

2023 Supplemental Budget and Performance Measures September 2022

Strategic Priorities

- 1) Talent Attraction, Retention and Promotion
- 2) Responding to a Changing Climate through Mitigation, Adaptation, Environmental Justice and Community Resilience
- 3) Intergenerational Prosperity for Racial and Economic Inclusion
- 4) Putting Well-being and Community at the Center of Justice System Transformation
- 5) Residents First: Effective, Efficient and Accessible Operations
- 6) Advancing a Holistic Approach to Strengthen Families
- 7) Advancing Racial and Health Equity and Shared Community Power

Information & Public Records

September 6, 2022

IPR Overview

Karen Francois, Deputy County Manager

Service Team Description

The Information and Public Records Service Team consists of the following departments: Communications & Public Relations, County Assessor, Enterprise & Administrative Services, Information Services, Office of IPR and Property Tax, Records & Election Services.

All our work in IPR has critical countywide impacts on how we deliver services to our residents and other customers as well as how we fund the work to provide those critical services.

Agenda & IPR PMAT Team

Overview

Karen Francois, Deputy County Manager

Digital Equity

Chetan Ganatra, CIO

Retaining Property Ownership

Heather Bestler, Auditor-Treasurer & Director of PTRES

Customer Service Support

Melinda Donaway, Interim Director of Enterprise and Administrative Services

Addenda

Tracy West, Controller

IPR PMAT Team:

Tracy West – Lead

DeAndre Lindsey – PTRES

Corey Erickson – County Assessor

Bri Daub – EAS

Dawn Siegling - IS

Katie Anne Wojchik - IS

Oscar Arzamendia – Finance & Communications

Service Team Performance Measures

Strategic Priority #1: Advancing Racial and Health Equity and Shared Community Power

Digital Equity: Percent of eligible Ramsey County residents applying for the Affordable Connectivity Program.

Strategic Priority #2: Building Intergenerational Prosperity for Racial and Economic Inclusion

Retaining property ownership: % of properties with delinquent tax reaching tax forfeiture

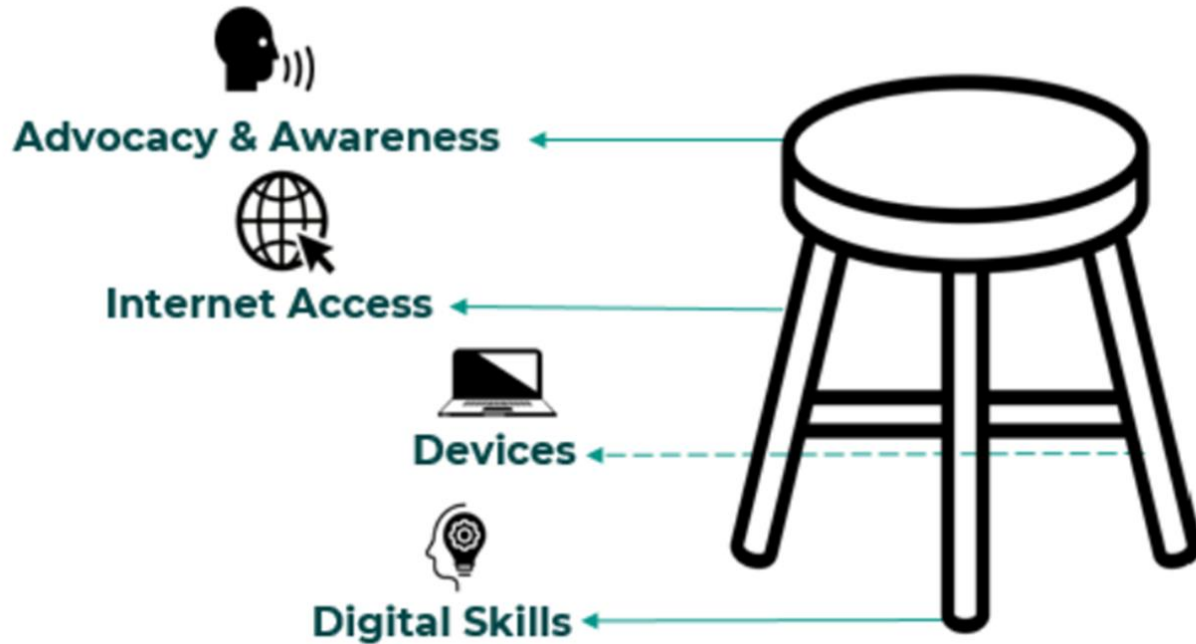
Strategic Priority #3: Residents First: Placing People at the Center of Service Delivery, Experience and Outcomes

Enterprise Services Customer Service Support: Percent of residents who got the help they needed.

