.	244	243	249	249
Number of eligible employees who receive annual tuberculosis training.	244	243	249	249

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Minimize employee risk for work related hearing loss.	Eligible employees will receive their hearing test or sign a waiver annually.	100%	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%	88%	96%	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%	92%	95%	100%
Minimize the risk of workplace exposure to blood borne pathogens.	Eligible employees will receive blood borne pathogen education annually.	100%	100%	100%	100%
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%	90%	95%	100%
Early identification of employees for possible exposure to tuberculosis.	Eligible employees will receive tuberculosis education annually.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Food Establishment Licensing and Inspection	DEPARTMENT:	Health/2040	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616	
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET: \$384,688
OUTPUTS	2015-16	2016-17	2016-17	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of inspections required.	1535	1471	1535	1494
Number of inspections completed.	1535	1471	1535	1421
Number of inspections with critical violations noted.	536	559	537	493
Number of critical violation reinspections completed.	484	559	537	459
Number of critical violation reinspections completed within 10 days of the initial inspection.	484	503	483	458
Number of inspections with non-critical violations noted.	381	441	384	322
Number of non-critical violation reinspections completed.	343	441	384	289
Number of non-critical violation reinspections completed within 90 days of the initial inspection.	343	375	326	289
Number of complaints received.	76	107	80	83
Number of complaints investigated according to Nuisance Procedure timelines.	76	107	80	83
Number of complaints investigated that are justified.	28	64	28	31
Number of temporary vendors who submit an application to operate.	438	260	320	305
Number of temporary vendors licensed to operate prior to the event.	438	257	317	305

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Meet SCHD's contract obligations with the Iowa Department of Inspections and Appeals.	Food Establishment inspections will be completed annually.	100%	100%	100%	93%
Ensure compliance with the food code.	Critical violation reinspections will be completed within 10 days of the date of inspection.	90%	90%	90%	93%
Ensure compliance with the food code.	Non-critical violation reinspections will be completed within 90 days of the date of inspection.	90%	85%	85%	90%
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%	99%	99%	100%

ACTIVITY/SERVICE:	<i>hawk-i</i>	DEPARTMENT: Health/2035		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET:	\$1,659
OUTPUTS	2015-16	2016-17	2016-17	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of schools targeted to provide outreach regarding how to access and refer to the <i>hawk-i</i> Program.	62	67	62	62
Number of schools where outreach regarding how to access and refer to the <i>hawk-i</i> Program is provided.	62	67	100	128
Number of medical provider offices targeted to provide outreach regarding how to access and refer to the <i>hawk-i</i> Program.	60	190	60	60
Number of medical providers offices where outreach regarding how to access and refer to the <i>hawk-i</i> Program is provided.	64	190	60	108
Number of dental provider offices targeted to provide outreach regarding how to access and refer to the <i>hawk-i</i> Program.	30	80	30	84
Number of dental providers offices where outreach regarding how to access and refer to the <i>hawk-i</i> Program is provided.	38	80	30	132
Number of faith-based organizations targeted to provide outreach regarding how to access and refer to the <i>hawk-i</i> Program.	60	166	60	60
Number of faith-based organizations where outreach regarding how to access and refer to the <i>hawk-i</i> Program is provided.	64	166	60	64

PROGRAM DESCRIPTION:

hawk-i Outreach is a program for enrolling uninsured children in health care coverage. The Department of Human Services contracts with the Iowa Department of Public Health and its Child Health agencies to provide this statewide community-based grassroots outreach program.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
School personnel will understand the <i>hawk-i</i> Program and how to link families to enrollment assistance.	Schools will be contacted according to grant action plans.	100%	100%	161%	206%
Medical provider office personnel will understand the <i>hawk-i</i> Program and how to link families to enrollment assistance.	Medical provider offices will be contacted according to grant action plans.	107%	100%	100%	180%
Dental provider office personnel will understand the <i>hawk-i</i> Program and how to link families to enrollment assistance.	Dental provider offices will be contacted according to grant action plans.	127%	100%	100%	157%
Faith-based organization personnel will understand the <i>hawk-i</i> Program and how to link families to enrollment assistance.	Faith-based organizations will be contacted according to grant action plans.	107%	100%	100%	107%

ACTIVITY/SERVICE:	Healthy Child Care Iowa	DEPARTMENT:	Health/2022		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$121,275
OUTPUTS	2015-16	2016-17	2016-17	12 MONTH	
	ACTUAL	BUDGETED	PROJECTED	ACTUALS	
Number of technical assistance requests received from centers.	314	225	255	245	
Number of technical assistance requests received from child care homes.	59	44	65	59	
Number of technical assistance requests from centers responded to.	314	225	255	245	
Number of technical assistance requests from day care homes responded to.	59	44	65	59	
Number of technical assistance requests from centers that are resolved.	314	223	253	245	
Number of technical assistance requests from child care homes that are resolved.	59	42	64	59	
Number of child care providers who attend training.	137	135	85	87	
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.	128	132	83	85	

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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.	100%	99%	99%	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%	96%	98%	100%
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.	93%	98%	98%	98%

ACTIVITY/SERVICE:	Hotel/Motel Program		DEPARTMENT:	Health/2042	
BUSINESS TYPE:	Core Service		RESIDENTS SERVED:	171616	
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$7,183
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of licensed hotels/motels.		42	36	40	40
Number of licensed hotels/motels requiring inspection.		18	17	22	22
Number of licensed hotels/motels inspected by June 30.		18	17	22	22
Number of inspected hotels/motels with violations.		4	5	3	3
Number of inspected hotels/motels with violations reinspected.		3	5	3	3
Number of inspected hotels/motels with violations reinspected within 30 days of the inspection.		3	5	3	3
Number of complaints received.		32	16	18	18
Number of complaints investigated according to Nuisance Procedure timelines.		32	16	18	18
Number of complaints investigated that are justified.		21	10	13	9

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Assure compliance with Iowa Administrative Code.	Licensed hotels/motels will have an inspection completed by June 30 according to the bi-yearly schedule.	100%	100%	100%	100%
Assure compliance with Iowa Administrative Code.	Licensed hotels/motels with identified violations will be reinspected within 30 days.	75%	100%	100%	100%
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%

ACTIVITY/SERVICE:	Immunization	DEPARTMENT:		Health/2024
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET: \$205,321
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH ACTUALS
Number of two year olds seen at the SCHD clinic.		54	40	58
Number of two year olds seen at the SCHD clinic who are up-to-date with their vaccinations.		43	36	42
Number of doses of vaccine shipped to SCHD.		4306	3500	3680
Number of doses of vaccine wasted.		5	18	15
Number of school immunization records audited.		29936	29751	29957
Number of school immunization records up-to-date.		29676	29511	29724
Number of preschool and child care center immunization records audited.		5430	5042	5857
Number of preschool and child care center immunization records up-to-date.		5396	4958	5765

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. Program also includes an immunization record audit of all children enrolled in an elementary, intermediate, or secondary school in Scott County. An immunization record audit of all licensed preschool/child care facilities in Scott County is also completed. IAC 641 Chapter 7

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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.	80%	90%	72%	72%
Assure that vaccine is used efficiently.	Vaccine wastage as reported by the Iowa Department of Public Health will not exceed contract guidelines.	0.12%	0.50%	0.40%	0.20%
Assure that all schools, preschools and child care centers have up-to-date immunization records.	School records will show up-to-date immunizations.	99.1%	99.2%	99.2%	99.2%
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.	99.5%	98.0%	98.4%	98.4%

ACTIVITY/SERVICE:	Injury Prevention	DEPARTMENT:	Health/2008		
BUSINESS TYPE:	Service Enhancement	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$14,458
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of community-based injury prevention meetings and events.		14	18	13	14
Number of community-based injury prevention meetings and events with a SCHD staff member in attendance.		14	18	13	14

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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/2036	
BUSINESS TYPE:	Core Service		RESIDENTS SERVED:	171616	
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$177,023
OUTPUTS	2015-16	2016-17	2016-17	12 MONTH	
	ACTUAL	BUDGETED	PROJECTED	ACTUALS	
Number of practicing dentists in Scott County.	128	105	137	112	
Number of practicing dentists in Scott County accepting Medicaid enrolled children as clients.	38	20	38	28	
Number of practicing dentists in Scott County accepting Medicaid enrolled children as clients only with an I-Smile referral and/or accepting dental vouchers.	26	28	26	32	
Number of children in agency home.	779	899	735	2102	
Number of children with a dental home as defined by the Iowa Department of Public Health.	448	522	390	497	
Number of kindergarten students.	2190	2284	2256	2256	
Number of kindergarten students with a completed Certificate of Dental Screening.	2173	2261	2249	2249	
Number of ninth grade students.	2251	2211	2284	2284	
Number of ninth grade students with a completed Certificate of Dental Screening.	2012	2100	1753	1753	

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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.	30%	19%	28%	25%
Assure access to dental care for Medicaid enrolled children in Scott County.	Scott County practicing dentists who are accepting Medicaid enrolled children into their practice by I-Smile referral only.	20%	27%	19%	29%
Ensure EPSDT Program participants have a routine source of dental care.	Children in the EPSDT Program will have a dental home.	58%	58%	53%	24%
Assure compliance with Iowa's Dental Screening Mandate.	Students entering kindergarten will have a valid Certificate of Dental Screening.	99%	99%	99.7%	99.7%
Assure compliance with Iowa's Dental Screening Mandate.	Students entering ninth grade will have a valid Certificate of Dental Screening.	89%	95%	76.8%	76.8%

ACTIVITY/SERVICE:	Medical Examiner	DEPARTMENT:	Health/2001		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$323,057
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of deaths in Scott County.		1622	1660	1700	1736
Number of deaths in Scott County deemed a Medical Examiner case.		281	200	250	258
Number of Medical Examiner cases with a cause and manner of death determined.		281	198	248	258

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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%

ACTIVITY/SERVICE:	Mosquito Surveillance	DEPARTMENT:	Health/2043		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$13,586
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of weeks in arboviral disease surveillance season.		18	18	18	17
Number of weeks in arboviral disease surveillance season where mosquitoes are collected every week day and sent to ISU.		18	18	18	17

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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%

ACTIVITY/SERVICE:	Non-Public Health Nursing	DEPARTMENT:	Health/2026		
BUSINESS TYPE:	Service Enhancement	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$73,687
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of students identified with a deficit through a school-based screening.		54	45	67	67
Number of students identified with a deficit through a school-based screening who receive a referral.		54	45	67	67
Number of requests for direct services received.		139	110	150	151
Number of direct services provided based upon request.		139	110	150	151

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 medication administration training.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Deficits that affect school learning will be identified.	Students identified with a deficit through a school-based screening 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%

ACTIVITY/SERVICE:	Onsite Wastewater Program	DEPARTMENT:		Health/2044	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616	
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$117,718
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of septic systems installed.		138	100	125	122
Number of septic systems installed which meet initial system recommendations.		138	98	124	122
Number of sand filter septic systems requiring inspection.		1330	1360	1330	1330
Number of sand filter septic systems inspected.		1330	1360	1330	952
Number of septic samples collected from sand filter septic systems.		280	290	290	150
Number of complaints received.		17	5	3	4
Number of complaints investigated.		17	5	3	4
Number of complaints investigated within working 5 days.		17	5	3	4
Number of complaints investigated that are justified.		12	3	2	3
Number of real estate transactions with septic systems.		1	2	1	0
Number of real estate transactions which comply with the Time of Transfer law.		1	2	1	0
Number of real estate inspection reports completed.		1	2	1	0
Number of completed real estate inspection reports with a determination.		1	2	1	0

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. Also included in this program area are Time of Transfer inspections.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Assure the proper installation of septic systems.	Approved installations will meet initial system recommendations.	100%	98%	99%	100%
Assure the safe functioning of septic systems.	Sand filter septic systems will be inspected annually by June 30.	100%	100%	100%	72%
Assure the safe functioning of septic systems.	Complaints will be investigated within 5 working days of the complaint.	100%	100%	100%	100%
Assure safe functioning septic systems.	Real estate transaction inspections will comply with the Time of Transfer law.	100%	100%	100%	NA
Assure proper records are maintained.	Real estate transaction inspection reports will have a determination.	100%	100%	100%	NA

