

# Community Indicators

**L. Elizabeth Tolzmann**  
**Director of Policy and Planning**

**Vision:** A vibrant community where all are valued and thrive.

**Mission:** A county of excellence working with you to enhance our quality of life.

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Goals



**WELL-BEING**

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Strengthen individual, family and community health, safety and **wellbeing** through effective safety-net services, innovative programming, prevention and early intervention, and environmental stewardship.



**PROSPERITY**

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Cultivate economic prosperity and invest in neighborhoods with **concentrated financial poverty** through proactive leadership and inclusive initiatives that engage all communities in decisions about our future.



**OPPORTUNITY**

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Enhance access to **opportunity and mobility for all residents and businesses** through connections to education, employment and economic development throughout our region



**ACCOUNTABILITY**

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Model fiscal accountability, transparency and **strategic investments** through professional operations and financial management.

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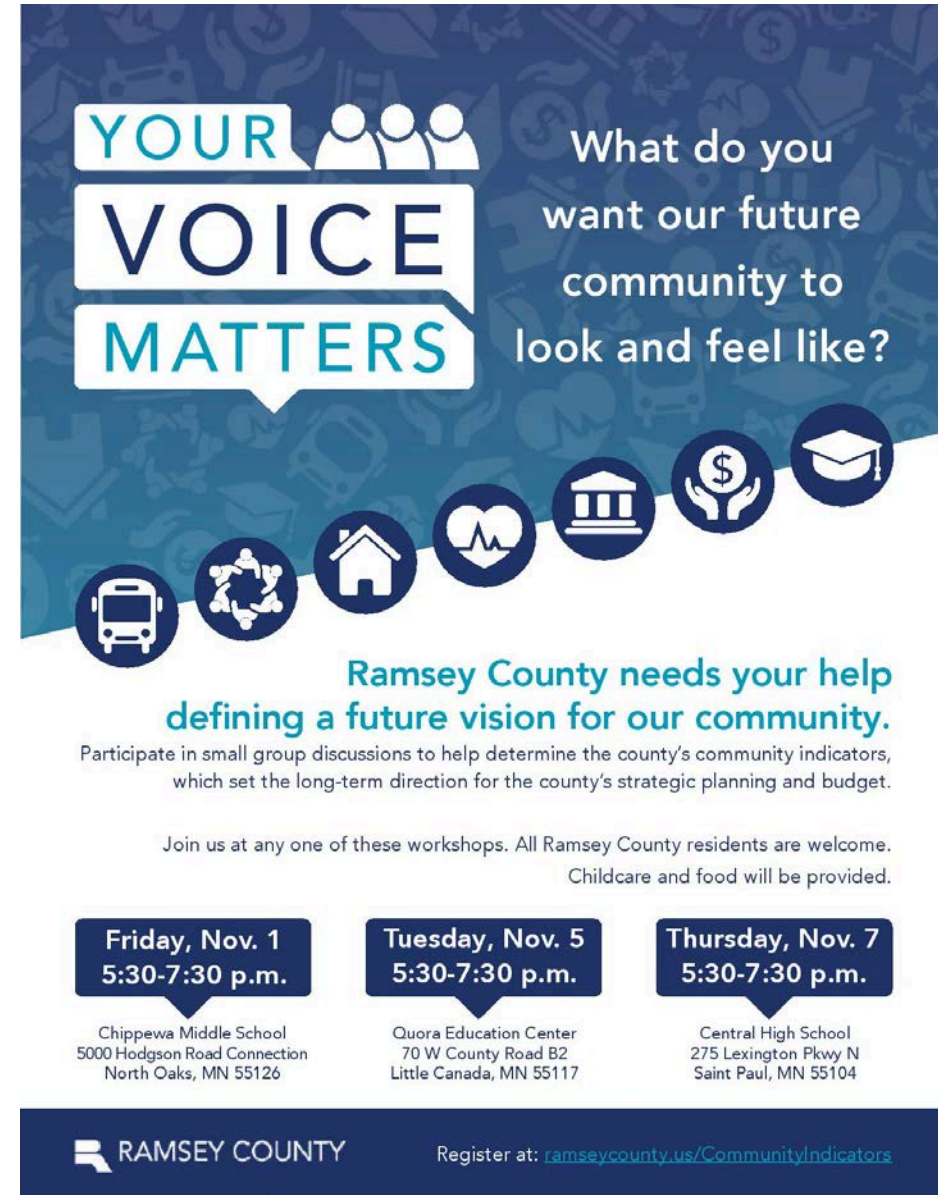
Performance Measures	Community Indicators*
Measures the <b>outputs and outcomes of our services</b>	Measure <b>values, conditions and outcomes</b>
Focuses on areas where we can be more <b>efficient, cost-effective and allocate resources</b>	Produces the story of where our community is in relation to <b>historical trends</b> over time
We can <b>control and influence</b> our data and inputs	Our <b>entire community</b> is responsible for controlling, impacting and influencing community indicators
	Data come from <b>credible and reliable third party sources</b>


*\*Community Indicators Data typically lags by two years as it based on ACS info*

## Community Visioning Workshops help drive the Vision of our Community








Ramsey County residents helped define the next set of community indicators during community visioning workshops in November 2019. The workshops included small group discussions around a future vision for our community in topic areas including:

- Civic Engagement and Government Accountability
- Youth, Families and Education
- Transportation, Housing and Environment
- Economic Prosperity and Opportunity
- Public Safety and Justice



**YOUR VOICE MATTERS** 

What do you want our future community to look and feel like?


      

**Ramsey County needs your help defining a future vision for our community.**

Participate in small group discussions to help determine the county's community indicators, which set the long-term direction for the county's strategic planning and budget.

Join us at any one of these workshops. All Ramsey County residents are welcome.  
Childcare and food will be provided.