Digital Equity

Chetan Ganatra, CIO

Strategic Priority #1: Advancing Racial and Health Equity and Shared Community Power



Three-legged stool of digital equity

- While addressing digital equity is an IPR-led effort, this effort requires and has countywide participation to be successful.
- The Affordable Connectivity Program (ACP) is a federal benefit that provides eligible residents with \$30/month toward an internet connection and a one-time credit of \$100 towards an internet-enabled device (desktop, laptop, tablet).
- The ACP addresses two legs of the digital equity stool: access to connection and access to devices.

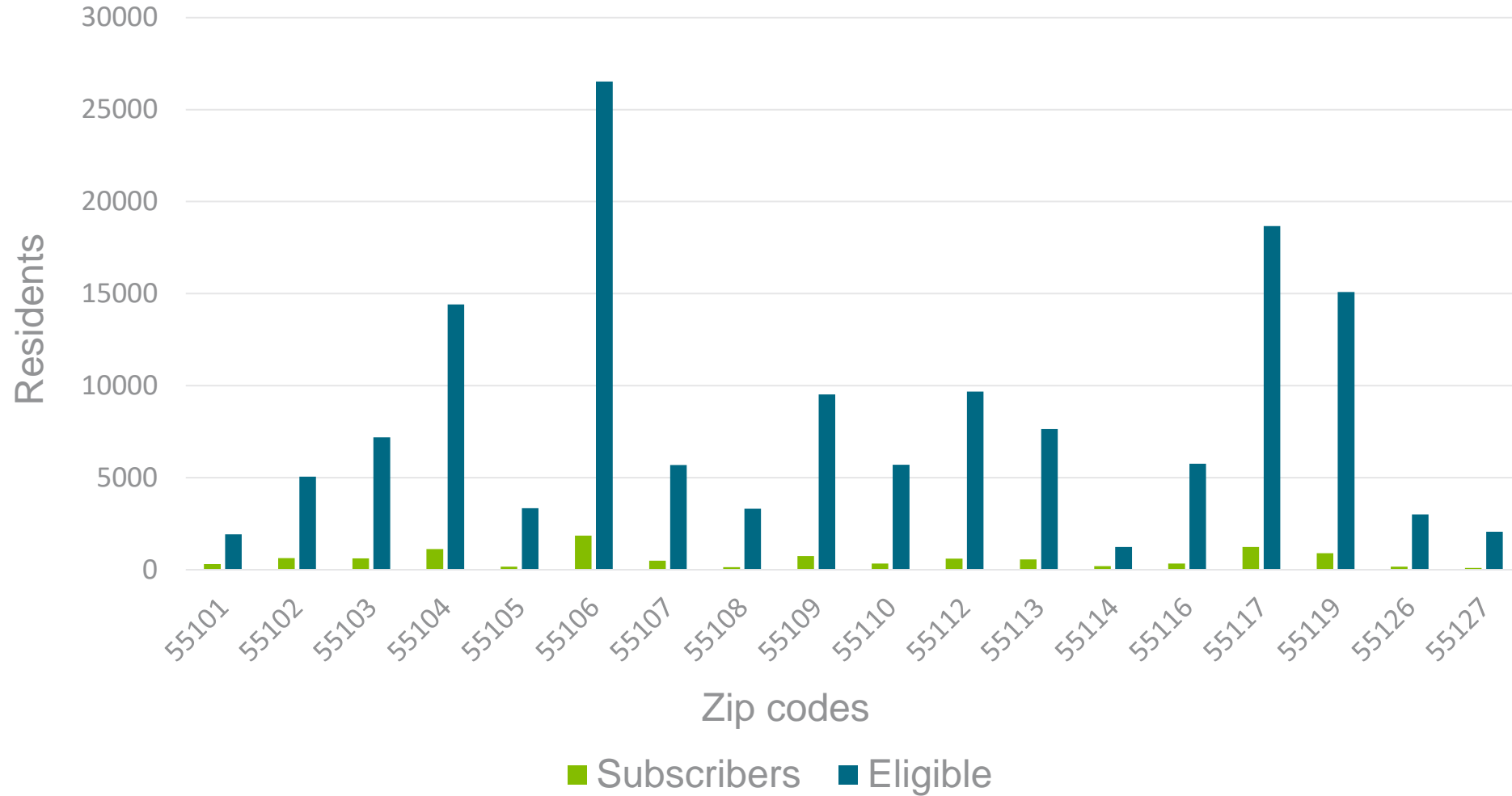
Strategic Priority #1: Advancing Racial and Health Equity and Shared Community Power

<i>Performance Measure</i>	<i>2019 Actual</i>	<i>2020 Actual</i>	<i>2021 Actual</i>	<i>2025 Goal</i>	<i>2030 Goal</i>
Digital Equity: Percent of eligible Ramsey County residents applying for <u>Affordable Connectivity Program</u>.	N/A	N/A	N/A	7.6%	8.6%

1) Why does this measure matter to Ramsey County and its residents?

