

September 16, 2024

Information and Public Records

Karen Francois, Deputy County Manager, IPR
Tracy Nelson, Manager, IPR
Katrina Mosser, Director, Enterprise & Administrative Services
Tracy West, Director, Property Tax & Election Services
Chetan Ganatra, Director, Information Services



Service Team description

The Information and Public Records (IPR) Service Team consists of the following departments:

- Communications & Public Relations.
- County Assessor.
- Enterprise & Administrative Services.
- Information Services.
- Office of IPR.
- Property Tax, Records & Election Services.

The work in IPR has critical countywide impacts on how we deliver services to our residents and other customers as well as how we fund the work to provide those critical services.

IPR - One door approach for county residents

Resident facing



We serve diverse communities, individuals and families from Ramsey County and the metro area who are seeking county services via phone, email, in-person. We partner with other areas in the county (e.g. – Financial Assistance Services, Social Services, Workforce Solutions) to deliver services to our residents. Our diverse communities include non or Limited English Proficient residents.

- Enterprise Services .
- Communications and Public Relations.
- Property Tax, Recorder and Election Services.
- County Assessors Office.

Internal facing

We serve internal Service Teams and support countywide departments.

- Information Services.
- Communications and Public Relations.
- Enterprise Project Management Office.



Service Team Performance Measurement leadership

- Deputy County Manager: Karen Francois
- PMAT Representatives
 - Tracy Nelson, Lead
 - Enterprise & Administrative Services – Tiffany Uddin & Jimmy Early
 - Communications and PR – Kristine Grill & Eve Onduru
 - Property Tax, Records & Elections Services – Radhika Patel & Tanisha Lewis
 - County Assessor – Corey Erickson & Aaron Thielen
 - Information Services – Dawn Siegling

Service Team Performance Measures: Why they matter

Title	Full performance measure	Strategic Priority
Effective Operations	Percent of residents who got the help they needed.	Residents first: effective, efficient, and accessible operations.
Service equity and availability	Percentage of residents that call 6-8500 main language can access Navigators within one minute across English, Hmong, Karen, Somali and Spanish on the telephone.	Advancing racial and health equity and shared community power Residents first: effective, efficient, and accessible operations.
Simplify and Improve Resident Experience by removing structural inequities	Number of restrictive covenants discharged in Ramsey County Access to technology – Wi-Fi coverage at county buildings.	Advancing racial and health equity and shared community power Residents first: effective, efficient, and accessible operations.

Strategic Priority: Residents first: effective, efficient, and accessible operations.

Performance Measure	2019	2020	2021	2022	2023	Goal: 2025	Goal: 2027
Effective operations: Percent of residents who got the help they needed.				93%	98%	98%	98%

- Measures “how well do we do what we say we are going to do.”
- Countywide measure includes all Service Teams.
- Limitations:
 - Only surveys the residents who come into Service Centers & Community Partner sites.
 - Measures interactions, not outcomes.
 - Focus is on current service offerings.
 - “Rearview mirror” measure.

Strategies to improve performance on Effective Operations

Enhance the survey methodology to address:

- What isn't working.
- What services should be added.
- Outcomes.

Determine ways to get feedback from those who are not currently part of the process:

- Resident Experience Advisory Council (REACH).
- Community Accountability Partnership(CAP)/Service Standards.
- Racial Health Equity Administrators.

How are your strategies to improve Effective Operations reflected in your current budget?

- Resident Experience Design.
- Working with Policy & Planning on Community Accountability Partnership.
- Service Center.
 - Services expansion.
 - Physical improvements.
 - Operational improvements.

Improving outcomes and guiding 2026-2027 budget requests

- Technology is key:
 - Service delivery automation/alternate delivery channels.
 - Enhanced survey technology.
 - Artificial intelligence, including enhanced translation options
- Grow Planning and Evaluation capabilities.
- Enhanced survey technology/methods.
- Expanded Resident Experience capabilities.
- Expand and improve Service Center operations.

Strategic Priority: Advancing racial and health equity and shared community power; Residents first: effective, efficient, and accessible operations.

Performance Measure	2019	2020	2021	2022	2023	Goal: 2025	Goal: 2027
Service Equity and Availability: <ul style="list-style-type: none"> Percentage of residents that call 6-8500 main language can access Navigators within one minute across English, Hmong, Karen, Somali and Spanish on the telephone. 	n/a	87%*	68%*	77%*	84%*	87%	90%

- Measures “are we meeting residents where they are”
- Countywide measure includes all Service Teams
- Limitations

*English only, additional languages added in 2024

Strategies to improve performance for Equity and Availability

- Survey mechanisms need to be improved.
- Expand our service delivery paradigms:
 - How (method and language options).
 - Where (virtual services, brick and mortar locations, partners – how many of each?).
 - When (hours can vary by delivery method).
 - What (can all services be delivered using all methods? What do residents want?).
- We need to work with residents to understand their preferences.
- Technology will play a vital role.

How are your strategies to improve Equity and Availability reflected in your current budget?

Enhancing service delivery methods and processes to meet residents where they are by improving:

- Technology
 - Website re-platform.
 - Virtual Service Centers.
 - Role of Artificial intelligence.
- Language services
 - Consolidation of “language capability” under IPR.
 - Language specific navigators.
 - Proof of concept technologies.
- Service Center modernization using Residents First funds.

Improving outcomes and guiding 2026-2027 budget requests

- Technology funding for expanded service delivery methods and language solutions.
- Resources to address additional translations, improved digital accessibility, website enhancements and user journey mapping.
- Leverage additional funding sources for language access and expansion.
- Include permanent funding for cultural and community media.