ACTIVITY/SERVICE:	Public Health Nuisance	DEPARTMENT:	Health/2047		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$61,588
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of complaints received.		84	150	52	42
Number of complaints justified.		49	81	27	26
Number of justified complaints resolved.		37	77	25	25
Number of justified complaints requiring legal enforcement.		3	4	3	3
Number of justified complaints requiring legal enforcement that were resolved.		2	4	3	3

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Ensure compliance with state, county and city codes and ordinances.	Justified complaints will be resolved.	76%	95%	93%	96%
Ensure compliance with state, county and city codes and ordinances.	Justified complaints requiring legal enforcement will be resolved.	67%	100%	100%	100%

ACTIVITY/SERVICE:	Public Health Preparedness	DEPARTMENT:		Health/2009
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET: \$207,214
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH
				ACTUALS
Number of drills/exercises held.		4	2	6
Number of after action reports completed.		4	2	6
Number of employees with a greater than .5 FTE status.		39	43	40
Number of employees with a greater than .5 FTE status with position appropriate NIMS training.		39	43	40
Number of newly hired employees with a greater than .5 FTE status.		4	1	3
Number of newly hired employees with a greater than .5 FTE status who provide documentation of completion of position appropriate NIMS training.		4	1	3

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Assure efficient response to public health emergencies.	Department will participate in two emergency response drills or exercises annually.	200%	100%	250%	300%
Assure efficient response to public health emergencies.	Existing employees with a greater than .5 FTE status have completed position appropriate NIMS training.	100%	100%	100%	100%
Assure efficient response to public health emergencies.	Newly hired employees with a greater than .5 FTE status will provide documentation of completion of position appropriate NIMS training by the end of their 6 MONTH probation period.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Recycling	DEPARTMENT:	Health/2048		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$82,577
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of tons of recyclable material collected.		603.55	598.05	603.55	537.39
Number of tons of recyclable material collected during the same time period in previous fiscal year.		584.16	598.05	603.55	603.55

PROGRAM DESCRIPTION:

Provide recycling services for unincorporated Scott County.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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.	3%	0%	0%	-12%

ACTIVITY/SERVICE:	Septic Tank Pumper	DEPARTMENT:		Health/2059
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET: \$1,075
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
		12 MONTH		ACTUALS
Number of septic tank cleaners servicing Scott County.		9	9	9
Number of annual septic tank cleaner inspections of equipment, records and land application sites (if applicable) completed.		9	9	9

PROGRAM DESCRIPTION:

Contract with the Iowa Department of Natural Resources for inspection of commercial septic tank cleaners' equipment and land disposal sites according to Iowa Code 455B.172 and under Iowa Administrative Code 567 - Chapter 68.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Control the danger to public health, safety and welfare from the unauthorized pumping, transport, and application of septic waste.	Individuals that clean septic tanks, transport any septic waste, and land apply septic waste will operate according to Iowa Code.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Solid Waste Hauler Program	DEPARTMENT:	Health/2049		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$5,206
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of individuals that collect and transport solid waste to the Scott County Landfill.		154	148	154	160
Number of individuals that collect and transport solid waste to the Scott County Landfill that are permitted.		154	148	154	160

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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.	100%	100%	100%	100%

ACTIVITY/SERVICE:	STD/HIV Program		DEPARTMENT: Health/2028	
BUSINESS TYPE:	Core Service		RESIDENTS SERVED: 171616	
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET:	\$499,999
OUTPUTS	2015-16	2016-17	2016-17	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of people who present to the Health Department for any STD/HIV service (general information, risk reduction, results, referrals, etc).	1391	1350	1420	1402
Number of people who present for STD/HIV services.	1162	1180	1195	1162
Number of people who receive STD/HIV services.	1103	1133	1133	1104
Number of clients positive for STD/HIV.	1096	1077	1100	1124
Number of clients positive for STD/HIV requiring an interview.	204	142	200	194
Number of clients positive for STD/HIV who are interviewed.	189	122	180	176
Number of partners (contacts) identified.	297	190	295	277
Reported cases of gonorrhea, chlamydia and syphilis treated.	1101	1068	1100	1111
Reported cases of gonorrhea, chlamydia and syphilis treated according to treatment guidelines.	1091	1036	1089	1110
Number of gonorrhea tests completed at SCHED.	548	600	625	615
Number of results of gonorrhea tests from SHL that match SCHED results.	539	594	619	609
Number lab proficiency tests interpreted.	15	15	15	15
Number of lab proficiency tests interpreted correctly.	15	14	12	12

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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)	95%	96%	95%	95%
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.	93%	86%	90%	91%
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%	97%	99%	100%
Ensure accurate lab testing and analysis.	Onsite gonorrhea results will match the State Hygienic Laboratory (SHL) results.	98%	99%	99%	99%
Ensure accurate lab testing and analysis.	Proficiency tests will be interpreted correctly.	100%	93%	80%	80%

ACTIVITY/SERVICE:	Swimming Pool/Spa Inspection Program		DEPARTMENT:	Health/2050	
BUSINESS TYPE:	Core Service		RESIDENTS SERVED:	171616	
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$47,489
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of seasonal pools and spas requiring inspection.		52	52	52	49
Number of seasonal pools and spas inspected by June 15.		50	52	52	49
Number of year-round pools and spas requiring inspection.		82	82	82	80
Number of year-round pools and spas inspected by June 30.		81	80	82	80
Number of swimming pools/spas with violations.		130	122	122	118
Number of inspected swimming pools/spas with violations reinspected.		138	122	122	118
Number of inspected swimming pools/spas with violations reinspected within 30 days of the inspection.		131	122	122	118
Number of complaints received.		4	2	6	8
Number of complaints investigated according to Nuisance Procedure timelines.		4	2	6	8
Number of complaints investigated that are justified.		2	2	4	6

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Annual comprehensive inspections will be completed.	Inspections of seasonal pools and spas will be completed by June 15 of each year.	96%	100%	100%	100%
Annual comprehensive inspections will be completed.	Inspections of year-round pools and spas will be completed by June 30 of each year.	99%	98%	100%	100%
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.	101%	100%	100%	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%

ACTIVITY/SERVICE:	Tanning Program	DEPARTMENT:		Health/2052
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		717616
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET: \$18,071
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH ACTUALS
Number of tanning facilities requiring inspection.		46	46	46
Number of tanning facilities inspected by April 15.		45	46	46
Number of tanning facilities with violations.		10	19	15
Number of inspected tanning facilities with violations reinspected.		10	19	15
Number of inspected tanning facilities with violations reinspected within 30 days of the inspection.		8	19	15
Number of complaints received.		0	1	1
Number of complaints investigated according to Nuisance Procedure timelines.		0	1	1
Number of complaints investigated that are justified.		0	1	1

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Complete annual inspection.	Yearly tanning inspections will be completed by April 15 of each year.	98%	100%	100%	100%
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.	80%	100%	100%	100%
Tanning facilities are in compliance with Iowa Code.	Complaints will be investigated to determine whether justified within timelines established in the Nuisance Procedure.	NA	100%	100%	NA

ACTIVITY/SERVICE:	Tattoo Establishment Program	DEPARTMENT:		Health/2054
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET: \$8,285
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Number of tattoo facilities requiring inspection.		19	23	21
Number of tattoo facilities inspected by April 15.		17	23	21
Number of tattoo facilities with violations.		3	2	3
Number of inspected tattoo facilities with violations reinspected.		3	2	3
Number of inspected tattoo facilities with violations reinspected within 30 days of the inspection.		3	2	3
Number of complaints received.		1	1	1
Number of complaints investigated according to Nuisance Procedure timelines.		1	1	1
Number of complaints investigated that are justified.		0	1	1

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Complete annual inspection.	Yearly tattoo inspections will be completed by April 15 of each year.	89%	100%	100%	100%
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%	100%	100%	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%	100%

ACTIVITY/SERVICE:	Tobacco Program	DEPARTMENT:	Health/2037		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$87,802
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of assessments of targeted facility types required.		1	1	1	1
Number of assessments of targeted facility types completed.		1	1	1	1
Number of community-based tobacco meetings.		17	17	17	15
Number of community-based tobacco meetings with a SCHD staff member in attendance.		17	17	17	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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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%

ACTIVITY/SERVICE:	Transient Non-Community Public Water Supply	DEPARTMENT:	Health/2056		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$3,562
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of TNC water supplies.		26	26	26	25
Number of TNC water supplies that receive an annual sanitary survey or site visit.		26	26	26	25

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
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/2057
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET: \$2,818
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Number of vending companies requiring inspection.		7	8	7
Number of vending companies inspected by June 30.		7	8	5

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Complete annual inspections	Licensed vending companies will be inspected according to established percentage by June 30.	100%	100%	100%	71%

ACTIVITY/SERVICE:	Water Well Program	DEPARTMENT:		Health/2058
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET: \$62,485
OUTPUTS	2015-16	2016-17	2016-17	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUALS
Number of wells permitted.	20	29	22	20
Number of wells permitted that meet SCC Chapter 24.	20	29	22	20
Number of wells plugged.	15	17	36	34
Number of wells plugged that meet SCC Chapter 24.	15	17	36	34
Number of wells rehabilitated.	12	12	5	4
Number of wells rehabilitated that meet SCC Chapter 24.	12	12	5	4
Number of wells tested.	96	122	45	80
Number of wells test unsafe for bacteria or nitrate.	22	30	27	23
Number of wells test unsafe for bacteria or nitrate that are corrected.	7	9	5	2

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUALS
OUTCOME:	EFFECTIVENESS:				
Assure proper water well installation.	Wells permitted will meet Scott County Code: Chapter 24, Non-Public Water Supply Wells.	100%	100%	100%	100%
Assure proper water well closure.	Plugged wells will meet Scott County Code: Chapter 24, Non-Public Water Supply Wells.	100%	100%	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.	32%	30%	19%	9%

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:		HR 24.1000	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Improve Communication	FUND:	01 General	BUDGET:	\$ 106,964.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of bargaining units		6	6	6	6
% of workforce unionized		51%	53%	54%	54%
# meeting related to Labor/Management		49	45	40	78

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Improve relations with bargaining units	Conduct regular labor management meetings	18	20	15	22

ACTIVITY/SERVICE:	Recruitmt/EEO Compliance	DEPT/PROG:	HR 24.1000		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$ 97,759.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of retirements		11	10	10	16
# of employees eligible for retirement		50	40	40	49
# of jobs posted		70	65	65	76
# of applications received		3175	4000	3500	3233

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Measure the rate of countywide employee separations not related to retirements.	Decrease countywide turnover rate not related to retirements.	4.70%	5.00%	5.00%	6.00%
Measure the number of employees hired in underutilized areas.	Increase the number of employees hired in underutilized areas.	2	2	2	7

ACTIVITY/SERVICE:	Compensation/Performance Appraisal	DEPT/PROG:	HR 24.1000		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$ 36,824.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of supervisors w/reduced merit increases or bonuses		0	0	1	1
# of organizational change studies conducted		5	5	6	4

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Measures timely submission of evaluations by supervisors.	% of reviews not completed within 30 days of effective date.	35%	33%	33%	40%
# of job descriptions reviewed	Review 5% of all job descriptions to ensure compliance with laws and accuracy.	4	5	6	4

ACTIVITY/SERVICE:	Benefit Administration	DEPT/PROG:	HR 24.1000		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$ 70,141.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Cost of health benefit PEPM		\$1,042	\$1,200	\$1,200	\$1,155
money saved by the EOB policy		0	\$50	\$50	0
% of family health insurance to total		63%	62%	62%	64%

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Measures the utilization of the Deferred Comp plan	% of benefit eligible employees enrolled in the Deferred Compensation Plan.	62%	60%	60%	59%
Measures the utilization of the Flexible Spending plan	% of benefit eligible employees enrolled in the Flexible Spending accounts.	42%	30%	40%	44%

ACTIVITY/SERVICE:	Policy Administration	DEPT/PROG:	HR 24.1000		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Improve Communication	FUND:	01 General	BUDGET:	\$ 18,411.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of Administrative Policies		72	71	72	73
# policies reviewed		10	5	7	9

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Review policies at minimum every 5 years to ensure compliance with laws and best practices.	Review 5 policies annually	10	5	7	9

ACTIVITY/SERVICE:	Employee Development	DEPT/PROG:	HR 24.1000		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Improve Communication	FUND:	01 General	BUDGET:	\$ 108,280.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of employees in Leadership program		100	100	100	100
# of training opportunities provided by HR		21	30	30	20
# of Leadership Book Clubs		1	1	1	1
# of 360 degree evaluation participants		0	10	24	24
# of all employee training opportunities provided		10	5	10	8
# of hours of Leadership Recertification Training provided		29	25	25	35.75

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Effectiveness/utilization of County sponsored supervisory training	% of Leadership employees attending County sponsored supervisory training	39%	50%	35%	43%
New training topics offered to County employee population.	Measures total number of new training topics.	8	7	5	6

Department of Human Services

Director: Jerry R. Foxhoven

Phone: 515-281-5452

Website: www.dhs.state.ia.us



MISSION STATEMENT:

ACTIVITY/SERVICE:	Assistance Programs	DEPARTMENT:	21.1000		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	1,800		
BOARD GOAL:	Foster Healthy Comn	FUND:	01 General	BUDGET:	\$77,252
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
The number of cost saving measures implemented.		3	2	2	2
Departmental Budget dollars expended (direct costs)		\$78,773	\$78,452	\$78,452	\$78,425
LAE dollars reimbursement (indirect cost)		\$218,311	N/A	N/A	\$252,388

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. The focus of these services is to assist this population with achieving health, safety and self-sufficiency. All of these programs are federally mandated and are supported by federal and state funds. The county's contribution to this process is mandated in state legislation which stipulates the county is responsible for providing the day to day office operational funding. A percentage of this county funding is reimbursed quarterly through the Local Administrative Expense (LAE) Reporting (federal) which includes the direct and indirect costs incurred by the county for the support of DHS services. A large portion of the day to day operational expenditures are determined by federal and state rules as it relates to program administration.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Provide services to citizens in the most cost effective way.	Quarterly expenses will be monitored and stay within budgeted figures	100% of expenses will remain within budget	100% of expenses remained within budget	100% of expenses remained within budget	99.97%

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 systems; and implementing and supporting user friendly business applications.