- Device and broadband divide lead to educational, health and economic divides
- McKinsey study showed that children of color lost more months of schooling than white children
- Journal of American Medical Association found link between not having internet and increased COVID-19 mortality
- All residents need access to devices and connectivity to compete in the workplace, in particular as more jobs move to remote work.

ACP Subscribers vs Eligible



% of ACP Subscribers vs Eligible by Zip Code

Zip Code	City	Subscribers	Eligible	% as of May 2022
55101	St. Paul, Downtown	313	1,920	16.3%
55114	St. Anthony	194	1,228	15.8%
55102	St. Paul, West 7th	631	5,062	12.5%
55107	St. Paul, West Side	492	5,692	8.6%
55103	St. Paul, North End	621	7,188	8.6%
55104	St. Paul, Hamline-Midway	1,115	14,412	7.7%
55109	Maplewood, Gladstone & North St. Paul	736	9,525	7.7%
55113	Lauderdale, Roseville & Falcon Heights	554	7,637	7.3%
55106	St. Paul, Battle Creek	1,848	26,526	7.0%
55117	Little Canada & North End	1,228	18,675	6.6%
55112	Mounds View, Arden Hills & New Brighton	599	9,674	6.2%
55119	St. Paul, Battle Creek	901	15,093	6.0%
55110	White Bear Lake & Gem Lake	333	5,700	5.8%
55116	St. Paul, Highland	333	5,758	5.8%
55126	Shoreview	166	3,002	5.5%
55105	Macalester-Groveland & Summit Hill	164	3,347	4.9%
55127	North Oaks & Vadnais Heights	94	2,061	4.6%
55108	St. Anthony Park	135	3,318	4.1%
		10,457	145,818	7.2%

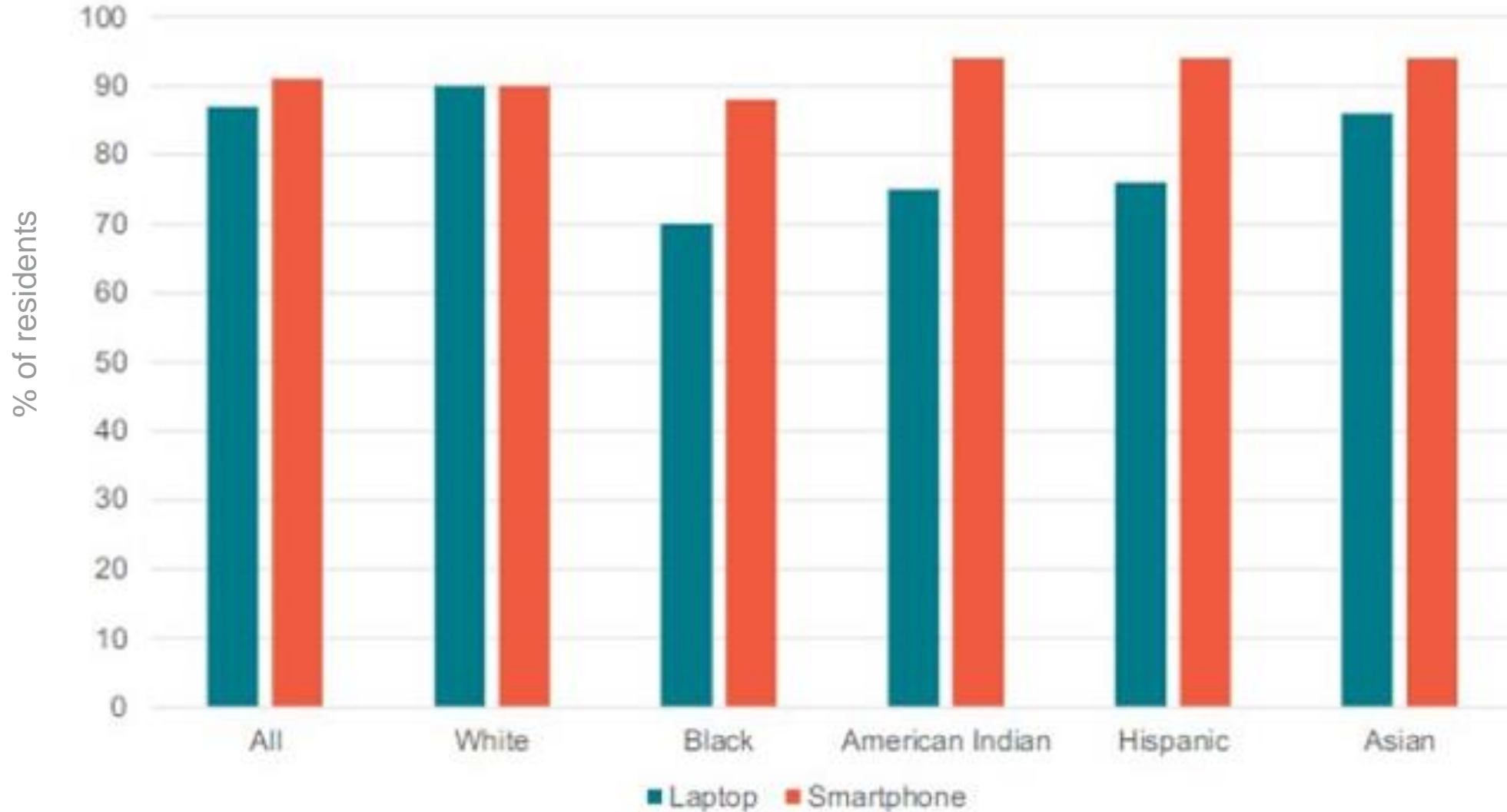
Strategic Priority #1: Advancing Racial and Health Equity and Shared Community Power

