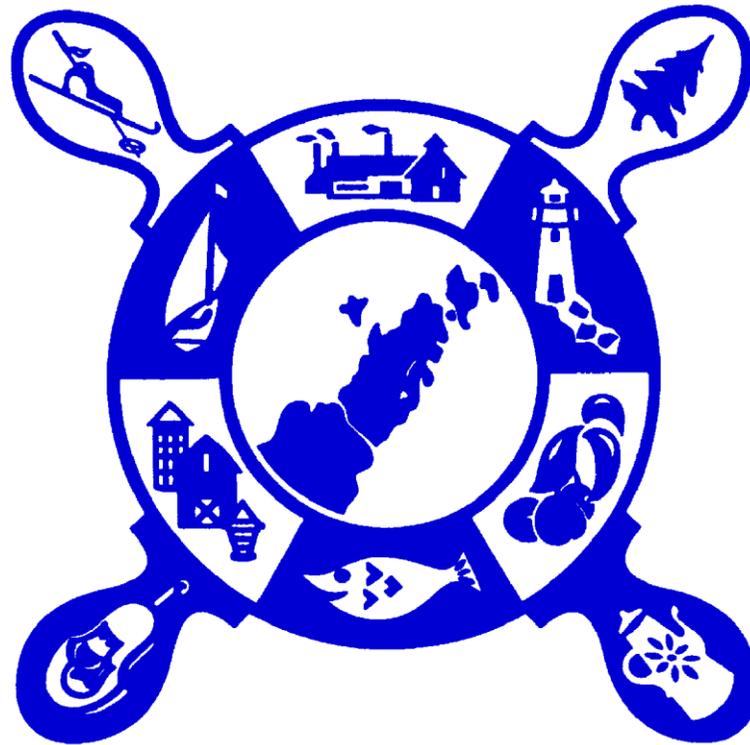


# County of Door



## 2020 Annual Reports

Compiled by:  
Door County Administrator's Office  
421 Nebraska Street  
Sturgeon Bay, WI 54235  
(920) 746-2552

# 2020 Annual Reports to the Door County Board of Supervisors

Child Support .....	3
Circuit Court and Clerk of Court .....	5
Corporation Counsel .....	10
County Clerk .....	14
District Attorney .....	16
Emergency Management & Communication.....	19
Emergency Services .....	23
Extension Door County.....	25
Facilities & Parks .....	31
Finance Department .....	31
Health & Human Services .....	40
Highway & Airport Dept. ....	48
Human Resources .....	53
Land Use Services.....	56
Library.....	60
Museum.....	62
Register of Deeds .....	64
Sheriff's Office. ....	66
Soil & Water Conservation Department .....	72
Technology Services .....	76
Treasurer .....	84
Veterans Office .....	87

**2020 ANNUAL REPORT**  
**DOOR COUNTY CHILD SUPPORT ENFORCEMENT AGENCY**

**Summary of Responsibilities:**

Primary functions

- a. Intake: the process of receiving, reviewing and assessing new child support referrals or applications.
- b. Locate: the process of searching for and verifying information on the whereabouts, employment status, income or assets of a parent or alleged father.
- c. Interstate: process of assisting another state, upon their request and sending requests from this state to other states.
- d. Establishment:
  - 1) Child Support Establishment: the process of obtaining a legally enforceable court order for child and medical support
  - 2) Paternity Establishment: the process of legally determining the identity of a non-marital child's father.
- e. Enforcement: the process of using administrative, civil or criminal actions necessary to ensure that parents comply with the provisions of their court-ordered obligations.
- f. Collection processing: process of receipting and disbursing money paid for child support and other related debts

**Goals / Objectives Achieved in 2020:**

The Agency again exceeded the 80 percent level for current support collections and Door County continues to be in the top 20 counties in Wisconsin for percentage of current support collected. The “payments on arrears” also again exceeded the 80 percent level—the level set by the State of Wisconsin and the Federal Government.

**Knowledge Sharing 2020:** *Not applicable.*

**Department Budget Status**

	<b><u>2019</u></b>	<b><u>2020</u></b>
Approved Budgeted Expenditures	\$559,289	\$597,827
Actual Expenditures	\$550,487	\$580,472
Actual Revenues	\$489,094	\$630,892
Levy Appropriation	\$70,195	\$(50,420)

Grants received for 2020: N/A

**Other Accomplishments:**

The Wisconsin Child Support Enforcement Association (WCSEA), in partnership with the Department of Children and Families – Bureau of Child Support was successful in increasing general purpose revenue by \$550,000 to \$9,050,000 on a statewide basis for 2019. That increase in revenue certainly helped the local agency. Local staffing levels remain constant. The Agency entered into a contract with an online child support payment system in 2020 (GovPay). The addition of this service for our program participants has been more successful than we could have imagined. Collections through this portal for current support and arrears payments have been in excess of \$2,000/month with no cost to the county.

**Issues, concerns and restraints:**

The Wisconsin Governor and the Legislature's Joint Committee on Finance have been asked to once again provide increased funding to the Child Support Program. Due to an accounting change by the federal government, the agencies are losing their federal matching funds on birth cost collections. This will create a statewide shortfall of approximately \$7 million. Also, the State of Wisconsin has begun the process of replacing the KIDS system (Kids Information Data System; the statewide child support database implemented in the early 1990's), beginning with the document generation portion in 2019. The second phase of that process is well underway and the implementation date is in mid-2029. As with all county departments, the covid-19 shutdown impacted our operations, with work-from-home being the norm for most of 2020.

**Goals and Objectives for 2021:**

The Child Support Agency looks to maintain the 80 percent level on arrears collections, and to improve on their 83 percent collection rate for current support collections. The CSA is also looking to increase participant access by more effective use of online resources. The new Door County website has helped with that effort and we look for more opportunities to provide through that media. Efforts continue with the Governor's office and the Legislature to obtain additional funding.

## 2020 ANNUAL REPORT

### DOOR COUNTY CIRCUIT COURT and CLERK OF COURT

#### Mission Statement

The mission of the Wisconsin Court System is to protect individual's rights, privileges and liberties, to maintain the rule of law, and to provide a forum for the resolution of disputes that is fair, accessible, independent and effective. It is the responsibility of the Circuit Court system to fulfill this mission in Door County.

#### Summary of Responsibilities

##### Circuit Court

The Circuit Court handles all stages of criminal proceedings; juvenile CHIPS, delinquency, termination of parental rights and ordinance cases; family matters, including divorce and paternity; all civil matters including personal injury, land disputes, contracts, foreclosures, money judgments and small claims; traffic and forfeiture cases; probate, guardianship, and mental, drug, and alcohol commitment proceedings; and court review of local and state administrative proceedings including zoning, taxes, condemnation, DNR permits, and worker's and unemployment compensation reviews.

Door County has two Circuit Court Judges. Judge D. Todd Ehlers was elected to Branch I in 2000 and has been the presiding judge for Door County since 2016. Judge David L. Weber has been the Branch II judge since 2016. Each judge has a judicial assistant, Sheryl Ripp and Linda Wiegand. Linda Wiegand also serves as the Juvenile Court Clerk. Each judge has a court reporter, Lisa Hartel and Holly Jewell.

Circuit Court also includes the Family Court Commissioner/Register in Probate, Jennifer Moeller. Pamela Parks is the part-time assistant to Commissioner Moeller and Deputy Register in Probate. There are four Supplemental Court Commissioners appointed by the judges, Door County Attorneys: James Downey, Nina Martel, Randall Nesbitt, and Jon Pinkert. There are six Commissioners of Condemnation appointed by the judges: James Downey, Judy Gregory, Dan Lenius, James Pankratz, David Smith, and Heather Smith.

##### Clerk of Court

The Clerk of Court is a Constitutional Officer elected every four years by the voters of Door County. Connie DeFere has been the Clerk of Court since 2015. The five full-time deputy clerks in 2020 were Laurie Schlaefer, Norma Uecker, Karen Lambeck, Jodi Robillard and Jan Anderson. However, Karen Lambeck transferred to the Door County Sheriff's Department in December. There are three jury bailiffs: Mary Lardinois, Val Mosgaller and Jan Olson.

The duties of the Clerk's office are varied. The Clerk of Court is responsible for the filing and maintaining of over 30 case types. The most common types are Criminal, Civil, Divorce/Paternity, Small Claims and Traffic. Clerk of Court staff regularly collaborates with law enforcement, attorneys and their staff, other county departments, and various governmental agencies for efficiency and effectiveness in all case types.

Several mandated essential functions of the Clerk of Court offices include swearing in of witnesses, bailiffs and jurors; taking minutes of proceedings, marking exhibits and

maintaining exhibit lists; and maintaining all electronic court files. With the progression of e-filing over the last four years, the maintenance of case files is all within an arm's reach. All information and correspondence to parties of common case types is an important day-to-day responsibility for the Clerks from the onset of the filings to the completion of the cases, including the purging of old files.

Another vital function of the Clerk's office is the collection of all filing fees, attorney reimbursement fees, fines, and court costs incurred. Money collected is either held in a trust account or distributed to appropriate entities such as individual parties, vendors, and agencies, including the County, City, local municipalities and the State. Our collection of past-due fines/court costs through the Wisconsin Department of Revenue State Debt Collection program in 2020 netted a total of \$175,171.37.

The Clerk of Court is responsible for all jury-related matters, from start to finish. Due to COVID-19, only one jury trial was held in January 2020. Other jury trials were scheduled but needed to be rescheduled related to COVID-19.

### **Program Summary:**

1. Treatment Court. Treatment Court is an evidenced-based judicial process to enhance public safety and restore sober, productive and law abiding citizens to the community.
2. Victim Impact Panel. Victims of drunken driving tragedies share their stories of pain and loss with drunken driving offenders who appear to be in need of understanding the results of impaired driving.

### **Goals / Objectives Achieved in 2020**

1. Treatment Court. Treatment court team members finalized policies, procedures, the handbook for participants, and memoranda of understanding among all key departments. These were approved by the Department of Justice, which administers the Treatment Alternatives and Diversion (TAD) grant. Team members completed additional training and engaged in community outreach. The treatment court was up and running, accepting its first participant in December.
2. Clerk of Court DeFere worked with the Sheriffs Department to update the Technology in the Jury Assembly Room.
3. County Website. Circuit Court and Clerk of Court added content and helpful public information to enhance sections of the updated county website pertaining to the court.

### **Knowledge Sharing 2020**

1. The pandemic prevented the courts from hosting groups from schools and the community.
2. Judge Ehlers and Judge Weber hosted periodic lunch meetings to discuss court procedures and operations with city, county and state departments that interact with the court system. These meetings shifted to Zoom videoconferencing in the spring.
3. Many individuals included in the meetings above were invited by Judge Ehlers and Judge Weber to join the Door County Stakeholder Committee charged with review of the Wisconsin Courts COVID-19 Task Force Final Report and planning the reopening

- of courts in our county. After Zoom meetings to discuss ideas and drafts, the Stakeholder Committee submitted the COVID-19 Door County Circuit Court Operating Plan to the Chief Judge of our Judicial District. Chief Judge Morrison approved the June Operating Plan as well as the subsequent plan specific to jury trials. The reports were shared with the legal community and offices that interact regularly with the courts.
4. Judge Weber chairs the Door County Criminal Justice Collaborating Council Committee (CJCC) whose mission is to enhance public safety in Door County through community collaboration by ensuring offender accountability, providing rehabilitation programs and supporting the rights and needs of victims. The main activity of the CJCC this past year was to establish a Steering Committee for the Treatment Court, which finalized policies, procedures, the handbook for participants, and memoranda of understanding among all key departments.
  5. Commissioner Moeller presented Probate Basics for Learning in Retirement in Sturgeon Bay at NWTC and at the ADRC. She shared general information about the probate process to approximately 40 community members.
  6. Commissioner Moeller appeared on WDOR with Eddy Allen to discuss Circuit Court and Probate. She and DeFere called in to WDOR with COVID related adjustments related to court operations.
  7. Connie DeFere and Linda Wiegand created a hotline to help keep litigants and the public informed of the status of court proceedings and facility closures.
  8. Commissioner Moeller and Assistant Corporation Counsel Karyn Behling presented information to county employees concerning guardianship and guardianship alternatives. Approximately 30 employees attended, most of whom were Health and Human Services employees.

