

# HENNEPIN COUNTY

## MINNESOTA

Hennepin County, Board of Commissioners

### RESOLUTION 18-0240

2018

---

The following resolution was moved by Commissioner Mike Opat and seconded by Commissioner Debbie Goettel:

WHEREAS, the Minnesota Legislature created the Council on Local Results and Innovation in 2010; and

WHEREAS, the Council on Local Results and Innovation released a standard set of eleven performance measures for counties that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinion of those services; and

WHEREAS, Hennepin County is committed to performance management and reporting; and

WHEREAS, Hennepin County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, Hennepin County does not have jurisdiction for Parks and, therefore, will not participate in the Parks' performance measurement in 2018; and

WHEREAS, Hennepin County has adopted and implemented the minimum ten performance measures for counties developed by the Council on Local Results and Innovation; and

WHEREAS, a county that elects to participate in the standard measures program for 2018 may be eligible for a reimbursement of \$.014 per capita in government aid, not to exceed \$25,000;

BE IT RESOLVED, that the county will publish the 2017 results of the ten adopted performance measures on the county's web site by the end of the 2018 calendar year; and

BE IT FURTHER RESOLVED, that the Hennepin County Board of Commissioners authorizes staff to notify the Office of the State Auditor by July 1, 2018 of Hennepin County's commitment to participate in the 2018 Performance Measurement Program.

The question was on the adoption of the resolution and there were 7 YEAS and 0 NAYS, as follows:

---

County of Hennepin  
Board of County Commissioners

---

YEAS	NAYS	ABSTAIN	ABSENT
Mike Opat			
Linda Higgins			
Marion Greene			
Peter McLaughlin			
Debbie Goettel			
Jan Callison			
Jeff Johnson			

RESOLUTION ADOPTED ON 6/26/2018

ATTEST:

M. Roge

Deputy/Clerk to the County Board



HENNEPIN COUNTY  
MINNESOTA

# Model Performance Measures for Counties

2018

Center of Innovation and Excellence  
701 4th Avenue South – Suite 360, Minneapolis, MN 55415  
612-348-4466  
612-348-7423

# Contents

Public Safety	1
Probation/Corrections	5
Public Works	6
Public Health	8
Social Services	9
Taxation	11
Elections	12
Veterans' Services	13
Library	18
Contact information	19

# Public Safety

## Part I and II Crime Rate

- Part I crimes include murder, rape, aggravated assault, burglary, larceny, motor vehicle theft, and arson.
- Part II crimes include other assaults, forgery/counterfeiting, embezzlement, stolen property, vandalism, weapons, prostitution, other sex offenses, narcotics, gambling, family/children crime, Driving Under the Influence, liquor laws, disorderly conduct, and other offenses.

### Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2017

<b>Population</b> <b>1,254,137</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	92,295	42,686	48,324
<b>Clearances</b>	33,152	9,235	22,968
<b>Clearance Rate</b>	36%	22%	48%
<b>Crime Rate Per</b> <b>100,000 pop</b>	7,359	3,404	3,853

### Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2016

<b>Population</b> <b>1,239,456</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	95,299	40,922	52,962
<b>Clearances</b>	34,250	9,608	23,590
<b>Clearance Rate</b>	36%	23%	45%
<b>Crime Rate Per</b> <b>100,000 pop</b>	7,689	3,302	4,273

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2015**

<b>Population 1,229,084</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	95,521	40,984	54,537
<b>Clearances</b>	30,919	10,068	20,851
<b>Clearance Rate</b>	32%	25%	38%
<b>Crime Rate Per 100,000 pop</b>	8,310	3,334	4,976

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2014**

<b>Population 1,211,265</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	99,441	43,045	56,396
<b>Clearances</b>	37,274	10,250	27,024
<b>Clearance Rate</b>	37%	24%	48%
<b>Crime Rate Per 100,000 pop</b>	8,210	3,554	4,656

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2013**

<b>Population 1,179,108</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	102,697	44,253	58,444
<b>Clearances</b>	41,544	10,780	30,764
<b>Clearance Rate</b>	40%	24%	53%
<b>Crime Rate Per 100,000 pop</b>	6,449	3,736	2,763

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2012**

<b>Population 1,163,318</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	103,625	44,839	58,786
<b>Clearances</b>	42,800	10,425	32,375
<b>Clearance Rate</b>	41%	23%	55%
<b>Crime Rate Per 100,000 pop</b>	8,923	3,861	5,052

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2011**

<b>Population 1,211,265</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	104,380	44,335	60,045
<b>Clearances</b>	45,548	10,787	34,761
<b>Clearance Rate</b>	44%	24%	58%
<b>Crime Rate Per 100,000 pop</b>	6,855	3,798	3,057

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2010**

<b>Population 1,211,265</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	107,654	44,349	66,305
<b>Clearances</b>	49,564	10,773	38,791
<b>Clearance Rate</b>	46%	24%	61%
<b>Crime Rate Per 100,000 pop</b>	9,386	3,869	5,509

**Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2009**

<b>Population 1,138,316</b>	<b>Grand Total</b>	<b>Total Part 1</b>	<b>Total Part 2</b>
<b>Offenses</b>	111,630	45,502	66,128
<b>Clearances</b>	50,175	11,274	38,901
<b>Clearance Rate</b>	45z5	25%	59%
<b>Crime Rate Per 100,000 pop</b>	9,806	3,997	5,809

*State of Minnesota, Department of Public Safety, 2009-2016, Bureau of Criminal Apprehension Minnesota Justice Information Services, Uniform Crime Report.*



# Probation/Corrections

Recidivism for the purposes of this report means the percentage of adult offenders with a felony supervision event ending for any reason outside of death or incarceration in prison in a given year who receive a new felony conviction within three years of the end of the supervision event.

- This does not include juveniles or non-felon adults.
- This includes only subsequent convictions in Minnesota. No effort is made to identify out of state convictions

**Measure: Percent of Adult Probation Offenders with new felony conviction**

<b>Felony Recidivism</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
<b>No – Did <u>NOT</u> recidivate</b>	80.8%	84.4%	82.4%	85.1%	83.7%	81.7%
<b>Yes – DID recidivate</b>	19.2%	15.6%	17.6%	14.9%	16.3%	18.3%
<b>Total</b>	100%	100%	100%	100%	100%	100%

# Public Works

## Hours to plow complete system during snow event

<b>Year (2 A.M. Events Only)</b>	<b>Urban</b>	<b>Rural</b>
<b>2017-2018</b>	4:25	4:06
<b>2016-2017</b>	4:30	4:19
<b>2015-2016</b>	4:01	4:04
<b>2014-2015</b>	4:01	4:06
<b>2013-2014</b>	4:54	4:42
<b>2012-2013</b>	4:42	4:36
<b>2011-2012</b>	4:36	4:36
<b>2010-2011</b>	4:36	4:23
<b>2009-2010</b>	4:26	3:41
<b>2008-2009</b>	4:29	4:08
<b>2007-2008</b>	4:41	4:36
<b>2006-2007</b>	5:00	4:36
<b>2005-2006</b>	4:28	4:34

Hennepin County roadway system is monitored via an annual inspections program which rates pavements for their ride quality.

- This data is used by the pavement management system to produce the Pavement Serviceability Rating (PSR).
- The rating varies from "Very Poor" (0.0) to "Very Good" (5.0).

#### Average county pavement condition rating

<b>Year</b>	<b>Percent of Lane Miles Rated "Good" (4.0) or "Very Good" (5.0)</b>
<b>2017</b>	63.0%
<b>2016</b>	66.2%
<b>2015</b>	52.8%
<b>2014</b>	58.7%
<b>2013</b>	61.9%
<b>2012</b>	60.5%
<b>2011</b>	52.9%
<b>2010</b>	54.3%
<b>2009</b>	46.6%
<b>2008</b>	48.1%
<b>2007</b>	51.5%
<b>2006</b>	49.4%
<b>2005</b>	47.0%
<b>2004</b>	32.6%
<b>2003</b>	28.7%
<b>2002</b>	43.5%
<b>2001</b>	48.5%
<b>2000</b>	51.1%
<b>1999</b>	52.7%
<b>1998</b>	50.6%
<b>1997</b>	44.0%

Contact James Grube, Director of Transportation, Public Works Department, 612-596-0307

# Public Health

## Behavioral Risk Factor Surveillance System Rating

- Client Survey: Excellent, Very Good, Good, Fair, Poor

### SHAPE 2014 – Adult Data Book:

“Overall Health – In general, would you say your health is...?”

	<b>Sample Size (N=)</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Male</b>	3,118	18.8% ±2.2	44.1% ±2.6	30.4% ±2.5	5.7% ±1.1	1.1% ±0.5
<b>Female</b>	5,422	18.1% ±1.5	45.8% ±1.8	27.6% ±1.7	7.5% ±1.1	1.0% ±0.4
<b>Hennepin County Total</b>	8,541	18.5% ±1.3	45.0% ±1.6	28.9% ±1.5	6.6% ±0.8	1.0% ±0.3

## Social Services

Workforce participation rate among Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) recipients.