ACTIVITY/SERVICE:	Administration	DEPT/PROG:	I.T.
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	
BOARD GOAL:	Extend our Resources	FUND:	01 General BUDGET: \$150,000.00

OUTPUTS	2015-16	2016-17	2016-17	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUAL
Authorized personnel (FTE's)	15	15	15	15
Departmental budget	2,367,184	2,594,879	2,257,559	2,104,390
Electronic equipment capital budget	994,510	350,500	1,700,992	1,476,709
Reports with training goals (Admin / DEV / GIS / INF)	5 / 2 / 2 / 5	5 / 2 / 2 / 5	5 / 2 / 2 / 5	5 / 2 / 2 / 5
Users supported (County / Other)	530 / 380	575 / 250	575 / 250	541/356

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Keep department skills current with technology.	Keep individuals with training goals at or above 95%.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Application/Data Delivery	DEPT/PROG:	I.T.		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$300,000.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of custom systems supported	(DEV / GIS)	33 / 30	31/27	31 / 32	31 / 35
# of custom system DB's supported	(DEV / GIS)	21 / 83	20/59	20 / 85	20 / 93
# of COTS supported	(DEV / GIS / INF)	13 / 19 / 66	12 / 21 / 65	16 / 20 / 66	14 / 20 / 66
# of COTS DB's supported	(DEV / GIS / INF)	12 / 0 / 6	10 / 0 / 5	12 / 0 / 6	12 / 0 / 6

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Provide action on work orders submitted concerning data/applications per Service Level Agreement (SLA).	% of change requests assigned within SLA.	100%	90%	90%	90%
# application support requests completed within Service Level Agreement (SLA).	% of application support requests closed within SLA.	95%	90%	90%	90%

ACTIVITY/SERVICE:	Communication Services	DEPT/PROG:	I.T.		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$175,000.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of quarterly phone bills		11	11	12	12
\$ of quarterly phone bills		20,386	2,000	10,458	10234
# of cellular phone and data lines supported		250	250	251	258
# of quarterly cell phone bills		5	5	7	7
\$ of quarterly cell phone bills		19,295	17,500	6,435	5,926
# of VoIP phones supported		1027	1000	1027	1050
# of voicemail boxes supported		544	525	544	575
% of VoIP system uptime		100%	100%	100%	100%
# of e-mail accounts supported	(County / Other)	512	650/0	650	625
GB's of e-mail data stored		761	250	2000	868
% of e-mail system uptime		99%	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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Provide verification of received Trouble Support Request per SLA	% of requests responded to within SLA guidelines	92%	90%	90%	91%
Complete change requests per SLA guidelines	% of change requests completed within SLA guidelines	90%	90%	90%	90%

ACTIVITY/SERVICE:	GIS Management	DEPT/PROG:	I.T.		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$175,000.00
OUTPUTS	2015-16	2016-17	2016-17	12 MONTH	
	ACTUAL	BUDGETED	PROJECTED	ACTUAL	
# internal ArcGIS Desktop users.	51	55	55	52	
# avg daily unique visitors, avg daily pageviews, avg daily visits (external GIS webapp).	338, 640, 493	300,850,350	400, 700, 550	364, 691, 558	
# SDE feature classes managed	65	55	65	65	
# Non-SDE feature classes managed	941	750	1000	1297	
# ArcServer and ArcReader applications managed	21	20	22	24	
# Custodial Data Agreements	0	2	2	0	
# of SDE feature classes with metadata	10	20	17	15	

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
# Custodial Data Agreements	% of custodial data agreements active and current.	0%	25%	25%	0%
# of SDE feature classes with metadata	% of SDE features that have metadata.	15%	25%	25%	24%
# enterprise SDE and non-SDE feature classes managed	# of additional enterprise GIS feature classes added per year.	1006	825	1065	1262

ACTIVITY/SERVICE:	Infrastructure - Network Management	DEPT/PROG:	I.T. 14B		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$300,000.00

OUTPUTS	2015-16	2016-17	2016-17	12 MONTH
	ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of network devices supported	109	90	91	102
# of network connections supported	3144	2800	3336	3210
% of overall network up-time	99.0%	99.0%	99.0%	99.0%
% of Internet up-time	99%	99%	99%	99%
GB's of Internet traffic	31,000	20,000	40,000	53,000
# of filtered Internet users	688	600	700	692
# of restricted Internet users	109	100	125	112

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
% of network up-time	Keep % of network up-time >= 99%	99.0%	99.0%	99.0%	99.0%

ACTIVITY/SERVICE:	Infrastructure Management	DEPT/PROG:	I.T. 14B		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$300,000.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of PC's		417	415	430	420
# of Printers		159	150	150	161
# of Laptops		175	150	178	184
# of Thin Clients		14	50	1	1

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Efficient use of technology.	Keep # of devices per employee <= 1.5	1.45	1.50	1.20	1.12

ACTIVITY/SERVICE:	Infrastructure Management	DEPT/PROG:	I.T. 14B		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$300,000.00
OUTPUTS	2015-16	2016-17	2016-17	12 MONTH	
	ACTUAL	BUDGETED	PROJECTED	ACTUAL	
GB's of user data stored	1950GB	1400GB	2000	2159GB	
GB's of departmental data stored	980GB	1200GB	1500	1108GB	
GB's of county data stored	40800GB	47000GB	47000	45214GB	
GB's of county video data	25000GB	90000GB	50000	28000GB	
% of server uptime	98%	98%	98%	98%	
# of physical servers	18	25	25	21	
# of virtual servers	210	230	250	230	

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
% server uptime	Keep server uptime >= 95%	98%	>=95%	99%	98%

ACTIVITY/SERVICE:	Open Records	DEPT/PROG:	I.T. 14A, 14B		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$25,000.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# Open Records requests	(DEV / GIS / INF)	4 / 44 / 6	1 / 12 / 6	4 / 0 / 6	4 / 30 / 7
# of Open Records requests fulfilled within SLA	(DEV / GIS / INF)	4 / 44 / 6	1 / 12 / 6	4 / 0 / 6	4 / 30 / 7
avg. time to complete Open Records requests (Days)	(DEV / GIS / INF)	1 / 0.24 / 2	2 / 2 / 2	2 / 0 / 2	1 / <1 / 2

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
# Open Records requests completed within 10 days.	100% of Open Records requests closed within 10 days.	100%	100%	100%	100%
Avg. time to complete Open Records requests.	Average time to close Open Records requests <= x days.	< = 5 Days	< = 5 Days	~ < = 2 Days	~ < = 1 Days

ACTIVITY/SERVICE:	Security	DEPT/PROG:	I.T.		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$175,000.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of DB's backed up	(DEV)	37	34	39	38
# of SQL DB transaction logs backed up	(DEV)	37	34	39	38
# enterprise data layers archived	(GIS)	1006	815	1110	
# of backup jobs	(INF)	463	710	10880	5086
GB's of data backed up	(INF)	1.2TB	1TB	138195.28	111234530
# of restore jobs	(INF)	2	10	10	4

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Data restore related support requests.	% of archival support requests closed within SLA.	100%	100%	100%	100%
Backup Databases to provide for Disaster Recovery.	% of databases on a backup schedule to provide for data recovery.	100%	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.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Technology Support	DEPT/PROG:	I.T. 14B		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$200,000.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of after hours calls	(DEV / GIS / INF)	7 / 0 / 130	11 / 0 / 130	11 / 0 / 130	8 / 0 / 135
avg. after hours response time (in minutes)	(DEV / GIS / INF)	15 / NA / 30	15 / 0 / 30	15 / 0 / 15	10 / NA / 15
# of change requests	(DEV / GIS / INF)	429 / 151 / 15	60 / 200 / 0	275 / 500 / 0	363 / 77 / 0
avg. time to complete change request	(DEV / GIS / INF)	1 day / 1.5 days / 0	2 day / 3.4 days / 0	.5 days / 0 / 0	.5 days / 0.8 days / NA
# of trouble ticket requests	(DEV / GIS / INF)	39 / 7 / 2600	50 / 40 / 2500	30 / 0 / 2600	28 / 7 / 2500
avg. time to complete Trouble ticket request	(DEV / GIS / INF)	1.5hr / 16 hr / 24hr	1.5hr / 4 hr / 24hr	1.5 hr / 0 / 24 hr	1.5 hr / 4.2 / 24 hr

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
# of requests completed within SLA.	% of work requests closed within SLA.	95 / 91 / 90%	90% / 90% / 90%	90% / 90% / 90%	90% / 96% / 90%
# after hours/emergency requests responded to within SLA.	% of requests responded to within SLA for after-hour support	100%	100%	100%	100%

ACTIVITY/SERVICE:	Web Management	DEPT/PROG: I.T. 14B			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET: \$150,000.00	
OUTPUTS		2015-16	2016-17	2016-17	
		ACTUAL	BUDGETED	PROJECTED	
				12 MONTH	
				ACTUAL	
avg # daily visits		27,408	15,000	30,000	30,931
avg # daily unique visitors		14,622	8,000	15,000	15,426
avg # daily page views		90,892	65,000	95,000	94,711
eGov avg response time		0.88 days	< = 1 Days	0.7 days	0.41 days
eGov items (Webmaster)		68	50		86
# dept/agencies supported		29	25	31	34

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
eGov average response time	Average time for response to Webmaster feedback.	0.88 days	.6 days	0.6 days	0.41 days
# dept/agencies supported	% of departments and agencies contacted on a quarterly basis.	96%	65%	65%	65%

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:	Dertainment of Youth	DEPARTMENT: JDC 22.2201		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616		
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET:	\$657,462
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
# of persons admitted		254	175	220
Average daily detention population		11.5	10	11
# of days of adult-waiver juveniles		536	900	600
# of total days client care		4211	3700	3700
				12 MONTH
				ACTUAL

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	\$205	\$240	240	236

ACTIVITY/SERVICE:	Safety and Security	DEPARTMENT:	JDC 22.2201		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$525,969
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of escape attempts		0	0	0	0
# of successful escapes		0	0	0	0
# of critical incidents		50	60	40	51
# of critical incidents requiring staff physical intervention		13	10	8	10

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To de-escalate children in crisis through verbal techniques.	To diffuse crisis situations without the use of physical force 83% of the time.	74%	83%	100%	80%

ACTIVITY/SERVICE:	Dietary Program	DEPARTMENT: JDC 22.2201		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616		
BOARD GOAL:	Foster Healthy Communities	FUND: 01 General	BUDGET:	\$37,948
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Revenue generated from CNP reimbursement		18719	19000	22000
Grocery cost		36350	35000	38000

