

# 2010 Hennepin County Highlights



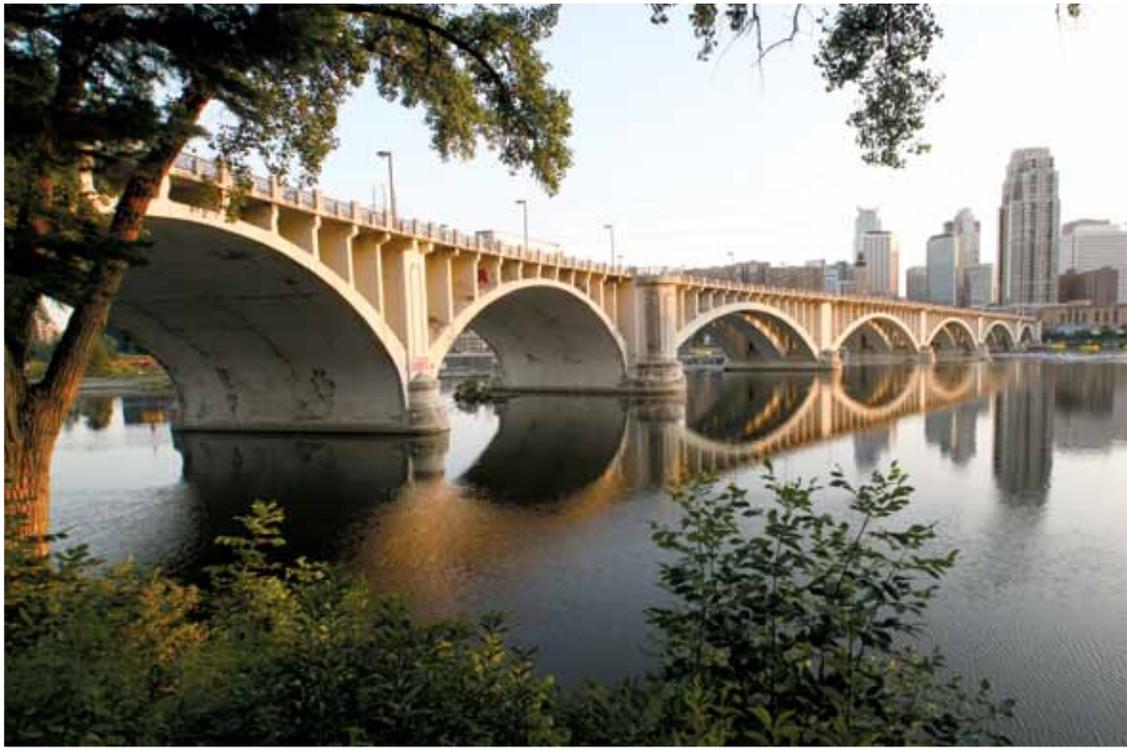
*Hennepin County is replacing the Lowry Avenue Bridge.*



**Hennepin County**  
[www.hennepin.us](http://www.hennepin.us)

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*Hennepin County is home to nearly 1.2 million people.*

## **County Administration**

Coordinated 10 County Board retreats that provided each business line an opportunity to present the successes and challenges currently facing their departments and ideas on how to lessen the impact of changes to staff and citizens.

Introduced four initiatives to prepare the county for the future:

- E-government, adopted by the Information Technology Governing Board, to develop and promote the delivery of services via e-transactions as the primary means of service delivery for Hennepin County.
- Health Care Reform and Integration, endorsed by the County Board, to develop an integrated health care delivery model in preparation for federal health care reform.
- The aging initiative is developing strategies to respond to the service needs of older residents of Hennepin County. With support from the University of Minnesota through the Hennepin University Partnership, the county will understand the potential impacts of changing age demographics for the county as a service provider and the economic region; and will position the county to foster healthy aging in Hennepin County through effective public policy.
- Expanding the use of volunteers to focus on how the county can better coordinate and strategically use volunteers to support the services of the county. A platform for volunteer coordination and recruitment is under way.

## County Assessors' Office

Responded to 870 valuation calls from property owners in regard to their 2010 valuation notices for the areas we serve as the city assessor. These calls lead to 133 formal reviews at Local Boards of Appeal and Equalization and at Open Book Meetings.

Appraised 50 parcels across Suburban Hennepin County for the 2010 County Board of Appeal and Equalization and presented the findings to the board for consideration.

Received approval by the State Board of Equalization of the 2010 assessment for all property types and all suburban jurisdictions. This was accomplished by maintaining a 95-percent sales ratio level on all residential properties and meeting other criteria as set by the Department of Revenue.

