

2011 Hennepin County Highlights



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Public Works Program

Environmental Services Department

Grants totaling \$3.9 million were awarded through the Environmental Response Fund for the evaluation and cleanup of 18 contaminated sites. Included in the award is \$1 million in American Recovery and Reinvestment Act funding from the U.S. Environmental Protection Agency to the Minneapolis Park and Recreation Board for cleanup of contaminated soil and fill materials at the former Scherer Brothers Lumber Company site in Minneapolis. The park board plans to clean up and redevelop a portion of the site as a Mississippi riverfront park and trail.

An agreement with the Minnesota Land Trust was completed to add and co-hold a 44-acre conservation easement for Camp Kingswood, located in the City of Minnetrista. The county will contribute \$42,500 for stewardship fees and other costs associated with acquiring the conservation easement. This ecologically diverse natural area had been identified in Hennepin County's natural resources inventory as a priority area in need of protection. The easement prohibits activities that would significantly impair or interfere with the existing natural resources and the critical habitat for plants and animals provided by this site.

A project with Rational Energies HC, Inc. was developed to separate and recover metal and plastic recyclable materials from the incoming municipal solid waste stream at the county's Brooklyn Park Transfer Station. The new sorting process will help the county meet its new recycling goals, reduce county costs, generate revenue and create jobs.

Feedback on how to improve recycling was gathered from 1,900 participants at public meetings, events and community forums and from online and in-person surveys. Participants included residents, representatives from businesses, city environmental commission members, education partners, school staff, multifamily property managers, haulers, recycling companies and municipal recycling coordinators. The feedback was incorporated into the county's updated Residential Recycling Funding Policy.

Housing, Community Works and Transit Department

\$2.0 million in Affordable Housing Incentive Funding was awarded

- Assisted 361 affordable housing units



*Victory Memorial Drive
Reconstruction*

- 27 assisted housing units will serve families earning less than 30 percent of area median income

Construction of 18 accessibility ramps for disabled households was funded through the HRA Modular Ramp and Stairs program (Minnesota Housing grant funding).

Hennepin Lead Program conducted 460 risk assessments and rendered 369 housing units safe from lead paint hazards.

CDBG, HOME and Minnesota Housing funding

- Assisted 71 affordable rental units
- Assisted 126 low income homeowners rehabilitate their home
- Assisted 18 low income households purchase a home
- Secured \$828,900 to provide rental assistance for 25 households for five years

Foreclosure and Foreclosure Prevention

- Received \$2.6 million in NSP3 funding
- 114 foreclosed units assisted
- Foreclosure prevention counselors assisted 1,200 households; 340 foreclosures prevented

Hennepin County Regional Railroad Authority

On April 26, 2011, the federal government made the contractual commitment to pay half the cost of building the \$957 million dollar Central Corridor Light Rail Transit (LRT) line, through the Full Funding Grant Agreement (FFGA). The project is poised to create a total of at least 3,400 jobs in engineering, construction, management and operations personnel by the time trains begin service in 2014.

The Southwest Corridor LRT line received permission from the Federal Transit Administration (FTA) to enter into preliminary engineering. The project goes from one of 100 communities around the country seeking FTA approval, to one of a dozen that has the go ahead to begin preliminary engineering. The Southwest Corridor LRT line stretches approximately 15 miles from downtown Minneapolis to Eden Prairie, with projected ridership of nearly 30,000 average weekday riders by 2030.

The Bottineau Corridor moved to the Draft Environmental Impact Statement (DEIS) stage and scoping will include the investigation of multiple transitway build alternatives. In 2012, the project is expected to select the Locally Preferred Alternative. The Bottineau Corridor extends from downtown Minneapolis through North Minneapolis and the northwest suburbs of the Twin Cities including: Brooklyn Park, Crystal, Golden Valley, Maple Grove, New Hope, Osseo, and Robbinsdale, generally following

Bottineau Boulevard (County Road 81). In addition, the travel shed for this corridor extends through the rapidly growing communities of Dayton, and Rogers.

The Environmental Assessment for The Interchange is underway and will be completed by spring of 2012.

A design-build procurement method was chosen for The Interchange project. A Hennepin County design-build process was developed as mandated by state statute. The project began the two phase process by issuing a Request for Qualifications in September. In October, five statements of qualifications were received. Four responder teams will be short-listed to move on to the Request for Proposals (RFP) phase by the Interchange design-build selection panel and recommended to the County Board in late November. The RFP process begins in early December with proposals returned in February, contract award in March and construction beginning thereafter in 2012.

An additional public participation process was conducted resulting in urban design guidelines to be incorporated into the Interchange procurement process.

The project applied for Congestion Mitigation and Air Quality (CMAQ) Program Grant and for a Tiger Discretionary Grant from the Federal Department of Transportation in October. The project received \$14.682 million in state bonding dollars, \$500,000 from Senator Ellison and a contribution of \$1.7 million from the Minnesota Ballpark Authority.

Development

Community Works completed two property transactions in the City of Crystal related to the Bottineau Boulevard Project. On June 3, 2011, a closing was held to sell vacated Adair Avenue right-of-way to an adjacent commercial property owner to mitigate parking lost to the widening of Bass Lake Road. The sale of the land keeps an existing multitenant building viable and within its parking requirements. Also on June 3, there was a ground breaking for a \$12 million, 43,000 square foot medical clinic at Bottineau Boulevard and Bass Lake Road. The medical clinic will replace the leased space the medical practice is currently in. The project was made possible through the sale of residual property acquired for the reconstruction of Bottineau Boulevard. The new medical clinic will keep valuable jobs in Crystal while allowing room for expansion.

Southwest LRT Community Works

In 2011, the Southwest LRT project entered Preliminary Engineering (PE), and Southwest LRT Community Works and the Southwest LRT project office formalized their relationship to align land use and transit planning. The Southwest LRT Community Works partners came together to develop a vision for the Southwest corridor and created a corporate engagement strategy, including participation in a coordinated

legislative approach. Community Works sponsored the Dallas Area Rapid Transit educational workshop, coordinated community outreach with the Corridors of Opportunity Community Engagement Team, and produced the Transitional Station Area Action Plans request for proposal to be released in 2012. Community Works also initiated the Corridor Investment Framework by completing an infrastructure needs inventory, station character analysis, and a development assessment for the corridor.

Open to Business

As part of a broader strategy to promote economic development, create and retain jobs, and cultivate entrepreneurs, the Hennepin County Housing and Redevelopment Authority (HCHRA) solicited proposals from suburban Hennepin municipalities interested in launching or expanding a small business and entrepreneur technical assistance initiative called “Open to Business.” The following municipalities submitted applications and will be part of the program beginning in 2011: Brooklyn Center, Brooklyn Park, Eden Prairie, Edina, Golden Valley, Hopkins, Maple Plain, Medina, Minnetonka, New Hope, Osseo, Robbinsdale, and St. Louis Park.

Victory Memorial Drive

The restoration of the historic landscaped boulevard, which commemorates the 568 men and women of Hennepin County who perished in World War I, was completed, with a rededication ceremony held on June 11, 2011. Originally dedicated on June 11, 1921, the drive was restored and renovated with the addition of new lighting, benches at the flagpole plaza, and expanded sidewalks and flowering spaces. Green space along the drive was also expanded, making the walking and biking paths more continuous and accessible. Other improvements include restoring the Abraham Lincoln monument and the Grand Army of the Republic Circle, as well as adding gateway monuments at the ends of the parkway and resurfacing the roadway.