Digital Equity

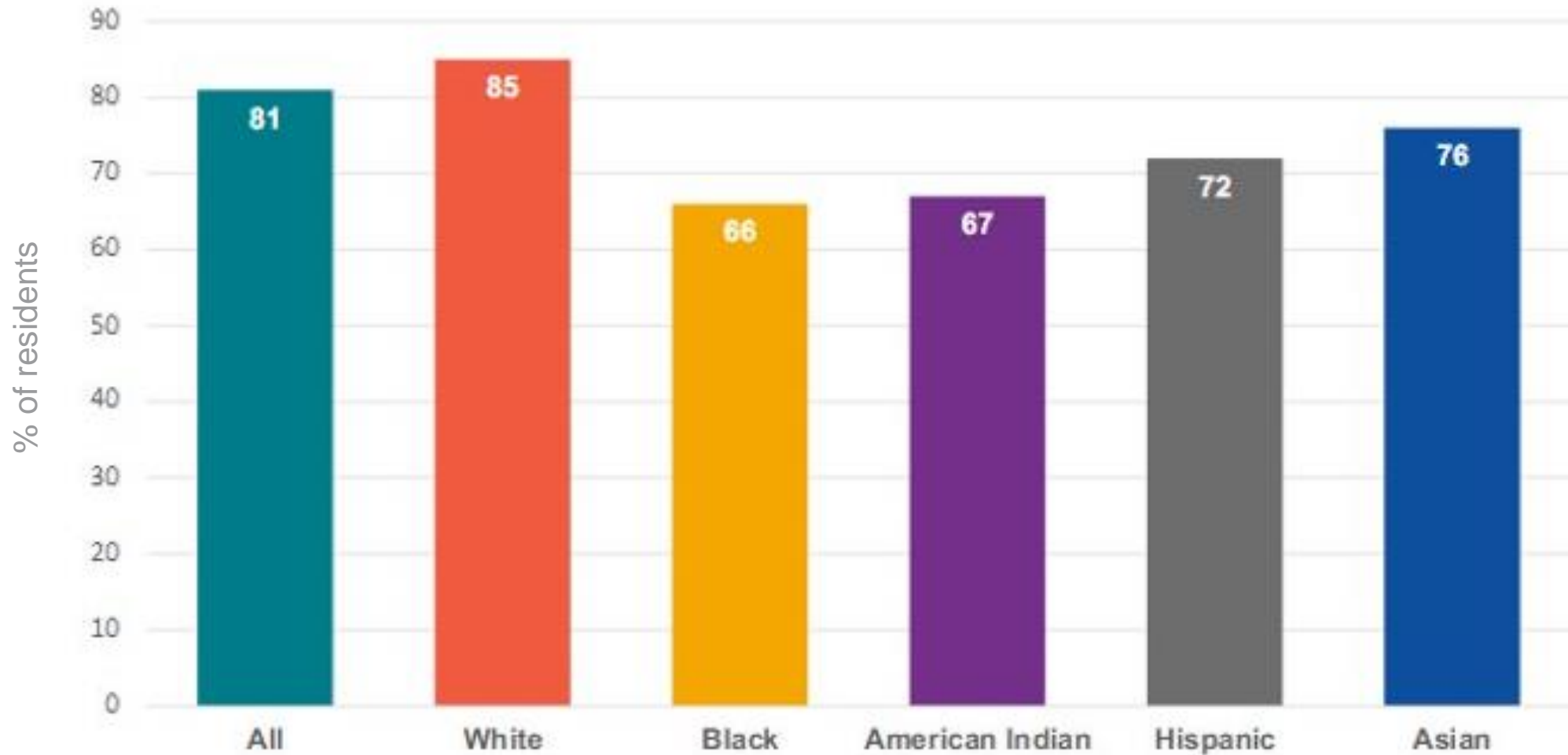
2) What is the “story behind the baseline”: Why is the trend what it is? Is the data different by race? Why or why not?