## County Attorney's Office

Launched the Be@School initiative for truant youth. The County Board made high school graduation a high priority for all of the county's youth by passing the A-Grad Initiative. We know lowering the truancy rate lowers the juvenile crime rate, and the Be@School program was implemented county-wide in January and has already shown positive results. Be@School uses evidence-based methods to significantly decrease school truancy at all ages, but with an emphasis on elementary school children where the greatest opportunity to make a difference lies. Be@School program involves schools, communities, and county departments, to intervene early and effectively.

Collaborated with law enforcement, probation and federal partners to compare lists of gun cases to make sure repeat gun offenders are being prosecuted where they will get the longest sentences. Even though overall crime rate is still decreasing – the good news – the level of gun violence is unacceptable. In addition, we have been working closely with the Minneapolis Police Department to compile records of individuals who have been habitually associated with gun violence.



*County probation officers and Sheriff's officers patrol the Safe Zone in downtown Minneapolis.*

## Community Corrections and Rehabilitation

Dedicated a probation officer to target those top livability, property and drug crime offenders in downtown Minneapolis as part of a collaboration with the Minneapolis City Attorney, Downtown Improvement District and Safezone.

Redesigned programming for girls at the County Home School by developing the FOCUS program, which opened in July. Early reports indicate that this program is making a difference for the girls it serves. County Home School staff continue to step up to the challenges of redesigning County Home School programming and are currently looking at ways to deliver more effective, evidence-based programming for youth who sexually offend.

Worked with the court and the Minnesota Safety Council to create a more targeted and cost-effective safe driving class. The Safe Driving program began in July, diverting more than 200 offenders from the more costly STS program, thereby bringing STS caseloads back into balance with our available resources.

Created a new partnership between the Adult Corrections Facility Industries Program and Hennepin County Library to assist with the processing of library books five days a week. Each new book in the library needs a bar code, front label, spine label and library code. Since September, residents at the workhouse have been providing this service which results in work and income for the residents of the workhouse and provides a cost-effective service for the libraries.

Assisted the State Court in helping other judicial districts implement Hennepin County best practices around Early Case Management/Early Neutral Evaluation for the settlement of child custody and visitation disputes.

Reduced the average daily population of the Hennepin County Juvenile Detention Center from 95 to 44 youth, a total decline of 54 percent from 2005 through 2009, through the Hennepin County Juvenile Detention Alternatives Initiative (JDAI). Modeled after national JDAI, the county's JDAI is a collaborative effort of the courts, probation, police, county attorneys, public defenders, schools, human services, and community members to create an effective, fair and efficient juvenile justice system that produces positive outcomes for youth, while at the same time protecting public safety. The focus of JDAI is on policy changes and community-based programs designed to support youth and eliminate the unnecessary use of secure detention for youth.



*District Court is using digital court monitoring.*

## **District Court**

Launched Veterans Court to provide a coordinated response to the needs and risks of veterans involved in the criminal justice system. Veterans Court established a multidisciplinary team to create a seamless referral process from the court and local Veterans Service Office to VA Hospitals and local treatment and probation services. Veterans Court has been in session on Monday afternoons since July 12, reaching its maximum first year participation limit of 30 veterans.

Began a pilot problem-solving court – Co-Parent Court – which was made possible through a grant from the McKnight Foundation and collaboration with Human Services and Public Health. The court provides support services and incentives to help unmarried parents develop the skills and knowledge to be involved parents. The Co-Parent Court will randomly assign 300 parents (approximately 15 percent of the total number of parents) to participate each year for three years. The University of Minnesota will conduct an evaluation of the pilot.



*County employees participate in a health screening.*

Implemented technologies for efficiency and self-service including: calendar display monitors on the Public Service Level of the Government Center, Civil Court's pilot project for MNCIS/Odyssey e-File and Serve, Court Monitor Room expansion to increase ability to provide digital court recording and remote court monitoring; interactive television installed in numerous court facilities used by interpreters county wide; blocking or teaming of criminal cases to reduce judge need for suburban calendars; and expansion of the criminal call center.

Processed more than 3,000 child support modification requests at the Self Help Center, up 44 percent from two years ago. The Self Help Center is located at the Family Justice Center. This does not reflect the full size of the problem because not all requests go before a judge.

## Examiner of Titles

Addressed the large number of mortgage foreclosure cases through better use of technology and by redesigning procedures to increase efficiency, hiring temporary law clerks, and participating in a law school internship program which provided two interns per semester.

