

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: April 21, 2022

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

From: Scott B. Manske, Milwaukee County Comptroller

Subject: Comptroller's Office 2021 Annual Report

File Type: Informational Report

This informational report provides a report on how the Comptroller's Office set and achieved its 2021 goals.

POLICY

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

Milwaukee County Code of General Ordinances:	Chapter 108: Achieving Racial Equity & Health
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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 2021? 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: Continue and increase communication around equity issues and provide educational resources and support to staff. Monthly diversity discussions at management team meetings will continue. Staff receive a monthly email highlighting the diversity focus for the month. This work is guided by a staff member with expertise in diversity education/communication and the departmental support team. This goal is aligned to strategic objectives 1A & 1B.
 - Goal 2: Collaboratively review and revise office work rules to :
 - 1) Eliminate potential for racial, gender, age, sexual orientation or disabling condition biases.
 - 2) Promote inclusivity.
 - 3) Make additions and adjustments for teleworking opportunities and updated health protocols.

Management team committee will be responsible for drafting and gathering staff input for an updated work-rule on-line document that will be posted and available to all staff by year end 2022. Management will review and update annually or more frequently as circumstances dictate.

This goal is related to strategic objectives 1A & 1B.

- Goal 3: Continue participation in the YES internship program. The YES program is a high school summer internship sponsored by the CPA firm of Coleman and

Williams. The program is intended to increase the number of minority students selecting accounting careers by engaging local high school students in classroom work and business office summer job placements.

2. To what extent were these goals accomplished in 2021? Please explain.

- a. Goal 1: We have continued the practice of monthly diversity conversations/presentations/informational emails.
- b. Goal 2: We have continuously revised office rules to stay current with County health policies during the pandemic. We recently began a pilot program to determine what changes should be incorporated in our employee handbook to accommodate productive hybrid/teleworking arrangements. The pilot period continues through August 2022. At end of the pilot, we will finalize and publish updated office work rules which are reflective of the current work environment and have been reviewed and updated to eliminate biases in practice and language.
- c. Goal 3: For the last 4 years, the Milwaukee County Comptroller's Office has participated in an internship program that is sponsored by the Coleman and Williams, the TBE firm engaged for the County's Single Audit. In 2021 we had one high school intern.

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

- a. Technology has allowed us to continue to meet and efficiently disseminate our diversity-focused information. Communication from County authorities tasked with managing the pandemic response was essential in guiding us to create practices and procedures that helped keep staff safe and productive.

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

Goal 1- Our technology for video presentations sometimes caused delays.

Goal 2-Unavoidable continuous changes in the environment required extra effort to stay current with work rules and their timely dissemination.

Goal 3-A virtual, rather than in-person, internship in 2021 did not provide as much benefit to the student or participating staff as we experienced prior to 2020.

5. What is the status of your department/office in developing its strategic plan?
- Our departmental strategic plan will require updating as we transition from the project phase of implementing the new financial software solution to the management of the tool to accomplish our work/productivity goals.
- Our basic purpose has not changed: "The Comptroller maintains Milwaukee County's accounting books, monitors and reports on budget versus actual fiscal results, prepares annual financial reports of the government and its agencies, and analyzes proposals for the use of county funds. The Office of the Comptroller works to ensure that fiscal decisions are made based on sound financial information. In addition, the Office of the Comptroller provides fiscal information to policy makers to assist them in their policy directives."

FISCAL EFFECT

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

VIRTUAL MEETING INVITES

Scott B. Manske

PREPARED BY:

Scott B. Manske, Comptroller

APPROVED BY:

Scott B. Manske

ATTACHMENTS:

None

cc: Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk