

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Surveys: Milwaukee County Departments Collect Information Primarily from Program Users but Guidance should be Provided to Improve Data Collection Methods

File Number: 22-1123
Status Report Date: May 2023

Audit Issued: November 2022
Department: Office of Equity

Open Recommendations

Recommendation #1	
Recommendation - November 2022	
The Office of Equity lead efforts to develop a guide for departments to use when conducting surveys and gathering data. This guide should be completed and distributed to departments within a year.	
Deadlines Established Y/N? Yes	
Date	Management Comments:
Current – May 2023	<p>During this reporting period, The Office of Equity officially hired a Community Engagement Manager who’s responsible for leading recommendations for this audit.</p> <p>Ricardo started his position on December 23, 2022. In January 2023, Ricardo was tasked with reviewing the audit and drafting recommendations based on information received. A draft was due and reviewed internally by the Office of Equity in March 2023.</p> <p>Prior to developing a department guide for conducting surveys and gathering data, it developing a process for “Community Engagement” planning is a foundational first phase. This recommendation will give departments frameworks to effectively determine their goals related to ongoing community engagement which has been shown to be an effective method to increase data collection from community members. This planning will include frameworks and guides to conduct surveys and data to best serve populations effective.</p> <p>Phase one is currently being reviewed and a full Community Engagement Planning process will be submitted by September 2023. Throughout this reporting period, the Community Engagement Manager will continue to meet with County leaders and departments for engagement throughout this process.</p>
Audit Report Response - November 2022	*See consolidated response below.

Recommendation #2
Recommendation – November 2022
The Office of Equity should lead efforts to encourage departments, via both its guide to surveys and when providing assistance to departments to include demographics of respondents and the methods used in

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conducting the survey including but not limited to: type of sample selection if applicable, conducted in-house or via contract, and cost of contract when results of a survey are reported to the public or the County Board.	
Deadlines Established Y/N?	Yes
Date	Management Comments:
Current – May 2023	<p>As mentioned in previous recommendation, the new community engagement manager was hired December 2023. Community Engagement Manager will continue to meet with needed leaders in departments to best engage department leads to be more effective around recommendations from the audit.</p> <p>In addition, the Community Engagement Manager will set on-going meetings as needed to ensure that implementation for recommendations are met in a timely manner. For example, throughout this reporting period, new tasks and timelines have been set to ensure that all recommendations given in 2022 are met in a timely manner to be achieved in 2023 due to new hire occurring at the end of 2022.</p> <p>On-going meetings and calls will be scheduled and hosted when needed to ensure timelines are met.</p>
Audit Report Response – November 2022	*See consolidated response below.

Recommendation #3	
Recommendation - June 2022	
The Office of Equity lead efforts to develop a guide to maximize the results of community engagements that departments are participating in and provide the guide to departments within one year.	
Deadlines Established Y/N?	Yes
Date	Management Comments:
Current – May 2023	<p>Currently, the Office of Equity is working collaboratively internally and externally to maximize results gathered from the audit report and community stakeholder. While the Office of Equity currently has a Community Engagement framework, the final draft of that framework will be completed June 2023. Throughout this reporting period, the Community Engagement manager will continue to work</p>

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	<p>closely with needed stakeholders and partners to ensure the framework drafted will be effective for all departments throughout the county.</p> <p>In addition, due to the new hire, a list of recommendations to maximize findings and recommendations, a list of workshops and strategies are currently being drafted and will be finalized September 2023. The Office of Equity team met with the Audit Compliance Manager and the Milwaukee County Office of the Comptroller Audit Services Division April 2023 to discuss the status of the recommendations and next steps. On going meetings will be scheduled as needed to ensure deadlines are met and completed.</p>
<p>Audit response – November 2022</p>	<p>*See consolidated response below.</p>

<p>*Audit Report Consolidated Response – November 2022</p>	<p>The recommendation will be implemented using:</p> <ul style="list-style-type: none"> • A collaborative process, involving County staff, departments, and community stakeholders to inform the work and the adoption of best practices, • An iterative approach so that the guide(s) continue to evolve as does the County’s work and understanding of advancing racial and health equity, and • A holistic view of how these are integral to County work around expanding resident voices in how we advance equitable decision-making. <p>The Community Engagement Manager in the Office of Equity will be responsible for implementing recommendations, with work supported by members of the Office of Equity team and relevant collaborators in other County offices and departments. The Community Engagement Manager serves to socialize, and development standard practices related to the community engagement framework, including mechanisms to collect and analyze community input to inform decision-making.</p> <p>The implementation will be completed by October 1, 2023. The resulting resources will be introduced and distributed via a variety of communication channels in order to ensure widespread awareness of the resources.</p> <p>Alternate solutions to problems noted in the report if the recommendations are not to be implemented. This year Milwaukee County has a FUSE Executive Fellow in the Office of Equity. The FUSE Corps program is designed to augment local government capacities around racial equity. As part of that work, we are also exploring and designing infrastructure where data is transparent and shared across offices and</p>
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	<p>departments as well as shared back with the residents whose voices, we are hearing. Aligning these recommendations with that work is high priority. We hope to implement a FUSE innovation lab, a design thinking approach to ideation and development which engages resident and community partners along with key County stakeholders, to support the visioning and prototyping of this work. With this Milwaukee County would serve as a leader for other jurisdictions and deliver a proof-of-concept and model approach to community engagement and data collection.</p>
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Newly Closed Recommendations

None

Closed Recommendations

None