## Human Resources

Proposed that the county move to self-insurance for employee health coverage. In addition to lowering costs and giving us more plan flexibility, this provides access to better information about how employees use health care, which is instrumental in developing effective wellness programs. Self-insurance also eliminates some taxes as well as contributions to a high-risk insurance pool. We are looking forward to a smooth transition to the Self-Insured Benefit Plan for employees.

Created an innovative program in partnership with Standard Insurance Company Human Resources that assists employees in staying at work and returning to work during medical disabilities. The program brings the services of a certified nurse case manager on site with costs being underwritten by the disability insurance carrier. Beyond the obvious benefits to our employees in managing their health conditions, Hennepin has realized an \$81 return on every dollar invested by the employee.

Designed the new Leave and Accommodation Management (LAM) function to centralize, standardize and streamline the administration of employee medical leaves of absence, Family and Medical Leaves, and American with Disabilities Act.

## Human Services and Public Health

Formed a County Medical Review Team to convert as many clients as possible from GAMC to Medical Assistance. Using a list of potentially eligible clients provided by the state, these staff worked closely with Hennepin County Medical Center (HCMC), Metropolitan Health Plan, the Hennepin County Mental Health Center and many housing facilities, to reach as many clients as possible to initiate the state process required to certify Medicaid or Supplemental Security Income – or SSI – eligibility. As of October 15 of this year, 276 clients had been certified disabled by the state and 394 were approved to receive SSI, for a total of 670 clients who were moved from state medical programs. There are plans to create a permanent County Medical Review Team to address the continuing need to move clients to federally funded medical programs.

Partnered with HCMC and their newly established Disability Evaluation Center by embedding a Human Services representative to assist with completing referrals and to be a liaison with the eligibility teams at Century Plaza.

Implemented the Diversion and Recovery Team – or DART – to provide comprehensive services to clients with chronic alcohol problems who are homeless, heavy users of Detox, emergency rooms, corrections and crisis services and who are at risk of civil commitment. DART offers an alternative to commitment by providing coordinated services which include immediate housing, outpatient chemical health treatment, intensive case management and vocational services. DART involves a partnership with the State of Minnesota, Community Addiction and Recovery Enterprise, and community housing agencies. Since its implementation in September, 19 clients meeting the program's criteria have been identified. The number of clients served by this team at full capacity will be 60.

Received national recognition for establishing paternity in 98 percent of cases in Child Support, which is responsible for establishing legal fatherhood for children with active cases in Hennepin County. Each year the federal government tracks the number of children not born in marriage against the number of children with paternity established – this measure determines state and county performance levels. The county has demonstrated steady improvement over the years and this year's result represents an all-time high for this federal performance indicator.

Made HSPHD more transparent by publishing data online about volume of service the department receives. The data shows that HSPHD is serving more people in need:

- Shelter use for homeless single adults increased 0.6 percent between September 2009 and September 2010.
- More people received cash assistance – 55,028 – which is up from 50,549 people three years ago.
- More people received Food Support – 116,991 – which is an increase of 14.4 percent from the same time last year.
- More low-income elderly or people who are disabled – 12,478 – are enrolled in waiver services or Alternative Care programs than a year ago.
- More than 600 calls were made to the county's mental health crisis unit for adults, which is up 23 percent from the same time last year.



*Human Services & Public Health Department helps people who are elderly.*

Restored funding to HCMC from the family medical education grant administered by the University of Minnesota. Passed legislation enabling HCMC and three other metro hospitals to create Coordinated Care Delivery Systems (CCDS) and will share a capped block grant of \$71 million. Increased GAMC uncompensated care pool from \$20 million to \$30 million including an extension until March 1, 2011. The \$10 million increase is new money and does not affect funds available for CCDS.

Restored funding for Emergency General Assistance, which maintains group residential housing, expands food support eligibility and access, preserves critical access dental services, does not further reduce funding to adult and children's mental health services or providers, and invests in redesign of state operated services for persons with mental illness and developmental disabilities.

## Information Technology

Restructured to better serve other county departments while ensuring technology infrastructure is as cost effective as possible. Enterprise services, such as networking and security, are being centralized in IT while department-specific applications and services are being moved to their respective lines of businesses. Approximately 40 staff will transfer to IT and begin taking responsibility for their respective applications.

Worked with Hennepin County Library staff to integrate the library network with the county system.

Recommended replacing the county's fleet of printers, copiers, scanners and faxes with a fewer number of energy-efficient, multifunctional devices to save an estimated \$3 million a year. Switching to the newer technology will result in cost reductions in virtually all print-related areas, from maintenance and support on far fewer devices to lower cost per pages printed.

