

MILWAUKEE COUNTY
INTEROFFICE COMMUNICATION

DATE: February 5, 2020

TO: Supervisor Theodore Lipscomb, Chairman, County Board of Supervisors

FROM: Raisa Koltun, Chief of Staff, County Executive Office

SUBJECT: From the Chief of Staff, County Executive Office, providing an informational report regarding an organizational assessment of Milwaukee County.

REQUEST

There is no request at this time; this report is for informational purposes only.

BACKGROUND

As we begin our work towards the vision of racial equity, we realize changes may need to be made in how the County operates and works together. As such, the County Executive's office hired two consultants to conduct an organizational assessment of Milwaukee County. The goal of the organizational assessment is to examine how we operate today and provide recommendations on how to best align the organization in order to achieve the new vision. Furthermore, any organizational changes should further the objective of building a more customer-focused organization.

The two consultants, Eagle Hill and Sector Management, have partnered together over the last three months. Eagle Hill is based in Washington DC and has national experience in conducting organizational redesigns for governmental entities. Sector Management is a local firm that will ensure that we are using a racial equity lens through this entire process.

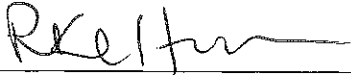
The consultants have spent their time seeking to understand our strategic plan, what future success looks like for the County, how we work together across Departments to drive outcomes, the capabilities required to achieve our vision, the services we offer, and our operating model, governance, and decision-making processes. To do this they have conducted several one-on-one interviews with County leadership and focus groups with employees, County Board Supervisors, and customers of the County.

The final work product includes a current state assessment that identifies the strengths and gaps impacting the organization's ability to deliver on the County's strategic priorities and vision of racial equity. It also includes a set of recommendations—including the benefits and challenges of each—for operational changes to better align the way we work. The assessment only focuses on the executive level operations and does not drill down to examine the specific operations within each Department.

RECOMMENDATION

This report is for informational purposes only. The organizational assessment is intended to be informational. We anticipate it to be used by the incoming administration to guide them in making a more collaborative and efficient Milwaukee County that will better serve our customers and drive us towards racial equity.

The final report from the consultants is forthcoming and will be provided when completed in early March.



Raisa Koltun Chief of Staff, County Executive Office

CC: Chris Abele, County Executive

Kelly Bablitch, Chief of Staff, County Board of Supervisors

Steve Cady, Research & Policy Director, Office of the Comptroller

Teig Whaley-Smith, Director of Administrative Services