Strategic Priority: Advancing racial and health equity and shared community power; Residents first: effective, efficient, and accessible operations.

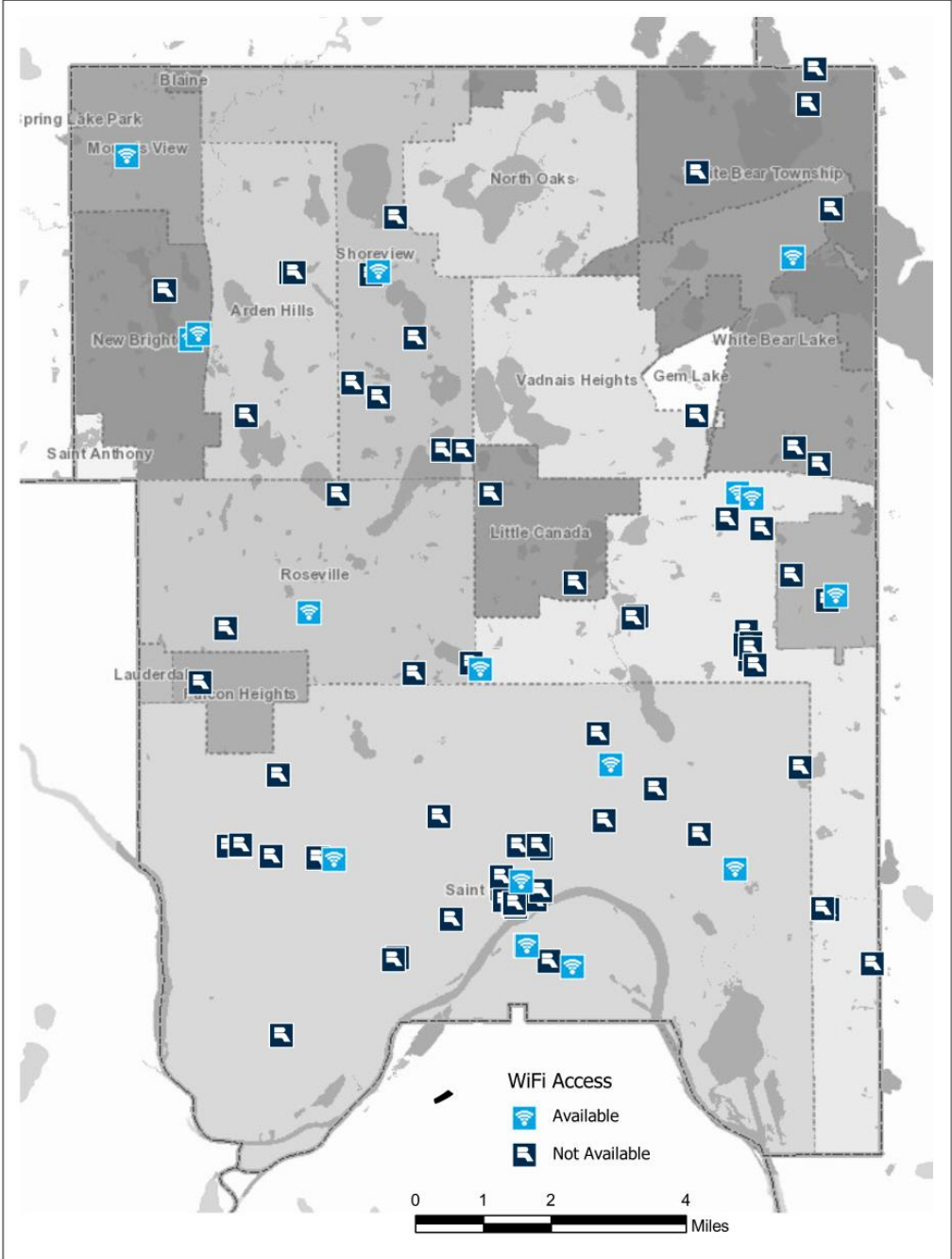
Performance Measure	2019	2020	2021	2022	2023	Goal: 2025	Goal: 2027
Simplify and Improve Resident Experience by removing structural inequities							
• Number of restrictive covenants discharged in Ramsey County	N/A	N/A	N/A	20	145	3,000	5,500
• Access to technology – Public Wi-Fi coverage at county buildings*	20%	20%	20%	20%	55%	75%	100%

- Measures “are we breaking down barriers to allow residents to be informed and engaged.”

Strategies to improve performance to simplify and improve resident experience by removing structural inequities

- Discharging restrictive covenants.
 - Collaboration.
 - Internal – Assessors Office and Communications Department.
 - External - community partnerships, local media, municipalities.
- Wi-Fi expansion.
 - County facilities.
 - Potential – other community sites.

Current Public Wi-Fi Locations



How are your strategies to simplify and improve resident experience by removing structural inequities reflected in your current budget?

- Funding was granted through the Community Engagement Funding process to engage community partners in the education and outreach of restrictive covenants.
- Cultural media program being launched to increase availability of information about county news, programs and services to community.
- Capital Improvement Program funding (CIP) and Information Technology Portfolio (ITP) to implement public Wi-Fi at all resident facing county facilities.

Improving outcomes and guiding 2026-2027 budget requests

- Continue work to remove restrictive covenants.
- Technology will continue to be key to ensure residents have access to the tools of the future.
 - Expansion of Wi-Fi.
 - Artificial intelligence.
 - Digital literacy.
 - Virtual services.