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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 \$4.32 after CNP revenue.	\$4.19	\$4.32	\$4.50	\$4.59

ACTIVITY/SERVICE:	Documentation	DEPARTMENT: JDC 22.2201			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:			
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$55,596
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of intakes processed		254	175	220	230
# of discharges processed		253	175	210	229

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To reduce error rate in case - file documentation	To have 10% or less error rate in case-file documentation	11%	8%	9%	11%

ACTIVITY/SERVICE: G.E.D. Resources		DEPARTMENT: JDC 22B			
Semi-core service		RESIDENTS SERVED: 171161			
BOARD GOAL:	Extend our Resources	FUND:	BUDGET: \$37,948		
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of residents testing for G.E.D.		6	6	5	1
# of residents successfully earn G.E.D.		6	5	4	1

PROGRAM DESCRIPTION:

All residents who are at-risk of dropping out of formal education, due to lack of attendance, performance, or credits earned, yet have average to above academic ability will be provided access to G.E.D. preparation courses and testing, free of charge. Studies have shown juveniles and adults who earn a G.E.D. are less likely to commit crimes in the future and more likely to be working.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To ensure all residents who are at-risk of dropping out of formal education are able to earn G.E.D., while in custody.	83% or more of those who are referred for G.E.D. services, earn G.E.D. in custody or community.	100%	83%	n/a	100%

ACTIVITY/SERVICE: In home Detention Program		DEPARTMENT JDC 22B			
Semi-core service		RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	BUDGET:	\$31,303	
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# residents referred for IHD program		52	50	90	98
# of residents who complete IHD program successfully		44	45	50	78

PROGRAM DESCRIPTION:

Certain juveniles are eligible to be supervised in the community through an "In-Home detention" program as an alternative to secure detention. JDC staff can supervise these juveniles in the community through random phone calls and home visits. Studies show that juveniles are less likely to commit crimes if diverted into a community-based, detention alternative program.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To ensure that all juveniles who are referred for In Home Detention supervision are given every opportunity to successfully complete the program.	90% or more of juveniles who are referred for In Home Detention complete the program successfully.	85%	90%	85%	80%

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 Scott County by balancing the need to identify areas appropriate for development with the need to preserve productive farm land and protect farming operations and also to fairly enforce County building, subdivision and zoning codes for the protection of the public health, safety and welfare of Scott County citizens by efficiently and effectively interpreting and implementing the regulations.

ACTIVITY/SERVICE:	Planning & Development Administration	DEPARTMENT:	P & D 25A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET:	\$31,273.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Appropriations expended		\$ 363,590	\$ 312,732	\$ 405,645	\$ 369,442
Revenues received		\$ 333,848	\$ 268,520	\$ 268,520	\$ 226,731

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Maintain expenditures within approved budget	To expend less than 100% of approved budget expenditures	89%	95%	95%	89%
Implementation of adopted County Comprehensive Plan	Land use regulations adopted and determinations made in compliance with County Comprehensive Plan	100%	100%	100%	100%

ACTIVITY/SERVICE:	Building Inspection/code enforcement	DEPARTMENT:	P & D 25B	
Tim Huey, Director	Core Service	RESIDENTS SERVED:	Unincorp/28E Cities	
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET: \$209,530.00
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Total number of building permits issued		877	800	800
Total number of new house permits issued		53	75	75
Total number of inspections completed		4,264	4,000	4,000

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Review and issue building permit applications within five working days of application	All permits are issued within five working days of application	877	800	800	910
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	53	75	75	53
Complete inspection requests within two days of request	All inspections are completed within two days of request	4264	4000	4000	3139

ACTIVITY/SERVICE:	Zoning and Subdivision Code Enforcement	DEPARTMENT:	P & D 25B	
Tim Huey, Director	Core Service	RESIDENTS SERVED:	Unincorp Areas	
BOARD GOAL:	Growing County	FUND:	01 General	BUDGET: \$46,910.00
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Review of Zoning applications		21	10	10
Review of Subdivision applications		12	10	10
Review Plats of Survey		51	40	40
Review Board of Adjustment applications		4	12	12
				12 MONTH
				ACTUAL

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Review and present Planning and Zoning Commission applications	All applications are reviewed in compliance with Scott County Zoning & Subdivision Ordinances	33	20	20	17
Review and present Zoning Board of Adjustment applications	All applications are reviewed in compliance with Scott County Zoning Ordinance	12	12	10	7
Investigate zoning violation complaints and determine appropriate enforcement action in timely manner	% of complaints investigated within three days of receipt	95%	95%	95%	95%

ACTIVITY/SERVICE:	Floodplain Administration	DEPARTMENT:	P & D 25B		
Tim Huey, Director	Core Service	RESIDENTS SERVED:	Unincorp/28E Cities		
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	\$1,560.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of Floodplain permits issued		14	15	15	11

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Review and issue floodplain development permit applications for unincorporated areas of the County	Permits are issued in compliance with floodplain development regulations	14	15	15	11

ACTIVITY/SERVICE:	E-911 Addressing Administration	DEPARTMENT:	P & D 25B		
Tim Huey, Director	Core Service	RESIDENTS SERVED:	Unincorp Areas		
BOARD GOAL:	Healthy Safe Community	FUND:	01 General	BUDGET:	\$1,560.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of new addresses issued		48	50	50	42

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Correct assignment of addresses for property in unincorporated Scott County	Addresses issued are in compliance with E-911 Addressing Ordinance	48	50	50	42

ACTIVITY/SERVICE:	Tax Deed Administration	DEPARTMENT:	P & D 25A	
Tim Huey, Director	Core Service	RESIDENTS SERVED:	171616	
BOARD GOAL:	Financially Sound Gov't	FUND:	01 General	BUDGET: \$15,000.00
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Number of Tax Deed taken		26	20	20
Number of Tax Deeds disposed of		24	20	20

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Tax Certificate delivered from County Treasurer	Review of title of tax certificate properties held by Scott County	26	20	20	24
Hold Tax Deed Auction	Number of County tax deed properties disposed of	24	20	20	0

ACTIVITY/SERVICE:	Housing	DEPARTMENT:	P & D 25A		
Tim Huey, Director	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Growing County	FUND:	01 General	BUDGET:	\$10,000.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Amount of funding for housing in Scott County		\$ 1,351,647	\$ 1,750,000	\$ 1,500,000	\$ 1,549,660
Number of units assisted with Housing Council funding		375	400	400	737

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Scott County Housing Council funds granted for housing related projects	Amount of funds granted for housing development projects in Scott County	\$ 1,351,847	\$ 1,750,000	\$ 1,500,000	\$ 1,549,660
Housing units developed or rehabbed with Housing Council assistance	Number of housing units	375	400	400	737
Housing units constructed or rehabilitated and leveraged by funding from Scott County Housing Council	Amount of funds leveraged by Scott County Housing Council	\$ 4,095,900	\$ 3,480,000	\$ 3,480,000	\$ 5,365,360

ACTIVITY/SERVICE:	Riverfront Council & Riverway Steering Comm	DEPARTMENT:	P & D 25A		
Tim Huey, Director	Semi-Core Service	RESIDENTS SERVED:	Entire County		
BOARD GOAL:	Regional Leadership	FUND:	01 General	BUDGET:	\$500.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Quad Citywide coordination of riverfront projects		18	18	18	15

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Attend meetings of the Riverfront Council	Quad Citywide coordination of riverfront projects	6	6	6	6
Attend meetings of the Riverway Steering Committee	Quad Citywide coordination of riverfront projects	5	12	12	9

ACTIVITY/SERVICE:	Partners of Scott County Watershed	DEPARTMENT:	P & D 25A		
Tim Huey, Director	Semi-Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Sustainable County Leader	FUND:	01 General	BUDGET:	\$5,000.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Conduct educational forums on watershed issues		12	12	12	12
Provide technical assistance on watershed projects		145	150	150	113

PROGRAM DESCRIPTION:

Participation and staff support with Partners of Scott County Watersheds

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Conduct educational forums on watershed issues	Number of forums and number of attendees at watershed forums	12 with 385 attendees	12 with 450 attendees	12 with 450 attendees	11 with 415 attendees
Provide technical assistance on watershed projects	Number of projects installed and amount of funding provided	145	150	150	113

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:	Recorder 26	ADMIN	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$158,242
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Total Department Appropriations		\$782,152	\$750,000	\$780,000	\$777,482

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. Report and submit correct fees collected to the appropriate state agencies by the 10th of the month.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	8	4	4	5
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%

ACTIVITY/SERVICE:	Public Records	DEPARTMENT: Recorder 26B			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616			
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET: \$517,547		
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of real estate documents recorded		35,161	30500	30500	27,630
Number of electronic recordings submitted		8,949	8950	9000	10,100
Number of transfer tax transactions processed		4,024	3800	3800	4,109
Conservation license & recreation regist		12,109	5100	5100	5,276

NOTE: Boat registration renewal occur every three years (2016).

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	100%	100%	100%	50%
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.	26%	25%	33%	37%
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.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Vital Records	DEPARTMENT: Recorder 26D			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616			
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET: \$136,164		
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of certified copies requested		13,313	14500	13000	12,086
Number of Marriage applications processed		1081	1200	1200	1,061
Number of passports processed		1124	1300	1100	1,588
Number of passport photos processed		980	1500	1000	1,514

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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%	N/A
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%	100%
Ensure all customers passport applicatons 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%	100%	100%	100%
Offer photo service	Customer can have one-stop shopping with passports, and birth or marrige certificate if required plus the photo for passport.	100%	100%	100%	100%

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.

ACTIVITY/SERVICE:	Administration	DEPT/PROG:	Secondary Roads 27A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All		
BOARD GOAL:	Core Service with Pride	FUND:	13 Sec Rds	BUDGET:	\$244,000
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Resident Contacts		300	300	300	325
Permits		995	1200	1200	1340

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To be Responsive to residents inquiries, complaints, or comments.	Contact resident or have attempted to make contact within 24 hours	100%	100%	100%	100%
To be Responsive to requests for Moving permits	Permit requests approved within 24 Hours	100%	100%	100%	100%
To Provide training for employee development	conduct seasonal safety meetings and send employees to classes for leadership development and certifications as they become available	100%	100%	100%	100%
Timely review of claims	To review claims and make payments within thirty days of invoice.	100%	100%	100%	100%
Evaluations	Timely completion of employee evaluations	98%	98%	98%	98%

ACTIVITY/SERVICE:	Engineering	DEPT/PROG:	Secondary Roads	27B
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All	
BOARD GOAL:	Core Service with Pride	FUND:	13 Sec Rds	BUDGET: \$472,000
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Project Preparation		6	7	7
Project Inspection		6	7	7
Projects Let		6	7	7

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To complete project plans accurately to prevent extra work orders.	Extra work order items limited to less than 10% of contract	100%	100%	100%	100%
Give staff the required training to allow them to accurately inspect and test materials during construction	Certification are 100% maintained	100%	100%	100%	100%
Prepare project plans to be let on schedule	100% of projects are let on schedule	100%	100%	100%	100%
Engineer's Estimates	Estimates for projects are within 10% of Contract	95%	95%	95%	95%

ACTIVITY/SERVICE:	Construction	DEPT/PROG:	Secondary Roads 27L		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All		
BOARD GOAL:	Extend our Resources	FUND:	13 Sec Rds	BUDGET:	\$1,461,301
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Bridge Replacement		3	3	3	2
Federal and State Dollars		\$280,000	\$280,000	\$280,000	\$0
Pavement Resurfacing		2	1	1	1
Culvert Replacement		4	6	6	12

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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%	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.	100%	100%	100%	100%
Replace culverts as scheduled in five year plan	All culverts will be replaced as scheduled	100%	100%	100%	100%
Complete construction of projects	Complete construction of projects within 110% of contract costs	100%	100%	100%	100%

ACTIVITY/SERVICE:	Rock Resurfacing	DEPT/PROG:	Secondary Roads 27D		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All		
BOARD GOAL:	Extend our Resources	FUND:	13 Sec Rds	BUDGET:	\$1,125,000
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Blading - Miles		391	391	391	391
Rock Program - Miles		120	120	120	120

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To insure adequate maintenance blading of gravel roads	Every mile of gravel road is bladed in accordance with established best practices when weather conditions permit.	100%	100%	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)	100%	100%	100%	100%
Provide instruction to Blade operators on proper techniques	Maintain proper crown and eliminate secondary ditches on 95% of gravel roads	100%	100%	100%	100%

ACTIVITY/SERVICE:	Snow and Ice Control	DEPT/PROG:	Secondary Roads 27E		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All		
BOARD GOAL:	Core Service with Pride	FUND:	13 Sec Rds	BUDGET:	\$468,000
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Tons of salt used		1700	1200	1200	960
Number of snowfalls less than 2"		15	12	12	4
Number of snowfalls between 2" and 6"		6	8	8	4
Number of snowfalls over 6"		3	3	5	2

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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	100%	100%	100%	100%
Keep adequate stores of deicing materials and abrasives	Storage facilities not to be less than 20% of capacity	100%	100%	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.	100%	100%	100%	100%

ACTIVITY/SERVICE:	Asset Magement	DEPT/PROG:	Secondary Roads 271 / 27K		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All		
BOARD GOAL:	Extend our Resources	FUND:	13 Sec Rds	BUDGET: \$380,000	
	OUTPUTS	2015-16	2016-17	2016-17	
		ACTUAL	BUDGETED	PROJECTED	
				12 MONTH	
				ACTUAL	
Cost for Buildings and Grounds		\$1,768,338	\$40,000	\$85,000	\$113,662
Cost per unit for service		\$268	\$300	\$300	\$290
Average time of Service		120 minutes	120 minutes	120 minutes	120 minutes
Cost per unit for repair		\$393	\$400	\$400	\$334

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.