## Intergovernmental Relations

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## Internal Audit

Coordinated the activities of the county's single audit (annual audit of federally funded programs) with the most ever programs audited, primarily due to American Recovery and Reinvestment Act (ARRA) awards. Internal Audit collaborated with affected departments, as well as the County Attorney; Housing Community Works and Transit; Purchasing; and Research, Planning and Development to help ensure that the county was in compliance with various additional requirements of ARRA funding. Additional testing conducted by Internal Audit resulted in fee savings from the external audit firm for the single audit.

Hired an information technology auditor and expanded the county's capacity for independent evaluation of various technology areas. Additionally, Internal Audit is in the process of evaluating software packages specifically designed to improve the efficiency and effectiveness of audit projects, audit findings follow-up and workpaper review and retention.

## Labor Relations

Negotiated 15 labor agreements for calendar years 2010 and 2011, which included the following terms and conditions following:

- Wage freeze for both 2010 and 2011.
- Merit step freeze for 2011.
- Greater employee contributions toward single and family coverage.
- Health incentive (lower co-pays) for completing health assessment and health video.
- \$300 cash lump sum payable each year to employees who earn \$18 an hour or less.



*Patrons enjoy the new Hennepin County Library - Maple Grove.*

## Library

Celebrated the grand openings of newly constructed Plymouth and Maple Grove libraries. Both libraries, which were expanded to help meet the needs of rapidly growing communities, are open an additional five hours per week, thanks to ballpark sales tax revenue.

Welcomed residents who made more than 5.5 million visits to our libraries. About 17.5 million items were circulated, and more than 20 million visits to the website were generated (projected year-end numbers).

Increased the use of volunteers, including more than 100 at Homework Hub. Volunteers contributed about 93,000 hours (projected year-end number) of service to Hennepin County Library.

## Medical Examiner

Organized, with the Minnesota Coroners' and Medical Examiners' Association, the 27th annual Forensic Science Seminar. This two-day, statewide conference, provides continuing education to medical examiners and coroners, death investigators, law enforcement officers, and attorneys. Attendance at this year's seminar was a new record.

Provided the guiding data for the county's new Safe Sleep Initiative through a five-year, in-depth, retrospective review of all infant deaths in the county. The initiative strives to ensure that parents and caretakers of all newborns in Hennepin County are educated about safe sleep practices to reduce the number of accidental and Sudden Infant Death Syndrome-type deaths in our youngest citizens.



*NorthPoint Health & Wellness scores with “best of care” rating.*

## Metropolitan Health Plan

Implemented a new community outreach and education campaign for public programs populations. The theme of the marketing campaign is Health. Care. Respect. The efforts focus on building greater community linkages, new member materials and increased enrollment.

Achieved all of its 2009 contractual performance goals, resulting in 100 percent return of the withhold funds during July of 2010. Each contract year, the Minnesota Department of Human Services requires health plans to achieve numerous performance measures. These measures are based on clinical and operational standards.

Began an initiative to improve services to members through the enhancement of the prenatal program. Included in this initiative was the formation of a partnership with the Minnesota Visiting Nurses Association to case manage high-risk pregnancies.

In addition, an outreach program was developed to focus on the needs of pregnant women, leading to healthier outcomes.

Piloted numerous joint ventures with provider organizations to enhance member care. These programs include the following initiatives:

- Working with East Lake Clinic to improve healthy birth outcomes by promoting exercise during pregnancy for members receiving care from that clinic
- Working with NorthPoint Health and Wellness Center on the development of health care homes. The purpose of health care homes is to coordinate and manage member care.
- Working with HCMC to identify high-risk members who have not received a comprehensive medical assessment to ensure that they are seen by an HCMC practitioner.

## NorthPoint Health & Wellness

Received certification as a Health Care Home by the Minnesota Department of Health in October and became the first Federally Qualified Health Center to become certified in Minnesota. To qualify for certification, a clinic must meet standards in five areas: access and communication; electronic patient registry; care coordination, patient care plan, and a quality improvement process that focuses on the patient’s experience, health and cost-effectiveness of care. NorthPoint has the ability to now bill the various health plans for care coordination based on a system of medical complexity for patients enrolled in the Health Care Home. Health Care Homes are also the foundation for the implementation of national and state health care reform.

Scored at or above “best care” in the Minnesota Department of Health’s 2010 Health Care Quality Report for hypertension, children with upper respiratory infections, and chlamydia screening and treatment. NorthPoint also scored well in asthma care, breast cancer screening and cervical cancer screening. This report includes data from over 500 clinics statewide and is part of the state’s plan to provide public reporting on health care quality and a value-based health care system in Minnesota.