### **Department Budget Status**

Approved 2020 Budget	\$982,119	Actual 2020 Budget	\$948,382
2020 Levy appropriation	\$521,862	2019 Levy appropriation	\$452,156
2020 budgeted revenue	\$460,257	2020 Actual Revenue	\$459,384
		2019 Actual Revenue	\$467,997

**Grants received for 2020:** The Door County Department of Health and Human Services received a TAD grant from the Wisconsin Department of Justice to fund a full-time treatment court coordinator, part-time counselor, and other costs such as training, computer software, and participant incentives.

### **Other Accomplishments:**

1. The Clerk of Courts office purchased two laptop computers, one via grant money, for use by all court staff and/or litigants as needed to fulfill the needs of Zoom hearings. The Wisconsin Court System CCAP set up remote access for all clerk of court staff.
2. Court staff was creative in accommodating the public's access to the court throughout the year's public health crisis and during the court building's closure from March through July. DeFere arranged for the installation of a drop box in the main entrance of the Justice Center for all departments to receive documents and

payments while minimizing close contact. Moeller arranged for a picnic table to be placed in the front of the building for outdoor meetings with the public at a safe distance.

3. Judge Ehlers, Judge Weber, Jennifer Moeller, Connie DeFere and all court staff quickly adapted to the closure of the Justice Center and various phases of re-opening. Time and attention was given to creatively accommodate the public safely. Helpful signage and instructions were updated and posted physically and communicated electronically.
4. Court delays were minimized because the Director of State Courts purchased Zoom accounts for all judges and clerks of court. The judges, Commissioner Moeller, and Clerk of Court DeFere learned the intricacies of Zoom hearings and the various changes and updates to make those hearings public on-line and to integrate Zoom into the existing courtroom technology for on-line and in person participation when the building re-opened.
5. Judge Ehlers completed his service on the Wisconsin Criminal Jury Instructions Committee. He served since 2010 when he was elected to the committee by his judicial colleagues.
6. Judge Ehlers has served on the Judicial Conduct Advisory Committee since 2012 when he was appointed by the Wisconsin Supreme Court. He is currently the Chair of this Committee.
7. Jennifer Moeller currently serves as Vice-President of the Wisconsin Register in Probate Association. She has served on the Association's forms committee since 2012.
8. Connie DeFere currently serves on the forms committee for the WCCCA and was elected to serve on the Legislative committee for the Wisconsin Clerks of Circuit Court Association (WCCCA).

#### **Issues, Concerns and Restraints:**

1. Issues related to COVID-19 dominated March through December 2020. Some concerns will continue into 2021, including scheduling the backlog of jury trials, and a one-month long jury trial. Safety of jurors is a priority. Virus concerns impact the number of jurors available. We are already challenged to find enough jurors given the average age of our county's residents.
2. A court reporter shortage exists in the state and country. The court reporter assigned to Branch 1 reduced her hours in 2021. A court reporter interested in part time work could not be found so other reporters are filling in. The extensive use of Zoom for court in the start of 2021 makes this easier. It is a statewide concern. Although there is a place for recordings of proceedings, an official court record remains a vital part of the justice system.
3. Representation for indigent and state public defender appointments. The 2020 modest increase in fees for court appointed attorneys and attorneys appointed by the Wisconsin State Public Defender (SPD) did not resolve concerns about legal representation. For several reasons, few local attorneys accept SPD appointments. In juvenile cases and cases involving people with mental impairments, most of the

attorneys are from out of county. The county has had to appoint attorneys in some cases in which the SPD could not find an attorney to travel to Door County.

4. Courtroom audio and video equipment malfunctions led to unbudgeted maintenance expenses. The equipment is imperative for court hearings, even more so with increased use of video conferencing for court.

### **Goals and Objectives for 2021**

1. Treatment court will enroll up to 6 additional participants by the end of 2021. In 2021, the treatment court team plans to attend trainings through the Wisconsin Association of Treatment Court Professionals (WATCP) and engage in community outreach. With the help of an evaluator and the Wisconsin Department of Justice (DOJ) Bureau of Justice Information and Analysis, the treatment court team will monitor program implementation and update policies and procedures as needed. The next funding cycle for TAD grants opens in August or September of 2021.
2. This year should include jury trials postponed since March 2020. All court personnel are prepared to adapt as necessary for whatever changes 2021 may bring to court processes. We expect Zoom to be part of court operations going forward.
3. Wisconsin Family Court Commissioner Association Conference at Stone Harbor in October, postponed from 2020: Commissioner Moeller will host approximately 80 Family Court Commissioners and Circuit Court Commissioners from around the state for the fall conference. Pamela Parks will help a great deal.
4. Commissioner Moeller will continue working with the Wisconsin Counties Association to further appropriate legislation to address fees and costs in probate and juvenile court cases.
5. Commissioner Moeller and the Deputy Director of Door County Health and Human Services Cori McFarlane applied for the Title IV-E Reimbursement Program for Legal Representation of Parents and Children. Door County's application was approved for 2021, which will help offset legal fees and expenses already required of the court in certain cases. We will learn the reporting requirements of this grant and assess re-applying for 2022.
6. In 2021, the Branch 1 court reporter went part-time. A digital audio recording (DAR) system will be installed in both branches. We will navigate implementation of DAR balanced with the requirement and important need for an accurate verbatim record of court proceedings as required by law.
7. Education and outreach.
  - a. Judge Weber, along with Sheriff Sternard, Colleen Nordin, and Kelsey Christensen, will be giving two presentations to the League of Women Voters about the Treatment Court. One presentation will be in March and the other will be in November. Judge Weber and Kelsey Christensen expect to give other presentations throughout the year.
  - b. Commissioner Moeller will present Probate Basics for Learning in Retirement in Sturgeon Bay through NWTC. This year, she adds a second presentation on Guardianship Basics. Both presentations will be via Zoom videoconferencing.
  - c. Clerk of Court DeFere will appear on WDOR providing information about her office.

## 2020 ANNUAL REPORT

### DOOR COUNTY CORPORATION COUNSEL DEPARTMENT

#### A. MISSION STATEMENT:

Our mission is to provide legal services, of the highest professional and ethical standards, that facilitate and support Door County's goals.

#### B. SUMMARY OF RESPONSIBILITIES:

The Door County Corporation Counsel Department attends to all civil legal matters relating to Door County. This includes:

- Prosecute and defend all civil actions or proceedings.
- Interpret the powers and duties of boards, commissions, committees, departments, employees, and officers of the County.
- Serve as legal adviser to boards, commissions, committees, departments, employees, and officers of the County.
- Guardianships and protective placements.
  - ❖ Chapters 54 and 55 Wisconsin Statutes.
- Civil (mental and alcohol) commitments.
  - ❖ Chapter 51 Wisconsin Statutes.
- Land use, zoning, conservation and environmental issues (e.g., agricultural standards and prohibitions, private on-site wastewater treatment systems, and stormwater and erosion control).
- Code drafting, interpretation, and enforcement.
- Employment / Labor Relations.
  - ❖ This encompasses compliance with state and federal employment laws, regulations and rules; legal aspects of hiring, discipline and termination; legal aspects of negotiation, mediation and interest arbitration; legal aspects of grievances, up to and including arbitration; and representing the County in proceedings before the courts, administrative bodies and various agencies.
- Contract negotiation, drafting, review, interpretation, and/or enforcement.
- Foreclosure of tax liens (by action In Rem or In Personam) and sale of tax delinquent real estate.
  - ❖ Chapter 75 Wisconsin Statutes.
- Animal Abuse or Neglect.
  - ❖ Section 95.21 and Chapters 173 and 174, Wisconsin Statutes.
- Ethics and conflicts of interest.
  - ❖ Render (verbal and written) opinions regarding ethics and conflict of interest issues.
  - ❖ Sections 19.21 – 19.39 Wisconsin Statutes.
- Public records.
  - ❖ Sections 19.41 – 19.59 Wisconsin Statutes.
- Open meetings.
  - ❖ Sections 19.81 – 19.98 Wisconsin Statutes.
- Real property acquisition / disposal.
  - ❖ Handle legal aspects of the purchase and sale of real estate by the County.
- Public works projects.
  - ❖ Involved in the legal aspects of (e.g., land use and zoning, financing, risk management, drafting of documents, design, bidding, construction, oversight, and dispute resolution issues) public works projects.
- Director of Family Court Counseling Services.
  - ❖ Corporation Counsel is the Director of Family Court Counseling Services, with the attendant responsibilities and authority as set forth in Section 767.11 Wisconsin Statutes.

- Child Support Agency.
  - ❖ Assists the Child Support Agency on an as needed basis. The Child Support Agency Director, on an as needed basis, serves as Assistant Corporation Counsel and aids Corporation Counsel. The Departments were separate and distinct entities, through 2011, were assimilated effective January 1, 2012, and then torn asunder January 1, 2013, but remain interrelated if not inextricably intertwined.
- Claims against county / officials / employees.
  - ❖ The County's liability insurance is through the Wisconsin County Mutual Insurance Corporation (WCMIC). The scope of liability protection provided by WCMIC is broad. Corporation Counsel oversees and assists outside counsel assigned by WCMIC to defend covered claims.
  - ❖ Defend all claims not covered by County's liability insurance.
- Miscellaneous issues.
  - ❖ Communications, election, information security and confidentiality, intellectual property, parliamentarian, referenda, and whatever other legal issues, which may arise from, time to time.
- Interim County Administrator.
  - ❖ Corporation Counsel has been appointed to serve as Interim County Administrator (Section 59.18, Wisconsin Statutes) on two (2) separate occasions [March 27, 2012 (Resolution No. 2012-16) and on October 28, 2014 (Resolution No. 2014-88)]. It is fervently hoped that we shall not pass this way again.

As a general rule, we handle everything in-house. We make very judicious use of outside counsel, and are somewhat unique in this respect.

**C. PROGRAM SUMMARY:**

Not applicable. As in-house counsel, we are an internal service department. To a certain degree we live vicariously, through the other departments.

**D. GOALS / OBJECTIVES ACHIEVED:**

The straightforward answer? Maintain the current state of affairs and aspire to improve. As with anything else in life, work as in-house counsel is about balance; balancing competing priorities, other's expectations, and our own.

**E. KNOWLEDGE SHARING:**

Provide legal advice to elective and appointive officials, and employees of Door County. Participate in public forums, to educate the public at large as to various issues.

**F. DEPARTMENT BUDGET STATUS:**

Adopted 2020 Budget	391,444	Amended 2020 Budget	406,769	Amount Used	393,758.64	Percent Used	97%
Adopted 2020 Counseling Services	8,000	Amended 2020 Counseling Services	8,000	Amount Used	10,530	Percent Used	132%
Adopted 2020 Law Library	11,760	Amended 2020 Law Library	11,760	Amount Used	15,849	Percent Used	135%
Adopted 2020 Revenue	7,500	Amended 2020 Revenue	7,500	Amount Collected	7,726	Percent Collected	103%

**G. OTHER ACCOMPLISHMENTS:**

Having an influence within Door County, which involves working together with elective and appointive officials, and employees to tackle problem---not necessarily the big hairy audacious ones but rather the many ordinary things done right each day that in the end make the biggest difference.

**H. ISSUES, CONCERNS AND RESTRAINTS:**

To use a scientific analogy, it is recognizing (and bringing to light) the existence of the "Mandelbrot Set"... that there is order in chaos when there is adherence to basic principles and laws.

**I. GOALS AND OBJECTIVES:**

Having a positive impact. Realizing we are here to counsel and assist Door County's elective and appointive officials, and employees to accomplish their goals.

*"The indescribable, innocence and beneficence of nature – such health, such cheer, they afford forever!"*  
Henry David Thoreau

**2020 CASES****TABLE 1:**

Opened	508
Closed	308
Pending	200

**TABLE 2:****AREAS OF LAW**

Administrative Review	
Claim	
Collection	16
Commitments	57
Contract	20
CPS Appeal	
General	162
Guardianships	28
Labor	10
Litigation	1
Mediations	39
Open Records	27
Violations	132
Property	12
RFP	4
<b>TOTAL</b>	

**TABLE 3:****DEPARTMENTS**

ADRC	3
Child Support	
Circuit Court	40
Clerk of Courts	1
Corporation Counsel	14
County Administrator	4
County Board	14
County Clerk	15
District Attorney	1
Emergency Management	4
Emergency Services	21
Facilities & Parks	45
Fair Association	1
Finance	7
Highway/Airport	16
Human Resources	9
Health and Human Services	108
Land Use Services	69
Library	5
Museum	1
Register of Deeds	1
Sheriff	82
Soil & Water Conservation	26
Tech Services	4
Transportation	3
Treasurer	11
Veterans	1
UW-Extension	2
<b>TOTAL</b>	<b>508</b>

# HISTORY

On December 7, 1976, the Executive & Personnel Committee engaged in discussion concerning the position of Corporation Counsel. The Executive & Personnel Committee recommended that the duties and powers of Corporation Counsel be conferred upon the District Attorney. County Board accepted this recommendation by adoption of Resolution No. 38-76.