Friday, Nov. 1 5:30-7:30 p.m.	Tuesday, Nov. 5 5:30-7:30 p.m.	Thursday, Nov. 7 5:30-7:30 p.m.
Chippewa Middle School 5000 Hodgson Road Connection North Oaks, MN 55126	Quora Education Center 70 W County Road B2 Little Canada, MN 55117	Central High School 275 Lexington Pkwy N Saint Paul, MN 55104

 RAMSEY COUNTY

Register at: [ramseycounty.us/CommunityIndicators](https://ramseycounty.us/CommunityIndicators)

# Community Indicators

Civic Engagement and Government Accountability

Youth, Families and Education

Transportation, Housing and Environment

Economic Prosperity and Opportunity

Public Safety and Justice

 <b>WELL-BEING</b>	Life Expectancy	<b>79.8</b> Years	Weighted average by census tract
	Low Birthweight	<b>7.3</b> Percent	Disparity across race and ethnicity
	Serious Crime Rate	<b>3,472</b> per capita	Part 1 Crimes per 100K residents
	Waste Diverted from Landfills	<b>89.6</b> percent	Percentage of waste that is collected, recycled, reused and diverted
 <b>PROSPERITY</b>	Affordability	<b>6,680</b> dollars	Gap between cost of living and income for a family of four
	Job Creation	<b>1,271</b> jobs	Number of jobs created in 2019
	FT Workers in Poverty	<b>2.5</b> percent	Full time workers who remain in poverty
	Concentrated Poverty	<b>28.2</b> percent	Residents living in an area of concentrated financial poverty
 <b>OPPORTUNITY</b>	People of Color in Poverty	<b>35.9</b> percent	Poverty rate for people of color
	Voter Turnout	<b>65.8</b> percent	Residents eligible to vote who voted in the 2016 election
	Commute Times Under 30 Minutes	<b>68.7</b> percent	Commuters who can reach work in less than 30 minutes
	Population 25 to 34 years	<b>16.6</b> percent	Residents who are between 25 and 34 years old
 <b>ACCOUNTABILITY</b>	Approved tax levy	<b>\$305</b> million	Total dollar value of taxes levied
	Pavement Rating	<b>6.12</b>	Pavement quality index
	Residential Assessment sales ratio	<b>94.4</b> percent	Ratio of assessed value compared to market value
	Bond Ratings	<b>AAA</b>	Bond Ratings by Standard & Poor's and Moody's

Your Government

About Ramsey County






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▾ Community Indicators

Community Visioning Workshop Feedback &gt;

## Community Visioning Workshop Feedback

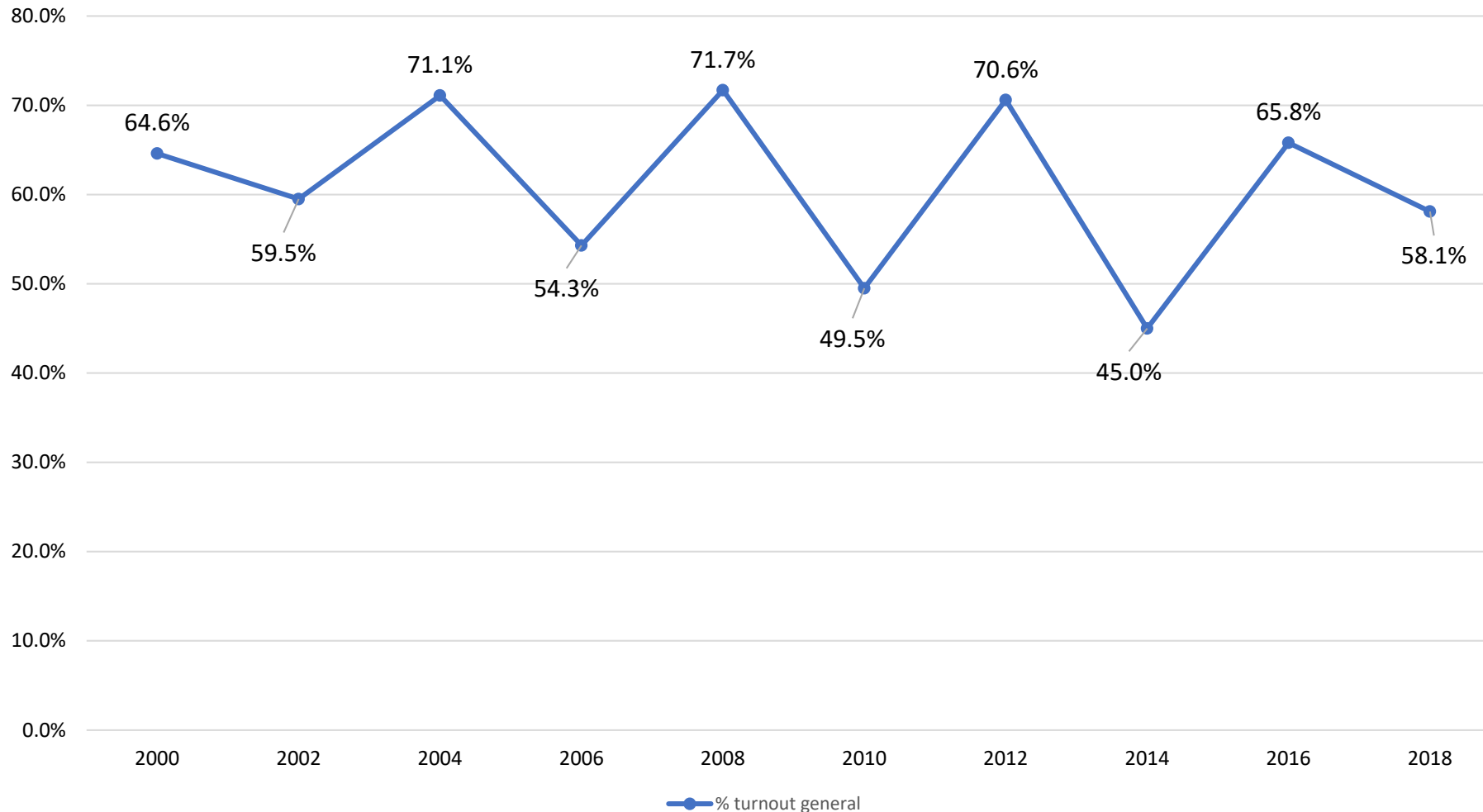
In November 2019, Ramsey County hosted three workshops in the community to learn more about our resident's values and their vision for the future. These workshops consisted of multiple small group discussion covering a variety of topics. The information we collected was combined with feedback from other community engagement efforts around the county to develop community indicators. Below are themes and highlights from the community conversations, as well as the indicators we are considering.

-  Transportation, housing and environment
-  Civic engagement and government accountability
-  Youth, families and education
-  Economic prosperity and opportunity
-  Public safety and justice

<https://www.ramseycounty.us/your-government/about-ramsey-county/community-indicators/community-visioning-workshop-feedback>

## Civic Engagement and Government Accountability

Ramsey Count General Election Voter Turnout (2000-2018)



### Short-term Objective:

Pre-register 10,000 new voters for 2018 state general election.