## Office of Budget and Finance

Implemented phase two, in conjunction with other departments, of the APEX Human Resources/Payroll system to replace the county's 20-year old system while remaining within budget for the project with fewer full-time employees than originally estimated, minimal backfilling of OBF positions temporarily assigned to APEX, and tight vendor control.

Completed preliminary work on creating a commercial paper program to enhance the county's short-term liquidity.

Issued \$37 million of Recovery Zone general obligation bonds for the Lowry Avenue Bridge. The taxable Recovery Zone bonds benefit from a 45-percent direct-interest subsidy from the U.S. Treasury.

Assisted in the allocation of \$42 million of tax exempt bonding authority to the Port Authority of the City of Bloomington to finance eligible costs for recovery zone property, which includes the construction of a 500-room, full-service hotel and a 500-space parking structure adjacent to the Mall of America in the City of Bloomington.

## Public Affairs

Received 271,065 visits in November to the county's website – [www.hennepin.us](http://www.hennepin.us) – compared with 208,701 last year. This is an increase of almost 30 percent. More and more, residents are going to the county website to find out about health programs they and their families can use, the hours libraries and service centers are open, how and where they can volunteer, and progress on major public projects such as road repairs.

Launched a Web Learning Center for use by content creators and editors.

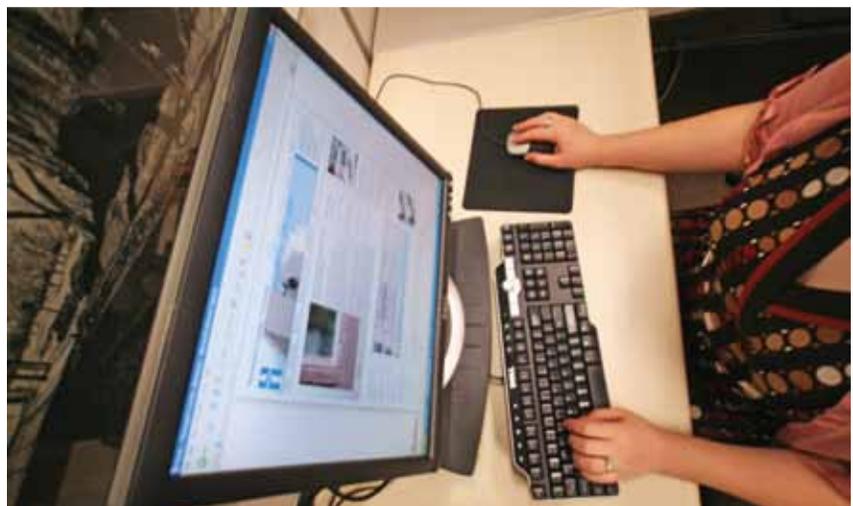
Responded and reached out to media. Public Affairs helps county staff be prepared to be interviewed by news representatives, and helps news representatives understand complex issues such as the recent statewide recount of ballots in the governor's race. During the recount, Public Affairs assisted the Taxpayer Services Department's Elections Division with hundreds of media requests for information and interviews, two daily briefings for media, and twice daily updates of recount news on the website.

Developed a communication and branding policy for the county and is working with departments to consolidate county branding of programs and services. Hennepin County Library has begun using new colors, formats and service marks under the new branding approach.

Provided the Summer on the Plaza series, which included a variety of educational and performance programming between May 1 and Labor Day by nearly 50 community groups.

Created in partnership with Public Works and the Three Rivers Park District a new Hennepin County Road & Bike Map for 2011. The new map will reduce printing expenses while creating a more comprehensive map for county residents.

Promoted or marketed 150 programs or services provided by Hennepin departments; and conducted some 300 photo shoots that added more than 15,000 pictures to the department's countywide Image Library.



*People visited Hennepin's website more than 270,000 times in November.*

## Property Services

Set forth an aggressive program to recommission buildings and to make a variety of improvements to save energy. Efforts are beginning to pay off. Annual energy usage between 2008 and 2009, for example, has decreased by 6.6 percent among county facilities with commensurate cost savings of \$910,000, a reduction of 9.9 percent. More savings are expected as our efforts continue with additional employee education, trending and monitoring of building systems, lighting retrofits and other project work.

Launched new emergency notification system that allows Property Services to communicate with building occupants during an emergency event. The system, called InformaCast, uses current technology—the voice over internet protocol (VOIP) phone system to broadcast emergency phone, e-mail and text messages.