Economic Gardening

The Economic Gardening Program sponsored by the Hennepin County Housing and Redevelopment Authority and the Hennepin-Carver WorkForce Investment Board held its initial orientation session for the 15 CEO's representing second-stage entrepreneurs to assist these growth-oriented companies become larger. This one-year pilot program will help these businesses with addressing strategic issues and gain timely insights from experienced peers.

State Dislocated Worker Program

This program serves persons living in suburban Hennepin and Carver counties who have lost employment through no fault of their own. Over the past two years, WorkForce Service Area #9 received approximately 15.5 percent of all state funding for dislocated workers and has accounted for 25.13 percent and 26.76 percent of all persons exiting from the program for the completed program years 2009 (July 1, 2009 to June 30, 2010) and 2010 (July 1, 2010 to June 30, 2011) respectively. Of the 1,774 clients exited in 2009, 86.7 percent gained employment at an average wage of \$42,374. In program year 2010, 1,664 exited and 86.2 percent gained employed with an average wage of \$46,234.

Corridors of Opportunity

- \$800,000 was secured for Southwest LRT Community Works
- An RFP was released for Bottineau Boulevard Transitway Station Area Pre-Planning (\$150,000) to prepare for effective station area planning and engagement efforts
- Community Engagement Grants (totaling \$350,000) support nine community organizations efforts to connect under-represented communities to transit planning processes throughout the region
- Housing/Transit-Oriented Development Loan Program (\$14.3 million) supports preservation and new construction of affordable housing along Central, Hiawatha and Southwest LRT Corridors

Social Media Pilot Project

The suburban Hennepin/Carver County Workforce Investment Board began implementing an employment recruiter based Social Media Pilot Program. This is an attempt to utilize the freedom and ease of use capabilities of social media for recruiters in an attempt to lower the cost of doing business placing program participants into employment.

Minnehaha-Hiawatha Community Works

On November 8, 2011, the County Board adopted the Strategic Investment Framework for the project. This framework will guide public and private investment to enhance economic vitality, improve natural systems, and strengthen community connections in the corridor. In the spring, Community Works kicked off the Hennepin CARE project, a U.S. EPA funded effort to prioritize and ultimately address environmental and health risks in the corridor area. Project staff has led a broad community engagement process through which over 650 community members and businesses have talked about

community assets and concerns. In addition, Community Works has been working with the City of Minneapolis, Mn/DOT, Metro Transit, Canadian Pacific Rail, and other partners to address difficult street crossings at Hiawatha Avenue, to replace an unused rail segment with a pedestrian and bikeway, and to identify opportunities to reuse a tax-forfeit property as a community space.

Sentencing to Service (STS) Homes

Under a new partnership, STS Homes participants will receive classroom training through and be certified by Summit Academy's Rehabilitation Technician Program. The partnership represents a significant restructuring in the services and operations of STS Homes and Summit Academy that will enhance both programs and provide better opportunities for recipients of the training. Under the new partnership, participants in the training program will be recruited and jointly selected by STS Homes, Department of Community Corrections and Rehabilitation, and Summit Academy.

Real Estate

- On January 31, 2011, property was purchased from Minnesota State Colleges and University for the new Brooklyn Park Library
- On May 22, 2011, surplus property along Highway 81 was sold to the City of Crystal EDA
- On June 3, 2011, the 701 Building was acquired
- The closing of transaction associated with the Northwest Family Service Center transpired on September 7, 2011
- 102 parcels of land for county road projects were acquired
- Condemnation parcels for six county road projects were resolved
- Project development projects along seven county roads were assisted with
- 123 county leases were effectively administered and managed

HCRRA

- On August 3, 2011, the land exchange with the City of Minneapolis related to Van White Boulevard was finalized
- 56 miles of corridor (leases, encroachments, easements and permits) were effectively managed
- CEPRO site improvements were managed in concert with the City of Minneapolis and Phillips Neighborhood

Management Support Department

Hennepin County has acquired a Ford Transit Connect 100 percent electric vehicle through Drive Electric Minnesota. Drive Electric Minnesota is a public/private partnership with Xcel Energy and other government agencies. The county's Transit Connect, a mini cargo van, will be used to deliver interoffice mail among county buildings.

An electric vehicle charging station for public use has also been installed under the partnership. The county's charger is located in the Hennepin County Library – Minneapolis Central underground parking ramp. Owners of electric vehicles may visit www.mychargepoint.net and click on the "EV Drivers" tab to request a charger access card. Currently, there is no fee to use the charger, but users are required to pay the usual parking ramp fees.

The Public Works Management Support Central Mobile Equipment Division locked 80 percent of their fuel purchases under the state's fixed price fuel contract for 2011 (2/1/2011-1/31/2012). The county purchases 800,000 gallons of fuel annually split 50/50 between unleaded and diesel. The budgeted fuel cost for 2011 is \$2.4 million, at an average cost of \$3.00 per gallon. The weighted average cost for fuel purchased under the state contract will be \$2.859.

Transportation Department

- Completed design and let bids on \$33.5 million in road, bridge and trail improvements, including CSAH 153 (Lowry Avenue) Phase 2 bridge, CSAH 22 (Lyndale Avenue) bridge and roadway, CSAH 152 (Washington Avenue) bridge widening and reconditioning, Americans with Disabilities Act (ADA) pedestrian ramp improvements at various locations, and bituminous mill and overlay and concrete pavement rehabilitation improvements at various locations.
- On December 6, 2011, bids will be opened for the CSAH 22 (Lyndale Avenue) roadway reconstruction project - Hennepin County will become the first county in Minnesota to utilize electronic bidding.
- Completed the annual bridge inspection program - in 2011, staff inspected 118 bridges owned by the county and other agencies.
- Completed reconstruction of County Road 101 from south of CSAH 6 to south of CSAH 24 in the City of Plymouth.
- Completed reconstruction of CSAH 14 (Douglas Drive) from north of 109th Ave to CSAH 12 in the City of Champlin.
- Completed rehabilitation of the bridge on CSAH 152 (Cedar Avenue) over CSAH 122 (Washington Avenue) in the City of Minneapolis in preparation for, and in conjunction with construction of the Central Corridor.

- Completed (re)placement of 342 pedestrian access ramps in the City of Minneapolis in compliance with the Americans with Disabilities Act.
- Successfully kept six road construction projects active during the 21-day shutdown of the state government, which suspended material inspection services normally provided by the Minnesota Department of Transportation on construction projects.
- Completed 147 lane-miles of bituminous overlay.
- Participated in the Victory Memorial Drive Rededication Project overlaying 5.19 lane-miles of parkway.
- Converted 56 intersections from incandescent bulbs to light emitting diodes by either county forces or through county/city partnerships. The conversion will save taxpayers approximately \$46,667 per year. Energy saved from the conversion will power 75 houses per year and eliminates 549 metric tons of carbon monoxide emissions - equivalent to taking 105 cars off the road.
- Converted 10 intersections from loop vehicle detection to video camera detection primarily in support of the Road and Bridge Operations Division bituminous overlay program.
- Completed transition to an all electronic permitting system in the Permits Office. Utility, transportation, and entrance permits are now available exclusively online at <https://roadpermits.co.hennepin.mn.us/>
- Installed Flashing Yellow Arrow 4-section heads for protected/permissive left turns at six intersection locations: CSAH 110 (Commerce Boulevard) and Sunnyfield Road in the City of Minnetrista, CSAH 4 (Eden Prairie Road) and Terrey Pine Drive, Timber Lake Drive, TH 212 North and South Ramps and Candlewood Drive in the City of Eden Prairie.
- Implemented the first wireless modem connection for communication between the Medina Traffic Management Center and a traffic signal at CSAH 81 (Bottineau Boulevard) and CSAH 109 (85th Avenue North) in the City of Brooklyn Park.
- Reconfigured the striping of three roadways in the City Minneapolis which added four miles of on-road bikeways at CSAH 5 (Franklin Avenue), CSAH 23 (Marshall Street) and CSAH 48 (26th Avenue). Striped urban shoulders along portions of CSAH 152 (Washington Avenue) and CSAH 52 (Hennepin Avenue).
- Participated in the funding of three bikeway projects including CSAH 19 trail in the City of Hanover, Intercity Trail in the City of Minneapolis and a future bridge of the Luce Line Trail over CSAH 61(Xenium Lane) in the City of Plymouth.
- Closed five gaps in the bikeway system and the partial closure of one additional gap. The gaps included CSAH 101 off-road trail in the City of Plymouth, two gaps at Flying Cloud Drive in the City of Eden Prairie, Dakota Rail Trail near TH 7 in the Cities of Minnetrista and St. Bonifacius, CSAH 10 (Bass Lake Road) near the Brookdale Shopping Center in the City of Brooklyn Center and a portion of CSAH 35 (Portland Avenue) in the City of Richfield.