### Intermediate Objective:

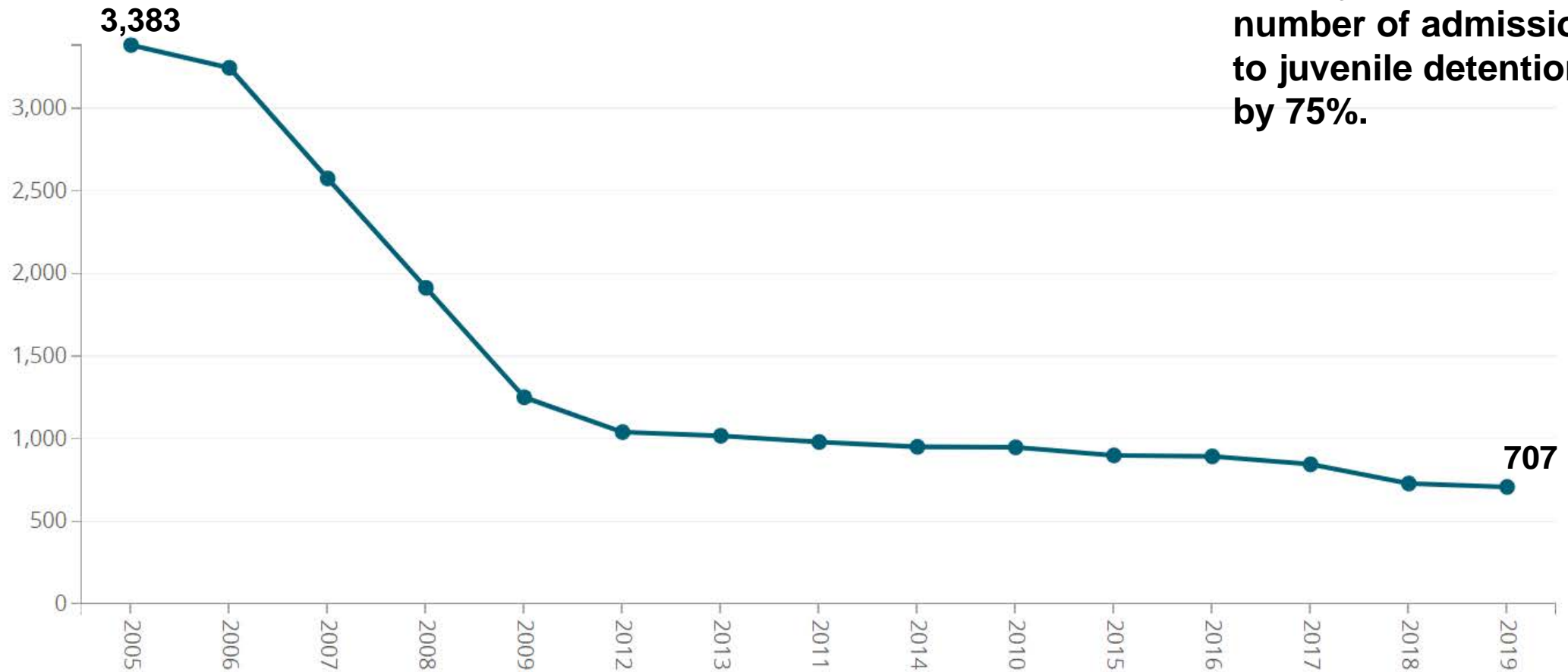
Increase total voting in 2020 presidential election to 300,000 for first time in the history of the county.

### Long-term Objective:

County voter turnout equivalent to statewide turnout in 2028 presidential election at 75%.

## Youth, Families and Education

Juvenile Detention Admissions by Year



**Since 2005, Ramsey County reduced the number of admissions to juvenile detention by 75%.**

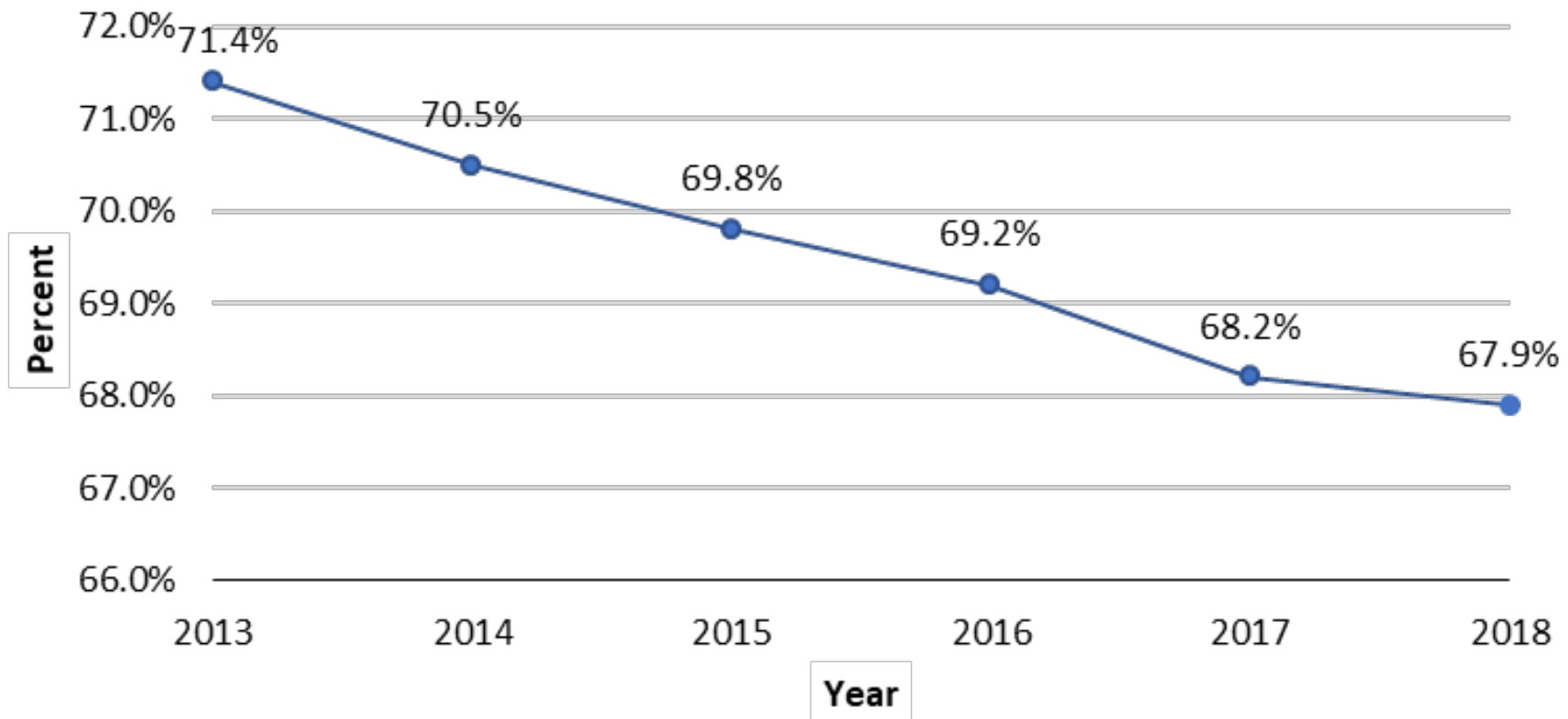
Source: Ramsey County Community Corrections