		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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)	100%	100%	100%	100%
To maintain high levels of service to Secondary Road Equipment.	Service equipment within 10% of Manufactured recommended Hours or miles	100%	100%	100%	100%
To perform cost effective repairs to Equipment	Cost of repairs per unit to below \$550	100%	100%	100%	100%
To maintain cost effective service	Cost of service per unit to below \$300	100%	100%	100%	100%
Office relocation and shop remodel project	Progress of project based on expenditures as related to Contract Amount	100%	80%	80%	80%

ACTIVITY/SERVICE:	Traffic Control	DEPT/PROG:	Secondary Roads 27 D		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All		
BOARD GOAL:	Core Service with Pride	FUND:	13 Sec Rds	BUDGET:	\$247,000
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of Signs		7101	7101	7101	7101
Miles of markings		183	183	183	183

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Maintain all signs and pavement markings	Hold cost per mile for signs, paint, and traffic signals to under \$325/mile	100%	100%	100%	100%
Maintain pavement markings to Federal standards	Paint all centerline each year and half of all edge line per year	100%	100%	100%	100%
Maintain all sign reflectivity to Federal Standards	Replace 95% of all signs at end of reflective coating warranty	95%	95%	95%	95%

ACTIVITY/SERVICE:	Road Clearing / Weed Spray	DEPT/PROG:	Secondary Roads 27G		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All		
BOARD GOAL:	Core Service with Pride	FUND:	13 Sec Rds	BUDGET:	\$155,000
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Roadside Miles		1148	1148	1148	1148
Percent of Road Clearing Budget Expended		85.00%	100.00%	100.00%	92.00%

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Remove brush from County Right of way at intersections	Keep brush clear for sight distance at all intersections per AASHTO Standards	95%	95%	95%	95%
Remove brush from County Right of way on Gravel Roads to remove snow traps and improve drainage	Keep brush from causing snow traps on Gravel roads	80%	80%	80%	80%
Remove brush from County Right of way on Paved Roads to remove snow traps and improve drainage	Keep brush from causing snow traps on Paved roads	95%	95%	95%	95%
To maintain vegetation free shoulders on paved roads	Maintain a program that eliminates vegetation on all paved road shoulders	90%	90%	90%	90%
To stay within State requirements on Noxious weeds	Keep all noxious weeds out of all county right of way	90%	90%	90%	90%

ACTIVITY/SERVICE:	Roadway Maintenance	DEPT/PROG:	Secondary Roads 27D		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All		
BOARD GOAL:	Core Service with Pride	FUND:	13 Sec Rds	BUDGET:	\$1,196,500
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Miles of Roadside		1148	1148	1148	1148
Number of Bridges and Culverts over 48"		650	650	650	650

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Maintain an active ditch cleaning program	Clean a minimum of 5500 lineal feet of ditch per year	100%	100%	100%	100%
Blade shoulders to remove edge rut	Bring up shoulders on all paved roads at least twice a year	100%	100%	100%	100%

ACTIVITY/SERVICE:	Macadam	DEPT/PROG:	Secondary Roads 27D		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	ALL		
BOARD GOAL:	Extend our Resources	FUND:	13 Sec Rds	BUDGET:	\$115,000
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of potential Macadam projects		25	25	25	25
Cost of Macadam stone per ton		\$7.90	\$7.90	\$7.90	\$7.90
Number of potential Stabilized Base projects		11	12	12	11
Cost per mile of Stabilized Projects		\$33,000	\$50,000	\$50,000	\$17,633

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Maintain an active Macadam and Stabilized Base program	Complete at least one macadam project per year and/or one Stabilized Base Project per year.	100%	100%	100%	100%
Review culverts on macadam project for adequate length	Extend short culverts as per hydrolic review	100%	100%	100%	100%

Sheriff's Office

Tim Lane, 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:	Sheriff 28.1		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$ 517,409
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Ratio of administrative staff to personnel of < or = 4.5%		2.98%	3.00	3.0	2.90%

PROGRAM DESCRIPTION:

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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	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%	<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%	100%

ACTIVITY/SERVICE:	Traffic Enforcement	DEPARTMENT:	Sheriff 28.2801		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	\$ 3,277,569
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of traffic contacts		1472	2500	3000	3492

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
To increase the number of hours of traffic safety enforcement/seat belt enforcement.	Complete 1000 hours of traffic safety enforcement/seat belt enforcement.	691	1000	1000	1259.75
Reduce the amount of traffic accidents in Scott County.	Reduce the number of traffic accidents from fiscal year 2010 in Scott County by 5%.	311	250	250	314
Respond to calls for service in a timely manner	Respond to calls for service within 7.5 minutes	6.89	7.0	7.0	7.45

ACTIVITY/SERVICE:	Jail	DEPARTMENT: Sheriff 28.2802		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Foster Healthy Communities	FUND: 01 General	BUDGET:	\$ 8,971,529
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Inmate instances of programming attendance		29,812	30,000	28,000
The number of inmate and staff meals prepared		331,306	325,000	330,000
Jail occupancy		307	285	300
Number of inmate/prisoner transports		2056	1300	1850
				12 MONTH ACTUAL
				26,028
				316,042
				286
				1748

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Operate a secure jail facility	Maintain zero escapes from the Jail facility	0	0	0	0
Operate a safe jail facility	Maintain zero deaths within the jail facility	0	0	0	0
Classification of prisoners	100% of all prisoners booked into the Jail will be classified per direct supervision standards.	100	100	100	100

ACTIVITY/SERVICE:	Civil	DEPARTMENT: Sheriff 28.2802		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616		
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET: \$	402,723
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Number of attempts of service made.		18,112	21,000	18,500
Number of papers received.		11,441	12,500	11,500
Cost per civil paper received.		\$31.89	\$28.00	\$30.00

PROGRAM DESCRIPTION:

Serve civil paperwork in a timely manner.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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	1
No escapes during transportation of mental committals	Zero escapes of mental committals during transportation to hospital facilities	0	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	2.5	2	3	2.9
Increase percentage of papers serviced	Successfully serve at least 93% of all civil papers received	98.0%	95.0%	95.0%	98.0%

ACTIVITY/SERVICE:	Investigations	DEPARTMENT: Sheriff 28.2805			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616			
BOARD GOAL:	Extend our Resources	FUND: 01 General	BUDGET: \$ 1,031,779		
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Crime Clearance Rate		63%	60%	60%	79%

PROGRAM DESCRIPTION:

Investigates crime for prosecution.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Complete home compliance checks on sex offenders in Scott County.	Complete 300 home compliance checks annually on sex offenders	269	300	415	684
To increase drug investigations by the Special Operations Unit	Investigate 15 new drug related investigations per quarter	146	120	170	205
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	103	100	80	86
Increase burglary and theft investigations	100% of burglaries and thefts will be checked against local pawn shops' records	100%	100%	100%	100%

ACTIVITY/SERVICE:	Bailiff's	DEPARTMENT: Sheriff 28.2806		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616		
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET: \$	938,095
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Number of prisoners handled by bailiffs		9911	9000	10750
Number of warrants served by bailiffs		1170	700	1350

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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	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	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	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	0

ACTIVITY/SERVICE:	Civil Support	DEPARTMENT: Sheriff 28.2804		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616		
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET: \$	380,016
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Maintain administrative costs to serve paper of < \$30		\$32.21	\$27.00	\$30.00
Number of civil papers received for service		11,441	12,500	11,500

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	<3	<3	<3	<3
Respond to weapons permit requests in a timely fashion.	All weapons permit requests will be completed within 30 days of application.	<30	<30	<30	<30
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.	1	2	1	1
Timely response to requests for reports/records	All report and record requests will be completed within 72 hours of receipt	<72	<72	<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: BOS 29A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616		
BOARD GOAL:	All	FUND: 01 General	BUDGET:	194,466.00
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Number of special meetings with brds/comm and agencies		39	40	40
Number of agenda discussion items		74	75	75
Number of agenda items for Board goals		56	60	60
Number of special non-biweekly meetings		41	50	50
				12 MONTH
				ACTUAL

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	94%	98%	98%	98%

ACTIVITY/SERVICE:	Intergovernmental Relations	DEPT/PROG:	BOS 29A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Improve Communication	FUND:	01 General	BUDGET: 129,644	
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Attendance of members at Bi-State Regional Commission		34/36	36/36	36/36	30/36
Attendance of members at State meetings		80%	95%	95%	100%
Attendance of members at boards and commissions mtgs		87%	95%	95%	85%
Attendance of members at city council meetings		16/16	16/16	16/16	na
Number of proclamation or letters of support actions		15	10	10	13

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.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 Month
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Board members serve as ambassadors for the County and strengthen intergovernmental relations.	Percent attendance of board members at intergovernmental meetings.	97%	95%	95%	88%

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:	Treasurer 30.3001		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	498,059
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Issue tax/SA statements and process payments		188,783	195,000	195,000	189,687
Issue tax sale certificates		1,037	1,700	1,200	989
Process elderly tax credit applications		670	1,500	700	681

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	88.24%	95.00%	85.00%	NA

ACTIVITY/SERVICE:	Motor Vehicle Reg - Courthouse	DEPARTMENT: Treasurer 30.30043			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 171616			
BOARD GOAL:	Core Service with Pride	FUND: 01 General	BUDGET: 548,408		
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of vehicle renewals processed		150,450	165,000	160,000	150,766
Number of title and security interest trans. processed		80,842	69,000	69,000	83,091
Number of junking & misc. transactions processed		20,175	10,000	12,000	19,071

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Serve 80% of customers within 15 minutes of entering queue.	Provide prompt customer service by ensuring proper staffing levels.	88.24%	95.00%	85.00%	NA
Retain \$1.5 million in Motor Vehicle revenues.	Maximize revenue retained by the County.	\$1,653,925	\$1,555,000	\$1,660,000	\$1,691,499

ACTIVITY/SERVICE:	County General Store	DEPARTMENT: Treasurer 30.3003		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		171616
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET: 408,534
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Total dollar amount of property taxes collected		13,749,642	12,500,000	13,000,000
Total dollar amount of motor vehicle plate fees collected		8,108,435	6,800,000	6,800,000
Total dollar amt of MV title & security interest fees collected		5,466,221	2,750,000	3,000,000

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Serve 80% of customers within 15 minutes of entering queue.	Provide prompt customer service by ensuring proper staffing levels.	79.79%	85.00%	85%	NA
Process at least 4.5% of property taxes collected.	Provide an alternative site for citizens to pay property taxes.	4.81%	4.50%	4.50%	4.67%
Process at least 29% of motor vehicle plate fees collected.	Provide an alternative site for citizens to pay MV registrations.	28.40%	27.00%	27%	25.78%

	DT	CGS
Property Taxes	265,668,342	13,026,157
MV Fees	22,277,520	7,739,801
MV Fixed Fees	19,066,788	4,125,413

ACTIVITY/SERVICE:	Accounting/Finance	DEPARTMENT:	Treasurer 30.3004		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	171616		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET:	420,701
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of receipts issued		9,774	8,000	8,500	9,449
Number of warrants/checks paid		10,926	11,000	11,000	10,266
Dollar amount available for investment annually		441,687,372	450,000,000	450,000,000	445,302,018

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Investment earnings at least 10 basis points above Federal Funds rate.	Invest all idle funds safely, with proper liquidity, and at a competitive rate.	75%	100%	75%	75%

BI-STATE REGIONAL COMMISSION

Director: Denise Bulat, Phone: 309-793-6300, Website: 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.