Over time, the workload of the Door County District Attorney's Department steadily increased. Effective January 1, 1979, by adoption of Resolution No. 72-78, County Board relieved the District Attorney of the duties and powers of Corporation Counsel, established the Office of Corporation Counsel, and employed a part-time Corporation Counsel.

There was an upsurge in the caseload of Corporation Counsel, particularly with respect to code enforcement matters (i.e., zoning ordinance violations). Consequently, it was deemed necessary to employ a part-time Assistant Corporation Counsel. By adoption of Resolution No. 22-85, the Board of Supervisors authorized the appointment of an Assistant Corporation Counsel to aid the Corporation Counsel in the performance of the duties of Corporation Counsel.

On October 27, 1987, by enactment of Ordinance No. 67-87, the County Board established a full time Corporation Counsel position. County employed its first full time Corporation Counsel and one full-time support staff person, in 1988.

In 1994, County employed a full-time Assistant Corporation Counsel, and an additional full-time support staff person. The Assistant Corporation Counsel time was divided equally between Office of Corporation Counsel and the Child Support Agency.

On May 31, 1999, the Assistant Corporation Counsel resigned. On June 3, 1999, one full-time support staff person transferred from the Office of Corporation Counsel to the Office of County Administrator. Neither position was re-filled.

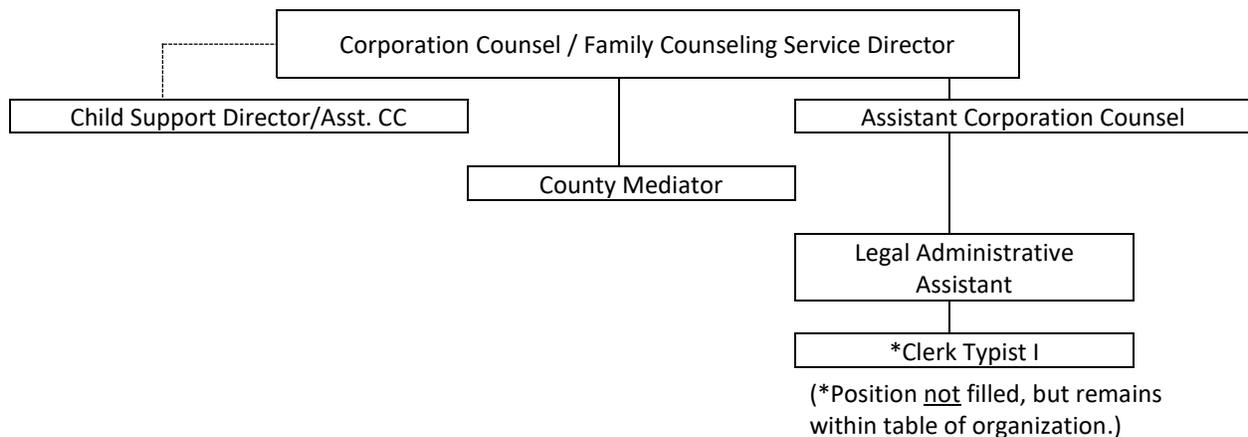
On October 11, 1999, County employed a Child Support Agency Director / Assistant Corporation Counsel. This person is the administrator of, and attorney for, the Child Support Agency.

On September 30, 2002, by adoption of Resolution 95-02, County Board reauthorized the employment of an Assistant Corporation Counsel and Clerk Typist I. The Assistant Corporation Counsel aids the Corporation Counsel and Child Support Agency Director / Assistant Corporation Counsel in the performance of their duties.

In 2005, a decision was made to layoff the Clerk Typist I. This position remains unfilled.

There have been no organizational changes since 2005.

## ORGANIZATIONAL CHART (2013)



**2020 Staff:**

- Grant P. Thomas, Corporation Counsel/Family Counseling Service Director
- Karyn E. Behling, Assistant Corporation Counsel
- Amanda M. Sawdo, Legal Administrative Assistant
- Rodney Dequaine, Child Support Director/Attorney/Assistant Corporation Counsel

## 2020 Annual Report Door County Clerk's Office

### **Mission Statement:**

It is the objective of the County Clerk and her staff to go beyond the statutes to provide efficient, courteous service, in the most cost-effective manner possible, to county residents, the county board, municipalities and other units of government.

### **Summary of Responsibilities:**

The Door County Clerk's office is a State Constitutional office, with the Clerk being elected by the people of Door County. The Clerk has both statutory and non-statutory responsibilities.

The County Clerk's Office issues marriage licenses, and timber cutting permits. The office coordinates, distributes, and reconciles the State dog licenses program in conjunction with local Municipal Treasurers. The office compiles and distributes the Official County Directory for Door County, publishes the Property Valuation Statistical Report and the Proceedings of the Door County Board of Supervisors.

The County Clerk is the official clerk to the board's regular, special, limited term, and standing committees. Under the direction of the county board chairperson or committee chairperson, creates the agenda for board meetings and keeps and records true minutes of all the proceedings of the board, including all committee meetings, either personally or through an appointee. The office is responsible for publishing all minutes, ordinances and budgetary changes in the newspaper. All County Board minutes, original resolutions and ordinances are on file in the Clerk's Office.

The office is the information system for the county and the public. The office handles the switchboard operations, directs the public to proper offices, answers numerous questions from the public, reserves meeting rooms for various committees and organizations, maintains the Fleet Vehicle reservations and manages the Mail Department.

The Door County Clerk is the chief election officer for Door County; the office conducts all federal, state, county, local and school elections, in coordination with the municipalities and school districts, to ensure that the State Statutes governing elections are carried through. The County Clerk's Office is responsible for programming elections, publishing legal notices, preparing ballots, tabulating results and ensuring the accuracy of all county-wide elections. This office utilizes the Statewide Voter Registration System (WisVote). WisVote is a voter database system which enables the State of Wisconsin to comply with the Help America Vote Act. The Door County Clerk's Office provides SVRS service to 18 Door County municipalities.

### **Goals & Objectives Achieved in 2020:**

- ✓ Historic 2020 Elections included February Primary, April Presidential Preference & Spring, August Partisan Primary, and November General
- ✓ Hired LTE to assist with Election data entry
- ✓ Completed design phase of kiosk project and prepared for implementation
- ✓ Other goals and objectives slated for 2020 were unable to be completed due to the vast amount of time required to run the 2020 Elections

### **WisVote**

- ✓ Historic year for absentee tracking for our 18 municipalities. The Chief Deputy County Clerk focused much of her year on tracking, balancing, and closing out the absentee process for each election and the 18 municipalities the County provides WisVote services to.
- ✓ Historic year for voter turnout in the 2020 election cycle which in turn resulted in a vast amount of time focused solely on elections throughout the entire year

**Department Budget Status**

Approved 2020 Budget	\$257,897	Actual 2020 Budget	\$264,236
2020 Levy appropriation	\$217,872	2019 Levy appropriation	\$178,827
2020 budgeted revenue	\$ 40,025	2020 Actual Revenue	\$ 56,731
		2019 Actual Revenue	\$ 50,238

**Other Accomplishments**

- ✓ Fielded and directed 4,600+ incoming phone calls
- ✓ Issued 196 Marriage licenses
- ✓ Virtual meetings for County Board and Committees
- ✓ Worked in conjunction with TS and Administrator on meeting room upgrades at the Government Center including audio, video, and software
- ✓ Virtual meetings for Marriage Licenses
- ✓ Coordinated and distributed PPE for all polling locations throughout Door County for all 2020 elections
- ✓ Secured an Election Security Subgrant in the amount of \$42,119.30 used to address 2020 federal election security needs
- ✓ Secured a CARES ACT grant in the amount of \$9,291.10 used to cover unbudgeted expenses, specifically overtime and election supplies, for the 2020 federal election cycle
- ✓ Office remained open/available for all services both remotely and in person during the entire Pandemic

**Issues, Concerns, Restraints**

- ✓ With changes in election laws the need for additional election staff will continue. The need to evaluate staffing levels in the office must continue.
- ✓ WisVote requires specific users. To obtain a user ID approximately 18 hours of on-line training is required. A permanent decision must be made as to how, together, we can accomplish this.
- ✓ Election and cyber security have come to the forefront. We must continue to address our security needs to ensure Door County is meeting the highest standards.

**Goals and Objectives for 2021:**

- ✓ February Primary Election, and April Spring Election
- ✓ Continue to monitor and evaluate a permanent solution to additional election staff
- ✓ Election and cyber security
- ✓ Creation and Implementation of an Office Contingency Plan
- ✓ Implement kiosk project
- ✓ Implement meeting room technology upgrades in coordination with TS and Administrator
- ✓ Scanning of past resolutions and ordinances for easy access
- ✓ Additional training, as offered by the State or other Institutions/Programs
- ✓ Training of Municipal Clerks to maintain certification
- ✓ Coordinate with Municipal Clerks for training of Poll Workers and Certified Chief Election Inspectors
- ✓ Continue to strive to carryout statutorily required duties
- ✓ Continue to serve the public in the most efficient and courteous manner



**2020 Annual Report**  
**Door County District Attorney's Office**

**Office Personnel:**

**Colleen C. Nordin – District Attorney**  
**Nicholas P. Grode – Assistant District Attorney**  
Holly Malvitz – Administrative Supervisor  
Lisa Mraz – Victim/Witness Coordinator  
Debra Merkle-Schubert – Administrative Assistant II  
Laurie Wilke – Administrative Assistant II  
Tracey Willems – Administrative Assistant II

**Summary of Responsibilities:**

- Prosecute all adult criminal acts that occur within Door County, including felonies, misdemeanors and criminal traffic offenses.
- Prosecute juvenile delinquency cases within Door County.
- Prosecute Juvenile in Need of Protection or Services (JIPS) cases occurring within Door County or if the juvenile resides in Door County, including habitual truancy, uncontrollability, and criminal law violations by children 10 years of age and younger.
- Prosecute Child in Need of Protection or Services (CHIPS) cases occurring within Door County or if the juvenile resides in Door County, including neglect and abuse.
- Prosecute voluntary and involuntary termination of parental rights (TPR) cases occurring within Door County or if the juvenile resides in Door County.
- Prosecute state and county civil law and ordinance (traffic and non-traffic) violations occurring within Door County, including forfeitures initiated by Wisconsin State Patrol, Door County Sheriff's Department, and Wisconsin Department of Natural Resources. (Ordinance violations within the City of Sturgeon Bay, are prosecuted by the Sturgeon Bay City Attorney).
- Assist victims and witnesses throughout the criminal court process by answering questions, keeping victims and their families informed of case status, providing information and referrals to community service providers, and assisting with the collection of restitution.
- Provide guidance and training to area law enforcement agencies.

**Office Description:**

- The position of District Attorney is an elected position, and is a State Constitutional Office, per Article VI, Sec. 4 of the Wisconsin Constitution. District Attorney Colleen C. Nordin was elected in 2016. The term of office is four years.
- Door County has a full-time District Attorney and one full-time Assistant District Attorney (State of Wisconsin employee), a full-time Victim/Witness Coordinator, and four full-time legal support staff.
- The District Attorney and Assistant District Attorney are classified as state employees; with salaries and benefits paid by the State of Wisconsin. The Victim/Witness Coordinator is a county employee, however, salary and expenses for that position are reimbursed bi-annually by the State of Wisconsin. The average reimbursement percentage is 50%. All other costs related to the operation of the District Attorney's Office, including support staff salary and benefits, are paid by Door County, as required by Sec. 978.13(2) Wis. Stats.
- All prosecutors must be licensed to practice law in the State of Wisconsin and must attend 30 hours of continuing legal education every two years in order to maintain their license to practice law. This requirement is usually met by attending summer and winter DA conferences sponsored by the Wisconsin Department of Justice. Other seminars and conferences are attended as determined necessary and/or beneficial to the position.
- The Victim/Witness Coordinator attends a yearly conference to garner updates in victim/witness services.
- District Attorney support staff belong to the Criminal Law Agencies Support Staff Association (CLASS A) and attend its yearly conference on a rotating schedule. This conference unites the various staff members of District Attorney's Offices in the State of Wisconsin to increase their general and legal knowledge and overall effectiveness through the exchange of ideas, problems and solutions.

