

MONTHLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

County Manager's Office

1. Describe how service delivery went in the month of July. What has been working well?

Admin Team:

- Managing reception coverage – All CM admin are flexible and jump in when needed, even with the limited capacity at the moment.
- The assistance of the board secretaries for front desk coverage continues to be a big help, and they have assisted with various things that have come up such as assembling flyers, assisting with in house technology issues, etc.
- Phone calls have largely decreased with only an average of 2 calls a day (from community members needing assistance) and sometimes there have been no calls. Most of the calls received are from RC staff seeking CM staff.
- There have been practically no walk-ins from community members needing assistance.
- Picking up items from the drop box is still manageable – all drop box items lately have been for City or Courts (none for Ramsey County). There continues to be a lag time in the city picking up its mail.

Policy and Planning

- Working remotely is going well for all Policy & Planning and Planning Functional Team (PFT) members and they continue to work on two priority areas: housing and food & basic needs security. Some members are transitioning to support contract management related to CARES Act funding.
- P&P members continue to support the service redesign work, as well as Racial Equity & Community Engagement and Compliance & Oversight teams.
- A few PFT members have transitioned to support the newly established contract management team.
- Having onsite manager of the day at the courthouse rotated between Chief Clerk/Director of Admin Services, Policy and Planning Director, and two Deputy County Managers. Need to reassess this schedule, its overall purpose and if more managers can share in this duty.
- In addition to COVID-related work, P&P members are working on:
 - Census work: Continue to manage 2020 grants, respond to request for information and assistance, and actively coordinate with state and other metro area partners on census-related issues.
 - Immigration: A new round of immigration application went live on August 17th to provide wrap around services that includes outreach and education on impacts of COVID-19 on immigration detention, removal proceedings, access to government benefits/programs and more.
 - Strategic Plan: The 2020 Strategic Plan has been finalized and is posted to the public on ramseyCounty.us page.
 - Supplemental Budget and Performance Measures: Policy & Planning and Finance finalized supplemental budget documents as well as performance measures for all service teams. Service Teams presented their departmental performance measures with the Budget Core Team in early August.
 - Criminal Justice Reform work: CJCC, Bail Reform and Burns Institute
 - Community Resiliency from civil unrest
 - Purchasing and Contracting Action Teams (PCATs): The project sponsors and core planning team have re-established a meeting cadence and drafted workplan and next steps to reconvene all Service Team PCATs in September.
 - Vendor payment process mapping: Policy & Planning working with Finance to map out the vendor payment process, using RECERT invoices as a pilot. Process improvements were identified and implemented to enhance the process. Improvements and metrics for this pilot will be incorporated and aligned with the work of the Strategic Team Purchasing and Contracting Action Team.

MONTHLY SERVICE DELIVERY CHECK-IN

2. What racial equity impacts are you seeing for residents (particularly those most vulnerable and impacted by the COVID-19 crisis) that impact your department’s service delivery approach? What about for staff?

- Admin Team: It has been difficult to determine racial equity impacts for residents, since there have been so few calls and minimal in-person visits at the courthouse. This could be the result of the continued development of other service delivery centers, and that the CM Office is located in the Courthouse and not likely perceived to be a service delivery center.
- Policy & Planning: No modifications. Our team will continue to maximize technology to conduct virtual meetings.
- We are starting to see a possible trend of the CM staff being redeployed and tapped into other developmental opportunities, which is great for ladders and lattices but also creates operational impacts to the team and more transition needs.

3. What service delivery modifications (if any) will you need to make for the next few weeks and why? Please note, significant changes will need to be approved by the county manager.

Admin Team:

- There has been a significant decrease in admin staff due to the redeployment of two staff for IMT: one for the Operations chief of one as a pilot Navigator. (The Administrative Support team consists of a total of seven staff – one has been vacant since January, at the start of COVID, two and then three staff were redeployed to the IMT). We were able to bring back one of the staff from the policy team. Two have been out on medical leave for the past two weeks, leaving the team down to two out of seven.
- We are working on hiring a temporary assistant to help with coverage and other project assistance as needed.
- With the recent absence of some of the admin team staff over the last couple of weeks, it has been difficult to manage the requests for admin support, including from remote staff (from the neighboring departments), who seek assistance with completing their on-site business tasks on their behalf. These tasks are from staff in different service teams that are supposed to provide administrative support to their own staff. A reassessment of how the work should be completed by those departments has been requested.

Policy & Planning

- Policy & Planning and PFT members will continue to uplift our racial equity work and ensure that racial equity remains at the forefront in all that the county does, in areas such as service delivery redesign, planning and implementation, and in response to community unrest and trauma. Team members are dedicating significant time to examining the racial equity impacts on service delivery, access to food and basic needs and housing, as well as community resilience.

Deputy County Manager Comments

- Reviewed and no further comment to the above.

