

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: April 21, 2022

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

From: Aaron Hertzberg, Director, Department of Administrative Services

Subject: An Informational Report regarding the roles and functions of the Department of Administrative Services

File Type: Informational Report

REQUEST

There is no request at this time.

POLICY

The Department of (Administration) Administrative Services roles are outlined in Chapter 32 of the Milwaukee County Code of Ordinances:

https://library.municode.com/wi/milwaukee_county/codes/code_of_ordinances?nodeId=MICOCOGEOORVOI_CH32DEAD

BACKGROUND

Chairwoman Nicholson has requested an overview of the roles and responsibilities of the Department of Administrative Services. The prepared overview is intended to aid the on-boarding of newly elected and serve as a reminder for existing Supervisors.

While not intended to be comprehensive, staff hopes the report provides a clear and transparent introduction to the Departments roles, responsibilities, and staffing. Staff encourages Supervisors that would like additional information or have questions, feel free to contact us. We recognize the value in collaboration and a clear understanding of our functions. Staff appreciates the opportunity to share our experience and expertise with the Board of Supervisors.

Overview

The Department of Administrative Services (DAS) works to model and empower Milwaukee County's efforts to become the healthiest county in Wisconsin by achieving racial equity. DAS undertakes this work by supporting other County Departments and offering high-quality, cost-effective, reliable, customer-oriented solutions in the areas of contracting, facilities, equipment, materials, fiscal management, risk management, information management, and business development.

DAS is led by Director, Aaron Hertzberg and Deputy (Operations) Director, Sherri Jordan. The 2022 DAS budget includes 256.5 full time equivalent positions across seven divisions. Collectively DAS supports a wide array of functions throughout the County.

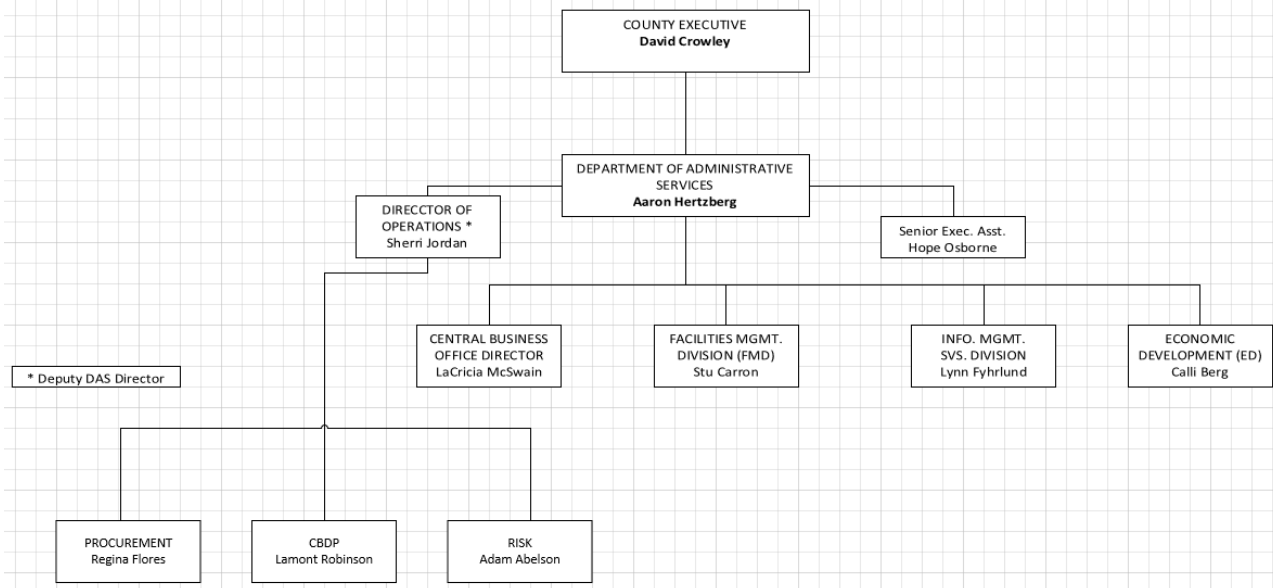
The Divisions include:

- Procurement*: obtains goods and services for Milwaukee County departments, agencies and institutions in a manner that enhances the quality of life in Milwaukee County and fully utilizes all segments of the business community.
- Risk Management*: provides a comprehensive risk management program that minimizes liabilities to the County and that ensures the health and safety of our employees, residents, and guests utilizing County services and facilities.
- Community Business Development Partners* (CBDP): works to increase overall economic viability for targeted and disadvantaged businesses (TBEs and DBEs) in Milwaukee County.
- Central Business Office (CBO): serves as the knowledge base and general support for accounting, budgeting, contract processing, human resources, emergency planning, work rules and records management for the Department of Administrative Services, Office of Emergency Management, Office of Equity, County Executive's Office and Department of Human Resources.
- Facilities Management (FMD): FMD includes Facilities Maintenance, Architecture, Engineering & Environmental Services (AE&ES), Land Information Office (LIO), Sustainability, Utilities. Collectively the Division provides asset management and preservation of County-owned assets and property and ensures that all County-owned buildings are clean, safe, user-friendly, and meet the needs of all tenants, employees and the general public as well as provide technical services to plan, design, construct, manage, operate and preserve Milwaukee County's natural resources and public facilities, in a sustainable and energy efficient manner.
- Information Management Systems (IMSD): collaboratively develops and provides secure, cost-effective technology solutions that meets the needs of Milwaukee County government and its citizens.
- Economic Development (ED): provides high-quality, efficient, and responsive services to enhance economic opportunity and quality of life for all of the people in Milwaukee County. ED also provides real estate services to Milwaukee County, including lease management, surplus property sales, strategy and negotiation services and management of relationships with various cultural organizations.

* Denotes Divisions organized as part of the DAS Operations Division.

The organizational chart below outlines the Department structure and area leads:

DEPARTMENT OF ADMINISTRATIVE SERVICES ORGANIZATION CHART



Prior to 2022, DAS also included the Performance, Strategy and Budget Division. That Division has now been re-established as the Office of Strategy Budget and Performance (SBP) helping to elevate the focus on both Strategy and Budget and providing direct access to those services for elected officials and other County Departments.

2022 Priorities:

DAS is currently undertaking its own planning effort to better strategize and align to the County's Strategic Plan. DAS employees have adopted the slogan "Moving Forward Together" as our departmental theme for 2022.

DAS Leadership is working to advance the following initiatives.

- Confirming alignment to the County's Strategic Plan
- Employee engagement and development
- Breaking down silos (Improving Operations & Communications)
- Supporting our customers
- Measuring & delivering outcomes

Major projects currently underway:

- Strategy and planning work to address major challenges, including structural deficits, pension liabilities, public-private partnership building to focus and enhance the sustainability of County operations and services.
- Reviewing and implementing process efficiency improvements within and among Division with the support of the SBP – Continuous Improvement Group.
- Utilizing American Rescue Plan Act (ARPA) funds committed to Digital

Transformation (IMSD) and major capital investments (FMD). The committed funds and funds currently under consideration will allow the County to invest in facilities and IT resources that will reduce future capital and operational expenses.

- Supporting strategic plan focus groups, including leading the Equitable Contracting Team
- Collaboration with the Office of Equity responding to File 21-1084, reviewing ordinances, policies, and procedures for racism.
- Assisting HR and SBP with addressing issues of employee retention and recruitment.

FISCAL EFFECT

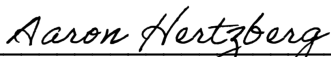
In 2022, the DAS budget was \$66,397,142, including \$48,570,356 of tax levy support of core County operations.

VIRTUAL MEETING INVITES

Aaron Hertzberg, DAS Director

Sherri Jordan, DAS Deputy Director (Director of Operations)

PREPARED BY:



Aaron Hertzberg, DAS Director

cc: Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
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