- Ramsey County residents face a device and broadband divide.
- Residents of color are more likely to rely on cellular data at home, utilize free Wi-Fi in libraries etc.
- Residents of color are more likely to rely on smartphones to access internet.
- This puts additional barriers in place for our residents of color which makes accessing education, healthcare and job opportunities much more difficult.

Device Divide by Race



Broadband Divide by Race



Strategic Priority #1: Advancing Racial and Health Equity and Shared Community Power

Digital Equity

3) What actions are already underway to make progress on this measure? Highlight 2-3 examples of how the departments across your Service Team are currently collaborating to make progress on the strategic priority and performance measure you selected.

- Ramsey County residents face a device and broadband divide. This puts additional barriers in place for our residents of color which makes accessing education, healthcare and job opportunities much more difficult.
- While addressing digital equity is an IPR-led effort, this effort requires countywide participation to be successful.
- IPR Hired Digital Equity Fellow to coordinate digital equity efforts within the county, including community engagement (disseminating flyers to food banks, adult basic education centers).
- Service Center Navigators are trained about ACP and are able to point residents toward additional digital equity resources.
- The [Ramsey Connected](#) page on ramesycounty.us collates digital equity programs (such as ACP) and highlights local resources, such as low-cost tech retailers and digital literacy classes.
- Forthcoming funding opportunities from FCC community engagement funding, [Digital Equity Act](#) and [Broadband Equity, Access and Deployment](#) program.

Retaining Property Ownership

Heather Bestler, Auditor-Treasurer & Director of PTRES

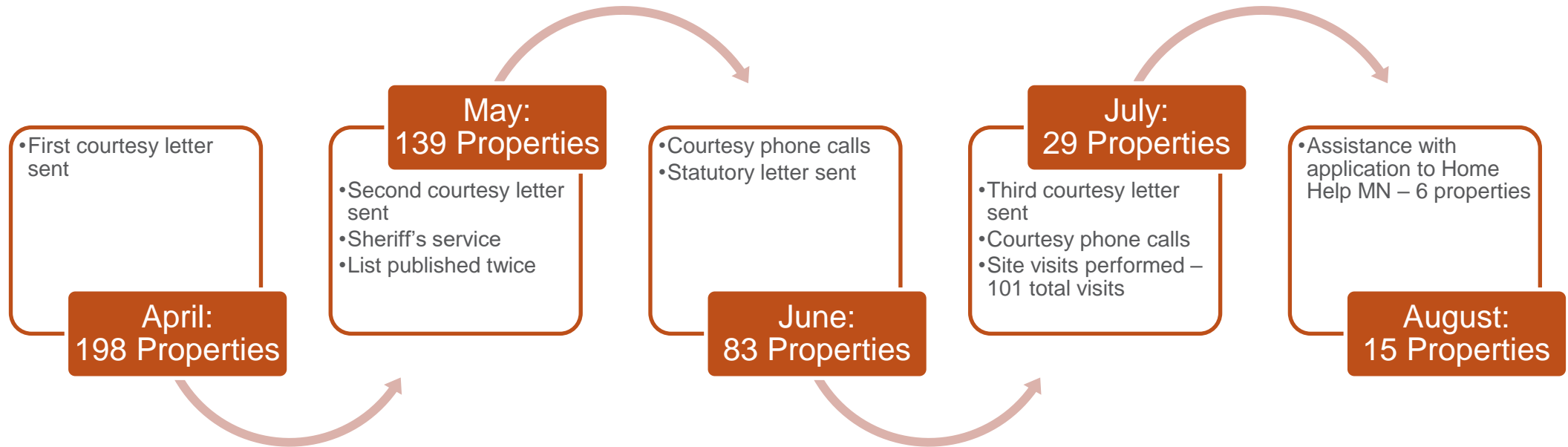
Strategic Priority #2: Building Intergenerational Prosperity for Racial and Economic Inclusion

<i>Performance Measure</i>	<i>2019 Actual</i>	<i>2020 Actual</i>	<i>2021 Actual</i>	<i>2025 Goal</i>	<i>2030 Goal</i>
Retaining property ownership – % of properties with delinquent tax reaching tax forfeiture	11%	7%	12%	5%	3%

1) Why does this measure matter to Ramsey County and its residents?

- Home ownership provides opportunities for building intergenerational wealth.
- Preventing residential forfeitures decreases housing instability.
- Forfeiture prevention work connects residents with services to retain housing stability and reduce racial disparities.