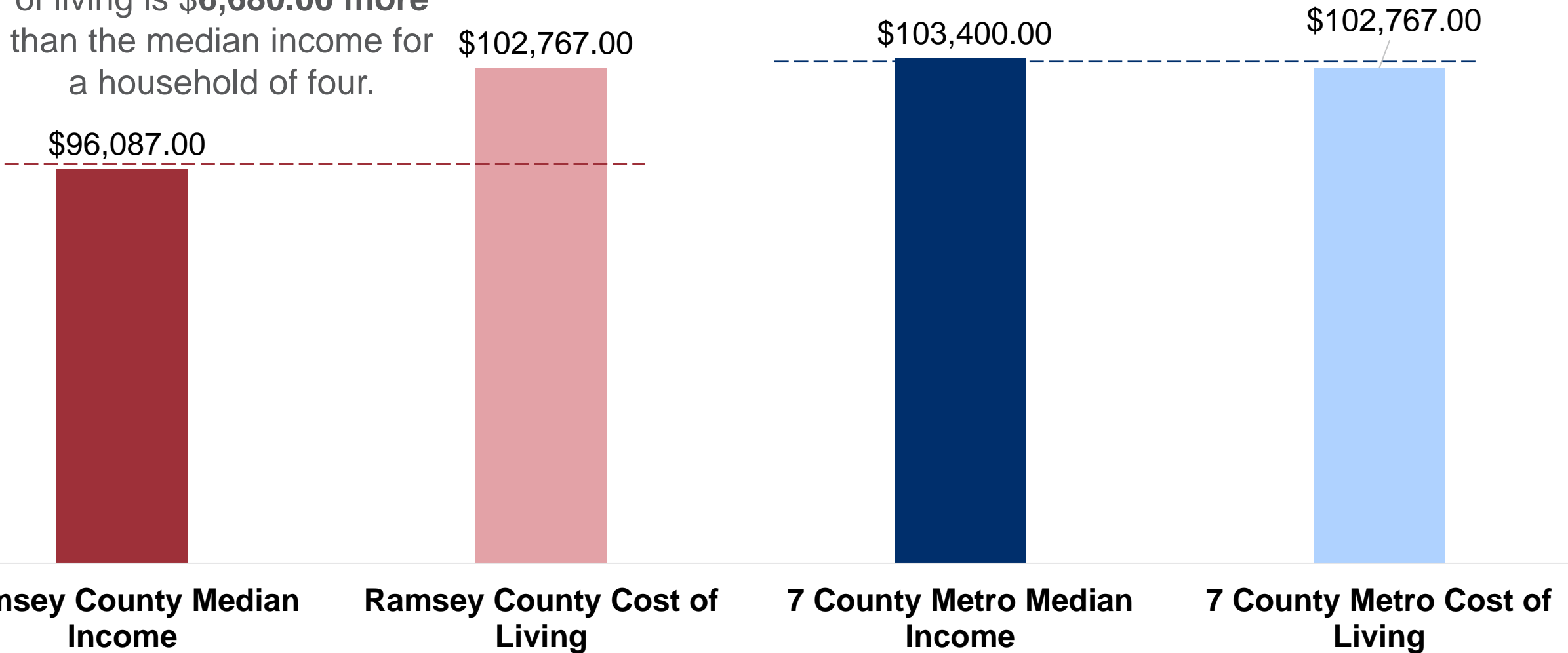
## Transportation, Housing and Environment