ACTIVITY/SERVICE:	Metropolitan Planning Organization (MPO)	DEPARTMENT:	Bi-State		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All Urban		
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$27,074
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Urban Transportation Policy & Technical Committee meetings		18	14	14	16
Urban Transportation Improvement Program document		1	1	1	1
Mississippi River Crossing meetings		5	6	6	8
Bi-State Trail Committee & Air Quality Task Force meetings		8	8	8	8

PROGRAM DESCRIPTION:

Regional Urban Transportation Planning

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Road & trail construction; Bridge coordination, air quality, transit, GIS, grant applications	Maintain the region's eligibility for federal /state highway funds.	\$9.7Million of transportation improvement programmed	\$9.7Million of transportation improvement programmed	\$9.7Million of transportation improvement programmed	\$9.7Million of transportation improvement programmed

ACTIVITY/SERVICE:	Regional Planning Agency (RPA)	DEPARTMENT:	Bi-State		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All Urban		
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$2,320
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Region 9 Transportation Policy & Technical Committee meetings		6	6	6	9
Region 9 Transportation Improvement Program document		1	1	1	1
Transit Development Plan		1	1	1	1

PROGRAM DESCRIPTION:
Regional Rural Transportation Planning

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Road & trail construction; air quality, transit, GIS, grant applications	Maintain the region's eligibility for federal /state highway funds.	\$3.1 Million of transportation improvement programmed	\$3.1 Million of transportation improvement programmed	\$3.1 Million of transportation improvement programmed	\$3.1 Million of transportation improvement programmed

ACTIVITY/SERVICE:	Regional Economic Development Planning	DEPARTMENT:	Bi-State		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All Urban		
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$13,151
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Comprehensive Economic Development Strategy document		1	1	1	1
Maintain Bi-State Regional data portal & website		1	1	1	1
EDA funding grant applications		1	2	2	2
Small Business Loans in region		3	4	4	3

PROGRAM DESCRIPTION:

Regional Economic Development Planning

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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%	100%

ACTIVITY/SERVICE:	Regional Services	DEPARTMENT:	Bi-State		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	All Urban		
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$34,810
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Joint purchasing bids and purchases		19	19	19	19
Administrator/Elected/Department Head meetings		39	25	25	37

PROGRAM DESCRIPTION:

Coordination of Intergovernmental Committees & Regional Programs

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Regional coordination, cooperation and communication for implementation of joint efforts	Maintain the region's cooperation and cost savings in joint efforts	100%	100%	100%	100%

ACTIVITY/SERVICE:	Legislative Technical Assistance	DEPARTMENT:	Bi-State		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	All Urban		
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$13,400
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Legislative technical assistance contract		1	1	1	1
Legislative technical assistance contractor meetings		2	2	2	2

PROGRAM DESCRIPTION:

Coordination of Regional Legislative Technical Assistance Programs

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Protect and expand existing Rock Island Arsenal functions and support systems	Regional coordination, cooperation and communication for legislative technical assistance contracts	100%	100%	100%	100%

Center for Active Seniors, Inc. (CASI)

President/CEO: Laura Kopp, Phone: 563-386-7477, Website: www.casiseniors.org

MISSION STATEMENT: To provide services that promote independence and enrich the lives of older adults through socialization, health, wellness and supportive services.

ACTIVITY/SERVICE:	Outreach	DEPARTMENT:	39.3901	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	1338	
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET: \$227,114
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Unduplicated # of clients served		1,443	1,338	1,338
# of clients at low or extremely low income (federal stds/enrolled clients)		941	1,070	1,070
Total # of client contacts (directly with and on behalf of clients)		19,868	11,506	11,506
# of clients contacted (mental health issues/resources requested)		425	500	500
				12 MONTH ACTUAL
				1,228
				1,041
				11,797
				488

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 -IDA Intake and CDBG Intake Forms completed and on file*

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Number of individuals being enrolled in Federal and State benefit programs including: Medicare, Medicaid, FASE, Elderly Waiver, Food Assist, Home Delivered Meals; Rent Reimbursement/Property Tax Assistance, VA Benefits...etc.	Total enrolled will increase 5% from previous year.	986	630	630	668
Client maintains a level of independence and remains at home for a longer length of time.	80% of the clients enrolled in the program will be in their home at the end of the fiscal year.	1030	1070/1338 or 80%	80%	1146/1228 or 93%
Client reports a stable or improved quality of life as a direct result of services provided through CASI's Senior Advocacy program.	80% of the clients enrolled in the program will report annually a stable or improved quality of life.	80%	80	80	80%

ACTIVITY/SERVICE:	Adult Day Services	DEPARTMENT: CASI 29.3903		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		122
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET: \$48,136
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Unduplicated Participants		96	122	122
Participant Hours		45,104	84,782	84,782
Admissions		37	53	53
				12 MONTH ACTUAL

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Program will increase the caregivers' quality of life by providing caregiver respite.	97% of caregivers will be satisfied with program and report improved quality of life. Results will be measured by surveys done twice a year.	97%	97%	97%	97%
Increased enrollment will delay premature nursing home placement and/or result in additional caregiver respite	Individuals enrolled in program will increase 5% from previous year.	95	5% increase or 122 individuals enrolled	122	88
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.	97%	95%	95%	95%

Center for Alcohol & Drug Services, Inc. (CADS)

Director: Joe Cowley, phone: 563-322-2667, Website: 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.

ACTIVITY/SERVICE:	Detoxification, Evaluation & Treatment	DEPARTMENT:		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED: 975		
BOARD GOAL:	Foster Healthy Communities	FUND: 01 General	BUDGET:	440,932
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Number of admissions to the detoxification unit.		931	900	900
				794

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.

PERFORMANCE MEASURE		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Clients will successfully complete detoxification.	Clients who enter detoxification will successfully complete that process and not discharge against advice.	98%	94%	94%	98%
Clients will successfully complete detoxification.	Clients who complete detoxification will transition to a lower level of care.	58%	50%	50%	53%

ACTIVITY/SERVICE: Criminal Justice Program	DEPARTMENT: CADS			
BUSINESS TYPE: Semi-Core Service	RESIDENTS SERVED: 225			
BOARD GOAL: Foster Healthy Communities	FUND: Choose One	BUDGET:	254,899	
OUTPUTS	2015-16 ACTUAL	2016-17 BUDGETED	2016-17 PROJECTED	12 MONTH ACTUAL
Number of criminal justice clients provided case management.	472	500	500	457
Number of Clients admitted to the Jail Based Treatment Program.	135	120	120	81
Number of Scott County Jail inmates referred to Country Oaks.	55	50	50	50

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		2015-16 ACTUAL	2016-17 BUDGETED	2016-17 PROJECTED	12 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	9	8	8	12
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.	148	150	150	135
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.	93%	90%	90%	85%
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.	59%	55%	55%	59%
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.	94%	87%	87%	86%

ACTIVITY/SERVICE: Prevention		DEPARTMENT: CADS			
BUSINESS TYPE: Service Enhancement		RESIDENTS SERVED: 1500			
BOARD GOAL: Foster Healthy Communities		FUND: Choose One	BUDGET: 40,000		
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Number of Scott County Residents receiving indicated or selective prevention services.		1865	1750	1750	1826

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.

PERFORMANCE MEASURE		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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.	93%	88%	88%	95%

Community Health Care

CEO: Tom Bowman 563-336-3000 website chcqa.org



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

ACTIVITY/SERVICE:	Scott County Population Data	DEPARTMENT:	40.4001		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	8800		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:	\$302,067
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Visits of clients below 100% Federal Poverty Level		3515	6000	5756	6,865
Visits of clients below 101 - 138% Federal Poverty Level		375	1300	1284	1101
Visits of clients above 138% Federal Poverty Level		519	1,500	1,528	1,485
# of prescriptions filled for those living in Scott County and using the sliding fee scale		4,343	6300	4560	5,225
Scott County Resident Affordable Care Act Assisted		809	1,000	3,584	1,097
Scott County Resident Affordable Care Act Enrolled - Marketplace		44	50	184	77
Scott County Resident Affordable Care Act Enrolled - Medicaid Eligible		106	200	544	171

PROGRAM DESCRIPTION:

CHC provides comprehensive primary health care for the Quad City population regardless of ability to pay. CHC will provide assistance to individuals when enrolling in a health insurance program and will also offer a sliding fee scale to assist in making medical care more affordable.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Scott County citizens will benefit from the sliding fee scale to make health care more affordable.	CHC will offer the sliding fee discount to all Scott County residents to ensure they have health care services.	The amount of sliding fee discounts provided to Scott County Residents duringfor medical services provided during the timeframe of 07/01/2015 to 6/30/2016 was \$ 196,682 The totals of pharmaceutical assistance provided to Scott Count Residents during the same timeframe is \$106,349	\$302,067	\$449,736	The amount of sliding fee discounts provided to Scott County Residents for medical services provided during the timeframe was \$387,326. The totals of pharmaceutical assistance provided to Scott County residents during the timeframe is \$81,998.
Scott County citizens will have insurance coverage: private, Medicaid or Medicare	95% of the citizens seen at CHC will have some form of insurance coverage	During the time period 07/01/2016 to 06/30/2017 95% of Scott County residents had some form of insurance.	95%	92%	92%

ACTIVITY/SERVICE:	Training	DEPARTMENT:		EMA 68A	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		80 EMA	Responders
BOARD GOAL:	Core Service with Pride	FUND:	80 EMA	BUDGET:	\$73,447.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
EMA Coordinator Training		100%	100%	100%	100%
Coordinate annual RERP training		100%	100%	100%	100%
Coordinate or provide other training as requested		supported 100% of requests	support 100% of requests	100	100%

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Meet State required 24 hours of professional development training annually	Meeting the requirement results in maintaining federal funding for this Agency	100%	complete 75% of fifth year required training	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%	100%
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	supported 100% of requests	100%	100%	100%

ACTIVITY/SERVICE:	Organizational	DEPARTMENT: EMA 68A			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		County-wide	
BOARD GOAL:	Core Service with Pride	FUND:	80 EMA	BUDGET:	\$102,825.00
OUTPUTS		2015-16 ACTUAL	2016-17 BUDGETED	2016-17 PROJECTED	12 MONTH ACTUAL
Grant coordination activities		100%	100%	100%	
Information dissemination		100%	100%	100%	
Support to responders		met all requests	meet all requests	100%	
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		2015-16 ACTUAL	2016-17 BUDGETED	2016-17 PROJECTED	12 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
This program includes information dissemination made through this agency to public and private partners meetings.		disseminated information using meetings and e-mail listings	disseminate information to all jurisdictions	100%	100%
This agency has also provided support to fire and law enforcement personnel via EMA volunteer's use of our mobile response vehicles.		met all deployment requests for events and trainings	provide support when requested	100%	100%

ACTIVITY/SERVICE: Exercises		DEPARTMENT: EMA 68A			
BUSINESS TYPE: Core Service		RESIDENTS SERVED: 80 EMA		County-wide	
BOARD GOAL: Core Service with Pride		FUND:		BUDGET: \$29,379.00	
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
RERP		100%	100%	100%	100%
5 year HSEMD exercise program completion		100%	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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
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%	100%
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%

DURANT AMBULANCE

Mark Heuer, Ph: 563-785-4540, Website: durantfire.org

ACTIVITY/SERVICE:	Durant Ambulance	DEPARTMENT:		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:		7500
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET: \$20,000
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH
				ACTUAL
Number of 911 calls responded to.		713	670	700
Number of 911 calls answered.		718	680	700
Average response time.		11.1	12 Minutes	11
				12 minutes

PROGRAM DESCRIPTION:

Emergency medical treatment and transport

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Respond to all 911 requests in our area	Responded to 99% of all 911 requests in our area	713/718-99%	98%	99%	750/765-98%
Respond within 15 minutes to 88% of 911 calls	Responded within 15 minutes to 90% of the 911 requests in our area.	Responded within 15 minutes to 86% of calls	Responded within 15 minutes to 88% of calls.	Respond within 15 minutes to 90% of calls.	Responded within 15 minutes to 82% of calls