2022 Recap: 183 Tax Forfeitures Prevented



Strategic Priority #2: Building Intergenerational Prosperity for Racial and Economic Inclusion

Prevent Residential Tax Forfeiture

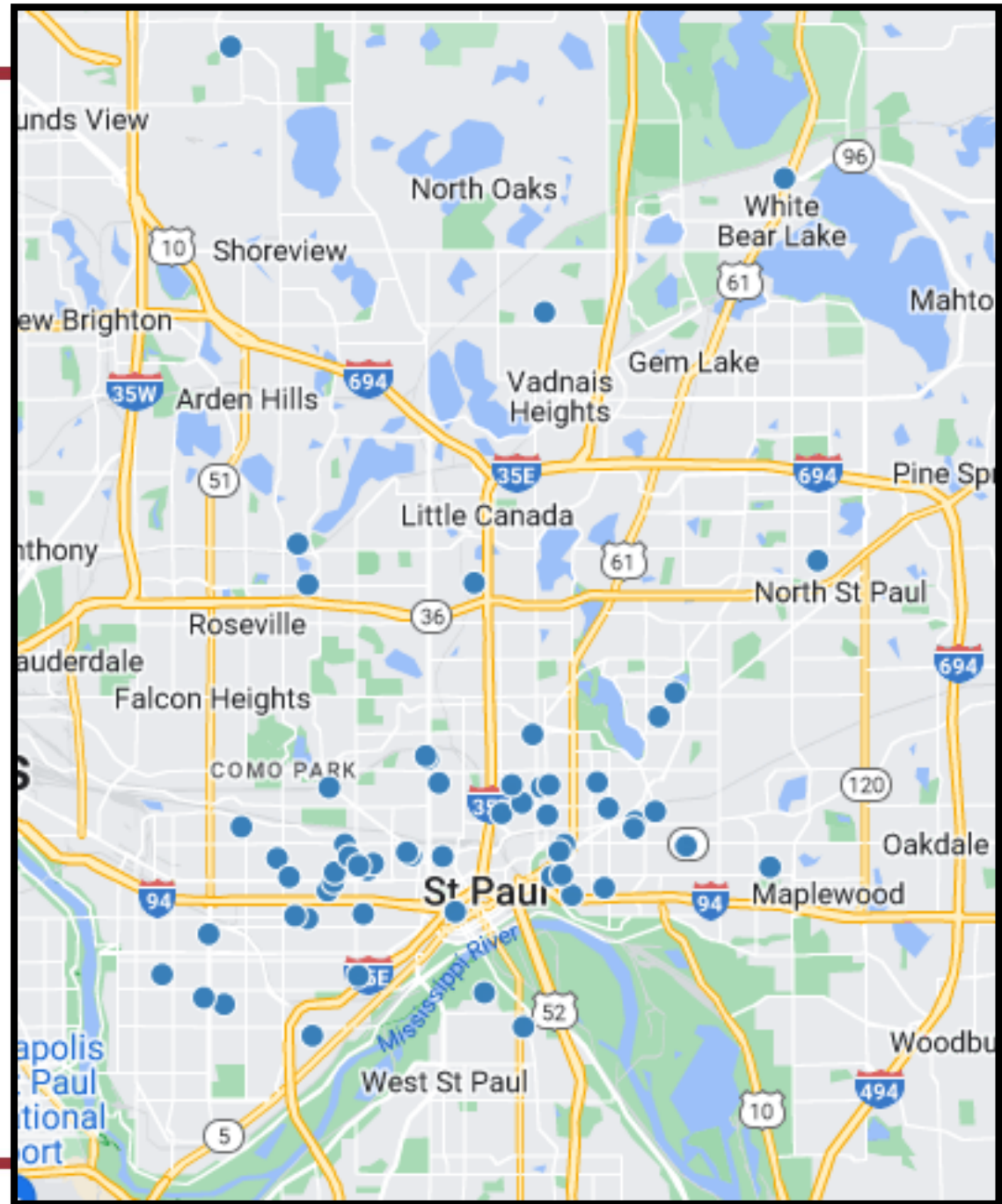
- 2) What is the “story behind the baseline”: Why is the trend what it is? Is the data different by race? Why or why not?**
- Home ownership has stayed relatively consistent in the United States according to the U.S Census Bureau. From 1994 to 2021, home ownership has risen approximately 1.5%. Although home ownership has relatively stayed the same, the percentage of individuals by race and ethnicity who acquire homes in the United States differs drastically. As a result, this created a generational wealth and prosperity gap that disproportionately impacts communities of color.
 - Property tax is assessed regardless of the income of the homeowner. Low-income homeowners feel an increased financial burden from rising property values and taxes. A higher percentage of their total income is used to pay property taxes compared to high-income homeowners. The state Property Tax Refund, which has been historically underutilized by Ramsey County residents, is the main program combating property tax regressivity.
 - Areas with increased market competition due to affordable housing stock demand are also seeing a trend in increased property values. Concurrently, these are also areas of concentrated poverty, resulting in compounding effects of regressivity and increased property values for homeowners and renters.