### Percent of Ramsey County residents whose travel time to work is less than 30 minutes, 2014-2018

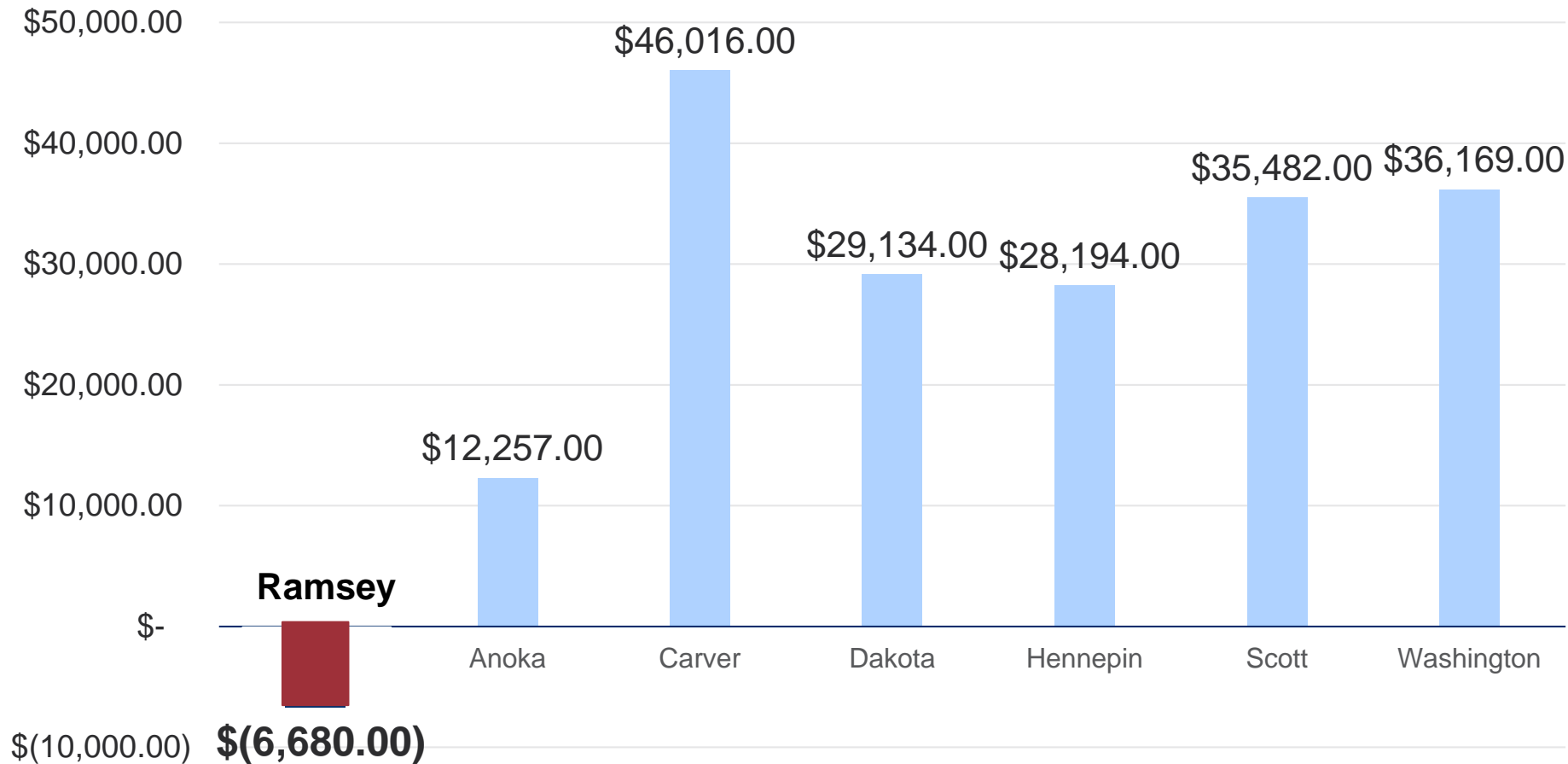


## Cost of Living and Median Income for 4-Person Household, 2018

In Ramsey County, the cost of living is **\$6,680.00 more** than the median income for a household of four.



## Difference Between Cost of Living and Median Income\* for 4-Person Family, 2018

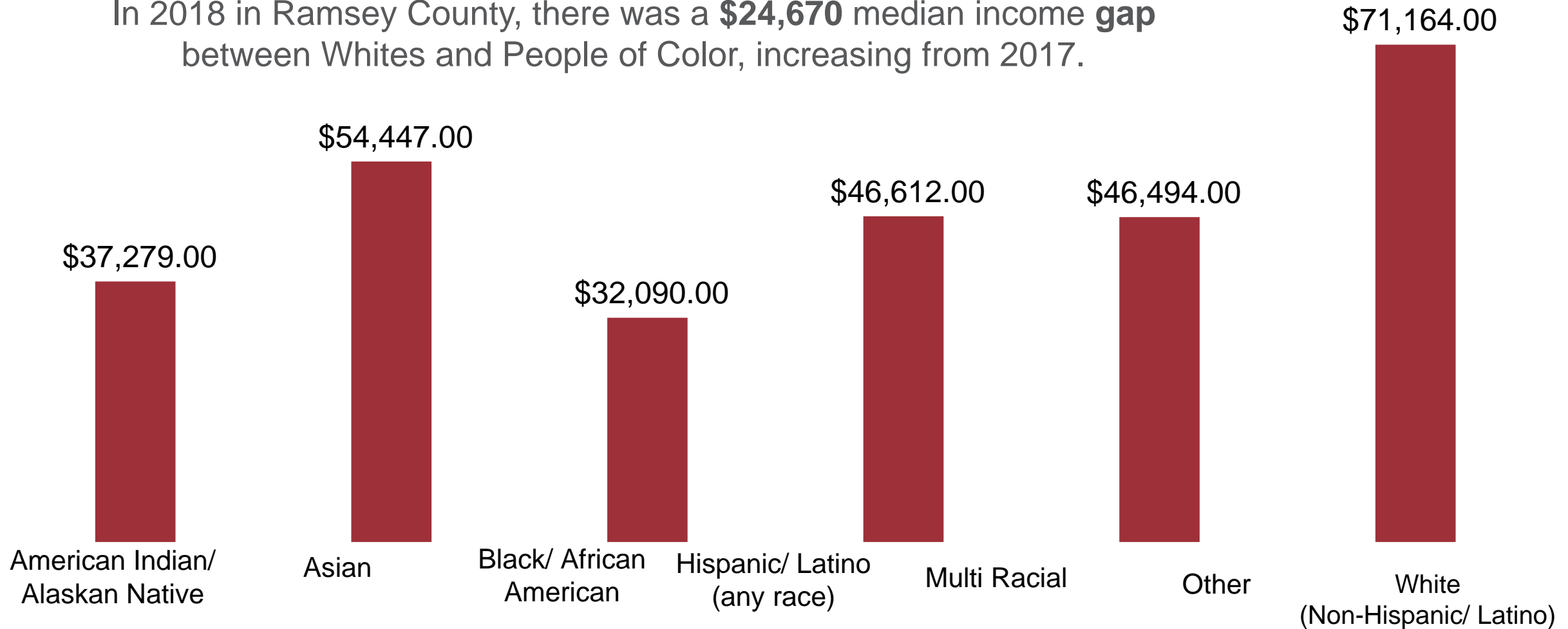


Ramsey County remains the only county in the metro where the cost of living is **higher** than the median income. This gap continues to **increase**.