Completed the construction of two new libraries in Maple Grove and Plymouth, incorporating Active Living and Cool County components. In addition, the newly installed weapons screening exits provide added safety for visitors and employees at the Government Center.

## Public Works

Received the National Weather Service's StormReady certification for Hennepin County. This designation recognizes the planning, education and awareness activities completed to become better prepared to respond to severe weather. Ninety percent of all presidentially declared disasters are weather related. Hennepin is one of nine counties in Minnesota to receive the StormReady designation.

Developed an All Hazard Mitigation Plan which is the first plan in Minnesota to be approved by Federal Emergency Management Agency. This plan, which is mandated by federal law, outlines procedures to minimize or eliminate the effects of a disaster on life and property for all jurisdictions in the county. The plan is a collaborative effort between the county, local jurisdictions and the private sector to keep our communities safe.

Collaborated with the Sheriff's Office and U.S. Drug Enforcement Agency to hold the first medicine collection event in Hennepin County. Nearly 700 people delivered 1,740 pounds of materials to the event held on Sept. 25. Volunteer pharmacists identified controlled substances and sorted the medications.



*By simply changing light bulbs, Property Services is decreasing energy usage and saving hundreds of thousands of dollars.*

Feedback from the participants demonstrated the need for safe medication disposal.

Had more than 115,000 customers at the recycling and household hazardous waste drop-off facilities located in Bloomington and Brooklyn Park. Residents delivered unwanted material such as scrap metal, appliances, televisions and computers, tires, batteries, paint, and lawn and garden products. Covanta Energy Inc., the operator of HERC, provided \$5 gift cards to residents who delivered their mercury thermostats to a drop-off facility for recycling.

Lead, as part of the Minnehaha Hiawatha Community Works Project, a multi-partner collaboration to pilot test 55 energy efficient LED and induction street lights along 46th Street in south Minneapolis. The project evaluates energy consumption, maintenance and operating costs, and light quality and levels.

Assisted Open Systems International obtain \$18 million in City of Minneapolis Revenue Bond financing to construct a 100,000-square-foot energy efficient

corporate facility in Medina retaining more than 250 jobs and creating 58 jobs.

Implemented Active Living in many ways throughout the county such as the Human Resources internet recruitment page and providing information during new employee orientation.

Stabilized various buildings at Fort Snelling Upper Bluff with the county's Sentence to Service (STS) Homes. In 2010, STS Homes worked on the exteriors of buildings 63 and 65 (jail and clock tower) doing masonry work consisting of re-tuck pointing the entire exterior, replacing damaged bricks, replacing limestone foundation, sills and banding. Fifty participants completed the program, with an average program participation time of 14 months. The recidivism rate of program participants continues to be less than eight percent.

Monitored vehicle use data in the form of miles traveled per year to help departments make decisions about removing underused vehicles from the fleet.

Converted 15 intersections from incandescent bulbs to light emitting diodes by either county forces or through county-city partnerships. The conversion will save taxpayers approximately \$12,500 per year. Energy saved will power 20 houses per year and eliminate 147 metric tons of carbon monoxide emissions, which is equivalent to taking 28 cars off the road.

Installed a pedestrian-activated crossing at the location of County Road 47 and Dallas Lane in Plymouth. Installation included advanced motorist warning of the presence of pedestrians via wireless communication devices. The crossing is used by children to access Camelot Park.

Finished the Complete Streets inventory of the county roadway system. The inventory encompassed 570 miles, included more than 900 traffic signals and identified over 10,700 pedestrian ramps. Slightly more than 20 percent of the pedestrian ramps were found to have truncated dome surfaces.



*Hennepin received the National Weather Service's StormReady certification.*

Completed 170 lane miles of bituminous overlay and about three-and-a-half miles of concrete replacement.

Added 10 miles of on-road bikeways and closed three gaps in the bikeway system including CSAH 33 (Park Avenue), CSAH 35 (Portland Avenue), Dakota Rail Trail and West River Road connections.

Worked on the Lowry Avenue Bridge, which is now more than 40 percent complete. The river piers are out of the water and the approach spans from both sides are in place.

## **Research, Planning and Development**

Provided an innovative approach to engaging the community, County Board, stakeholders and the Hennepin County workforce to promote the 2010 census. Through a variety of tactics from social networking, a video, an art gallery and more, the department's work helped Hennepin improve its census participation rate from 78 percent in 2000 to 82 percent in 2010. The county is tied for the highest participation rate among counties with more than a million residents.

Completed key evaluations of county programs that will allow for changes and improvements.