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:		20J
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		640
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET: \$10/MO ADMIN
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
				12 MONTH
				ACTUAL
Number of bite reports handled		484	585	600
Number of animals received rabies vaccinations at the clinics		200	350	200

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Bites have follow up.	95% of quarantined animals involved in a bite are followed up within 24 hours of the end of quarantine.	94.00%	95.00%	95.00%	95.00%
Reduce the number of animals involved in a bite without a current rabies vaccination.	Maintain offering 5 low cost rabies clinic held at the HSSC per year.	5 clinics	5 clinics	5 Clinics	5 Clinics
Ensure owned cats and dogs involved in bites get current rabies vaccination	Citations issued to 85% of pet owners for non compliance of rabies vaccination.	82.00%	85.00%	85.00%	88.00%

ACTIVITY/SERVICE:	Quarantine of Unowned animals at HSSC	DEPARTMENT:	Humane Society 20U	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	67	
		FUND:	01 General	
		BUDGET:	\$8.00 dog/\$6.50 cat/day \$10/mo admin	
BOARD GOAL:	Foster Healthy Communities			
OUTPUTS	2015-16 ACTUAL	2016-17 BUDGETED	2016-17 PROJECTED	12 MONTH ACTUAL
Number of bite cats and dogs quarantined at the HSSC	116	140	140	141
Number of bat exposures	15	20	20	20
Number of Dog vs Dog bites	52	80	80	65
Number of cats & dogs with current rabies vacc when bite occurred	256	280	280	264

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		2015-16 ACTUAL	2016-17 BUDGETED	2016-17 PROJECTED	12 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
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: humane Society 44A		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED: 450		
BOARD GOAL:	Foster Healthy Communities	FUND: 01 General	BUDGET:	\$33,317
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Cost per animal shelter day		\$10.58	\$10.00	\$10.50
Cost per county call handled		\$40.00	\$40.00	\$40.00
Total number of animals adopted		32.00%	22.00%	25.00%
Total number of animals returned to owner		26.00%	23.00%	23.00%
				12 MONTH
				ACTUAL

PROGRAM DESCRIPTION:

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Animals will be placed back into their home	20% of strays from unincorporated Scott County are returned to their owner.	20.00%	20.00%	20.00%	16.00%
Animals will be placed in a home	15% of strays from unincorporated Scott County are adopted.	24.00%	22.00%	22.00%	25.00%
Animals will be placed back into their home	90% of strays returned to their owner from unincorporated Scott County are returned within 6 days.	92.00%	90.00%	90.00%	92.00%
Return more stray animals to their owners by offering micro-chipping clinics along with the rabies clinics.	Increase the number of animals micro-chipped at clinics by 10%	24	65	30	43

ACTIVITY/SERVICE:	Animal Control	DEPARTMENT: Humane Society 20U		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED: 162		
BOARD GOAL:	Foster Healthy Communities	FUND: 01 General	BUDGET:	\$40/trip
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Total number of animals brought in from rural Scott County		119	200	150
Number of calls animal control handle in rural Scott County		113	250	150
Total number of stray animals brought in from rural SC		119	195	150

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		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Protect public and animals from injury	57% of dispatched calls for animals running at large will result in the animal being secured.	51.00%	57.00%	57.00%	51.00%
Protect public and animals from injury	75% of dispatched calls for animals running at large will result in the animal being confined and impounded.	53.00%	60.00%	60.00%	57.00%

County Library

Director: Tricia Kane, Phone: 563-285-4794, Website: scottcountylibrary.org



MISSION STATEMENT: It is the mission of the Scott County Library System to make available library materials and information in a variety of formats to people of all ages.

ACTIVITY/SERVICE:	Public Service-Circulation	DEPARTMENT:	67A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	27,864		
BOARD GOAL:	Core Service with Pride	FUND:	01 General	BUDGET: \$504,142	
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of physical items checked out		178,434	192,909	175,000-180,000	170,017

PROGRAM DESCRIPTION:
Circulation – Access to materials

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
# of physical items checked out	Maintain physical circulation with no more than a 1.5% drop.	178,434 or .06%	192,909	175,000 - 180,000	170,017 or -5%

Note: SCLS moved from a 20 library consortium to a 10 library consortium in July 2016, and that can be pinpointed as the main cause of the circulation decrease. We were actually expecting closer to an 11% drop after running numbers of Illinois items checked out in 2015-16.

ACTIVITY/SERVICE:	Administration-Digital	DEPARTMENT:		67A
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		27,864
BOARD GOAL:	Extend our Resources	FUND:	Choose One	BUDGET: \$85,250
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
# of downloads-digital materials		44,642	9,120	48,213
# of streamed items-digital materials		3,363	633	3,632
# of items accessed, not downloads or streaming-digital materials		112,444	3,542	121,440
				12 MONTH ACTUAL
				48,372
				5,111
				126,787

PROGRAM DESCRIPTION:

Go Digital Initiative-Digital interaction

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
# of digital materials downloaded, streamed or accessed	Increase digital interaction by 8%	160,449 or -6.1%	13,294 or 15%	173,285 or 8%	180,270 or 12%

Note: Due to the changing nature of digital media, SCLS has changed the way we talk about and count statistics. There are now three categories that cover all of our digital media: items that can be clicked on individually or downloaded, databases or services that count sessions, and website/social media that counts hits and followers.

ACTIVITY/SERVICE:	Public Service-Reference & Directional	DEPARTMENT:	Library 67A	
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	27,864	
BOARD GOAL:	Improve Communication	FUND:	01 General	BUDGET: \$125,000
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
# of customer service contacts		31,408	26,428	31,722

PROGRAM DESCRIPTION:

Reference and directional questions, in person, phone, e-mail

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Number of customers service contacts	Effectiveness: Increase staff customer interactions by 1%	31,408 or -4%	26,428 or 3%	31,722 or 1%	25,236 or -20%

Note: Due to key staff turnover and several long-term absences we think these numbers (which must be tallied by hand) were underreported. We plan to work on this for next year.

ACTIVITY/SERVICE:	Public Service-Computer Use	DEPARTMENT:	67A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	27,864		
BOARD GOAL:	Core Service with Pride	FUND:	Choose One	BUDGET:	\$12,500
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
# of Library computer uses		9,899	19,190	9,998	13,351
# of Library wireless uses		11,313	5,365	11,426	26,146

PROGRAM DESCRIPTION:

Public computer use and library wireless use

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Number of Library computer uses and # of Library wireless uses	Increase computer and internet use by 1%	21,212 or 2.3%	24,555 or 1%	21,424 or 1%	39,497 or 86%

ACTIVITY/SERVICE:	Administration-Cardholders	DEPARTMENT:	67A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	27,864		
BOARD GOAL:	Foster Healthy Communities	FUND:	Choose One	BUDGET:	\$173,571
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Library cardholders		13,855	NA	13,994	13,826

PROGRAM DESCRIPTION:

Cardholders with the Scott County Library System.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Library cardholders	Increase number of cardholders by 1%	13,855	NA	13,994	13,826 or -.2%

Note: Due to the change in the Rivershare consortium, an inactive patron purge was not done in almost 3 years. It was done this year and that skewed our projected numbers.

ACTIVITY/SERVICE:	Programming	DEPARTMENT:	67A		
BUSINESS TYPE:	Semi-Core Service	RESIDENTS SERVED:	27,864		
BOARD GOAL:	Extend our Resources	FUND:	Choose One	BUDGET:	\$174,160
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
New services added		6	NA	8	18
Library and outreach programs provided		739	NA	745	1,021
Newsletter reach		537	NA	529	944

PROGRAM DESCRIPTION:

Improve community presence by adding new services, increasing programs and outreach, and increasing the reach of our newsletters.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
New services, library and outreach programs, newsletter contacts	Improve community presence by 1%	1,269	NA	1,282 or 1%	1,983 or 56%

ACTIVITY/SERVICE:	Programming-Summer Reading	DEPARTMENT:	67A		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	27,864		
BOARD GOAL:	Foster Healthy Communities	FUND:	Choose One	BUDGET:	\$82,520
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Summer Reading Finishers		1,004	1,500	950	950
Summer Reading Registrations		2082	2500	1,900	1815
% Finished		48%	60%	50%	53%

PROGRAM DESCRIPTION:

Percentage of summer reading registrations who finish- includes juvenile, young adult and adult.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Percentage of summer reading participants who finish	Meet a 50% finish rate	48%	60%	50%	53%

Medic Ambulance



Director: Linda Frederiksen, Phone: 563-323-1000, Website: 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

ACTIVITY/SERVICE:	911 Ambulance Response	DEPARTMENT:		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		
BOARD GOAL:	Foster Healthy Communities	FUND:	01 General	BUDGET:
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Requests for ambulance service		31,987	32,829	32,750
Total number of transports		24,062	24,243	24,464
Community CPR classes provided		231	150	290
Child passenger safety seat inspections performed		2	30	6
				12 MONTH
				ACTUAL
				33,158
				24,673
				276
				5

PROGRAM DESCRIPTION:

Provide advanced level pre hospital emergency medical care and transport.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Urban response times will be < 7 minutes 59 seconds	Response time targets will be achieved at > 90% compliance	88.68%	90.00%	89.50%	88.37%
Rural response times will be <14minutes 59 seconds	Response time targets will be achieved at > 90% compliance	93.080%	92.000%	91.000%	90.770%
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%	94%	90%	90%	88%
Increased cardiac survivability from pre-hospital cardiac arrest	% of cardiac arrest patients discharged alive	all arrests-19.81%, VF/VT arrests 36.11%	all arrests-16%, VF/VT arrests-45%	all arrests-20%, VF/VT 45%	all arrests-18.58%, VF/VT arrests-34.48%

QC Convention/Visitors Bureau

Director: Joe Taylor, Phone:

Website: 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.

ACTIVITY/SERVICE:	External Marketing to Visitors	DEPARTMENT:	QCCVB		
BUSINESS TYPE:	Service Enhancement	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	Choose One	BUDGET:	\$70,000
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL

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 hotel/motel tax revenues, sales tax revenues, food & beverage taxes, and gaming revenues and taxes. The increased expenditures received from visitors, keeps property taxes low. State tourism reports the benefit to each resident to be on average \$500 less in property taxes every year.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Increase Hotel/Motel taxes and Retail Sales Taxes to the County	Increase of 5% over previous Fiscal Year	\$ 3,844,415.00	\$ 4,179,000.00	\$ 4,179,000.00	\$ 4,568,122.00
Increase visitor inquiries processed, documented and qualified	Increase of 2% over previous Fiscal Year	\$ 327,075.00	\$ 331,500.00	\$ 331,500.00	\$ 369,148.00
Increase group tour operator inquiries processed, documented and qualified	Increase of 2% over previous Fiscal Year	\$ 1,476.00	\$ 1,405.00	\$ 1,405.00	\$ 1,402.00
Increase convention/meeting planner and trade show leads	Increase of 2% over previous Fiscal Year	\$ 2,875.00	\$ 3,017.00	\$ 3,017.00	\$ 2,695.00

Quad Cities First

Director: Tara Barney, Phone: 563-322-1706, Website: 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.