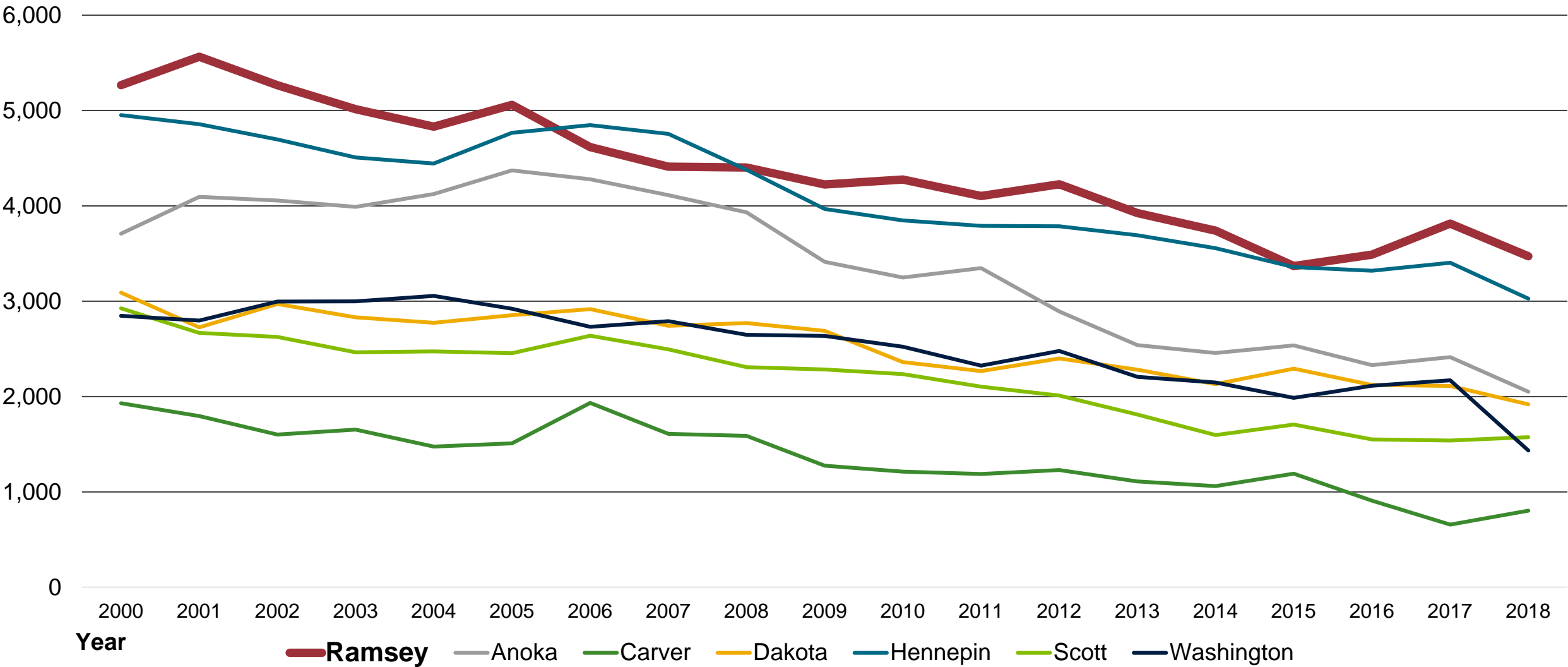
\* Median Income is originally sourced from ACS 2018 5-year estimates and inflation adjusted for 2018.

## Median Income, Ramsey County, Race/Ethnicity, 2018

In 2018 in Ramsey County, there was a **\$24,670** median income gap between Whites and People of Color, increasing from 2017.



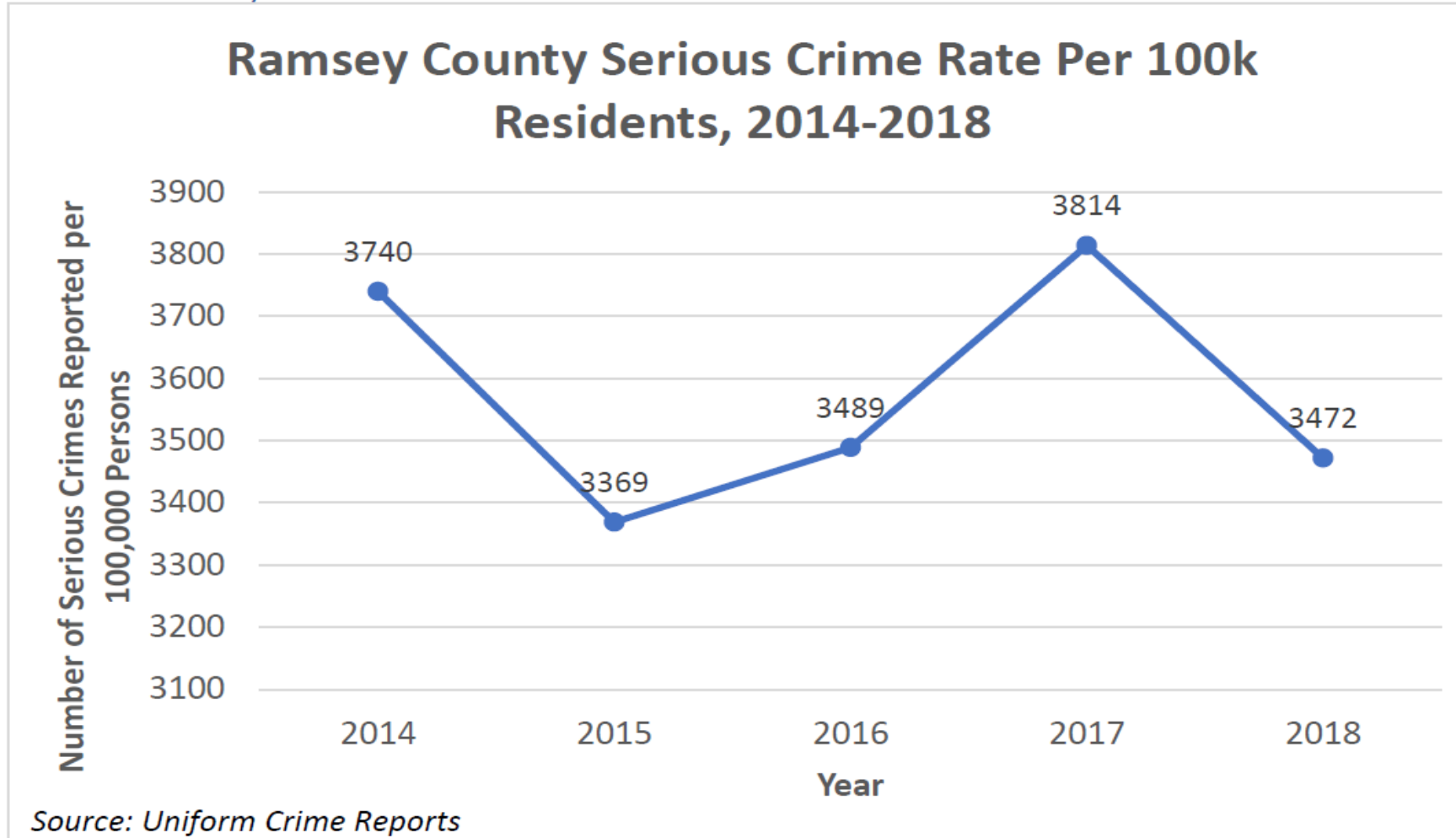
# Serious Crime Rate Per 100K Residents, Metro Counties, 2000-2018



