

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: April 21, 2023

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

From: Scott B. Manske, Milwaukee County Comptroller

Subject: Office of the Comptroller 2022 Annual Report

File Type: Informational Report

This informational report provides a report on how the Office of the Comptroller set and achieved its 2022 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 2022? 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: Revise travel procedures using the new Infor XM software to ensure improved compliance with County Ordinances and IRS regulation.
 - Goal 2: Manage County finances and reporting to achieve a clean annual financial audit and receive the GFOA award for Excellence in financial reporting.
 - Goal 3: Complete audit reports in accordance with annual audit plan.
2. To what extent were these goals accomplished in 2022? Please explain.
 - a. Goal 1: A new AMOP was produced, approved and implemented to provide guidance in new procedures for travel expense processing.
 - b. Goal 2: A clean audit opinion was issued in July 2022 and the Annual Comprehensive Financial Report and the Single Audit were produced and submitted in a timely manner. The materials for the GFOA award have been submitted.

- c. Goal 3: Major audit reports were issued on the following topics:
Minding the Gap: to identify policies designed and enacted by Milwaukee County to assist its employees during the Covid-19 pandemic and to analyze the impact and overall satisfaction and feeling of support these policies had on full time employees with an emphasis on women and women of color.

Surveys: to determine whether Milwaukee County departments conduct scientific surveys and received responses representative of the County's community.

Procurement's Purchasing Card Program: to evaluate the adequacy of internal controls, policies, procedures and processes of the program, determine compliance with purchasing guidelines and how purchases are approved, if any improper purchases occurred and evaluate the termination of purchasing cards

Fraud Hotline Activity: Audit Services fielded 127 complaints, closed 11 cases and opened 7 cases in 2022. In 2022, Audit Services assisted in returning \$319,220.17 to the County from counterfeit checks or other unauthorized transactions.

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

Our employee's dedication and skill are the major drivers of our success. We also appreciate the interest and cooperation of personnel in other county departments and elected officials in meeting our financial management and reporting objectives.

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

The implementation of new technology for virtually all transactional and reporting functions at times made progress slow for the Office of the Comptroller as well as for all other County departments. To accelerate user acceptance of the system we have created on-going opportunities for financial management employees to get information and assistance regarding the new system and associated processes such as "Office Hours" for reporting and accounts payable processes.

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

It is challenging to find properly qualified individuals to fill positions when turnover occurs.

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

The Departmental strategic plan is a work in progress and will be revisited soon as part of developing the 2024 budget request.

FISCAL EFFECT

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



Scott B. Manske, Milwaukee County Comptroller

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