

**COUNTY OF MILWAUKEE**  
Inter-Office Communication

Date: April 18, 2024

To: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

From: George Christenson, Milwaukee County Clerk

Subject: County Clerk's Office/Election Commission's 2023 Annual Report

File Type: Informational Report

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This informational report provides a report on how the County Clerk's Office/Election Commission set and achieved its 2023 goals.

**POLICY**

This report aligns to Chapter 108: Achieving Racial Equity & Health.

Milwaukee County Code of General Ordinances:	<a href="#">Chapter 108: Achieving Racial Equity &amp; Health</a>
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**BACKGROUND**

[File 22-104](#) amends Chapter 108 to require that “annually, by April 30 of each year or sooner, each Milwaukee County department leader and/or their designee(s) shall provide a written and oral report outlining their year-end results to a Milwaukee County Board of Supervisors committee. The reports shall, at a minimum:

- (a) Indicate the year-end goals the department set in the prior year
- (b) Share the rationale and relevance of the department's performance metrics (i.e. explaining why they are “SMART” goals (specific, measurable, achievable, realistic, timely, and extending) and how they align to the county's racial equity strategy, if applicable)
- (c) Report the department's year-end results relating to the goals it had set, and
- (d) Provide a thorough analysis clearly articulating why goals were significantly exceeded, met, or not met.
- (e) Explain the department's progress in creating a departmental-level strategic plan that aligns to the countywide strategic plan and provide an update about future plans to revise and enhance the departmental-level plan in the year ahead.”

**ALIGNMENT TO STRATEGIC PLAN**

- 1A: Reflect the full diversity of the County at every level of County government
- 1B: Create and nurture an inclusive culture across County government
- 1C: Increase the number of County contracts awarded to minority and women-owned businesses
- 2A: Determine what, where, and how we deliver services to advance health equity
- 2B: Break down silos across County government to maximize access to and quality of services offered
- 2C: Apply a racial equity lens to all decisions
- 3A: Invest “upstream” to address root causes of health disparities
- 3B: Enhance the County’s fiscal health and sustainability
- 3C: Dismantle barriers to diverse and inclusive communities

Alignment to the above strategic objectives is articulated in response to the questions below.

## **BODY**

1. What were the top 3 goals of your department/office in 2023? Please explain why they are “SMARTIE” goals (specific, measurable, achievable, realistic, timely, inclusive, and equitable) and how they align to the county’s racial equity strategy.
  - Goal 1: By the start of 2024, perform election equipment update to further enhance election security.

The goal is achievable since the Clerk’s Office worked with Election Systems & Software, Milwaukee County’s designated elections equipment provider, to develop a strict timeline to perform the update. As all Milwaukee County residents benefit from having secure, accurate, and transparent elections, this goal is a SMARTIE goal.

- Goal 2: Successfully and efficiently coordinated a transfer of Legislative Assistants from the Milwaukee County Board to the County Clerk’s Office to better align legislative support services with other existing County Board support services.

The Clerk’s Office worked with the Chairwoman and members of the Milwaukee County Board of Supervisors to ensure a smooth transition of Legislative Aides to the County Clerk’s Office, starting on January 1, 2024. The transition was aided by the Administration as they helped secure separate and distinct workspace for these positions. As all Milwaukee County residents benefit from having a responsive and highly functional legislative services division supporting their County legislators, this goal is a SMARTIE goal.

- Goal 3: The Clerk's Office successfully implemented a voicemail system to the County Clerk's main phone line.

This function enables the public to request a call back when calling the office after hours. The Clerk's Office staff calls residents first thing in the morning, thus ensuring that their potentially urgent needs are immediately addressed. Having a provider of County services go above and beyond to ensure responsiveness to residents makes this goal a SMARTIE goal.

2. To what extent were these goals accomplished in 2023? Please explain.

- a. Goal 1: the Clerk's Office worked with Election Systems & Software, Milwaukee County's designated elections equipment provider, to develop a strict timeline to perform the update. The equipment was upgraded in 2023 with no major issues or disruptions. The system was extensively tested and performed perfectly. The security, accuracy, and overall well-functioning of the system was further tested by successfully executing the primary and general Spring election in 2024. This goal is fully achieved.
- b. Goal 2: Immediately upon adoption of the 2024 Budget the County Clerk's Office began working with the County Board leadership staff to ensure a smooth transition of staff. Legislative Aides were incorporated into the County Clerk's Legislative Services Division (LSD), which was a natural fit, given that LSD already provides support to the County Board of Supervisors. A separate and distinct office space was created for the Legislative Aides in Suite 212 of the Courthouse. This goal is fully achieved.
- c. Goal 3: The Milwaukee County Clerk's Office is very often a starting contact point for anyone who needs to interact with Milwaukee County government. In order to better serve the public and address their immediate needs, the Clerk's Office leadership implemented a departmental after-hours voicemail for the Clerk's Office main line. This enables residents to leave a voicemail should they call after hours, so that the Clerk's Office staff can follow up with them first thing in the morning and ensure that they are assisted with their urgent business. This goal is fully achieved.

3. What factors *enabled* progress toward accomplishing these goals?

One of the principal factors that enabled progress toward achieving these goals was the

dedicated staff in the County Clerk's Office, who were willing to go above and beyond to achieve them. Collaboration with both the Executive and Legislative branch of County government also enabled progress toward accomplishing these goals.

4. What factors *hindered* progress toward accomplishing these goals?

There were no major hinderances involving these goals, besides that additional resources would have enabled them to be accomplished more quickly.

5. Aside from financial resources, what help does your department/office need in identifying and achieving your strategic goals?

The Clerk's Office welcomes future consultations with any and all divisions of the County's Administration to outline additional goals for 2024, including the Milwaukee County Office of Equity as well as the Office of Strategy, Budget and Performance.

6. What is the status of your department/office in developing its strategic plan?

Our strategic plan is a work in progress, but we plan to work with the Office of Strategy, Budget and Performance to help us with our strategic planning efforts.

**FISCAL EFFECT**

The report is informational only and there is no fiscal impact.

**VIRTUAL MEETING INVITES**

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**ATTACHMENTS:**

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