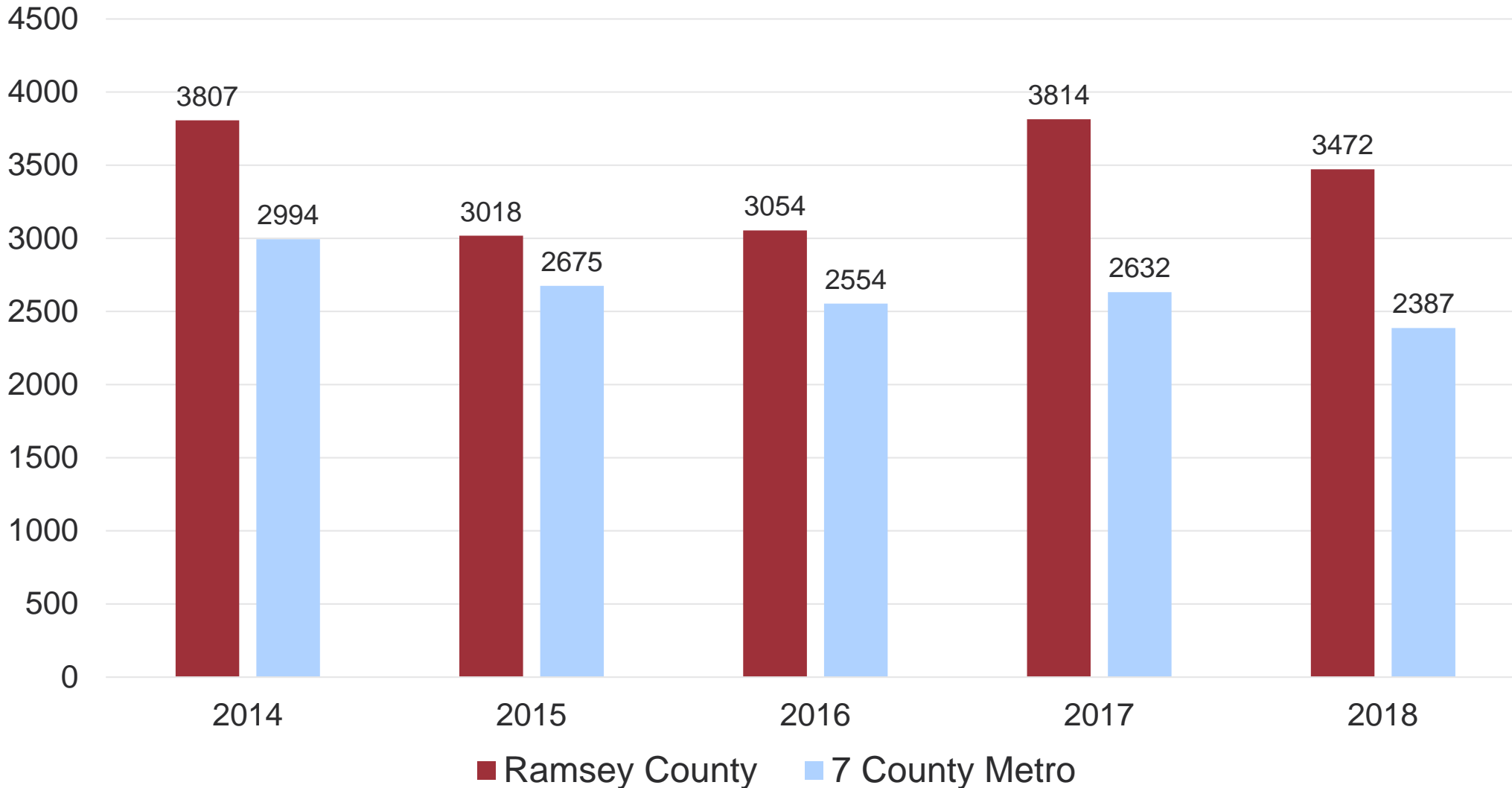
Source: Federal Bureau of Investigation, Uniform Crime Report (2000-2018).



Public Safety and Justice



## Serious Crime Rate per 100K Residents, 2014-2018



Although Ramsey County's Serious Crime Rate increased from 2016 to 2017, it began to **decrease** again from 2017 to 2018.

## STRATEGIC TEAM

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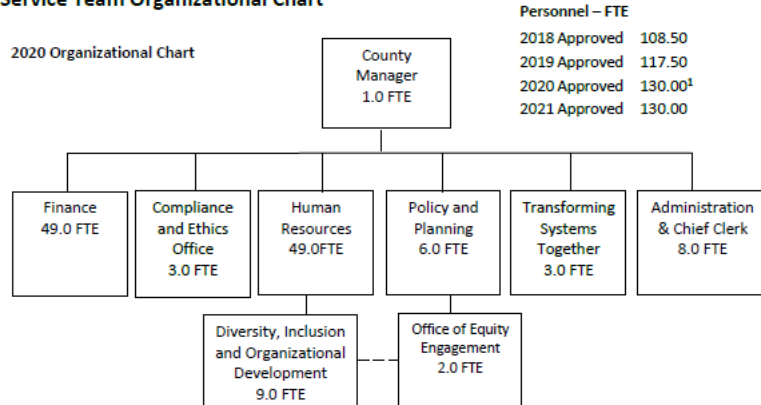
## SERVICE TEAM INFORMATION AND PERFORMANCE MEASURES

### Service Team Overview

The Strategic Team is responsible for ensuring efficient and effective delivery of services to Ramsey County residents, businesses and visitors. This service team serves as a strategic partner with county departments to carry out the county's vision, mission and goals, as well as guide business operations throughout Ramsey County. The Strategic Team has a collective responsibility and accountability to ensure the county provides quality customer service to our residents and authentically respond to our community's needs while being a good steward of our taxpayer's dollars.

The Strategic Team includes the following: Finance, Compliance and Ethics Office, Human Resources, Policy and Planning, Transforming Systems Together, Administration and Chief Clerk's Office. Each entity reports directly to the County Manager. In turn, the County Manager makes recommendations to the Board of Commissioners; strategically implements the policy directives and strategic initiatives of the county; provides leadership and direction to service team leaders, department heads and staff; and develops and implements the county budget.