- Completed the 2030 Hennepin County Comprehensive Plan and 2030 Hennepin County Transportation Systems Plan which was approved by the Metropolitan Council.
- Published a draft of the Americans with Disabilities Act (ADA) Transition Plan for public review and comment and hosted four ADA open house events where the public could meet with department staff to comment on the plan and discuss ADA issues. These events were attended by approximately 50 individuals from the public, disability groups and other public agencies. Comments were received from 15 different individuals, agencies or groups.
- Hosted the 2011 National Association of County Engineers (NACE) Conference.

Bridges

- Replaced the CSAH 135 (Tonkawa Road) bridge over Maxwell Channel in the City of Orono.
- Replaced the CSAH 146 (Brown Road) bridge over Long Lake Creek in the City of Orono.
- Replaced the Godfrey Bridge carrying CSAH 46 (East 46th Street) over Godfrey Parkway in the City of Minneapolis.

Roads

- Reconstruct CSAH 53 (66th Street) in the City of Richfield
- Reconstruct CSAH 81 (Bottineau Boulevard) from north of 63rd Avenue North to CSAH 8 (71st Avenue North) in the City of Brooklyn Park
- Reconstruct CSAH 101 from north of CSAH 62 (Townline Road) to north of CSAH 3 (Excelsior Boulevard) in the City of Minnetonka
- Reconstruct CSAH 103 (Broadway Avenue) from Candlewood Drive North to CSAH 109 (85th Avenue North) in the City of Brooklyn Park
- Reconstruct CSAH 152 (Brooklyn Boulevard) from TH 100 to I-94 in the City of Brooklyn Center

Public Safety Program

County Attorney's Office

Using a relatively new law, the County Attorney's Office has sought long and even life sentences, for certain serious and repeat sex offenders. In the past two years, this office has indicted five offenders under the new law, or nearly one-third of all such cases in the state. One was convicted and received a life sentence, another pleaded guilty and received the maximum non-life sentence available and three cases are pending.



Unwanted Medicine Collection Event

The Minnesota Career Offender Act was used about 30 times to put chronic thieves, burglars, and other property offenders who make our neighborhoods feel unsafe into prison. Meeting the high threshold set by the law, criminals can be locked up for five years or more, instead of the less than two they ordinarily would receive.

This agency is working with the Wilder Foundation, through grant funding, on a study aimed at eliminating racial disparities in the juvenile justice system. The project is part of the Hennepin County Juvenile Detention Alternatives Initiative and also involves police, the courts and the community.

Department of Community Corrections and Rehabilitation

An evaluation study of the One-Day DWI program was conducted, which showed that first-time DWI offenders who attended the One-Day DWI program had almost 50 percent fewer repeat DWI offenses compared to similar offenders that received traditional probation services. This program could result in as many as 750 fewer DWI offenses over the next fifteen years. Thanks to the leadership of Chief Judge James Swenson, the results of the One-Day DWI program were recently shared with judges across the state at the Minnesota Judicial Council. Dakota County has implemented their own program based on the Hennepin model and several other counties in Minnesota and Texas are reviewing the model for implementation.

A new comprehensive correctional medical services program was developed and initiated, which provides healthcare services to the residents of the county's three correctional institutions. As a result, a healthcare provider is now onsite at the Adult Corrections Facility 24/7; all medications are dispensed by trained healthcare providers (not security staff); residents have better onsite access to healthcare providers; and pharmacy costs were reduced by 40 percent in comparison to 2010. In addition, the Department of Community Corrections and Rehabilitation (DOCCR) is on the way to

achieving accreditation with the National Commission on Correctional Healthcare, which is expected to be finalized in 2012.

More than 1,400 Sentencing to Service (STS) work crew person hours were provided to help with tree and debris removal in North Minneapolis after the May 2011 tornado destroyed many sections of the neighborhood.

A full-time probation officer was reassigned to the Sheriff's Criminal Information Sharing and Analysis Unit and the Violent Offender Task Force to share timely intelligence and provide a point of contact for all DOCCR staff whose clients may have warrants or may have absconded from placement. In the first seven months of the program, 85 percent of the 329 people referred were arrested, including intensive supervised release fugitives, sex offenders, drug offenders and individuals threatening their families. These arrests have taken place in Minnesota, Illinois and Georgia.

AnyTrax, a new voice recognition software system that provides cost-effective, electronic supervision of low-risk offenders and allows us to focus more resources on high-risk offenders who most need them was implemented. The system uses biometric "voice print" verification to confirm clients' identities with over 99 percent accuracy and has the ability to monitor clients anywhere in the U.S. When low-risk clients are referred to AnyTrax, they are responsible for regularly checking into the system via phone and answering a series of predetermined questions that are designed to measure their compliance with court conditions. If a client is found to be in violation of court conditions, the client's AnyTrax privileges can be revoked, putting them on a higher level of supervision.

A Volunteer Services Standardization Task Force was formed to inventory and standardize the department's current volunteer services policies and procedures in order to better align with countywide efforts to maximize available volunteer resources and improve the way in which Hennepin County volunteer services are delivered.

Public Defender's Office

The Public Defender's Office reorganized from a "Team" system (eight separate Teams handling Felony, Gross Misdemeanor and Misdemeanor cases) to "Divisions". There are four Divisions: Gross Misdemeanor/Misdemeanor; Property Drug; and two Felony Units. With this restructuring, the attorneys will handle only certain case types and will only be responsible for the respective calendars.

This agency has worked with other agencies in helping develop the Capstone Project. The Hennepin County Capstone Project will address children that have been categorized as "Cross-over Youth". These are children who are involved in Human Services and the Corrections arena. This is an area that has great potential in helping our clients "up front". In addressing the issues better, not only is the child/family helped

there is a better chance at long term success and “getting out” of the system. Hennepin County will convene an inter-agency/inter-disciplinary team (including judges, social workers, probation officers, mental health experts, school representatives, data analysts, county attorneys, public defenders and agency leadership) to identify and implement strategies for coordinating case management for youth who cross over from social service systems to delinquency systems with a goal improving family engagement and targeted interventions that move youth into safe, stable and supportive environments to prevent them from multiple placements and from penetrating deeper into the juvenile justice system.

American Defender - Case Management system is a robust product that has taken a lot of additional work to get it to operate the way we need it. The e-Discovery process with the City of Minneapolis was developed and tested. Discovery is now being received electronically with files “opened” in American Defender.

Closed cases are now being scanned and put in American Defender in order to minimize the need for offsite file storage. This process will continue to be developed and along with establishing procedures for retrieving stored/closed files, scanning and saving in American Defender.