**2020 Milestones:**

- District Attorney Colleen Nordin was re-elected for another term.
- The Treatment Court is up and running and currently accepting new participants.
- Implementation of the Juvenile Diversion Program.

**Referral Statistics**

	<b><u>2019</u></b>	<b><u>2020</u></b>
<b>Total Filed Cases</b>	<b>874</b>	<b>790</b>
• Felony	195	208
• Misdemeanor	176	169
• Criminal Traffic	117	93
• Non-Criminal Traffic	279	235
• Ordinance (non-traffic)	60	61
• Juvenile CHIPS	16	12
• Juvenile Delinquency	29	12
• Juvenile TPR	2	0

**Victim/Witness Statistics**

	<b><u>2019</u></b>	<b><u>2020</u></b>
• Restitution Collected (includes pre-charging)	\$52,794	\$35,559
• DA Surcharge Collected	\$5,587	\$3,735
• Witness Notifications	960	1,098
• Jury/Court Trials	9	0

**District Attorney Budget Status**

	<b><u>2019</u></b>	<b><u>2020</u></b>
• Approved Budget (expenses)	\$356,947	\$401,902
• Budgeted Revenues	\$55,550	\$57,100
• Levy Appropriation	\$301,397	\$344,802
• Actual Budget (expenses)	\$348,639	\$385,683
• Actual Revenues	\$53,647	\$47,194

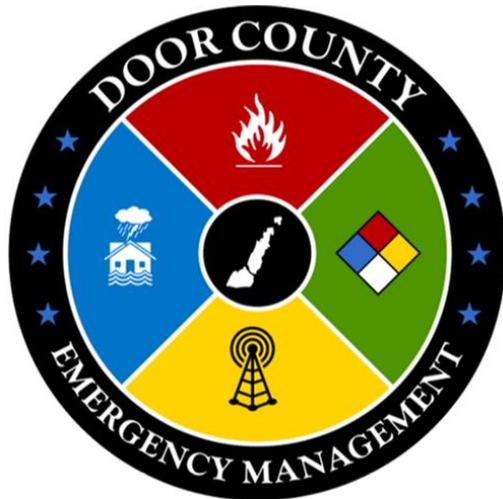
**Thank you**

On behalf of this office, I extend my gratitude to the Administrative Committee and all of you, the Door County Board of Supervisors, for your commitment and assistance to the Office of the District Attorney.

As always, should you have any questions, please feel free to contact me.

Respectfully Submitted,

Colleen C. Nordin  
Door County District Attorney



Door County  
Emergency Management and Communications  
2020 Annual Report

*Respectfully Submitted By: Daniel Kane, Director*

## **Mission Statement**

Door County Emergency Management's mission is to prepare for, respond to, recover from, and mitigate against both manmade and natural disasters within Door County. This is accomplished in part through planning, training, and exercising which better prepares the public and response personnel to help minimize the loss of lives and property following a disaster.

## **Summary of Responsibilities**

The department consists of two divisions which are outlined below:

### **Communications Division**

- Receive all 911 emergency calls
- Receive administrative non-emergency calls
- Dispatch for 4 law enforcement agencies
- Dispatch for 10 fire departments
- Dispatch for 1 County EMS department
- Dispatch for 11 first responder groups
- Coordinate with 3 primary external public safety agencies as needed
- Track all public safety units within the County at all times
- Assist all public safety agencies with resource and information support during incidents
- Continuously update resources and best practices
- Monitor severe weather and activate warnings as needed
- Participate in training and exercises
- Various record filing

### **Emergency Management Division**

- Maintain and update the County Emergency Operations Plan
- Maintain and update the County Strategic Plan
- Maintain and update 13 Off-Site EPCRA Plans
- Chair Local Emergency Planning Committee
- Complete minimum training and continuing education grant requirements
- Attend WEMA conference
- Attend Governors conference
- Attend various public safety meetings
- Conduct emergency exercises locally
- Participate in other local, regional or state emergency exercises
- Severe Weather Awareness Campaign
- ECPRA Outreach Campaign
- Additional Outreach Campaigns
- Coordinate resources during large scale emergencies or disasters
- Assist local government in acquiring disaster aid following a disaster
- Build and maintain relationships with internal and external partners

## Goals / Objectives Achieved in 2020

- Successful completion of the 2020 emergency management grant requirements
- Grow relationships with internal and external partners
- Assist municipalities on emergency aid grants for flood damages through the Wisconsin Disaster Fund
- COVID response to include operational coordination, public information, testing, ppe coordination, vaccine clinics, and fiscal/grant management
- Implement new testing system for onboarding telecommunication staff
- Restructure dispatch supervisor position to full time

## Knowledge Sharing 2020

- Flood Seminar
- COVID 19 All Call's
- COVID 19 Press Releases, Code Red alerts, and creation of a daily situation report posted on the County website
- Social media campaigns for winter weather, EPCRA, severe weather awareness week and more
- WDOR radio interview on COVID response

## Department Budget Status

Approved 2020 Budget	\$1,154,007.00	Actual 2020 Budget	\$1,046,077.86
2019 Levy Appropriation	\$763,151.00	2020 Levy Appropriation	\$1,154,007.00
2019 Actual Revenue	\$180,532.81	2020 Actual Revenue	\$219,366.62
		2020 Budgeted Revenue	\$206,308.00

### Grants received for 2020:

- Emergency Management Performance Grant – \$30,961.71
- Emergency Planning and Community Right to Know Act Grant – \$11,991.32

## Issues, Concerns and Restraints

- The Emergency Management and Communications Department is not unlike any other governmental agency in that it lacks the amount of resources and funding it needs to reach its fullest potential. The department will continue efforts to make the most of its resources and look for other funding avenues for growth opportunity.
- Emergency management will be able to sustain minimum grant requirements with current resource levels, but being able to go above and beyond this threshold has proved difficult. COVID brought a unique challenge in 2020 that reinforced this concept.

- Communications staffing levels are a challenge due to the uniqueness of the County. The busy tourism season grows the population exponentially higher, while staffing levels in dispatch remain the same.
- Finding and attracting candidates to work in telecommunications is also a challenge. A high cost of living mixed with the nature of the job makes it difficult to find qualified candidates willing to apply.

### Goals and Objectives for 2021

- Successful completion of the 2021 emergency management plan of work requirements
- Prepare municipalities for flooding threat throughout Spring
- Finish COVID 19 response efforts
- Attain full staffing levels in dispatch
- Transition to new schedule in dispatch
- Ensure successful transition of new supervisor
- Conduct Code Red outreach
- Grow and develop strong relationships with internal and external partners
- Assist municipalities with emergency planning

## 2020 ANNUAL REPORT

### DOOR COUNTY EMERGENCY SERVICES DEPARTMENT

The mission of Door County Emergency Services is to assure readiness and response to everyday emergencies and county crisis situations with an excellence in patient care. Our vision is to strive for distinction in EMS through innovation, care and continually meeting the changing needs of the community, while providing the highest level of patient care possible.

Our culture will provide a stable environment by encouraging learning, growth and satisfaction. Employees will be awarded the same concern, respect and caring attitude that they are expected to share with the community and those we serve.

Door County Emergency Services provides basic and advanced life support response to the mainland and islands of Door County.

Our service operates out of four stations located throughout the county. Our stations are located in Brussels, Sturgeon Bay, Sister Bay and Washington Island. There are three advanced life support (paramedic) ambulances staffed 24/7/365. Two of these units are based out of the Sturgeon Bay station, with the other based out of Sister Bay. Brussels and Washington Island are staffed by paid-on-call EMTs. These personnel respond from home, to the station and then to the scene of the emergency. The service currently has a fleet of nine ambulances: 1-Brussels; 4-Sturgeon Bay; 2-Sister Bay; 2-Washington Island.

Door County's emergency medical response is a multi-tiered system that starts with a call to 911. The Door County Emergency Management/Communications department dispatchers obtain information required to properly dispatch our ambulances while also providing basic instructions for treatment of the patient prior to the arrival of our personnel. The first arriving personnel is normally an emergency medical responder (EMR) from one of the 11 groups in the county. Our personnel responded to 3,709 calls for service in 2020.

The department is overseen by the Director and Captains who are based out of the Sturgeon Bay station. Our dedicated office staff is responsible for billing, receiving, and receipt of monies for the service.

The department receives its medical direction from emergency room doctors at Door County Medical Center. Our medical director is Dr. George Gorchynsky.

#### **2020 GOALS**

- A. Evaluate and monitor the effects of the new fall prevention program.
  - The department continues to evaluate the program in partnership with the ADRC. The program also added the Door County Medical Center as a partner.
- B. Review our service model.
  - The department continues to work with Administration on this project.
- C. Evaluate the Vehicle Replacement Program
  - The program was evaluated and changes were made that resulted in savings.

**Knowledge Sharing 2020:**

1. The department, in partnership with the ADRC, continues the fall prevention program.

**Department Budget Status**

Approved 2020 Budget	\$4,874,530	Actual 2020 Budget	\$4,288,159
2020 Levy appropriation	\$3,255,100	2019 Levy appropriation	\$3,087,705
2020 budgeted revenue	\$1,562,600	2020 Actual Revenue	\$1,277,706
		2019 Actual Revenue	\$1,342,739

## Grants received for 2020:

Donations (Individuals/Civic Groups) \$	830.00
Total	\$ 830.00

**Issues, Concerns and Restraints**

- The departments call volume continues to constantly increase. The service must continue to monitor staffing models to ensure the services provided are maintained.
- The department must build a robust recruitment and retention program to ensure future staffing. EMS and public safety are no longer the sought-after jobs they once were.
- As our call volume continues to increase our revenues have not kept pace. This is due to the always volatile healthcare field and our ever-changing payer mix. We have been and will continue to be at the mercy of the state and federal mandated reimbursement rates and adjustments. Unfortunately, the tax payers will continue to subsidize the difference.
- COVID had a significant impact on operations during 2020 and will continue to into the future. Our personnel excelled during these times of uncertainty. They met every challenge head on and ensured that our patients come first, no matter the risk.

**Goals and Objectives for 2021:**

1. Complete Service Review and Needs Assessment
2. Complete Washington Island project
3. Implement new recruitment program
4. Evaluate COVID's impact on operations



---

## **Extension – Door County 2020 Annual Report**

### **Mission Statement**

UW-Madison Division of Extension extends the knowledge and resources of the University of Wisconsin to people where they live and work.

---

### **Summary of Responsibilities**

UW-Madison Division of Extension – Door County designs and delivers educational programs based on the needs of the county. At the end of 2020 Extension educational programs are being offered in the following areas: 1) 4-H Youth Development; 2) Agricultural – Crops and Soils and 3) Human Development and Relationships. Also housed within the Extension-Door County office is FoodWise. Within these broad areas, professional educators align themselves with specialists from the University of Wisconsin system to deliver unbiased research-based educational programs based on the needs of the county.

Extension-Door County also has unique partnerships with the Peninsular Agricultural Research Station (PARS) and the Extension-Kewaunee County office. The PARS staff help provide fruit outreach educational services to Door and Kewaunee County’s commercial fruit growers. This collaboration between PARS and Door and Kewaunee County is implemented in a Memorandum of Understanding. Door and Kewaunee County’s Extension also have specialized their agricultural educator positions, the Door County position provides crop and soil expertise, whereas the Kewaunee County position provides dairy and livestock expertise to residents of both counties.

The Agriculture and Extension Education Committee (AEEC) is responsible for supervision of Extension programming, as specified in Wisconsin Statute 59.56. In a collaborative effort, the AEEC and professional educators work together to fulfill the mission of UW-Extension. The committee is comprised of Supervisor Beth Gauger-Chair, Supervisor Vinni Chomeau-Vice Chair, Supervisor Kara Counard, Supervisor Todd Thayse and Supervisor Dale Vogel.