Minnesota Department of Human Services MFIP Management Indicator: TANF Work Participation Rates

Year	Annualized TANF Work Participation Rate
<b>2017</b> <b>(April 2016- March 2017)</b>	65.9%*
<b>2016</b> <b>(April 2015-March 2016)</b>	60.4%*
<b>2015</b> <b>(April 2014 – March 2015)</b> <b>Published 07/2015</b>	38.18%
<b>2014</b> <b>(April 2013 – March 2014)</b> <b>Published 7/2017</b>	38.10%
<b>2013</b> <b>(April 2012 – March 2013)</b> <b>Published 7/2013</b>	37.40%

\* The 2016 and 2017 data provided in the annualized SS-I average the three-year SS-I for quarters two, three, and four of 2015 and the first quarter of 2016, weighted by the number of adult sin each baseline quarter. This is a change in methodology from prior computations of this measure.

Data Source: Minnesota Department of Human Services Publication. Minnesota Family Investment Program Annualized Self-support Index (SS-I) and Work Participation Rate for the year (For Determination of Performance-Based Funds for the Following Year).

**Percentage of children where there is NOT a recurrence of maltreatment within 12 months following an intervention**

**Federal or State Target: 100%**

<b>Year</b>	<b>Percentage</b>
<b>July 2016-June 2017</b>	88.5%
<b>July 2015 – June 2016</b>	83.7%
<b>July 2014 – June 2015</b>	87.9%
<b>July 2013 – June 2014</b>	92.4%
<b>July 2012 – June 2013</b>	90.7%
<b>July 2011 – June 2012</b>	90.3%
<b>July 2010 – June 2011</b>	89.7%
<b>July 2009 – June 2010</b>	90.4%

Data Source: SSIS Charting and Analysis for a 12 month period for all children who were victims of substantiated child abuse and/or neglect during the reporting period.

Contact Jodi Wentland, Human Services Department Director, 612-543-4344.

# Taxation

## Level of assessment ratio

Note: If the median ratio falls between 90% and 105%, the level of assessment is determined to be acceptable.

<b>Year</b>	<b>Median Ratio (%)</b>	<b>Mean Ratio (%)</b>
<b>2018</b>	95.2	95.8
<b>2017</b>	95.0	95.6
<b>2016</b>	94.9	95.5
<b>2015</b>	92.3	93.3
<b>2014</b>	93.3	91.1
<b>2013</b>	95.3	97.3
<b>2012</b>	95.4	97.1
<b>2011</b>	95.3	96.9
<b>2010</b>	95.3	97.4
<b>2009</b>	95.0	96.3
<b>2008</b>	95.0	95.9
<b>2007</b>	95.8	96.0
<b>2006</b>	95.9	96.2
<b>2005</b>	95.8	96.3
<b>2004</b>	95.7	96.1
<b>2003</b>	95.9	96.3
<b>2002</b>	95.4	95.6

# Elections

## Accuracy of post-election audit (percentage of ballots counted accurately)

<b>Year</b>	<b>Accuracy</b>
<b>2017</b>	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2016 data.
<b>2016</b>	The County Canvassing Board randomly selected 13 precincts to be hand counted and compared against the election night machine count. All 13 had 100% accuracy.
<b>2015</b>	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2014 data.
<b>2014</b>	The County Canvassing Board randomly selected 13 precincts to be hand counted and compared against the election night machine count. All 13 had 100% accuracy.
<b>2013</b>	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2012 data.
<b>2012</b>	The last even-year election — 13 precincts were randomly selected for audit: All 13 precincts had 100% accuracy.
<b>2011</b>	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2010.
<b>2010</b>	The County Canvassing Board randomly selected 13 precincts to be hand counted and compared against the election night machine count. Listed below were the precincts selected and the difference by percentage on how the hand count compared to the election night results.

Contact Mark Chapin, Resident and Real Estate Services Department. 612-348-5297.