Sheriff’s Office

Since 2006, violent crime in the county has dropped approximately 32 percent. This past year, the Sheriff’s Office (HCSO) confiscated 185 illegal firearms and approximately 890 pounds of illegal narcotics. There were 23,718 warrants were satisfied which includes 5,108 felony warrants. On the Sheriff’s Wanted Weekly Bulletin, 121 persons were featured and 56 were arrested. The Sheriff’s Crime Lab completed 206 death investigations (statistics from January - October).

New collaborations were launched with local law enforcement agencies to share criminal information and resources in an effort to prevent and suppress crime. HCSO began an investigative collaboration with Brooklyn Park and Brooklyn Center Police Departments. HCSO created the West Hennepin County Crime Collaboration which includes 11 law enforcement agencies such as Wayzata and West Hennepin Public Safety.

The Sheriff’s Office responded to emergent events such as the Minneapolis tornado and requests for augmented patrols from suburban agencies that identified crime “hot spots.” HCSO responded to planned events and proactive enforcement such as OccupyMN demonstrations on the Government Plaza and SafeZone patrols in downtown Minneapolis.

Major components of a new records management system (RMS) were implemented. The RMS will assist in crime reduction by enhancing the sharing and analysis of

criminal information with public safety partners. To reduce costs, the RMS was part of a group purchase within a large government consortium.

State bonding was secured to build the new Sheriff's Emergency Communications Facility at Parkers Lake in partnership with the Hennepin County Board. After 35 separate city councils adopted resolutions of support for this project, state lawmakers approved \$4.7 million in state bonding to offset total project cost. The replacement of this 64 year old facility is needed to ensure uninterrupted emergency communications across Hennepin County now and into the future.

A new policy manual system called Lexipol was implemented. It is a state-wide policy manual based on federal, state, and case law, regulatory action, and best practices. The Lexipol system communicates clear and concise policy guidance to employees. Its policy updates offer greater risk management for public safety agencies.

Health Program

Hennepin Healthcare System, Inc.

Continued to expand access to primary and specialty care with the opening of the Be Well Clinic in the Hennepin County Government Center, Neurology and Specialty Clinic in the 212 Medical Center in Chaska, and the St. Anthony Village Clinic.

Achieved health care home certification from the state for six primary care clinics: East Lake Clinic, the downtown Pediatric Clinic, Richfield Clinic, Positive Care Clinic, Aqui Para Ti, and the Coordinated Care Clinic.

Completed major renovation and expansion of the Burn Center and Acute Burn and Wound Clinic, which provides critical burn care to the entire region.

Became one of four percent of U.S. hospitals to achieve Stage 6 in the Electronic Medical Record Adoption Model and met "meaningful use" criteria of the American Recovery and Reinvestment Act to qualify for a federal incentive payment.

Awarded LEED (Leadership in Energy and Environmental Design) certification for the Whittier Clinic at the Silver level by the U.S. Green Building Council, the first healthcare facility in Minneapolis to be awarded such certification at any level. The new facility also received numerous other awards and recognition for sustainable design and architectural excellence.



Whittier Clinic

For the 15th consecutive year, named by *US News* as one of Americas Best Hospitals. Diabetes and endocrinology care cited as a top 50 program and six other specialties identified by *US News* as high performing.

The "observed to expected" mortality rate for patients admitted to HCMC continues to be among the lowest in the nation.

Provided more than \$150 million of community benefit services, more than any other Minnesota hospital. "Community benefits" include uncompensated care and provision of services that are designed to improve community health and increase health care access, respond to community and public health needs, support research, community education, and medical education and training.

Medical Examiner's Office

In December 2011, the office will transition from outdated data management technology to a brand new state-of-the-art computerized Medical Examiner's Case Management System that will allow staff to better safeguard data and do vital work in a more efficient and paperless manner. In partnership with the Minnesota Coroners' and Medical Examiners' Association, staff successfully facilitated the 28th consecutive Forensic Science Seminar in Brooklyn Center, once again providing a quality educational and networking opportunity to a record number of medical, legal, law enforcement and funeral industry professionals from across the State of Minnesota. Physician and investigations staff held key leadership positions in both state and national organizations, such as the Vice Presidency of the Minnesota Coroners' and Medical Examiners' Association and the National Association of Medical Examiners.

Considerable time and resources were invested into further teaching the investigative staff on how to work closely with NAMUS (the National Missing and Unidentified Persons System) in order to identify the unidentified and help families across the United States find closure.

As of mid-November, there have been nearly 100 more cases referred to this office than the same time last year.

This past year, we lost a true pioneer in our field with the death of Dr. John Coe, the first of only three Hennepin County Medical Examiners. The continued good work and solid vision for the future of the office are without a doubt the best way to honor his legacy.

Metropolitan Health Plan

Effective March 1, additional low-income people became eligible for Medicaid benefits under an expansion of Minnesota's Medical Assistance (MA) program. Adults without children, many who were formerly participants in the Coordinated Care Delivery System (CCDS), signed up for coverage with the Metropolitan Health Plan (MHP). Enrollment of these new members required system changes to ensure enrollment, benefit coordination, claims processing and case management were effectively supported. Marketing and member communication were also supported through the production of member lists, demographics and mailing labels.

In preparation for the enrollment of 12,000 members in Hennepin County's Integrated Health Initiative, MHP along with the other Hennepin Health partners began the build to provide a new model of health care delivery. Changes to back office systems for enrollment, claims adjudication, benefit determination and reporting are under way. Additionally, interfaces between MHP systems and HCMC systems to facilitate the flow of data to provide better patient care at provider sites are also under development in preparation for the January 1, 2012 deadline.

NorthPoint Health and Wellness Center

Saturday Kids Day Dental Clinic (SKDDC) was launched at NorthPoint Health and Wellness Center. With the increasing demand for children's dental services in the Twin Cities, SKDDC serves children 0-17 years old three Saturday mornings a month offering a wide range of general dental services.

The primary goals of SKDDC are to expand dental services to children and youth; allow access to services without having to take children out of school; and to create a "child friendly" place which helps remove the fear of going to the dentist. Since its launch, Kid's Dental Clinic has served over 400 children in 2011.

NorthPoint has increased its total number of patient encounters from 56,983 in 2006 to 77,072 in 2010. This represents a 35 percent increase over the last five years. Several quality benchmarks were achieved by NorthPoint this year: Immunization rates for 2 year olds increased from 56 percent in first quarter 2010 to 87 percent in first quarter 2011. NorthPoint Health & Wellness Center was recognized by Minnesota Community Measurement for setting the statewide benchmark at 83 percent for testing women for Chlamydia. This was the highest percentage of any medical group throughout the state. In first quarter 2011, the benchmark reached 90 percent. The percentage of pregnant women having their first prenatal visit and post partum visit increased from 65 percent to 71 percent for prenatal and from 33 percent to 76 percent for post partum.

NorthPoint is participating along with other organizations, the city and Hennepin County departments in tornado recovery efforts to meet the basic needs for families displaced by the tornado and the long-term recovery needs including mental health. In addition to

providing food, housing assistance, medical assistance and household clean-up supplies, NorthPoint is coordinating Psychological First Aid training, art therapy, support groups, teen peer outreach educators and media campaigns. Over 2,000 families have been assisted through these efforts.

NorthPoint opened its doors to a new co-occurring mental health chemical dependency program this year. Clients can receive chemical dependency assessments, mental health and chemical dependency treatments as part of one treatment plan. Staff are certified CD counselors and mental health therapists trained in treating clients with co-occurring mental health and chemical dependency disorders. Response to the new program, called Renaissance has been excellent by both clients and community organizations.