Linked 15 International Humphrey Fellows with 30 county mentors. This ongoing relationship leverages knowledge of public management in local government and establishes the exchange of ideas and practice across international borders.

Coordinated a Minneapolis and Hennepin process for the allotment of \$6.5 million in American Recovery and Re-investment Act funds to local nonprofit agencies which are working in the Homelessness Prevention & Rapid Re-housing Program. The program has been successful in preventing and ending homelessness for nearly 800 households in the metropolitan Minneapolis area.

Partnered with the Downtown Congregations to End Homelessness and the Downtown Business Council to launch the Currie Avenue Housing Partnership. In response to the repeated cycles of homelessness and overcrowding at the county's publicly-funded single adult shelters on Currie Avenue in downtown Minneapolis, the partnership raised more than \$350,000 to help local nonprofit agencies hire 10 housing case managers to house 150 people with disabilities who are staying at the downtown shelters. The Office to End Homelessness recently raised an additional \$150,000 to expand the program model for people sleeping outside.

Housed more than 200 people directly from the street through the Heading Home Hennepin Street Outreach Initiative from October 2007 through July 2010. Outreach staff has access to the downtown security

community's RadioLink and can be dispatched to 911 calls when appropriate in order to intervene with a human services response as opposed to a criminal justice response. Police records indicate a 14-percent reduction in arrests for people with no permanent address between 2008 and 2009, and a 71-percent reduction in offenses of downtown's highest livability offenders.

Funded the creation of two new Heading Home Hennepin Opportunity Centers in Minneapolis. These Opportunity Centers function with a one-stop shop model, similar to that of Project Homeless Connect, which co-locates multiple agencies, services and resources to better help people in need. This model of service delivery allows for greater efficiency and better outcomes for people experiencing poverty and homelessness.

## Sheriff's Office

Arrested 72 violent criminal offenders as a result of the Sheriff's Office Weekly Wanted Bulletins. The bulletins are created by the Criminal Information Sharing & Analysis unit (CISA). The timely data greatly increases the ability of police departments throughout the county to pursue offenders. In addition, CISA provided investigative case support in three homicides and provided trend analysis that led to arrests for several burglary suspects and an armed robbery suspect with a crime spree in ten different cities. CISA provided extensive case support to several multi-agency investigations including human trafficking cases.



Increased outreach in several communities and responded to their unique public safety issues. One notable example is in the Somali community. The Community Outreach Liaison program created multiple outreach opportunities including a law enforcement academy to improve communication with Somali leaders and community members.

*Using an innovative approach to raising awareness of the 2010 Census, Hennepin improved its census participation rate from 78 to 82 percent.*

Reduced the backlog of biology cases, which includes DNA cases, at the Sheriff's Office Crime Lab by more than 65 percent. The federal stimulus grant funded seven employees who assisted with reducing turn-around times by 28 percent. Crime Lab technicians processed approximately 3,000 crime scenes throughout the county.

Completed the implementation of Satellite Equipped Communications System on Wheels (SATCOW). The Sheriff's Office Communications Division operates and maintains the SATCOW which includes a large, primary communications trailer with a satellite dish for an 800-MHz trunked radio system and a 700-MHz data system. The SATCOW will provide critical communications at disaster scenes and emergent events. It is a component of the Strategic Technology Reserve.

## Taxpayer Services

Began accepting VISA debit cards under the VISA Property Tax Program which allows a flat fee per transaction. This has resulted in a decrease cost to our taxpayers that elect to pay their property taxes using a VISA debit card rather than their credit card.

Participated in the 2010 governor's recount. With approximately 470,000 ballots, under tight surveillance, about 150 elections judges and staff worked five eight-hour days to count all ballots with full access to the public.