Single Family Median Valued Homes – Percent Value Change

Jurisdiction	'18p'19 vs '22p'23 % Chg
Sunray-Battlecreek	46.7%
Greater East Side	50.2%
West Side	35.9%
Dayton's Bluff	64.5%
Payne-Phalen	60.8%
North End	51.6%
Thomas Dale	57.1%
Summit-University	42.4%
West Seventh	28.5%
Como	35.0%
Hamline-Midway	36.1%
St Anthony Park	30.0%
Merriam	26.8%
Macalester-Groveland	22.2%
Highland	21.6%
Summit Hill	22.0%
Downtown	89.2%
Airport	
Suburbs	35.6%
City of St. Paul	43.0%
Countywide	36.0%

Jurisdiction	18p'19 vs '22p'23 % Chg
Arden Hills	27.9%
Blaine	
Fairgrounds	
Falcon Heights	28.8%
Gem Lake	39.5%
Lauderdale	33.0%
Little Canada	38.9%
Maplewood	40.9%
Mounds View	40.5%
New Brighton	35.4%
North Oaks	24.2%
North St. Paul	47.8%
Roseville	31.6%
St. Anthony	35.5%
Shoreview	30.7%
Spring Lake Park	34.4%
Vadnais Heights	38.8%
White Bear Lake	37.6%
White Bear Town	30.2%
Suburbs	35.6%
City of St. Paul	43.0%
Countywide	36.0%

Residential Parcels Impacted by Tax Forfeiture



Strategic Priority #2: Building Intergenerational Prosperity for Racial and Economic Inclusion

Prevent Residential Tax Forfeiture

3) What actions are already underway to make progress on this measure? Highlight 2-3 examples of how the departments across your Service Team are currently collaborating to make progress on the strategic priority and performance measure you selected.

- Ramsey County's tax forfeiture program was rebranded to Productive Properties to communicate the fundamental shift in the work to focus on Residents First and Advancing Racial Equity. Productive Properties takes a holistic approach to the work through three value streams – preserving ownership, community investment and environmental stewardship.
- While addressing residential tax forfeiture is an IPR-led effort, this effort requires countywide participation to be successful. To date, participating departments include: Property Tax, Records & Election Services, County Assessor, Enterprise Services, Workforce Solutions, Community & Economic Development, Housing Stability, Communications & Public Relations and the Ramsey County Attorney's Office.
- County community engagement funding is being utilized to work with community partners, create educational material in multiple languages, and focus on pre-forfeiture prevention efforts.

Enterprise Services Customer Service Support

Melinda Donaway, Interim Director of Enterprise and Administrative Services

Strategic Priority #3: Residents First: Placing People at the Center of Service Delivery, Experience and Outcomes
Enterprise Services Customer Service Support

	<i>Performance Measure</i>	<i>2019 Actual</i>	<i>2020 Actual</i>	<i>2021 Actual</i>	<i>2022 Estimate</i>	<i>2023 Estimate</i>
3	Percent of residents who got the help they needed.				93%	98%