---

## **OBJECTIVES AND OUTCOMES ACHIEVED IN 2020**

---

**Department Head / Area 12 Extension Director – Door/Kewaunee/Manitowoc - Rob Burke  
(January-September 2020)**

**Interim Department Head / Area 12 Extension Director – Judy Knudsen (Sept.-Dec. 2020)**

**Objective:** In collaboration with the county, develop a 2021 budget and execute a contract for co-funded educator positions.

**Outcome:** The objective was achieved and completed in December 2020.

## **4-H Youth Development – Dawn VandeVoort**

### **Objectives**

- Increase 4-H Youth Development opportunities and presence in the community.
- Expand 4-H Youth Development programming within the county utilizing new delivery models and approaches.
- Support Community Youth Development in the county through outreach, participation in coalitions and developing new partnerships.

### **Outcomes**

*This year held a lot of promise for new youth development programs, and increased opportunities connected to the 4-H program. We worked hard in 2020 to pivot and provide opportunities to continue the hands-on learning that 4-H is known for and share University resources with youth and families. No matter the delivery model, in 2020, 4-H provided quality learning and connecting experiences for youth across Door County.*

### **Supporting the 4-H Youth Development Program:**

The Door County 4-H Community Club program remains a quality youth development organization in the community. In 2020, there were 159 members and 52 leaders enrolled in 4-H Community Clubs. There are seven 4-H community clubs in Door County (3 in Southern Door, 1 in Sturgeon Bay, 2 in Northern Door, 1 on Washington Island). Additional members are reached through Outreach Programs (SD Afterschool, Boys & Girls Club programs, STEM & Project kits); an additional 75 contacts were made through those outreach programs in 2020.

### **Outreach & Expanding Access:**

- *Afterschool Programming at Southern Door Elementary:* At the beginning of 2020, I taught a series of hands-on STEM learning. We explored the science of boats and made large cardboard boats to test. During the 6 weeks, students studied the characteristics of boats and what makes them float (shape, size, materials). Their capstone project was to design and create a cardboard boat for their team to float at the YMCA pool. Teams tested their boats and shared what they learned about qualities of a boat.
 



- *Boys & Girls Club Spring Programming:* During February, I worked on creating a series of STEM lessons for the afterschool program at the Boys and Girls Club. I was able to deliver 3 lessons at the club before the COVID-19 outbreak began. During those three weeks, we learned about how bacteria grows and where it is found and then learned about proper handwashing techniques. Club members swabbed common surfaces at the Club and then we watched the bacteria grow in petrie dishes for a week. At the completion of the analysis, we talked about why it is so important to wash our hands thoroughly during cold and flu season so we don't spread germs and get sick. (Who would have known that handwashing would have become such the hot topic a few weeks later?)
 


- Development of a Face Covering Sewing Lesson Plan – With the need for face masks and the vast amount of patterns out there, 4-H was looking for a resource to share with their members and families to help in this community project that was youth-friendly and provided reflection opportunities. I was asked to help in the development of a lesson plan that details how to make a basic fabric face mask, complete with photos to show the steps, reflection questions and information to help families connect with organizations in their local communities. The lesson plan was based on a pattern that Joann Fabrics shared on their website. I worked with our Educational Resources Specialist to adapt and create the lesson, have it reviewed, and format it in the 4-H

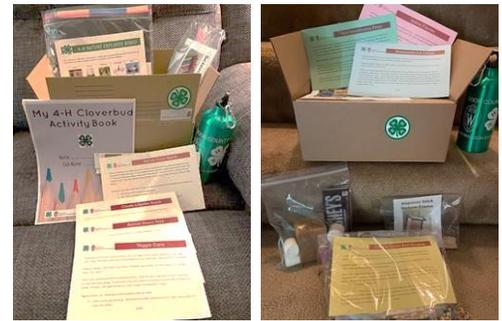
Lesson Plan visual template. The lesson and accompanying materials are were reviewed by the Extension COVID-19 Program Response Team and were shared on their website (<https://4h.extension.wisc.edu/cloth-face-coverings/>). The lesson plan was also shared on the National 4-H website (<https://4-h.org/about/4-h-at-home/extension-resources/>)

### Programming in a Box:

- *At-Home Learning kits:* With families sheltering at home, and not having access to extra supplies, I created Project Kits and Activity Kits for youth to keep learning. Many of the kits are based off of lesson or activity plans that I have helped author or curriculum that Wisconsin has created. Each of the kits comes complete with most, if not all the supplies a family would need to complete them. I have created 10 different activity kits that are related to art, science, problem solving, critical thinking and creativity. I have been promoting these kits on Facebook and through emails to 4-H families. A total of 25 kits were sent out to families across Door County.



- *Cloverbud & Summer Camp in a Box:* Creating “camp in a box” was a successful way to reach youth during the summer months and provide a safe at-home experience. Summer Camp in Box and Cloverbud Day Camp kits included activities that are similar to what we would do at our in-person summer camps – craft activities, nature exploration, a 4-H water bottle, glow sticks, supplies and instructions to make homemade ice cream (using a single-serve coffee creamer) and camp favorite – s’mores. A total of 20 kits were made and distributed.



- *Explore 4-H:* Our Explore 4-H Project was a great success this fall, and will be a model for us to use in 2021. In place of an in-person 4-H promotion event or New Family Night, we held a virtual 6-week exploration series. Six families from Door County participated with families from Brown and Kewaunee County. Each week included information about 4-H (history, 4-H pledge, info about 4-H) along with a hands-on project that we delivered via Zoom. The project was a great way to introduce families to 4-H and provide some hands-on learning. I taught two of the six sessions; making basic yeast bread in a zip lock bag and popsicle stick catapults. I really enjoyed engaging with the families in the learning experiences and promoting what makes 4-H great!

### Supporting Volunteers & Volunteer Development:

- *Online 4-H Volunteer Orientation:* I have been part of a team of 4-H Youth Development colleagues working on adapting the current Volunteers in Preparation orientation training into an online format to increase access for potential volunteers. We have adapted the presentation materials and incorporated online learning techniques to ensure it is interactive and engaging for volunteers to learn about Extension and volunteering in our organization. In 2020, our team of colleagues taught other 4-H Youth Development staff in Wisconsin how to facilitate the training through zoom (prior to the pandemic), which came in quite helpful during the pandemic. Our work continues as we work on creating modules out of the larger training to make it easier for volunteers to complete the training requirement.
- *Annual 4-H Leader Training:* I am a member of the 4-H Annual Leader Training Team. We create a training that is open to all 4-H volunteers to participate in during a particular year. This year, we created a training series that included 3 webinars where youth and adult volunteers could learn more about the *Three Parts of a 4-H Meeting* and how that translates to in-person, virtual or hybrid delivery models. The webinars were very interactive and allowed for a lot of sharing ideas and discussion on different options. During each of the three webinars, we had around 300-350 volunteers attend and learn with us. Videos are posted online for viewing on demand for volunteers:

- Annual Leader Training: Recreation/Laughing in a 4-H Club or Group  
<https://www.youtube.com/watch?v=szr3TTV2ZnE>
- Annual Leader Training: Business/Leading in a 4-H Club or Group  
[https://youtu.be/g\\_Dkl5\\_FVfQ](https://youtu.be/g_Dkl5_FVfQ)
- Annual Leader Training: Education/Learning in a 4-H Club or Group  
[https://youtu.be/67VU8dQv\\_VY](https://youtu.be/67VU8dQv_VY)
- *Clover Connections Videos*: To supplement the larger Annual Leader Training, our team also created shorter, timely videos that could be viewed on demand by volunteers. These topics were identified by volunteers as things they needed help with. During 2020, our team created several Clover Connections videos and posted them on the Extension YouTube channel:  
<https://youtu.be/BlglIjztQo>

#### **Awards**

- Wisconsin Association of Extension 4-H Youth Development Professionals – Educational Package (team) – Wisconsin Cloverbud Curriculum package

#### **Grants Received**

- Marine Travelift - Donation – 4-H Programs - \$1,200
- Raibrook Foundation – 4-H Dog Learning Lab Kit

### **Agriculture – Crops and Soils – Position Vacant in 2020**

### **Human Development & Relationships – Position Vacant in 2020**

- Distributed 1,284 *Parenting the First Year and Parenting the Second & Third Year* newsletters to families throughout Door County.

#### **Grants Received**

- Sturgeon Bay Kiwanis - Donation-Parenting Newsletters - \$200

### **FoodWise – Door County**

- Laura Apfelbeck, Coordinator, 1.0 FTE serving Door, Kewaunee, Manitowoc, and Sheboygan Counties. Imelda Delchambre, Bilingual Nutrition Educator, (0.5-Jan.-Oct.; retired Nov. 1), serving Door and Kewaunee Counties.

*FoodWise is federally funded by the Supplemental nutrition Assistance Program-Education (SNAP-ED) and the Expanded Food and Nutrition Education Program (EFNEP). We advance healthy eating habits, active lifestyles and healthy community environments for Wisconsin residents with limited incomes through nutrition education at the individual, community and systems levels.*

#### **Objectives**

- Improved Access: FoodWise will collaborate with two community partners to improve the access of affordable fruits and vegetables for families eligible for SNAP-ed.
- PSE Change: Document at least one partnership project resulting in a policy, system or environmental (pse) change to improve healthy food environments.

- Advance Healthy Eating Habits: At least 50% of program participants will report intent to eat more fruits and vegetables, whole grains, and consume fewer sugar-sweetened beverages.
- Encourage active lifestyles, particularly for low-income rural people without access to fitness centers.

### Outcomes

- Improved Access & PSE Change: Worked with Master Gardeners, Door County Facilities & Recreation, and Aging and Disabilities Resource Center of Door County to secure \$2500 in grant funds to double the size of their on-site vegetable garden, designed to improve the healthy food environment by making fresh produce easily accessible at low cost on site. Although COVID-19 prevented us from fully implementing the project, we submitted a follow-up grant application for 2021, with a goal of on-site nutrition education to accompany the garden programming and outreach to Spanish-speaking seniors.
- Active Lifestyles: Introduced Strong Bodies, a low-impact exercise program specifically designed to meet the needs of older adults. Shifted to virtual classes post-pandemic. Based on surveys conducted state wide, participants thought the biggest benefit of the virtual program was the ability to exercise/build strength and flexibility, followed by being motivated to exercise, improving balance, and improving overall health. 52% of participants thought the virtual StrongBodies program was very important or extremely important to keeping them socially connected. (6 Door County residents piloted the program.)
- Advance Healthy Eating Habits: Taught nutrition education classes at four low-income senior meal sites aiming to address participants' healthy eating habits. However, in-person lessons ended in March 2020 due to Coronavirus pandemic so most seniors had only participated in one lesson of a 4-lesson series.

**Door County** has seen a **16% increase in Food Share participation** since the start of the pandemic. After March 16, 2020, FoodWise priorities shifted from in-person direct education to indirect education and other health-related efforts, including these:

- Collaborated with the Door County United Way and USDA Farmers to Families program (serving 500 families per week) to provide recipes for healthy but unfamiliar foods (such as collard greens, yams) and COVID-related food safety tips to be included with all distributions in order to allow families to fully utilize provided food.
- Worked with Hispanic Resource Center of Door & Kewaunee County to distribute Spanish-language resources and reliable information related to the COVID-19 pandemic.
- Shared influenza vaccine information, including weekly reminders and flyers in Spanish and English suitable for print or web sites, with ADRC, United Way, Door Co. school districts, and others through the Healthy Door County coalition.
- Sturgeon Bay Farmers Market has discontinued the electronic benefits transfer (EBT) which allowed for processing Food Share dollars as well as its double bucks incentive for low-income families. Currently working with a team to find a new sponsor for the EBT program.



### UW-Madison Division of Extension Door County Goals in 2021:

#### Area 12 Extension Director – 2021 Goals

- Support county educators allowing them to be effective in their educational programming.
- Work with the County to develop a 2021 Budget.
- Look for opportunities to market Extension programs and communicate impact.

- Conduct search/hire processes to hire a FoodWise Educator working in Door and Kewaunee Counties and work with the University of Wisconsin-Madison Division of Extension to determine best way to deliver agricultural programming.

#### **Human Development & Relationships – 2021 Goals**

- Continue county-wide distribution of the *Parenting the First Year and Parenting the Second & Third Year Newsletters*, in order for families to receive convenient age-based information on child development and parenting. Work to increase grant support for these newsletters.
- Contingent on funding conduct a Search/Hire process for a Human Development and Relationships Educator.
- Develop an initial plan of work, with county and stakeholder input.