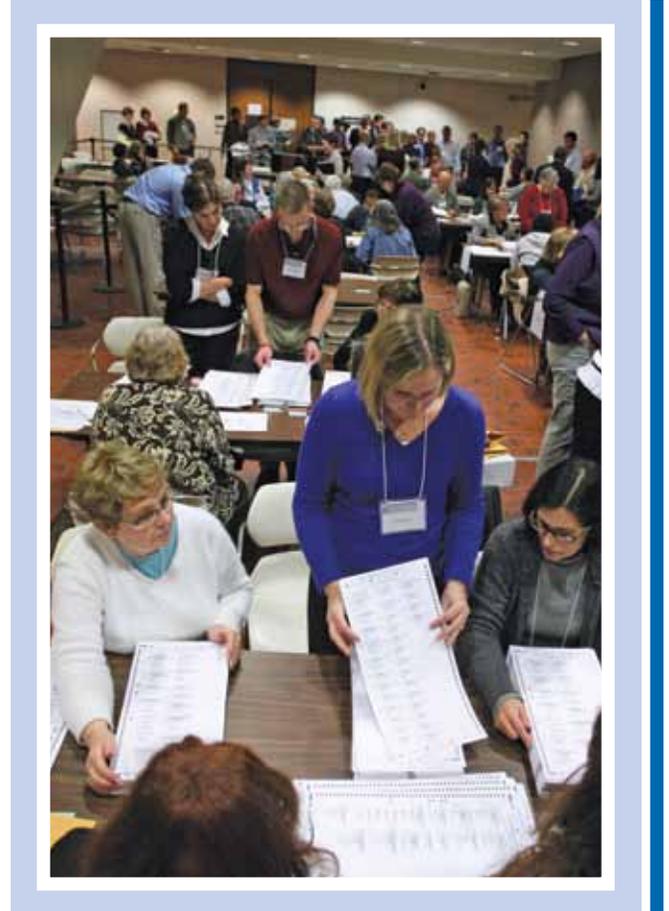
Piloted HSPHD's Supported Work Employment Program at the Midtown Service Center, and employed bilingual human services' clients to assist non-English speaking service center customers.

## Countywide Initiatives

### Cool County

Hennepin County is committed to reducing greenhouse gas emissions by 80 percent by 2050 as part of the Cool County Initiative. In 2007, the County Board adopted Resolution R7-334R2, which provided for Hennepin County to join other Cool Counties and take steps to achieve the 2050 climate stabilization goal.

The initiative relies on reduced and cleaner energy consumption through energy efficiency and the generation of renewable energy. The effort will include green building design, more efficient vehicle fleet management and transportation practices and other targeted greenhouse gas emission reduction programs.



*Hennepin participated in the 2010 governor's recount.*

Hennepin County is a founding member of a coalition of counties across the United States that are taking action to eliminate the causes of global climate change.

Hennepin's Cool County Initiative incorporated information about energy conservation and climate change in the Community POWER networks projects toolkits. The toolkits provide energy-related activity ideas to be used by Early Childhood Family Education programs, congregations, and community and neighborhood groups.

### Hennepin Energy Recovery Center (HERC)

Commissioned the steam line that connects HERC with the NRG Energy Center's downtown district energy system and Target Field. In 2009, more than 100 million pounds of steam was sent to the downtown system, avoiding greenhouse gas emissions of approximately 5,400 metric tons of carbon dioxide.

Refurbished the turbine, which increased the efficiency by eight percent. The increase in turbine output of three megawatts results in avoided greenhouse gas emissions of approximately two metric tons of carbon dioxide equivalent for every hour that the turbine runs.

Projects to improve energy efficiency and reduce energy use in buildings involve recommissioning studies, lighting retrofits, energy reduction campaigns and incorporating sustainable building features into new or renovated buildings.

Improved building operation efficiency by fine-tuning building automation schedules.

Replaced lighting in several libraries by installing 25-watt linear fluorescent lamps.

Started the Power Check Energy Meter Program, which allows residents to check out energy meters from libraries. Energy meters allow residents to measure the energy use of home appliances and electronics.

Encouraged building managers to reduce energy use by rewarding them with the Hennergy Award for significant energy reduction in their buildings.

## Accelerating Graduation by Reducing Achievement Disparities (A-GRAD)

A-GRAD is Hennepin's commitment to setting policy and making investments to ensure youth graduate from high school. A-GRAD focuses on how Hennepin County does its work, leverages its investments, engages with partners and holds itself accountable for increased educational success.

Worked with HSPHD, Community Corrections and Geographic Information Systems, we completed a profile of six groups of county-involved youth at risk for poor school outcomes. These profiles provided an overview of the age, sex and geographic location of the specific groups.

Shared data with Intermediate School District #287. This multi-faceted project provides county staff real-time access to attendance, achievement and discipline data for students in Bloomington, Brooklyn Center and District 287. This collaborative also created a pilot and evaluation for shared social workers to assist school staff in navigating county systems and county staff in navigating school systems.

Launched collaborative approaches, like Multiple Pathways to Graduation, aimed at assisting students who have gotten off track academically to graduate by:

Reframing the dropout conversation to focus on graduation.

Analyzing local dynamics of the graduation crisis to determine which factors are predictive in determining which students will not graduate unless they become re-engaged.

Creating and strategically managing a portfolio of new school options.



*School superintendents and Hennepin leaders are working to ensure school graduation of all students.*