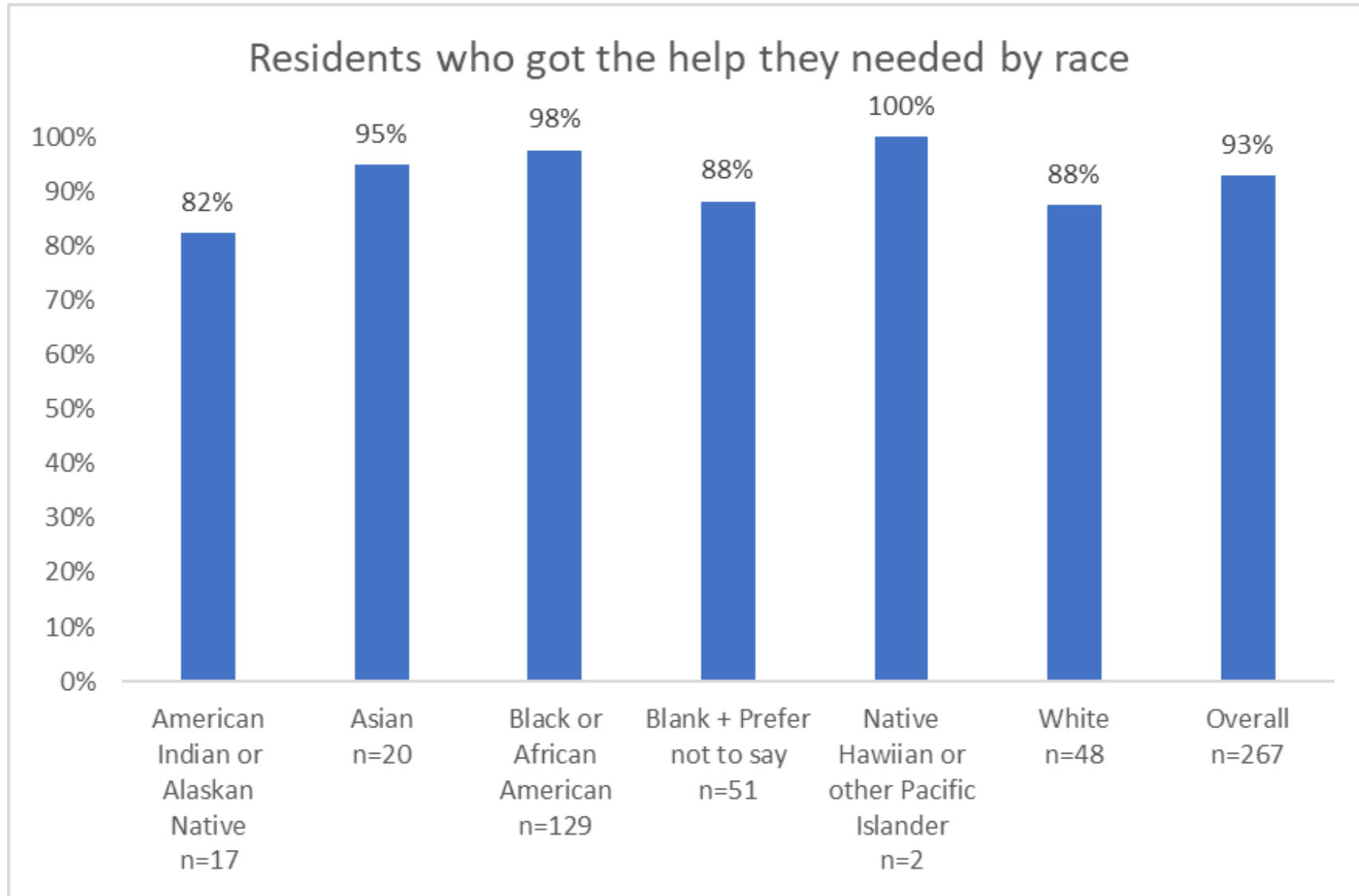
1) Why does this measure matter to Ramsey County and its residents?

- We know that residents have a difficult time navigating our complex systems to find the resources they need.
- Effectively helping residents navigate county and community resources demonstrates successful service delivery and is central to the mission of Service Centers and Navigator services at community partner sites.

Strategic Priority #3: Residents First: Placing People at the Center of Service Delivery, Experience and Outcomes
Enterprise Services Customer Service Support

2) What is the “story behind the baseline”: Why is the trend what it is? Is the data different by race? Why or why not?

- We know that residents experience racial inequities and disparate outcomes based on the way our systems are set up.
- Using direct resident feedback, a baseline has been established around measuring outcomes for residents at Service Centers and community partner sites.
- Most residents who visited a Service Center received the help they needed. Some differences in this outcome are apparent by race. At the time of this survey, 17 residents identified their race as American Indian or Alaskan Native. These residents were least likely to receive the help they needed.



Strategic Priority #3: Residents First: Placing People at the Center of Service Delivery, Experience and Outcomes
Enterprise Services Customer Service Support

3) What actions are already underway to make progress on this measure? Highlight 2-3 examples of how the departments across your Service Team are currently collaborating to make progress on the strategic priority and performance measure you selected.

- This measure is a countywide reflection of resident experiences connecting with safety net services via Service Centers and Navigators.
- Departmental partnerships with Financial Assistance Services, Workforce Solutions, Social Services, Libraries, Property Tax, Records & Election Services and other departments help ensure effective service delivery.
- Service Center Leadership Team and Operations Advisory Council work together across Service Teams to bring collaborative approaches. Community is engaged to shape hiring decisions and better meet resident needs.

Financial Addenda

Tracy West, Controller

Financial Addenda

		2023 Budget				
		<i>FTEs</i>	<i>Appropriations</i>	<i>Revenue</i>	<i>Fund Balance</i>	<i>Levy</i>
Information and Public Records Service Team						
<i>Communications</i>						
	Transfer the St. Paul Recording contract from Communications to the County Managers Office.		(50,000)			(50,000)
<i>Government Relations</i>						
	Transfer Government Relations from the Communications and Public Relations department to the County Managers department.	(2.00)	(453,232)			(453,232)
<i>Technology Applications</i>						
	Increase in appropriations and use of General fund balance for contract expense with a vendor, who captures images along all roadways within the County as well as providing a secure web-based interface for access and viewing of street level imagery by staff. This funding will be transferred to a project where the County Assessors Department and the IS Department will collaborate on managing the funding and operations of the project. This request would provide for the data collection and a 5-year access subscription. This data is also leveraged in other business areas such as Public Works, County Attorney, and Emergency Communications.		700,000		700,000	-
2023 total Addenda		(2.00)	196,768	-	700,000	(503,232)