#### **4-H Youth Development – 2021 Goals**

- Work with our Wisconsin 4-H Youth Development state staff to pilot alternative delivery models for sharing the 4-H Youth Development program with more youth, especially diverse and underserved populations.
- Develop and pilot an online version of our Extension Volunteers in Preparation Training.
- Promote 4-H Youth Development in the county and expand 4-H Youth Development offerings to new audiences.

#### **Agriculture – 2021 Goals**

- Continue good working relationship with the PARS research station.
- Conduct a Search/Hire process for a new Agriculture Educator (Crops and Soils Focus).
- Develop an initial plan of work, with county and stakeholder input.

#### **FoodWise - Door County – 2021 Goals**

FoodWise is currently in the process of recruiting and hiring a .5FTE position serving Door and Kewaunee Counties. Assuming we fill the position, successful onboarding will be an important goal for 2021. With this in mind,

- The SNAP-Ed goal is to improve the likelihood that persons eligible for SNAP will make healthy food choices within a limited budget and choose physically active lifestyles. FoodWise will identify partners with whom we can work together to better meet the needs of underserved audiences.
- Meet with current and potential partners to discuss opportunities for new or expanded FoodWise programming.
- Support programs that make healthy foods more accessible and affordable.
- Build relationships to identify potential partnerships, unmet needs, issues, and audiences.



# **Door County Facilities & Parks, "Annual Report" 2020**



## DOOR COUNTY FACILITIES & PARKS DEPARTMENT

### A. Department Mission Statement:

The purpose of the Door County Facilities and Parks Department is to maintain the County's Facilities and Parks for the use of all citizens and employees of Door County. Provide oversight and internal project development that is organizationally focused on long term facilities management.

The Department has (5) prevalent attitudes:

- We strive to be the best at what we do;
- We provide outstanding customer service;
- We are proactive in everything we do;
- We constantly strive for continuous improvement;
- We manage and operate the county facilities and parks as if they were our own.

Parks Division Mission Statement:

The Door County Parks seeks to acquire, restore and manage lands for the purpose of protecting and preserving public open space, natural areas and other landscapes, in an ecological healthy state for the education, pleasure and recreation of the public now and in the future.

### B. Summary of Responsibilities:

Administer programs that covers over 442,500 sq/ft of buildings including the following:

- 19 County Parks totaling over 1,000 acres and including 12.5 miles of state trails, 7 boat launch facilities, 18 restrooms, 3 "Welcome to Door County" signs, a disc golf course, Horseshoe Bay Cave, and miscellaneous buildings
- State of Wisconsin Snowmobile Program for Door County, including writing funding grants for trail program, review and approving funding for 7 local clubs maintaining the 230.8 miles of Door County trails
- Justice Center (129,359 sq ft)
- Government Center (77,144 sq ft)
- Museum (13,600 sq ft)
- Community Center and Central EMS Station (40,654 sq ft)
- Highway Facilities (59,482 sq ft)
- Washington Island Government Facility (8,600 sq ft)
- 56N 4<sup>th</sup> Ave (22,316 sq ft)
- John Miles Park Facilities (86,963 sq ft)
- North and South EMS Stations (7,555 sq ft)
- North and South Hwy Shops
- Miscellaneous, Towers, Parks Outbuildings (4,400 sq ft)

To provide the following services on a regular basis:

- Incorporate HVAC Preventive Maintenance programs for all major systems
- Shredding and destruction of sensitive/secure documents and hard drive data

- Window cleaning
- Floor scrubbing, polishing and sealing
- Carpet vacuuming and cleaning
- Dusting and surface cleaning
- Cleaning and sanitizing restroom facilities
- Maintenance of grounds, lawn mowing and snow removal
- Manage parks to serve as places for communities to come together, get healthier or enjoy a moment of peacefulness
- Parks resource management of woodlands, wetlands, prairies and water to enable thousands of plant and animal species to thrive in the wild
- Creating a culture of collaborative accomplishment, thus expanding our capacity for ecological preservation and implementation of education and outdoor recreation opportunities

To provide the following additional services:

- Repair and maintain doors, locks and openers
- Fleet vehicle maintenance and cleaning
- Painting
- Inspect heating and air conditioners
- Adjust and monitor air circulation/quality
- Clean up spills, messes, etc.
- Replace lighting fixtures and bulbs
- Move/rearrange equipment (desk, files, etc.)
- Expand youth outreach programming to raise a new generation of environmentally-savvy students through cave tours
- Renewed commitment to increasing resources for scientific research through parks

To provide the following services day to day or as needed:

- Pick up and deliver mail to the U.S. Postal Service, Highway Department & Justice Center
- Receive and deliver projects and equipment to various departments
- Manage single stream recycling program and arrange for pick up
- Trash collections from the offices and public areas
- Machinery maintenance
- Exterior and interior maintenance as warranted
- Monitoring of heating systems – boilers
- Repair mechanical, plumbing, HVAC, and electrical systems
- Repair, replace, adjust, & aim security cameras as needed

**C. Goals / Objectives Achieved in 2020:**

Paragraph (D.) below lists a number of notable projects that were completed throughout the year.

11 Major Objectives were achieved in 2020

- **Trail Development Lower La Salle County Park**
- **Riprap placement along 150' of La Salle County Park Shoreline**
- **Library Boiler system replacement**
- **Construction of Sheriff storage garage**
- **LED Lighting upgrade- Justice Center, Government Center, North and South Highway shops**
- **John Miles Park Race Track Safety Fence construction**
- **Cana Island Interpretive Center Construction completion**
- **LED Lighting upgrade Merchant building John Miles Park**
- **Raze building on 442 Michigan St.**

**D. Notable Projects Completed:****Justice Center:****Contracted Project**

- Heat exchanger of Boiler #2-potable water
- Crack sealing and pavement sealing, striping front lot

**Staff Projects**

- Completed 100% annual Jail preventative maintenance program
- Squad car work with TS Dept. and Sheriff Dept.

**Government Center:****Contracted Projects**

- Replaced 2 windows front passageway 1<sup>st</sup> floor

**Highway Department:****Staff Projects**

- Completed 100% annual HVAC PMS
- Installed multiple L.E.D. lights throughout the south, central and north shops
- Multiple repairs heating systems Central Highway shop

**Community Center:****Staff Projects**

- Installed safety shield on main gas line and HVAC exterior units
- Installed heat shrouds on EMS garage heating system

**John Miles Park:****Staff Projects**

- Installed memorial bench and pavers- Secretary Office

**Park Facilities:**

- Harbor wall modifications for high water at Pinney Park
- Break-wall repairs at Pinney Park caused by record high water
- All asphalt shingle roofed kiosks and small shelters re-roofed in all parks
- Began acquisition process of 4 acres directly adjacent to Meridian County Park
- Rebuilt Ellison Bluff County Park quarry wash trail

- Rebuilt road beds for Ellison Bluff and Door Bluff Headlands County Parks
- Installation of brand new 54' snowmobile bridge and re-location of existing 46' bridge
- Installation of new self-serve credit card boat launch pay stations at Carmody, Chaudoir's and Pinney County Park boat launches
- Extensive repairs to launch ramps at Lily Bay, Sugar Creek and Murphy Parks cause by record high water levels
- Removal of all intersection signs on Ahnapee State Trail; installation of 80 - 4x4 posts (4 per intersection) and 180 new 0.40-gauge aluminum signs

#### E. Knowledge Sharing 2020:

- -Television interviews (2)
- -Radio interviews (2)
- -Wisconsin Facilities Management Association (WIFMA) contributing member
- -Wisconsin Parks and Recreations Association (WPRA) contributing member

#### F. Facilities & Parks Department Budget Status – Unaudited

Approved 2020 Budget	\$ 3,129,116.00	Actual 2020 Budget	\$ 3,171,454.40
2020 Levy appropriation	\$ 2,736,472.90	2019 Levy appropriation	\$ 2,408,058.98
2020 Budget Revenue	\$ 397,267.00	2020 Actual Revenue	\$ 732,695.76
		2019 Actual Revenue	\$ 501,104.31

Grants received for 2020: \$94,100.24

Donations received in 2020: \$38,693.00

#### G. Issues, Concerns and Restraints:

2021 will be a year of Capital project development, project management, and staff studies to increase custodial positions based on the addition of added building responsibilities placed on the Department. The Department continues its internal role in the County to provide oversight of building projects and property development. 2021 will face new challenges with: 1.) the purchase of a facility on Washington Island to be remodeled for government services including an EMS garage 2.) the development of the phase IV Cana Island Documents to restore the keeper's quarters and lighthouse interior 3.) the development of housing options "Wisconsin State Legislature chapter 980 Sexually Violent Person Commitments", and 4.) Library historical museum facility development planning. Record high water levels will continue to be a major challenge operationally across the parks for boat launch sites, access to Cana Island, Ahnapee trail maintenance, and beach front erosion. Most notable is the continued damage to boat launch areas because of high water.

#### H. Goals and Objectives for 2021:

- Cana Island Phase IV construction project
- Washington Island Facility remodel and occupancy
- Complete a facility wide energy study with CESA-10
- Reroof Salt shed #1-#2 at John Miles Park
- Design Development- construction LaSalle Pavilion

- Design Development-former Younker Building 4<sup>th</sup> Ave
- Continue implementation of the Management Plan for the Horseshoe Bay Cave
- Continue to improve the Door County Snowmobile Trail system
- Continue life cycle analysis of equipment, use value engineering and preventative maintenance programs to extend the life of mechanical systems
- Continue to work with other departments to achieve common goals and directives in line with Door County's Strategic Priorities
- Design and development of volunteers in parks program
- Continued invasive species outreach and management with DCIST Partners
- Pressure Wash and Stain two large pavilions at Forestville and Murphy County Parks
- Install new ADA kayak Launch at Carmody County Park
- Rehabilitation of HWY 57 Welcome Sign
- Replacement of Forestville County Park Sign and install new boat launch
- Obtain grant money for a 26' snowmobile bridge and two culverts for Snowmobile program
- Inventory ALL Park signs around the county and determine replacement plans and timeframe
- Parking lot Rehabilitation at Chaudoir's Dock and Lily Bay County Parks
- Replace all marine dock attachment chains at Carmody and Pinney boat launches

Respectively submitted,  
Wayne J. Spritka, Director  
Facilities and Parks Department

## **2020 ANNUAL REPORT DOOR COUNTY FINANCE DEPARTMENT**

### **Mission Statement**

The primary responsibility of the Finance Department is to safeguard the financial assets of Door County. The Finance Department administers and accounts for all of the financial resources of Door County in accordance with County Board policies, state and federal regulations, Generally Accepted Accounting Principles, and Governmental Accounting Standards Board pronouncements.

### **Summary of Responsibilities**

- Preparation and maintenance of Door County's annual budget.
- Annual preparation of Door County's capital improvements program plan.
- Preparation and processing of payroll for all Door County employees, as well as all related reporting.
- Preparation and processing of accounts payable.
- Maintain all accounting records for Door County, including general ledger, accounts receivable, and fixed assets.
- Manage and administer all Door County debts.
- Manage and administer all Door County cash and investment accounts.
- Administer unemployment insurance, property and liability insurance, workers compensation insurance, health and dental insurance, retirement program, and deferred compensation program.
- Reconciliation of tax settlements with local municipalities.
- Reconciliation of current and delinquent tax payments.
- Auditing of all county records and acting as primary liaison with outside auditors.
- Provide special financial expertise to the Human Services Department and the Highway Department.
- Provide information and financial expertise to the County Board and to all Door County Departments.

### **2020 Finance Department Program Summary**

Not applicable. We are an internal service department, providing financial and accounting services to all Door County departments.

### **Goals/Objectives Achieved in 2020**

- Retained and continued to develop well-qualified staff in all positions in the Finance Department.
- Completed 2019 Comprehensive Annual Financial Report for Door County with an unqualified opinion from our outside audit firm.
- Maintained very strong credit rating for Door County (Aa2 from Moody's Investor Service).

- Continue to update our new time and attendance and payroll processing system (Dayforce).
- Developed procedures to reduce the amount of paper used in the Finance Department.
- Researched and initiated contact with vendors for electronic alternatives to manual signing A/P invoices in the financial system.
- Initiated the technology equipment inventory procedures.
- Participated with outside Auditor in developing and completing the audit of the Treasurer Department.
- Completed the accounting procedures per the request of the auditors on handling liability accounts acting as reserves. Moved these liability accounts to equity accounts.