Library Program

Hennepin County Library

Hennepin County Library patrons are using their libraries in record numbers. Projected year-end numbers for 2011 include more than 5.9 million visits to libraries, about 17.8 million items checked out, and more than 21.6 million visits to the Library's website (www.hclib.org). An estimated 465,000 books, music and movies were downloaded--an increase of 250 percent over the previous year.



Opening of renovated Northeast Library

The launch of our mobile application for smartphones allowed patrons to search the catalog, renew and reserve items, and use GPS functionality to locate a library. In one month, over 567,000 catalog searches were conducted in the mobile app. Texting service was added as another way for library patrons to connect with Ask Us services, in addition to reference in person, on the telephone, via email and chat. A video reference pilot at Nokomis Library is underway to allow more flexible staffing. While the Nokomis librarian is conducting storytime or community outreach, another librarian staffs the video reference service off-site and may accomplish other tasks when not responding to Nokomis patrons' questions.

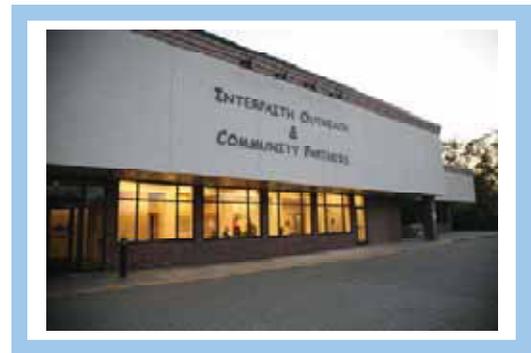
The grand openings of the renovated and expanded Northeast and Nokomis libraries made library services available in 41 locations throughout Hennepin County. With these openings and the use of ballpark sales tax revenue, Hennepin County libraries were open 1,868 hours every week.

Over 2,300 volunteers contributed over 100,000 hours of service in support of library service delivery and materials handling.

Human Services Program

Human Services and Public Health

In August 2011, Human Services and Public Health Department (HSPHD) staff moved into the Interfaith Outreach and Community Partners facility, or IOCP, a non-profit that provides both emergency and long-term solutions around food and clothing, housing, employment, child care, transportation, and connections to other resources. The new location in Plymouth solidifies a partnership with IOCP, Hennepin County and Wayzata Public Schools Community Education. Collectively, this partnership strengthens a continuum of service -- improving access to services for families in their local community, streamlining processes and better integrating services with IOCP and other community-based organizations. This collaboration represents more than just co-location, it is an example of and the model for future public private partnerships as the provision of regional services moves forward.



Interfaith Outreach & Community Partners Facility in Plymouth

HSPHD has teamed with the Department of Community Corrections and Rehabilitation to better serve youth involved in Child Protection and Juvenile Probation who have mental health needs. Two Navigator positions were recently created to assist social workers and probation officers in following up on youth when a state mandated mental health screening indicates a mental health need. The two Navigators have expertise in health insurance coverage, mental health providers, and programmatic requirements that can help at-risk youth and their families to quickly access diagnostic assessments and needed services in an increasingly complex mental health service system.

Throughout the year, HSPHD and other county staff worked to develop Hennepin Health, a Medicaid demonstration project to test an innovative and integrated approach to health care. The project will focus on approximately 10,000 poor adults who have no dependent children in the home and who qualify for Medical Assistance. This population often receives minimal preventive care, is at high risk for acute care needs, and has poor health outcomes and health status. The premise of the model is that for this safety-net population, treating a patient's medical problems without also addressing underlying social, behavioral and human services needs produces limited results at a very high cost. By addressing the needs of the whole person, health outcomes can be improved as well as reducing the total cost of providing care and services to this challenging population. In addition to HSPHD, the core partners of this project include Hennepin County Medical Center, NorthPoint Health and Wellness and Metropolitan Health Plan.

HSPHD, the Department of Community Corrections and Rehabilitation, and the Juvenile Courts are working together on an initiative targeting youth who are have a case open in both social services and corrections. Called the Crossover-Youth Project, its goal is to

provide services and supports to children and their families to reduce the risk of deeper involvement in the correctional system and to reduce Out-of-Home Placements for children who can safely live in the community. The project accomplishes this through information sharing, joint case planning for dually involved youth, joint placement screening for Out-of-Home Placement and collaboration on resource development. It is part of an ongoing partnership between the three entities to work toward improved outcomes for youth and their families.

Along with multiple other community partners, HSPHD contributed to the response to the May 22 tornado, providing significant staffing for the various disaster relief sites and managing increased workloads at our Century Plaza site to meet the needs of North Minneapolis residents. HSPHD provided immediate access to emergency shelter, emergency assistance, food support, behavioral health services and other services, as needed. Within the first three weeks alone, staff met with and completed eligibility processing work for approximately 5,000 clients. It was a major response effort that required many employees to work long hours, including weekends and the Memorial Day holiday. Six months after the event, HSPHD continues to work with the City of Minneapolis and other partners to help address the ongoing needs of residents affected by the tornado. This is done through public messages, information campaigns, training on mental health supports for providers, teachers, and community organizations, early identification and access to services and financial assistance for persons who are at risk of losing their housing.

General Government Program

County Administration

Strategic planning across the organization continues to be an important focus for County Administration. One component of this planning is the commissioner retreats specific to the annual budget process, now in their third year. The retreats have been valuable for the departments to discuss their long-term planning with board members and gain their input and feedback. The budget process is ongoing throughout the year and departments have worked to build on each year's conversation and direction from the board as they develop their budget. As a result, 2012 is the third year in a row in which there will be no increase in property taxes for operations.



Employees receiving CPR training.

Succession Planning is also an important component of strategic planning. It has been known for several years that a large percentage of senior leaders are soon to reach retirement age and have worked to build a framework to develop future leaders. We have identified a pool of potential leaders for the future and are focusing on their

development through challenging experiences, feedback and relationships and education. To date, two individuals from the pool have advanced to Director positions.

There has been significant turnover among directors this year. Judy Regensheid was appointed Chief Information Officer, Sherrie Simpson was appointed Director of Research, Planning and Development, Eric Waage was appointed Emergency Management Director, Mark Chapin was appointed Director of Taxpayer Services, and Karen Sturm was appointed Interim Executive Director of MHP. Recruiting for the Assistant County Administrator of Public Works is currently underway.

Diversity has been a major focus this year. A Diversity Leadership Team, comprised of several department directors and led by the deputy county administrator, was formed to champion the importance of diversity in the workplace. A new standalone Diversity Policy was developed and has been presented to the County Board for approval. There has also been a mentorship program developed for future leaders in the county.

The state government shutdown presented us with issues that could have significantly impacted our provision of services to residents. County Administration convened a high level work group which met regularly to develop strategies and address a variety of scenarios that could have occurred. Commissioners were briefed regularly and provided guidance to staff.

The Government Center plaza was targeted as local site for the national Occupy movement. Since October 7, a group of protesters have been on-site expressing social concerns in various ways. Managing and maintaining our property and providing for the safety and security of the protesters, staff and visitors have required a strong coordinated effort. County Administration led regular meetings between the Sheriff's Office, Property Services Security, Public Affairs and the County Attorney's Office to ensure information was shared and any actions were taken in a thoughtful and consistent manner.

A Feasibility Study for an Integrated 9-1-1 System has been ongoing throughout the year. We have been working with all of the local cities with their own Public Safety Answering Points to develop this study. The initial report has now been received from the consultant and a meeting has been scheduled with the jurisdictions to review the report. The next step in this project is to develop the financial analysis of how this integration could be accomplished and alternatives for funding it.