ACTIVITY/SERVICE:		DEPARTMENT:			
BUSINESS TYPE:	Service Enhancement	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$70,000
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
New Prospects		40	60	60	35
Businesses Attracted		1	3	3	2
Number of Jobs		1,318	200	200	856
Capital Investment		\$203M	\$50m	\$50M	161.5M
Company Visits		129	75	75	103
Industry Trade Shows/Conferences		9	10	10	9
Site Selector Meetings		187	100	100	190
Marketing -Website Visits		17,209 Uniq visits	20,000	20,000	17,613

PROGRAM DESCRIPTION: Business Attraction

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

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
New Prospects		40	60	60	35
Businesses Attracted		1	3	3	2
Number of Jobs		1,318	200	200	856
Capital Investment		\$203M	\$50M	\$50M	161.5M
Company Visits		129	75	75	103
Industry Trade Shows/Conferences / Prospect Forums		9	10	10	9
Site Selector Visits		187	100	100	190
Marketing-Website Visits		17,209 Unique Visits	20,000	20,000	17,613

ACTIVITY/SERVICE:	Prospect Management	DEPARTMENT:		QC First	
BUSINESS TYPE:	Service Enhancement	RESIDENTS SERVED:			
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET:	\$30,000
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
New Propects		23	45	45	15
Business Retained and Expanded		2	10	10	5
Number of Jobs		91	760	760	354
Capital Investment		\$2.5M	100	\$100M	13.2M
Number of BRE/Company Visits		135	150	150	116
Number of Businesses Assisted		N/A	N/A	N/A	N/A
Number of Assists Made		453	250	250	348

Helping retain and expand existing companies in the Quad Cities.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
New Prospects		23	45	45	15
Businesses Retained & Expanded		2	10	10	5
Number of Jobs		91	760	760	354
Capital Investment		\$2.5M	\$100M	\$100M	13.2M
Number of BRE/Company Visits		135	150	150	116
Number of Business Assisted		N/A	N/A	N/A	N/A
Number of Assists Made		453	250	250	348

Greater Davenport Redevelopment Corporation - GDRC



Executive Director: Tim Wilkinson Phone: 563/884-7559 Website: gotodavenport.com

MISSION STATEMENT: The GDRC is a non-profit, public-private industrial development organization for the City of Davenport. It provides arms-length real estate transactions with privacy and confidentiality.

ACTIVITY/SERVICE:	Business Attraction / Expansion	DEPARTMENT:		
BUSINESS TYPE:	Service Enhancement	RESIDENTS SERVED:		
BOARD GOAL:	Extend our Resources	FUND:	01 General	BUDGET: \$30,000
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Market & manage EICC & other industrial properties		See below	See below	See below
				12 MONTH
				ACTUAL

PROGRAM DESCRIPTION:

GDRC provides arms-length real estate transactions for any industrial property for sale in Davenport. The principal offering is the Eastern Iowa Industrial Center at I-80 and NW Blvd. in north Davenport.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Market and manage the EICC and other industrial sites throughout Davenport/Scott County	GDRC has had a successful fiscal year with 5 land sales completed - exceeding expectations for FYTD.	Sold 25 acres for \$1542.44 creating over 50 jobs. Expanded EICC by buying 80 acres and optioning 80 more.; being rezoned. Held site visit for plastics company to view 100 acres; would create 500 jobs. EICC is one of the 3 finalists. Held 2 site visits for mfg operation on a 42 acre site. EICC is one of the finalists. City has agreed to rebuild EICC entrance to accommodate more truck traffic. EFFECTIVENESS: GDRC has had a successful fiscal year with 2 land sales completed.	Complete Heinz/Kraft sale. Close 2 pending sales agreements. Make 20 sales calls. Plan 5 site visits. Purchase additional land to sell. Pursue Shriner annexation.	Complete Heinz/Kraft sale. Close 2 pending sales agreements; make 20 sales calls; plan 5 site visits; purchase additional land to sell; and pursue Shriner annexation.	Since the Industrial Centers inception, there has been \$472 million invested with an estimated \$135 million assessed valuation. In 2017, sold 188 acres to 3 businesses for \$185 million. Responded to 20 RFI's. Made 45 sales calls. Held 15 site visits. Developed plan for future land purchases. Began Strategic Plan update process. Held 2 owners association meetings. Completed technical studies for Curtis 40 acre farm.

SECC

Denise Pavlik, 563-484-3036, denise.pavlik@scottcountyiowa.com



MISSION STATEMENT: With integrity and respect we provide superior Public Safety Dispatch services in an efficient and accurate manner. We are committed to serve the citizens and responders of Scott County with the highest standards to protect life, property, and the environment.

ACTIVITY/SERVICE:	Training	DEPARTMENT:		68C
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		county-wide
BOARD GOAL:	Extend our Resources	FUND:	89 SECC	BUDGET: \$37,657.00
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Audit and revise new employee training program		100%	ongoing eval	100%
Audit and revise Certified Training Officer (CTO) Program		100%	ongoing eval	100%
Increase number of cross-trained personnel		100%	Working on 3	60%
Achieve Professional Accreditation		10%	50%	50%

PROGRAM DESCRIPTION:

Maintenance of all training programs within the organization including: training of all new employees, maintenance training of all Certified Training Officers (CTOs), ongoing professional development training, continuing education training, cross training of all personnel as needed, and obtaining and maintenance of any professional accreditation training.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Our current training curriculum has not gone through a comprehensive review and update in over six years. Updating the training curriculum assures training keeps pace with current industry standards.	Once completed and implemented our employees will receive training commensurate with changes in technology, changes in institutional practices and policies and as a result be better prepared to respond to our constituents.	100%	ongoing eval	100%	100%
The requisite and remedial training program for our CTO's is in need of revision to ensure the program meets the future needs of CTO's thereby helping to guarantee the success of our Dispatchers.	This revision will provide a standardized methodology and instructional practice ensuring all CTO's are training are covering all the required subjects and doing so in a consistent manner. This update will also help use to ensure all CTO's are operating from a common platform.	100%	ongoing eval	100%	100%
Achieve two-discipline certification for all Dispatchers.	This will provide flexibility for staff movement and decrease the amount of overtime necessary. Will also assist in making the center more consolidated.	All staff are trained in two of the three disciplines	work on 3 discipline certification	60%	50%
Identify and complete/meet the necessary requirements for attainment of National Center Accreditation.	Meeting the requirements for National Accreditation is the first step in becoming an Accredited Center which provides third party validation we are moving SECC forward in a manner consistent with industry standards.	10%	50%	50%	50%

ACTIVITY/SERVICE:	Communication	DEPARTMENT: SECC 68C		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		County-wide
BOARD GOAL:	Extend our Resources	FUND:	89 SECC	BUDGET: \$2,017,034.00
OUTPUTS		2015-16	2016-17	2016-17
		ACTUAL	BUDGETED	PROJECTED
Improve internal communications		90%	Cont. Review	100%
Improve external communications with partner agencies		75%	90%	100%
Improve customer service		80%	90%	100%
Reinvent SECC's website		60%	85%	85%
				12 MONTH ACTUAL
				100%
				100%
				95%
				70%

PROGRAM DESCRIPTION:

Providing efficient, timely, and accurate communication is the foundation of our organization. We strive to comply with all communication benchmarks outlined in the national standard set by NFPA 1221 which includes standards for all Public Safety Answering Points (PSAPs).

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Part of the Strategic Plan identified this as an area of opportunity and we have implemented a number of initiatives to improve communications with our staff.	Improving communications improves overall organizational effectiveness and strengthens the bond between the center and the community.	90%	Continual review	100%	100%
Part of the Strategic Plan identified our communication with our partner agencies need more focused attention and we have actively engaged our partners to improve this area to improve communications.	Improving communications improves overall organizational effectiveness and strengthens the relationships between the center and our partner agencies.	75%	90%	100%	100%
Enhance our customer service efforts through more concentrated focus in this area and by infusing our Values in our public contacts.	Improving customer service helps the organization provide a better quality service to all of the citizens of Scott County.	80%	90%	100%	95%
By reinventing SECC's website we can enhance our public outreach programming.	This will help SECC establish a better rapport with the community and the agencies we serve by providing real-time public safety information as well as providing news stories too help the general public better understand our mission and role in the community.	60%	85%	85%	70%

ACTIVITY/SERVICE:	Management and Planning	DEPARTMENT: SECC 68C			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		County-wide	
BOARD GOAL:	Extend our Resources	FUND:	89 SECC	BUDGET:	\$431,031.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Revise Management Job Descriptions		100%	ongoing eval	100%	100%
Revise hiring process		100%	ongoing eval	100%	100%
Develop a succession plan		60%	90%	100%	100%
Improve interagency coordination		100%	ongoing eval	100%	100%

PROGRAM DESCRIPTION:

Management and Planning are vital to any organization to help keep the organization moving forward into the future. This allows SECC to keep up to date with the ever changing society and the expectations that go along with the ever changing needs of society.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Revise Management Job Descriptions to clearly define responsibilities, reporting and accountabilities.	This will help further define all organizational management positions and create a more efficient workforce by not duplicating efforts.	100%	ongoing eval	100%	100%
Revise hiring process to help identify those candidates most likely to succeed as a Dispatcher.	This will help provide a better employee selection process which ultimately will help choose a candidate who has the best chance for success thereby reducing the failure rate of prospective dispatchers and increase chances for employee retention.	100%	ongoing eval	100%	100%
Develop a succession plan so we are prepared to professionally respond to the loss of key members of the supervisory and management team.	to be successful we need to place the right people in the right positions and then assure they get the appropriate formal training and mentoring from more tenured members of the team. If we are successful we will be positioned to have employees ready for advancement when openings occur. It also provides a clear roadmap for employees aspiring to advance within SECC.	60%	90%	100%	100%
Improve interagency coordination to positively impact all levels of the organization. We continue to aggressively work with our partners to move to the middle to help facilitate our consolidation effort.	This will help SECC establish a better rapport with the agencies and increase confidence thereby breaking down barriers to allow for a paradigm shift needed to become more efficient and effective in our service delivery efforts (consolidation).	100%	ongoing eval	100%	100%

ACTIVITY/SERVICE:	Public Awareness	DEPARTMENT: SECC 68C			
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:		County-wide	
BOARD GOAL:	Extend our Resources	FUND:	89 SECC	BUDGET:	\$3,500.00
OUTPUTS		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
Create an Education Team		100%	ongoing eval	100%	100%
Develop Public Outreach Program		95%	ongoing eval	100%	100%

PROGRAM DESCRIPTION:

Public awareness is an area that needs to be strengthened within SECC. The Public Education Team will help the citizens and stakeholders recognize SECC and an organization but also assist in showing others what SECC does and how SECC is a benefit to the community.

PERFORMANCE MEASUREMENT		2015-16	2016-17	2016-17	12 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Create and develop an Education Team to deliver of public outreach programming to residents of Scott County.	This will allow members of SECC to help our public safety responders and citizen better identify with SECC personnel and SECC as an organization.	100%	ongoing eval	100%	100%
An area identified in the Strategic Planning process was a fundamental absence of a coordinated approach for public outreach programming. We are committed to develop and implement public outreach programming designed to enhance the safety of all residents and special populations (schools and seniors) of the County.	The goal of the Public Outreach Program is to engage all areas of the public we serve and to help them learn more about and understand what SECC does for the community. and how important our mission is to the quality of life within the county.	95%	ongoing eval	100%	100%

ACTIVITY/SERVICE:	Infrastructure/Physical Resources	DEPARTMENT: SECC 68C		
BUSINESS TYPE:	Core Service	RESIDENTS SERVED:	County-wide	
BOARD GOAL:	Extend our Resources	FUND:	89 SECC	BUDGET: \$268,000.00
OUTPUTS		2015-16 ACTUAL	2016-17 BUDGETED	2016-17 PROJECTED
		12 MONTH ACTUAL		
Evaluate Interior/Exterior of Building		100%	ongoing eval	100%
Evaluate Building Access and Security		100%	ongoing eval	NA
Update CAD System		80%	NA	100%
Review and Update Radio System		40%	75%	75%
				60%

PROGRAM DESCRIPTION:

Maintaining and continually updating the infrastructure and physical resources is vital to help keep the organization as current and in the best physical condition possible.

PERFORMANCE MEASUREMENT		2015-16 ACTUAL	2016-17 BUDGETED	2016-17 PROJECTED	12 MONTH ACTUAL
OUTCOME:	EFFECTIVENESS:				
Evaluate Interior/Exterior of Building and make recommendations to protect the building and infrastructure from those who may want to interrupt our ability to complete our mission objectives.	This audit of our building and related systems helps place SECC in the best position to provide fail-safe operations for our critical mission.	100%	ongoing eval	100%	100%
Evaluate Building Access and Security and make specific security recommendations to protect the staff from those who may want to interrupt our ability to complete our mission.	This will allow us to help keep all of the personnel secure while working inside the building but also maintain the integrity of all data. It also affords us the ability to focus on our mission objectives while providing a feeling of general safety among all staff.	100%	ongoing eval	NA	NA
Update CAD System to provide more functionality for the dispatchers and users of the system which will increase effectiveness.	This will allow for future growth of the organization, better functionality for all personnel, and ultimately better service for our agencies and citizens.	80%	NA	100%	95%
Review and make recommendations to update the current radio system thereby creating better radio coverage for all public safety responders and increasing officer safety.	This will allow better functionality and interoperability for all the public safety agencies we serve.	40%	75%	75%	60%