### Service Team Organizational Chart



<sup>1</sup> In the 2020-2021 Biennial Budget, 130.0 FTE was approved for 2020 and 2021. After the 2020-2021 Biennial Budget was approved, an additional 3.75 FTE was added to Human Resources, bringing the total HR personnel to 61.75 FTE. Current overall Strategic Team personnel total is 133.75 FTE.

- [Talent Attraction, Retention and Promotion](#) - Ramsey County will actively engage its employees, applicants, community and partners to ensure that it is recognized by current employees and talented job seekers as the premier public-sector employer within the region.

Additionally, the Strategic Team leads the county in creating greater transparency and access opportunities to the general public. This includes sharing Board documents (i.e. Request for Board Actions, Board meeting agenda and minutes, and board workshops, etc.), racial equity and community engagement efforts, and county dashboards on the [Open Data Portal](#).

### How are we doing?

	Performance Measure	County Goal	2017 Actual	2018 Actual	2019 Actual	2020 Estimate	2021 Estimate
1.	The percentage of Ramsey County racially and ethnically diverse employees in comparison to the percentage of the County's Civilian Labor Force* who are racially and ethnically diverse.	Well-being	33%	35%	36%	37%	38%
			31%*	32%*	34%*	35%*	36%*
2.	Percent of Undergraduate Progressive Internship Program and Finance Fellowship participants who are offered full-time employment (within or outside Ramsey County) or enroll in professional or graduate program within 12 months after the program	Opportunity	25%	57%	70%	75%	75%
3.	Percent of total spending procured with CERT certified Small Business Enterprise (SBE) vendors.	Opportunity	6%	9%	12%	15%	18%
4.	Number of consecutive years received AAA credit rating on Debt Obligations from both credit rating agencies, Moody's and Standard & Poors.	Accountability	16	17	18	19	20

### What is the story behind the baselines?

**Workforce diversity:** Ramsey County continues to make progress in advancing its commitment of becoming a more equitable and inclusive organization from leadership levels to front-line staff. Ramsey County's workforce by race and ethnicity reflects the county's general demographic and civilian labor force populations who identify as racially or ethnically diverse. The percentage of racially and ethnically diverse employees in the county's workforce has more than doubled from 15.8% in 2002 to 36% at year-end 2019. The percentage of new hires and promotions of employees who are racially and ethnically diverse continues to be an upward trend. In 2019, 57% new hires identified as racially or ethnically diverse compared to 51% in 2018. In 2019,

### What will it take to do better?

Racial equity is integral to the work of the Strategic Team. The Racial Equity Leadership Team (RELT) resides in the County Manager's Office to structurally and holistically advance equity across the county with an emphasis on fair, inclusive and transparent processes and policies. As racial equity and community engagement take on an increasingly prominent role in every line of business across the county, dedicated support is needed to

carry out the work countywide led by the newly formed Office of Equity and Engagement within the Policy and Planning Division. The team will provide strategic direction, support and implement the racial equity action teams within each service team. This Office of Equity and Engagement will also work in partnership with the Diversity, Inclusion and Organizational Development (DIOD) team in Human Resources to provide training and support, leadership development, cultural awareness training, and change management for employees at all levels of the organization.

Human Resources will lead efforts to assist departments and service teams to build diversity through multiple efforts. These include modernizing personnel rules, benefit policies, classification and compensation plans as well as building career pathways and refining recruitment efforts. Human Resources will assist and advise in the assessment of department structure, classification and strategic staffing to include more focused recruitment to ensure equitable representation and retention of racially and ethnically diverse employees. In addition, Ramsey County is a partner in the Public Sector Partnership program, which includes Hennepin County, cities of Saint Paul and Minneapolis and the state of Minnesota. This goal of this initiative is to attract diverse talent across public sector; ensure career pathway graduates have access to public sector employment; retain and advance diverse employees within public sector positions; and assess and remove barriers inherent to legacy hiring practices. The Public Sector Partnership program provides training pathways and job shadowing for administrative and financial worker positions. Ramsey County has hired a number of participants from this program. Additionally, an expanded public partnership group is developing a pathway for engineering technician positions.

The Compliance and Ethics Office will lead efforts to revise and update the Code of Conduct into a conduct and ethics policy and guidelines in order to encourage and promote transparency, ethics and equity.

In response to the COVID-19 pandemic, the Strategic Team is working to adjust our service delivery as well as restructure the 2021 budget while still supporting county operations. For instance, Finance piloted an automated clearinghouse (ACH), an online electronic funds payment delivery system. The benefits of an ACH system include simplification of processing functions, reduction of transactional costs, faster delivery and receipt of payments for services rendered. Making it easier to do business with Ramsey County is one step in building relationship with community vendors.

Some of the biggest challenges are economic changes, new regulatory requirements, and ultimately the tax landscape. These challenges are complex and will require Ramsey County to implement proactive approaches to identify potential disruptions.

### How are we planning for the future?

The Strategic Team is committed to advancing racial equity and promoting diversity and inclusion within all areas of the organization, from its workforce to programs and service delivery. To achieve this, we will continue to work on modernizing our personnel rules, job classification, and compensation plans; building a countywide public sector program that streamlines internship, fellowship and pathway programs across the



## Refined Performance Measurement Process and Analysis

- Leveraged in-house planning and evaluation staff experts to drive process and training on performance measures.
- Utilized Results Based Accountability method where performance measures focus on outcomes and analyze service delivery impact.
- Deeper analysis on story behind the baselines including advancing racial equity and meaningful community engagement.
- Explains what it will take to do better and how we are planning for the future.

## 7 Results Based Accountability Questions

1. **Who are our customers, clients, people we serve?** (e.g children in a child care program)
2. **How can we measure if our customers/clients are better off?** (performance measures about client results – e.g. percent of children with good literacy skills)
3. **How can we measure if we are delivering service well?** (e.g client staff ratio, unit cost, turnover rate etc.)
4. **How are we doing on the most important of these measures? Where have we been; where are we headed?** (baselines and the story behind the baselines)
5. **Who are the partners who have a potential role to play in doing better?**
6. **What works, what could work to do better than baseline?** (best practices, best hunches, including partners' contributions)
7. **What do we propose to do?** (multi-year action plan and budget, including no-cost and low-cost items)



## Open Data Portal

<https://opendata.ramseycounty.us/stories/s/Community-Indicators/iai8-4ykd/>