## Veterans' Services

Output Measure: Percent of veterans who said their questions were answered when seeking benefit information from their County Veterans' Office

### Full Year – 2017 (N=238)

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	49%	51%	0%	0%	37
Staff members at this location pay attention to what I say.	61%	39%	0%	0%	41
I have opportunity to make choices that are important to me.	54%	46%	0%	0%	41
The services I receive at this service location make me better able to do the things I want to do now.	54%	46%	0%	0%	39
Staff members give me clear information on the different service choices available to help me.	55%	43%	3%	0%	40
Staff members here clearly explain to me what I need to do next to get the services I need or want.	58%	43%	0%	0%	40

## Full Year – 2016 (N=233)

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	48%	49%	3%	0%	223
Staff members at this location pay attention to what I say.	68%	30%	2%	0%	227
I have opportunity to make choices that are important to me.	55%	43%	2%	0%	223
The services I receive at this service location make me better able to do the things I want to do now.	49%	49%	2%	0%	221
Staff members give me clear information on the different service choices available to help me.	50%	46%	4%	0%	221
Staff members here clearly explain to me what I need to do next to get the services I need or want.	57%	40%	2%	0%	224

## First Quarter 2015

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	37%	59%	4%	0%	75
Staff members at this location pay attention to what I say.	62%	36%	1%	0%	77
I have opportunity to make choices that are important to me.	47%	49%	3%	1%	77
The services I receive at this service location make me	48%	47%	4%	1%	75

<b>better able to do the things I want to do now.</b>					
<b>Staff members give me clear information on the different service choices available to help me.</b>	52%	45%	1%	1%	73
<b>Staff members here clearly explain to me what I need to do next to get the services I need or want.</b>	57%	40%	1%	1%	75

**First Quarter 2014**

<b>Question</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total Responses</b>
<b>I am able to get what I need at this service location, when I need it.</b>	49%	51%	0%	0%	39
<b>Staff members at this location pay attention to what I say.</b>	69%	31%	0%	0%	39
<b>I have opportunity to make choices that are important to me.</b>	59%	38%	0%	3%	39
<b>The services I receive at this service location make me better able to do the things I want to do now.</b>	51%	49%	0%	0%	37
<b>Staff members give me clear information on the different service choices available to help me.</b>	47%	53%	0%	0%	36
<b>Staff members here clearly explain to me what I need to do next to get the services I need or want.</b>	53%	47%	0%	0%	36

## First Quarter 2013

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	49%	51%	0%	0%	40
Staff members at this location pay attention to what I say.	69%	31%	0%	0%	39
I have opportunity to make choices that are important to me.	59%	38%	0%	3%	39
The services I receive at this service location make me better able to do the things I want to do now.	51%	49%	0%	0%	37
Staff members give me clear information on the different service choices available to help me.	47%	53%	0%	0%	36
Staff members here clearly explain to me what I need to do next to get the services I need or want.	53%	47%	0%	0%	36

## First Quarter 2012

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	35%	65%	0%	0%	20
Staff members at this location pay attention to what I say.	35%	65%	0%	0%	20
I have opportunity to make choices that are important to me.	53%	47%	0%	0%	19
The services I receive at this service location make me	45%	55%	0%	0%	20

<b>better able to do the things I want to do now.</b>					
<b>Staff members give me clear information on the different service choices available to help me.</b>	50%	45%	0%	5%	20
<b>Staff members here clearly explain to me what I need to do next to get the services I need or want.</b>	50%	50%	0%	0%	20

**First Quarter 2011**

<b>Question</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total Responses</b>
<b>I am able to get what I need at this service location, when I need it.</b>	26%	63%	11%	0%	19
<b>Staff members at this location pay attention to what I say.</b>	57%	43%	0%	0%	21
<b>I have opportunity to make choices that are important to me.</b>	47%	47%	5%	0%	19
<b>The services I receive at this service location make me better able to do the things I want to do now.</b>	45%	50%	5%	0%	20
<b>Staff members give me clear information on the different service choices available to help me.</b>	33%	67%	0%	0%	18
<b>Staff members here clearly explain to me what I need to do next to get the services I need or want.</b>	44%	56%	0%	0%	18

Contact Neil Doyle, Director of Veterans Services, Health and Human Services 612-XXX-XXXX.

# Library

## Library Visits

<b>Year</b>	<b>Number of Residents</b>	<b>Library Visits</b>	<b>Visits per Resident</b>
<b>2017</b>	1,237,604	5,316,242	4.30
<b>2016</b>	1,223,149	5,379,722	4.40
<b>2015</b>	1,210,720	5,462,859	4.51
<b>2014</b>	1,195,058	5,568,480	4.66
<b>2013</b>	1,180,138	5,240,918	4.44
<b>2012</b>	1,184,576	5,400,000	4.56
<b>2011</b>	1,152,425	5,856,792	5.08
<b>2010</b>	1,168,983	5,764,193	4.93

Contact Lois Thompson, Library Director, 612-543-8541.

## Contact information

Center of Innovation and Excellence  
701 4th Avenue South – Suite 360, Minneapolis, MN 55415  
612-348-4466  
612-348-7423