County Assessor's Office

840 valuation calls from property owners were responded to regarding their 2011 Valuation Notices from the 24 municipalities where the county serves as the City Assessor. These calls lead to 101 formal reviews at Local Boards of Appeal and Equalization and Open Book Meetings.

For the 2011 County Board of Appeal and Equalization, staff appraised 268 parcels across Hennepin County and presented the findings to the Board for consideration.

The 2011 assessment was approved by the State Board of Equalization for all property types and all suburban jurisdictions. This was accomplished by maintaining a 95 percent direct sales ratio level on all residential properties and meeting other criteria as set by the Department of Revenue.

Emergency Preparedness

Northside Tornado

Hennepin County was impacted as part of a national severe weather outbreak that started on May 21, 2011. The outbreak produced 180 confirmed tornadoes in the U.S., including the huge Joplin, Missouri tornado. Minnesota was hit by five tornadoes, including two striking Hennepin County. The first tornado touched down in Medina at 6:30 p.m. without producing property damage. The next day at 2:00 p.m. a tornado quickly touched down in St. Louis Park damaging buildings and flattening trees. It then moved through Golden Valley and into Minneapolis where the damage was especially intense. Two people were killed and 47 injured by the storm. Hundreds of structures were damaged or destroyed.

The department assisted the impacted cities and helped coordinate the county's response. Staff assisted the City of Minneapolis in securing county support for debris removal and state helicopter support for an aerial damage survey. Staff also provided assistance to the National Weather Service during their evaluation of storm intensity and to the state for their Preliminary Damage Assessment as part of the Presidential Disaster Declaration process. During the recovery phase, Emergency Preparedness personnel assisted both the county and Minneapolis human services and public health departments in coordinating their large-scale public assistance efforts. Staff also helped county budget and finance personnel understand the federal disaster relief process.

Reorganization

Emergency Preparedness was realigned to report directly to County Administration in August 2011. The reorganization included the arrival of new staff with specialized skills and broad disaster experience. The department coordinates and aligns emergency management activities across the range of the Hennepin County government enterprise. The focus is on providing decision-support tools for senior leaders and supporting municipal governments with their emergency needs. Existing programs and processes are in review, with the close and ongoing participation of customers, partners and suppliers, to ensure unity of purpose and effort.

Examiner Of Titles

Mortgage foreclosures remain at a high level resulting in increased work for the office. The heavy workload has been managed by the use of part-time law clerks and law school interns, and by shifting work, where appropriate, to the office's capable and well-trained support staff.

The office is currently working with District Court Administration to move all of the examiner's cases to electronic filing. E-filing will increase efficiencies and reduce expenses, while providing better service to customers.

Human Resources

Human Resources (HR) continued developing a work environment plan to better align with the priorities and needs of the Gen X and Gen Y population so that Hennepin County can continue to attract and retain a high quality workforce and ensure knowledge transfer as the Traditionalists and Baby Boomers begin to retire.

In conjunction with County Administration, Human Resources promoted the continued use of the voluntary special leave without pay program. More than 4,400 employees took this leave in 2009 and more than 2,400 took it in 2010. Total budget savings in 2009 and 2010 - \$6.7 million. As of October 22, 2011, 1,683 employees have used 60,899 hours resulting in a savings of more than \$1.6 million.

HR developed Social Networking Guidelines which will be rolled out in 2012 with the revised Internet, E-Mail And Telecommunications Systems Usage Policy.

HealthWorks received the 2011 Psychologically Healthy Workplace Award. The Minnesota Psychological Association awarded Hennepin County the Psychologically Healthy Workplace Award for the work the county has done to make its workplace a psychologically healthy place for its employees. This award recognizes workplaces that provide services and resources addressing the "emotional" side of employee health. It represents promoting health more holistically than pushing the traditional diet and exercise programs.

Information Technology

The Federation Model was fully implemented to better serve other county departments while ensuring technology infrastructure is as cost effective as possible. Enterprise services, such as networking, help desk and security were centralized in the Information Technology Department (IT) while department-specific applications and services were moved to their respective lines of business. Thirty-six FTEs from the business areas

were transferred to the IT Department as part of this restructuring. Phase 2 is now focusing service delivery and process improvements.

Through the use of an industry standard product, departments now have increased capabilities to create full-function web-based e-forms. As the initial user, this enables HSPHD to easily create new online forms for use from their Enterprise Communication Framework and their intranet site. To date, HSPHD has put five e-forms into production.

Enterprise Development and HealthWorks staff worked together to develop an online Wellness Activity Catalog, making it easier for employees, spouses and retirees to search for and locate classes, webinars, and other health and wellness related activities to improve their health and to fulfill the requirements to earn a health care co-pay reduction for 2012. Customers appreciated the convenience of the catalog; as one customer attested, “(The catalog) saves a lot of time searching by location or date rather than look up each individual session.”

IT delivered a comprehensive volunteer management system that provides County Administration and departments the ability to manage volunteers from an organizational perspective in order to meet strategic goals and support strategic decision making. This system delivers an online application and consolidated database repository to manage volunteer resources in Human Services and Public Health Department, the Library, Environment Services and Department of Community Corrections and Rehabilitation. Approximately 1,500 new applications were processed in 2011 and the system helps manage over 4,000 volunteers.

As part of a long-term direction for delivering Data Center functions, a leased data center location was established in Eden Prairie and became operational in August. The Eden Prairie location provides continuous systems monitoring, houses over 450 application servers and functions as a failover site for the primary data center. This approach is helping to meet the county’s long-term service needs while avoiding the cost of building a new data center facility.

In support of mobile workers, IT continued to expand indoor wireless in county buildings, including District Court; piloted the use of smartphones and iPads for business use; increased the number of meetings rooms that have video conference capability (currently 69 installations in 10 different departments); and made desktop video conferencing available on employee workstations.

Hennepin County was ranked 5th among counties with populations of 500,000 or more in the 2011 [Digital Counties Survey](#) awards, a program aimed at highlighting innovation and achievement in technology implemented by county governments. This year’s winners emphasized IT initiatives and projects that cut costs and helped their agencies cope with shrinking work forces.

Implementation of Microsoft Office 2010 was successfully piloted to approximately 435 staff in the Juvenile Services area of Department of Community Corrections and Rehabilitation (DOCCR). The implementation team consisted of business and IT staff working together to test the integration of Office 2010 with existing business applications, develop a blended learning approach to training and provide just-in-time deployment of Office 2010 to staff workstations. This effort will serve as a model for introducing Microsoft Office 2010 to the Adult Services area of DOCCR and to other county departments in 2012.

Intergovernmental Relations

Worked with stakeholders and secured funding for:

- The Interchange - \$11 million
- 911 Communications Facility - \$4.7 million
- Deputy register fee increase – approximately \$500,000 to Hennepin annually
- County State Aid Highway (CSAH) increase of \$104 million statewide, approximately \$3 million to Hennepin annually

Internal Audit

Internal Audit provided over 3,000 hours of support to the external audit process, with the primary focus being the Single Audit, as well as critical support to the IT portion of the financial audit and to the financial audit of the Metropolitan Health Plan.

Additionally, the Internal Audit department initiated 29 projects, of which six were associated with new APEX business processes, and seven deployed new data analysis software which significantly increased the volume of transactions analyzed.

Internal Audit is in the process of implementing audit management software, which will improve audit processes and documentation, as well as providing updated compliance materials and audit programs.

Labor Relations

2011 was a collective bargaining year, which means all sixteen labor agreements expire at year-end and must be re-negotiated.