### **2020 Knowledge Sharing**

- Provided financial and accounting advice to the County Board and to all Door County departments.
- Continued to provide training to departments on changes to our grant accounting, reporting, and monitoring procedures and processes as mandated by the federal Uniform Grant Guidance.

### **2020 Finance Department Budget Status**

	<b><u>2019</u></b>	<b><u>2020</u></b>
Approved Budgeted Expenditures	\$594,821	\$595,648
Actual Expenditures	\$613,075	\$595,940
Budgeted Revenues	\$0	\$0
Actual Revenues	\$3,528	\$45
Levy Appropriation	\$594,821	\$595,648

### **Other Accomplishments**

- Worked with the County Board, the County Administrator and all Door County Departments to successfully complete the 2021 Door County Annual Budget which maintains a high level of services to Door County residents, property owners, and visitors while maintaining fiscal responsibility.
- Worked with the County Board, the County Administrator and all Door County Departments to successfully complete the 2021-2025 Capital Improvements Program.
- Remained compliant with the ever-changing requirements of the Affordable Care Act, including the requirement for issuing IRS Form 1095-C to all employees eligible for employer-provided health insurance.
- Procedures and monitoring of COVID-19 related expenses and processing of claims.

**Issues, Concerns and Restraints**

- Continual challenge to keep scanning of all pertinent financial data into the imaging system up to date.
- Continuing changes, updates, and interpretations to federal regulations regarding grant accounting, reporting, and monitoring (referred to as “Uniform Grant Guidance”) will require continuing changes to procedures and processes and additional work on the part of all grant-receiving departments, as well as for the Finance Department who will have to coordinate and oversee these efforts.
- Continual challenge to keep abreast of the GASB changes to insure procedures and reporting meet any new standards required.

**Goals and Objectives for 2021**

- To complete the 2020 Comprehensive Annual Financial Report with an unqualified opinion from our outside audit firm.
- To maintain the very strong credit rating for Door County (presently Aa2 from Moody’s Investor Service).
- Initiate the implementation of the A/P Automation invoices in the financial system.
- To complete the process of implementing our CAFR module (year-end financial statements) within our financial system.
- To continue to retain, develop, and cross-train well-qualified staff in all positions in the Finance Department.
- To continue to collaborate with Human Resources to continue improving the payroll processing in Dayforce.

**Door County Department of Health & Human Services (DHHS)  
2020 Annual Report**

Health and Human Services is a large and diverse department that operates under two separate budgets. This report will be split up in relation to the two budgets and the 10 different divisions will be highlighted within.

**Mission Statement**

“Prevent. Promote. Protect. Working together to support the health and well-being of our community.”

***Aging and Disability Resource Center (ADRC)-Jake Erickson, Director***

**Summary of Responsibilities:**

The ADRC provides supports to assist those over the age of 60 and those with disabilities to remain active, independent participants in the community. We do this by providing information and assistance on a broad range of programs and services that help people understand the various long-term options available to them and apply for programs and benefits. The ADRC also serves as the access point for publicly-funded long-term care. Additionally, we provide a wide range of services and activities including: congregate and home delivered meals, transportation, fitness center, social activities, educational programs, benefits counseling, caregiver support programs and much more.

Responsibilities include:

- Helping seniors maintain independence
- Operating nutrition programs
- Providing information and assistance to individuals 18-60 who have a disability as well as anyone over age of 60
- Assisting individuals in navigating government supported programs such as Social Security and Medicare
- Determining eligibility for Family Care and providing individuals options for Managed Care Organizations.

**Program Summary:**

The programs/services listed below help us meet our responsibilities.

- Information & Assistance (I&A)
- Congregate Meals (multiple sites)
- Meals on Wheels & frozen meals
- Caregiver support groups
- Disability Benefit Counseling
- Health & Wellness Programs
- Medicare & Prescriptions Drug Benefits
- Options Counseling
- Short-term Case Management
- Transportation
- Free Tax Preparation Assistance
- Long-Term Care/Family Care Options Counseling
- Fitness room

Many of our activities were suspended in March of 2020 due to the COVID Pandemic. We continued to provide meals through a pick-up option as well as Meals on Wheels delivery. We also provided direct services through telehealth options and phone consultations.

**Goals / Objectives - Outcomes in 2020**

- Create of an advocacy training program, with at least 5 individuals participating in the program by December 31, 2020 --- This goal was put on hold due to COVID
- Increase the use of frozen meals in Southern and Northern Door communities by 10% --- Nearly 25% increase
- Schedule ADRC hours in Northern and Southern Door 2 times per month --- Put on hold due to COVID
- Create a caregiver Facebook page supporting up to 40 caregivers by the end of the year. – Facebook group was created, 37 participants. Very positive feedback from those participating.

**Knowledge Sharing 2020:**

The ADRC knowledge sharing was significantly decreased. We continued to provide virtual opportunities where we could.

**Depart Budget Status**

<b>2020</b>	
<b>Fund 204-SRC/ADRC</b>	
Adopted Total 2020 Budget	1,451,561
2020 Budgeted Revenue	938,620
2020 Levy Appropriation	512,941
Actual Total 2020 Expenses	1,476,935
2020 Actual Revenue	1,194,484
In from (Out to) Reserves**	<b>(58,038)</b>
2020 Actual Appropriation	340,489
<b>Excess Appropriation from Budgeted</b>	<b>\$172,452</b>

**Issues, concerns and constraints:**

Continued closures of the facility likely to go into the summer with limited ability to resume group activities until possibly fall. These group activities are the staple of services provided at the ADRC.

This compounds an always difficult challenge with seniors and individuals with disabilities, isolation. We will continue to provide virtual options when we can although computer/internet connections are not always used by our over 60 population.

**Goals and Objectives for 2021:**

1. Utilize *Eat Well, Age Well* materials to improve nutrition both for congregate meal sites and Meals on Wheels participants.
2. Provide at least 25 Caregiver Orientation packets to new caregivers to help them transition into their new role.
3. Have 100 participants in the Adopt-a-Grandparent program throughout the year.
4. Improve team work by incorporating by-monthly teambuilding activities.

## **HEALTH & HUMAN SERVICE DIVISIONS – Joe Krebsbach, Director**

All of these divisions operated under the Health & Human Service Budget for 2020 and will be covered separately. Treatment Court Services was a new division added to the department in 2020.

### **Summary of Responsibilities:**

- Administration/Business – Julie Behnke, Manager
- Adult Protective Services - Sheryl Flores, Manager
- Behavioral Health - Donna Altepeter, Manager
- Child Protection and Youth Justice - Doreen Goddard, Manager
- Children and Family Support Services – Beth Chisholm, Manager
- Community Support Program – Sheryl Flores, Manager
- Comprehensive Community Services Program – Jamie Cole, Manager
- Economic Support Program – Carol Wautlet, Manager
- Public Health – Sue Powers, Public Health Officer
- Treatment Court Services – Kelsey Christianson, Coordinator

### **Program Summary:**

- **Administration** division is responsible for all accounts payable and receivable. They provide business oversight and support to the remainder of the department.
- **Adult Protective Services** conducts investigations of suspected neglect, abuse, financial exploitation or self-neglect. It covers the frail elderly over the age of 60 or individuals affected by developmental disability, alcoholism, or mental illness between the ages of 18-60.
- **Behavioral Health Services** provides:
  - Psychiatric Service
  - Psychological testing
  - Mental Health Counseling
  - Substance Use Counseling
  - OWI assessments and compliance monitoring
  - 24/7 Mental Health Crisis Services
- **Child Protection and Youth Justice Services** includes:
  - Screening and investigation of child abuse and neglect reports
  - Ongoing supervision of those with protective orders
  - Recruiting, training and licensing of Foster Homes
  - Supervision of youth involved in the youth justice system or in need of protective placement
  - Parent education & supports
  - Oversight of required restitution and community service
  - Youth Connection Center
- **Children and Family Support Services**
  - Birth to Three Early Intervention Program – support for families when children are not meeting milestones in two or more areas. Includes:
    - Education
    - Speech Therapy
    - Occupational Therapy
    - Physical Therapy

- Children’s Long-Term Support - serves children with physical, developmental, or emotional disorders and their families.
  - Information & referral
  - Case management services
  - Home/Community-based services and supports
  - Transition to adult services
- **Community Support Program** – serves individuals with severe and persistent mental illness to lead normal lives and stay in the community.
  - Case management
  - Medication management
  - Group counseling and socialization activities
- **Comprehensive Community Services** – Mental Health and Substance Use services across the life span, for individuals who need a higher level of support than is provided through traditional therapy.
  - Service Facilitation – brokering contracted services, including:
    - Counseling
    - Medication Management; Physical Health Monitoring
    - Skill Development & Enhancement; Wellness Management
    - Individual and Family Psychoeducation
    - Peer Supports
- **Economic Support Program** – Eligibility determination for:
  - FoodShare
  - Medicaid/Badger Care
  - WI Shares Child Care Subsidy
  - Wisconsin Home Energy Assistance Program
- **Public Health Division**
  - Maternal and Child Health
    - The Women, Infant, & Children (WIC) Program
    - Vision screenings
    - Hearing screenings
    - Prenatal and postpartum follow ups
  - Adult Health/Chronic Disease
  - Environmental Health
    - Beach monitoring
    - Animal Bite cases
    - Human Health Hazard investigations
  - Emergency Preparedness Planning
    - Current with Public Health Emergency Plan (PHEP)
  - Vaccination Clinics
  - Communicable Diseases, Investigation, Follow up and Control
    - Investigate all communicable disease reports
- **Treatment Court Services**
  - Diversion programs for Adult and Youth to keep them out of the criminal justice system
  - Develop Treatment Court Services to provide alternatives to incarceration and improve outcomes.

### Goals / Objectives Outcomes in 2020:

All goals in the department were significantly impacted by the status of COVID and the changes it made to all operations. Even some of the goals that were met may have been impacted more by COVID than other measures taken.

- **Department-wide**
  - Decrease staff turnover within the department to 20% or less – goal reached 11%.
  - Standardize orientation process, photo directory of staff, 6 opportunities for staff interaction/training – partially met although continue to work on all three.
  - Decrease psychiatric and adult placement costs by 15 % -- goal met with 15.25% decrease.
- **Administration**
  - Implement New DHS 1 guidelines for department – Completed.
  - Add 2 additional insurance carriers on to electronic submission and payment receipt – Carried forward to 2021.
- **Adult Protective Services**
  - Train 30-50 partners in "Office of Violence against Women Abuse in later Life Program & Community Response" -- Partial completion in 2020 due to COVID, completed training in Feb. 2021 with more trainings planned.
- **Behavioral Health**
  - Establish uniform treatment plan for all therapists to use for CCS clients – Completed.
  - Face to face contact rate of 50% for all behavioral health -- Caseloads low due to COVID, many services provided by phone.
  - Host quarterly meetings with other BH providers in the area for increased collaboration --- not completed due to COVID.
- **Child Protection and Youth Justice Services**
  - Decreased secure detention use by 19 days (20%) – completed, reduction of 32% compared to 2019.
  - Reduce recidivism (the number of repeat offenses) to under 40% -- goal met reduced number of repeat offences by same juvenile to 29%.
  - 25% fewer out of home placements in Child Protections cases will occur in 2020 as compared to 2019 -- Reduction of only 21% of out of home placements.
- **Children and Family Support Services**
  - Participate in at least 4 community events to support collaboration and partnership with our providers and partner agencies – Completed.
  - Review 25% of all open files every 3 months in both B-3 and CLTS to review for program compliance – Completed.
  - Case managers will work to achieve 45% of their time as direct service -- produced over 51% direct service time.
- **Community Support Program**
  - Reduce inpatient hospitalization days by 20% -- The number of inpatient hospitalization days in CSP actually increased.
  - Decrease cost of out of home placements by 10% -- These costs remained about the same.
- **Comprehensive Community Services**
  - Monthly meeting with providers to improve collaboration/communication -- Met all but month of May and June which were cancelled due to COVID
  - Provide training on trauma and youth substance use with 75% of participants responding they learned at least one new aspect of children's mental health -- Survey not completed as trainings were done on line due pandemic.