County Manager Comments

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Finance

1. Describe how service delivery went in the month of July. What has been working well?

The month of July went very well for Finance. We made significant progress in the areas of reporting, review of purchases, development of the back-office team, execution of contracts and disaster cost recovery. Here are some highlights:

- Submitted our first CARES Act report to the Treasury
- Brought Tidal Basin on board for Disaster Cost Recovery services. They have assisted with:
 - Reviewing questionable items and providing guidance as needed including equipment purchases, gift cards, and training materials.
 - Developing an approach to payroll tracking and contract reporting/subrecipient monitoring
 - Accounting for assets purchased with CARES funds after December 30 while continuing to use them for community benefit
- Developed a list including redeployed, temporary, partial redeployments and other COVID related staff changes that we are reviewing with the Controllers and Tidal Basin. This is an area that we continue to work on.
- Provided two public financial reports in July as well as two longer leadership finance reports and vacancy reports.
- Worked with Commissioner Frethem and the PAG Finance work group to look at ways to collaborate around CARES funding and ensuring spending is completed in time for all jurisdictions.
- Met regularly with the Compliance and Oversight Team to resolve issues, review high priority issues and provide guidance as a team.
- Procurement made tremendous progress over the past month including the following:
 - Securing hotels for the homeless on a longer-term basis.
 - Executed approximately 137 of 170 contracts for CARES Act services; including 27 mask POs.
 - Provided emergency information quotes for food.
- Established the CARES Act Back Office Team including:
 - On-boarding staff for contract monitoring, financial review, subrecipient monitoring and administration.
 - Tara Bach started as lead for this area.
 - Established a Subrecipient Review Workgroup to develop the monitoring plan, that can be used for all subrecipients of the CARES funds.
 - Established weekly back office team meetings.
 - Began contract monitoring on the executed contracts for WFS and FSNB vendors.
 - Conducted vendor orientations.
- Awarded two additional COVID related grants for homelessness totaling nearly \$2M.
- Revenue applications pending decision: DHS Housing funds for May
- Established a lead person for the financial review of the homelessness work. They are connecting with the back-office team for reporting and consistency.
- Brought forward an RBA to establish the homelessness funding for the remainder of the year including CARES Act funds.

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2. What racial equity impacts are you seeing for residents (particularly those most vulnerable and impacted by the COVID-19 crisis) that impact your department’s service delivery approach? What about for staff?

- We continue to process all our checks and payments within normal guidelines so individuals and businesses should not be impacted. There have been a few delays in this area, but we are working through it and trying to get more people on ACH to avoid delays in the future.
- We are including a form with all checks to ask people/vendors to enroll in ACH. We have received very positive feedback and are currently updating accounts. We will be mailing more forms in September.
- We are considering advances in special circumstances with Finance approval.

3. What service delivery modifications (if any) will you need to make for the next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- We do not anticipate any changes currently.
- We will be starting regular CARES Act reporting by the end of August and bring up the COVID-19 financial data portal also in the next few weeks.

Deputy County Manager Comments

County Manager Comments

MONTHLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Human Resources

1. Describe how service delivery went in the month of July. What has been working well?

- Went live with final department for Phase 1 implementation of Kronos roll out.
- DIOD hosted three New Employee Orientation sessions virtually.
- High attendance rates in virtual training classes in comparison to previous in person training sessions; increased volume of offerings across a broad array of learning and development topics.
- Racial Equity in Action for new employees adapted for virtual presentation and piloted.
- Countywide Leadership Group (CLG) successfully held at the end of June virtually and sessions were made available for countywide access.
- We continue to effectively provide support services, virtual listening sessions, and conflict resolution for departments.
- Hiring approval process adapted to provide quicker turn around based on approvals from Executive Team members.
- Collaborated with the State of Minnesota to recruit shelter assistant for housing operations; held our first few virtual career fairs.
- Began discussions with Workforce Solutions to figure out how we can better support each other in recruiting talent to Ramsey County including use of JobConnect.
- Collaborated with Public Health, Property Management and the County Manager's office to develop Workforce 2.0 framework.
- Continue proactive approach on labor issues.
- Collaborated with the Incident Management Team on redeployments for the navigator roles and other emergent needs; created an environment in which data collection and reporting is more streamlined and accurate.
- Waived vacation and floating holiday caps until November 1 and provided communication to employees and their supervisors.
- Begun to more aggressively move TARP work forward in July.
- Continued to process Families First Coronavirus Response Act (FFCRA) emergency leave requests; 755 requests as of 8/5.
- Delivered to departments specific labor relations training modules virtually.

2. What racial equity impacts are you seeing for residents (particularly those most vulnerable and impacted by the COVID-19 crisis) that impact your department's service delivery approach? What about for staff?

- Developed a draft racial equity action plan for HR operations and scheduled a dedicated time each month for HR leadership to continue to develop and strengthen our own skills and learning around racial equity.

3. What service delivery modifications (if any) will you need to make for the next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- Developed framework for Employee Resource Groups and will launch early fall
- Held the distribution of gift cards for years of service awards since the start of COVID; will send those out departments for distribution to employees beginning in August covering April to present.
- Developing a proposal for the design of the virtual employee/retiree annual recognition event which was cancelled in May to be held in fall.
- Continue to present employee achievement awards but without individual or teams in attendance at the Board meeting.
- Exploring options to assist DIOD team in their service delivery with the increased need for virtual learning and support services/conflict resolution; including redeployment, interns, or temporary hires.
- Adapting contract negotiation processes for possible virtual bargaining.

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Deputy County Manager Comments

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County Manager Comments