On November 14, 2011, a tentative agreement was reached with seven AFSCME bargaining units. AFSCME represents more than 4,000 Hennepin employees, or 76 percent of our union workforce and 55 percent of our total workforce. The tentative agreement reached with AFSCME for 2012 and 2013 reflects the financial times in which we all work, calling for a wage freeze in 2012. The wage freeze for 2012 is the fifth time wages have been frozen at Hennepin in the last nine years. In fact, there has not been a wage increase for last three years (2010, 2011 and 2012). The tentative agreement also addresses Hennepin's concerns about the rising cost of health insurance. The new agreement calls for employees to pick up a greater share of their health insurance premium and contribute more in the form of increased co-pays and deductibles. Throughout these negotiations our employees have acted professionally and responsibly, partnering with Hennepin to address many difficult issues.

Office of Budget & Finance

The county continues to maintain its AAA credit rating from three credit rating agencies. This is the highest possible credit rating. The county has maintained a AAA credit rating for over three decades.

OBF working with Property Services and Housing Community Works and Transit, completed the acquisition of the 701 Building. This 18-story building is across the street from the government center. The building will be used in lieu of leasing space in other non-county buildings. It is expected that the county will save enough to recover its investment within twelve years.

The Finance and Purchasing modules of the APEX system were turned on at the beginning of the year. The county will continue to enhance the functionality and scope of the system over the next several years.

With \$19.9 million in prepayments of Ballpark variable rate bonds to date, the county has saved an estimated \$25.3 million in future interest costs. In addition, \$13.5 million in budgeted interest costs for the variable rate bonds have been avoided because of very low interest rates driven by market conditions. From project inception through December 2011, the estimated savings from the prepayments and favorable interest rates totals \$38.8 million over the original estimates.

Property Services

NorthPoint Health and Wellness Center remodeled 3,500 square feet resulting in additional exam/consultation rooms, more effective use of existing space and better service to patients. Federal stimulus dollars were used to fund this project.

Northeast and Nokomis Libraries were remodeled. Planning and design is underway for Walker, Excelsior and Brooklyn Park libraries.

The Hennepin County Government Center Fire Alarm System was completed which allows security dispatch to quickly identify trouble spots and allow use of speakers for messages in emergency situations.

The Environmental Services Building was vacated and all employees were successfully moved to the newly acquired 701 Building.

A contract was established with the Municipal Building Commission to provide security services for City Hall and Courthouse.

Continue to develop operational efficiencies to reduce costs including comprehensive energy conservation efforts.

Public Affairs

As part of an effort to engage residents and increase public awareness, Public Affairs promoted and organized the recently completed six-session Hennepin County Citizens Academy. All business lines participated in presenting information to 35 residents interested in a close-up look at the workings of county government. Along the same line, Public Affairs is working with the University of Minnesota Humphrey Institute on a Capstone project exploring the issue of citizen engagement.

Hennepin's use of social media as a public outreach and communication tool is growing. Residents can follow county activities on Facebook, Twitter, and Flickr, and by signing up for county newsletters on recycling, for example, via GovDelivery. People can sign on to Hennepin's social media sites from the county and library home pages.

Public Affairs has consulted with archival specialists at Minneapolis Central Library for recommendations on long-term preservation of the county's historically significant photos. The department also recently received a grant from the Minnesota Digital Library, a state project to create a publicly accessible digital collection of unique Minnesota photos. Earlier this year, 160 Hennepin County images -- from early-1900s photos of the Minneapolis City Workhouse to construction pictures of the Government Center -- were added to the digital library. Public Affairs plans to apply for future rounds of the grant to add to the collection.

Public Affairs helped to plan and carry out the 90th anniversary celebration of Victory Memorial Drive, which recently underwent a restoration and renovation. More than 2,500 residents, veterans, and volunteers gathered to hear speakers and live music, and to see historical exhibits provided by the Hennepin History Museum and other local historical societies.

Hennepin County is committed to communicating to the public using language that is easy to understand, a requirement of federal government agencies under the Plain Writing Act of 2010. Few local governments are known to have adopted this standard, which calls for "writing that is clear, concise, well-organized, and consistent with other best practices appropriate to the subject or field and the intended audience." Public Affairs is training county employees to write clearly. The department also has strengthened oversight for clear writing on the county website, where every page has a "plain language" link in the footer so residents can provide feedback.

Purchasing and Contract Services

Purchasing and Contract Services (PCS) established approximately 700 contracts for commodities and biddable services and assisted departments in reviewing and negotiating approximately 200 contracts for professional services.

PCS played an important part in the successful APEX purchasing implementation. County departments now electronically requisition and order goods and services in APEX, and PCS set up contract authorizations and other central purchasing transactions in APEX. PCS continues to advise departments about the new system in areas such as establishing an item master for each contract and developing reports.

PCS assisted Property Services in initiating a best-value procurement process for construction contracts. This assistance includes developing new solicitation, contract and evaluation documents and selection procedures. Once the first few best value procurements are complete, the new process will be evaluated and best value may be used for all Property Service construction contracts

Research, Planning & Development

The Research, Planning & Development Department (RPD) received the Excellence in Partnership Award for its role in working with the Hubert H. Humphrey Fellowship Program, the University of Minnesota's International Fellowship Program presented Hennepin County with the "Excelling in Partnership Award for 2011" on April 21, 2011. [Read the news release.](#)

The University of Minnesota's [International Fellowship Program](#) provides professional enrichment and non-degree graduate-level study in the United States to mid-level professionals and scholars from around the world. Fellows are nominated by their governments, then screened and approved through the State Department based on their potential for leadership and their commitment to public service. Hennepin County and the University of Minnesota's Mentorship Program provides Mentors and Fellows the opportunity to share best practices in areas of professional work and build

international collegueship. Begun in 2008, the mentorship program creates opportunities to leverage and exchange knowledge of public management in local government and establishes the transference of ideas and best practice across international borders.

Information about the Hubert H. Humphrey Fellowship Program is available at www.humphreyfellowship.org.

Information about the University of Minnesota's International Fellowship Programs is available at www.hhh.umn.edu/ifp/index.html

Research

RPD researchers also launched a new emerging-issues study looking at the implications of the growing income inequality for the county.

RPD provided program evaluation and research for three countywide initiatives led by the department. Projects include the A-GRAD data sharing pilot project evaluation, Teen Pregnancy Prevention sex-education curriculum in schools pilot program evaluation, and Heading Home Hennepin shelter use analysis.

RPD partnered with University of Minnesota researchers on several projects. Two projects support the countywide aging initiative: A Qualitative Study of Housing Preferences of Baby Boomers, and Analysis and Projections of Trends in Housing in Hennepin County. A third study is examining the county foster care system.

As 2010 Census and ACS data became available, RPD produced reports describing population trends. Fact Sheets released included: *Hennepin County 2009 Population, Income and Poverty*; *Change in Hennepin County 2007-09 Population, Income and Poverty: Mid-Sized Cities*; *Census 2010 - Hennepin County Age and Gender*; *Change in Hennepin County Population and Income: Cities Under 20,000, 2000-2010 Population Change in Hennepin County Commissioner Districts*; and *Hennepin County 2010 Race, Immigration, Income and Poverty Fact Sheet* (in progress).

RPD is managing a large randomized controlled teen-pregnancy prevention study funded by a \$16.4 million multi-year grant from the U.S. Office of Adolescent Health. RPD completed the planning and pilot phase for implementing two evidenced-based teen pregnancy prevention programs in 16 adolescent health clinics and 32 school classrooms.

Taxpayer Services

Public Records

The Recorder's Office has been very active in moving our technology level to improve the services that are being offered to our customers in recording and accessing information from our office.

The Recorder's Office has selected a team of six staff to be trained to be able to implement E-Recording. This will allow a total package of documents to be recorded from start to finish in less than one day and furnish customers with the results. Staff have been working with our vendor in testing the new product which is following the Minnesota Electronic Real Estate Recording Commission standards.

The Recorder's Office has continued to work with the County Assessor and the Minnesota Department of Revenue to complete the Electronic Certificate of Real Estate Value (E-CRV) which will go into production in Minnesota on December 1, 2011. County staff have been training to implement the new system and improve the workflow processes for both offices.

The Property Tax Division and the Land Records Division have been working on a project to bring the Map and Platting and the Tax Platting units together. There have been combined planning sessions this year to identify all the processes that are performed in both units and to develop a plan to train all the staff from each area to be able to perform all the duties of each unit. This project will lead to increased efficiencies saving the county staffing costs in the future.

The Recorder's web based product (RecordEASE) to make information from the Recorder's Office available to customers on the web has grown continuously throughout the year. This commercial application will generate revenue in 2011 of over \$1 million for the first time. This accounts for about 70 percent of all business for those accessing recorded documents.

Hennepin County Public Records Office has been partnering with Ramsey and Washington counties to implement the same RecordEASE system that Hennepin has in production. Staff are working to design a web product that all three counties can use.

The Image Conversion Project keeps moving forward. In 2011, 860,000 old paper Certificates of Title have been converted over to images and linked to the RecordEASE indexing system. This makes it possible to access any Torrens document or Certificate of Title in Hennepin County since 1901, which is when the original Torrens law was passed in Minnesota. Staff are currently working to complete the scanning and conversion of all the County Plats making them available to customers on line through our RecordEASE web based application. The goal over the next two years is to make all of our old documents and indexes available to customers electronically. This Conversion project continues to make it possible to have customers to access

information from our office in greater and greater quantity without ever having to come downtown. The office has continued to downsize the number of computers necessary on the 5th floor for the public as more and more of our business is going online.

Military Discharges (DD214) have all been indexed and are available for staff online with a link to the electronic images of all the DD214s. This is a private document and only available to county staff to assist families who are in need of benefits for a former veteran. Staff from the Recorder's Office and Veteran's Affairs will be given access to assist their customers in the future.

A third customer, LPS is buying in bulk all of our recorded documents. They entered into a contract to purchase documents going forward and they also purchased copies going back to 2005 raising over \$1 million in 2011 for the county. Over 10 million pages of documents were sent to LPS this past summer to complete that phase of the contract. The county now has three companies buying all of our recorded documents which brings the county approximately \$375,000 per year.

A project has been started to index documents that were recorded before the county had an electronic index system, which started in 1988. Customers have been requesting that we index Abstract documents so they can more easily link to the images of the document from the index. Customers normally do a 40-year search of the Abstract records so there is a continuing demand to access documents electronically going back 40 years. There are abstract documents images going back to 1968 but they are only being indexed from January 1988 forward.

Elections

A Primary and General election for three Special Senate districts and one Special House District races were coordinated and conducted.

Staff coordinated and assisted with seven municipal elections and 18 school district elections in November 2011.

Election night results were successfully transmitted for special elections and local elections in November 2011.

Survey

The Survey Division has completed the field work under the Memorandum of Understanding with the City of Minneapolis to establish permanent monuments for the public land survey corners in the city. 242 corners have been documented with a history report and 200 monuments have been placed in the ground since the work began in 2007. Only a few remain to be completed pending further research. Survey is

planning an event to recognize the conclusion of this project with a corner monument to be placed on the University of Minnesota campus.

Property Tax

The Property Tax Division implemented a new tax remittance processing software system. With the implementation of the new system, data and images are transferred to the bank electronically resulting in a reduction in the amount of time in handling payment checks and eliminating a number of manual processes. This implementation has produced a cost savings in personal services of approximately \$50,000 eliminating the need for temporary help and reducing staff compensatory time and overtime.

Service Centers

The Service Centers Division continues to work collaboratively with HSPHD's Supported Work Employment Program (SWEP). SWEP is a six-month job training program that offers clients (paid with federal funds) an opportunity to obtain the work experience and skills they need for future employment. The Midtown Exchange Service Center is utilizing one person as a language interpreter to assist customers, due to the significant bilingual needs of the customers in that center.

The Service Centers will be implementing the State of Minnesota's credit card acceptance program in December 2011 saving the county over \$300,000 annually in credit card fees.

The Service Centers completed their review and implementation of a new leadership structure, reducing the management level staffing by 23 percent in the past three years.

Countywide Initiatives

Accelerating Graduation by Reducing Achievement Disparities (A-GRAD)

Shared Social Work Project

This collaboration with Human Services and Public Health, Intermediate District 287 and all Hennepin County school districts integrates the work of county and school social workers to improve the efficiency and effectiveness of responses to students and their families. A team of two school and two county social workers are conducting outreach to schools and county staff to increase efficiencies in service acquisition, decrease barriers between county and district resources, and increase attendance and achievement. Some of the common areas of concern are school suspensions, especially youth with special needs, truancy, and transportation.



Helping Children Succeed in School

Data Sharing

Collaboration between Hennepin County and seven school districts provides Hennepin County workers (probation officers/social workers) real-time access to school information that includes attendance, grades/achievement, test scores and behavior. The pilot phase of the project was completed in 2010 with about 40 students involved. This year, almost 400 students are involved.

Lead Peace

A collaboration with the county, Minneapolis Public Schools and the University of Minnesota aims to improve students' school connectedness, academic success and community involvement, while reducing students' involvement in violence. This middle school service-learning program emphasizes opportunities for young teens to practice leadership skills, build caring relationships with peers and adults, and gain experience creating meaningful contributions to school and community. Some students packed meals for *Feed My Starving Children*, created anti-bullying campaigns for peers and younger students, and created an instructional video on peer mediation. Student surveys show that students who are more connected have more cooperative behaviors and demonstrate greater interpersonal skills.

Aging Initiative

Research, Planning and Development focused much of their 2011 research efforts on the county's aging initiative. The first phase of this emerging-issues initiative focuses on research to identify when significant shifts in Hennepin County's older population will occur, what needs will be associated with these shifts, and what the county and its residents can do to prepare for these changes. Findings from the aging initiative research will be presented to departments in early 2012 to drive planning discussions.

Office to End Homelessness

The Office of End Homelessness responded to the tornado in North Minneapolis with immediate service coordination, homelessness prevention assistance, and raised private dollars to serve over 135 households with short-term rental assistance.

Private funding was leveraged for a new young moms initiative, providing services to young mothers and their children to prevent them from returning to shelters.

Coordinated the opening of two overflow shelters for single adults for the winter months.

Raised private funds for and assisted with the establishment of a Suburban Host Home Program. Volunteer suburban host families offer a safe place for youth to live while preparing for independence.

Participated in the Downtown Business Community's 2025 Strategic Plan. One of the top ten strategic goals of the plan states that Minneapolis will be the first major U.S. city to end street homelessness.

Coordinated the funding and development of an employment pilot for homeless adults. In the first six months of operation, the employment pilot at the Adult Opportunity Center has placed 52 people into employment with an average wage of nearly \$10 per hour and has connected 24 of these participants with safe and stable permanent housing. The Youth Opportunity Center has seen over 1,100 homeless and at-risk youth. In addition to getting connected to housing and employment options, over 200 youth gained access to financial assistance and over 60 who had dropped out of high school were re-enrolled.

In partnership with Hennepin County's Veterans' Service Office, the VA Medical Center and the Minneapolis Public Housing Authority, the Office to End Homelessness helped to organize a community process to target 155 Section 8 Housing Vouchers to long-term homeless veterans. More vouchers for veterans are expected, as the federal government has also established a plan to end homelessness, with their first priority focused on this population.