- 10% reduction in legal referrals for CCS/CST consumers to the Youth Justice Division as compared to 2019 -- goal met.
- Increase consumer satisfaction by 20% based on ROSI Survey -- A change in survey format changed outcome, but we had a 15.5% increase.
- **Economic Support Program**
  - Translate selected materials into Spanish – Completed.
  - Work with child care providers to find additional enhancement of funding and increase community awareness – Completed through work with community Child Care Task Force.
- **Public Health**
  - The Public Health Team had three goals related to program and staff enhancement. None of these were even pursued as the COVID pandemic dominated all PH work.
- **Treatment Court Services**
  - Develop all policies and procedure manuals, receive approval from the state -- This goal was met but took longer than anticipated due to a leave of absence and COVID disrupting the process.
  - Begin to add consumers to the program by the third quarter -- not met, however after policies were approved by the State DOC, we accepted our first program participant in Dec. of 2020.

### Knowledge Sharing 2020:

Staff have continued to be actively involved in initiatives including the Door County Partnership for Children and Families; Mental Health Focus Group; Prevent Suicide Door County; Alcohol and Other Drug Coalition; Trauma Informed Community Team; Emergency Food & Shelter Network; and others.

We also provided access to online educational programs through the ADRC and Behavioral Health. The Public Health staff worked throughout the community to provide education on COVID, including weekly meetings with schools, businesses and other community partners.

### BUDGET STATUS

<b>2020</b>	
	<b>Fund 240- Human Services</b>
Adopted Total 2020 Budget	12,161,364
2020 Budgeted Revenue	8,434,856
2020 Levy Appropriation	3,726,508
Actual Total 2020 Expenses	10,697,228
2020 Actual Revenue	9,088,509
In from (Out to) Reserves**	<b>(1,034,549)</b>
2020 Actual Appropriation	2,643,268
<b>Excess Appropriation from Budgeted</b>	<b>\$1,083,240</b>

### Other Accomplishments:

Most of the focus this year was the COVID response. The Public Health division continued contact tracing through the year and worked with businesses to try and control community spread. All other divisions quickly adapted to an on-line service delivery option. We continued to meet community needs and, in some areas, even increased our productivity and efficiency.

## **ISSUES, CONCERNS AND CONSTRAINTS**

- We will continue to struggle through gaining control on the spread of COVID in the county. We will work to safely transition back to a more normal service delivery.
- We continue to have an increase in long-term care protective placements at the same time resources for these types of clients is decreasing. This is significantly increasing our out of home placement costs for adults. These are likely to be long-term, ongoing placements.
- We have seen a decrease of referrals in some areas due to COVID, and we are unsure how to anticipate what service needs will be when we return to a new normal.

## **2021 GOALS AND OBJECTIVES**

- **Department-wide**
  - By April 30<sup>th</sup>, implement a uniform and robust orientation process for new employees.
  - Educate all staff on issues of racial equity and justice in order to make the agency a more equitable, safe, and welcoming place for a diverse community of consumers and employees.
- **Administration/Support Staff**
  - Add five insurance carriers on to electronic submission (Claim Shuttle) and payment receipt.
  - Develop text messaging system for appointment reminders.
  - Decrease denied/pending claims by 25% by the end of the year.
- **Adult Protective Services**
  - Increase number of elderly individuals with advanced directives, creating a 10% decrease in the number of guardianships and protective placements compared to 2020.
  - Train remaining law enforcement officers on Elder Abuse/Adults at Risk and Emergency Protective placements
- **Behavioral Health**
  - Increase client satisfaction survey response rate to >41% and crisis survey to >8%.
  - Reach and maintain face-to-face-contact rate of 50% for all Behavioral Health Therapists.
  - Update psychosocial intake form for children and adolescents.
  - Each team member to present 1 training to team per year.
  - Increase by 5% all BH, AODA and IDP client discharges who meet the moderate/major improvements.
- **Children's and Family Support Services**
  - Four outreach activities to providers and partner agencies to educate about program areas.
  - Increase state CLTS program audit compliance rate to 85% and again achieve 0 findings of noncompliance in B-3 program review.
  - Develop a feedback survey and distribute with a goal of receiving feedback from 30-35% of enrolled participants.
  - Birth to Three team complete the 2021 County Performance Plan and meet all goals of the plan.
- **Child Protection and Juvenile Justice**
  - Reduce secure detention use by 30% for youth participating in the Youth Connection Center.
  - Reduce the number of youth with open cases who have repeat criminal offenses by 25% from 2020.
  - Increase to 60% the use of informal dispositions vs. formal court intervention on Child Protection Cases throughout the year.

- **Community Support Program**
  - 14 or more clients will increase their knowledge of recovery related to Mental Health per training evaluation outcomes.
  - 60% of CSP clients will complete at least one goal on their treatment plans.
  
- **Comprehensive Community Services/Coordinated Services Teams**
  - Increase referrals received from schools by 10%.
  - Increase of at least one parent participant on the Coordinating Committee.
  - Enhance committee members' understanding of the Wrap-Around model through training and education.
  - Create a collaboration/communication plan by the end of the year to achieve consistency in the referral process.
  - Decrease CCS Consumer hospitalization days by 10%.
  
- **Economic Support**
  - Develop and post regular educational materials to Facebook to expand consumer knowledge about ES programs.
  - Review 10% of cases, or 50 per staff member, to reduce Fair Hearing and overpayments.
  
- **Public Health**
  - Help the County get as close as possible to 80% vaccination rate.
  - Create a transition plan for resuming normal activities.
  
- **Treatment Court Services**
  - Have up to 12 participants enrolled in the Drug Court program by the end of the year.
  - 80% of youth in Bridgeway's program will be enrolled within two weeks of referral.
  - 75% of youth in the program will have no additional referrals within 12 months of completion of the program.
  - 75% of youth and families will report satisfaction with programming.

# 2020 ANNUAL REPORT

## DOOR COUNTY HIGHWAY AND AIRPORT DEPARTMENT

### HIGHWAY OPERATIONS

#### Mission Statement

The Highway Department is entrusted with the responsibility for developing, maintaining, and operating a safe and reliable transportation system in the County. It is the goal of the department to maintain the highest quality transportation system possible, with a major emphasis on safety and efficiency, and to reach this goal in a fiscally responsible manner.

The Department also serves as the responsible unit to ensure that the County is operating an effective recycling management programs. The goal is to work with all local units of government to implement this program and provide a resource and distribute state grant funds for ongoing operation.

#### Summary of Responsibilities

The primary responsibility is the ongoing maintenance, snow and ice control, design, and construction of the 592-lane mile system of County Trunk Highways. Working under contract to the State of Wisconsin Department of Transportation, services are provided to maintain 268 lane miles of State Trunk Highways and 3 lift bridges within the County. Working with local towns and villages the Department provides service to 1174 of the 1743 lane miles of local roads. This equates to 2030 lane miles of maintenance responsibility.

In order to maintain this transportation system, the Department operates 3 shop facilities (Sturgeon Bay, Sister Bay, Brussels), 6 mines that produce an average of 75,000 cubic yards of material per year, a hot mix production plant that produces an average of 60,000 tons per year, 46 full time employees, trucking equipment, grading and construction, bridge maintenance and inspection, and roadway marking and signing.

Another major component of the operation is the procurement and disbursement of diesel and gasoline fuels to County and other governmental units. The Department purchases fuel and disburses the fuel to a total of 59 departments or agencies, with over 400 vehicles. A total of 4 fueling facilities are operated and maintained, Sturgeon Bay (2), Sister Bay, and Brussels.

The Department also is responsible for the Solid Waste Operation. This includes performing the ongoing maintenance and regulatory testing of the closed Door County Landfill, and also the statutory requirements as the responsible unit for recycling programs. The department works with all local units of government to ensure that effective recycling programs are in place to receive state grants for recycling efforts. The grant funds are redistributed to local governments based upon their prorated collection volumes to the total amount collected.

## **Program Summary and Goals/Objectives Achieved in 2019**

### **1. Hot Mix Asphalt and Seal Coating Operations**

- Produced 72,025 tons of bituminous hot mix for paving projects on county, state and local roads.
- Performed resurfacing on 18.82 miles of County Trunk Highways
- Performed resurfacing on 13.39 miles of Local roadways

### **2. Mining and Crushing Operations**

- Produced or acquired 139,598 tons of aggregates at the Plum Bottom, Ward and Johnson Mines.

### **3. Fuel Handling**

- Procured and disbursed 209,286 gallons of diesel fuel at an average cost \$2.15/gallon. The usage of diesel was 33,544 gallons less than in 2019 with a lower cost of \$0.41 per gallon.
- Procured and disbursed 133,376 gallons of gasoline at an average cost of \$1.72/gallon. The usage of gasoline was 13,923 gallons less than in 2019 with a lower cost of \$0.53/gallon.

### **4. Construction and Maintenance** (Costs reflect CY2019 since financials are not complete for CY2020)

- Performed construction, snow and ice control, and routine maintenance for 1174 lane miles of local roads at a total cost of \$ 2,204,327.
- Performed construction and routine maintenance work on 592 lane miles of county roads at a total cost of \$4,707,595.
- Performed snow and ice control and routine maintenance on 269 lane miles of state highways at a total cost of \$1,644,666.
- Performed maintenance and construction services for other departments at a total cost of \$425,697.

### **5. Equipment and Facility Operations**

- Maintained over 320 pieces of equipment with a total replacement value of over 18.1 million dollars. The Highway Department depends on quality equipment to make the transportation operations of the Department run smoothly and efficiently. The net revenue generated by the equipment charges produces the funding for all equipment purchases, therefore there is no tax levy for equipment owned by the Highway Department.
- Acquired new equipment at a cost of \$1,050,405. (CY2019)

### **6. Safety and Training**

- Even with Covid restrictions, staff was able to conduct 2 department wide safety training days. One for Winter Snow and Ice Control and one for Federal Mine Safety and Health Administration guidelines.
- Additional training for other operations did not occur due to Covid restrictions.

## **7. Snow and Ice Control**

- During the 2019/2020-winter season approximately 2,310 tons of salt was applied to State Roads and 3,499 tons was applied to County and Town roads.
- Snow and Ice control charges for 2020 on County Highways totaled \$439,081; Town/Village Roadways totaled \$326,889; and State Highways totaled \$296,712.

## **8. Solid Waste Operations**

- Worked with State and Local officials to ensure compliance for effective recycling programs.
- Door County residents involved in community-sponsored programs recycled the following quantities: In 2019 County property owners recycled 535 tons of newspaper, 176 tons of magazines, 550 tons of corrugated paper, and 835 tons of commingled aluminum, glass, and plastics.
- Secured \$86,488 in State Grants to offset costs for local communities who have effective recycling programs. Distributed these Grant Funds to 13 local governments who operated recycling programs that met program criteria.
- Conducted a Household Hazardous Waste and Agricultural Waste collection program in November 2020. A record 45,020 pounds of hazardous waste was collected for proper disposal at a total cost of \$59,745.20, of which \$11,230 was covered by grant funds from the Department of Agriculture, Trade and Consumer protection.

## **9. State Bridge Operations**

- Contracted with the WisDOT for bridge tending and routine maintenance for total charges of \$468,318.
- The Maple/Oregon Bridge was opened 1560 times for 288 commercial and 2149 pleasure vessels.
- The Michigan was opened 3384 times for 1057 commercial and 6651 pleasure vessels.
- The Bayview Bridge was opened 618 times for 115 commercial and 689 pleasure vessels.

## **10. Local Bridge/Culvert Maintenance**

- Coordinated biannual bridge inspection required for all local bridges.
- Coordinated the County Bridge/Culvert Aid Program. The towns of Gardner, Sturgeon Bay (2 projects), Brussels, Nasewaupée, and Forestville received aid in the program with the Department performing all of the construction work.

## **G. Other Accomplishments:**

Coordinated and provided oversight on the CTH A reconditioning project. The CTH A reconditioning project received funding for the Design work in 2016. In 2019 the department obtained funding in the amount of \$2,383,691 for the construction work. The project limits on CTH A are from CTH V to CTH E and is scheduled for construction in 2021.

## **AIRPORT OPERATIONS**

### **DOOR COUNTY CHERRYLAND AIRPORT**



**The splendid view of Door County Cherryland Airport**

**Mission Statement:** The Door County Cherryland Airport will provide airport support services, planning and development to provide a safe, modern and efficient transportation facility for our citizens, air travelers and airport tenants.

#### **Summary of Responsibilities:**

The Cherryland Airport, with oversight from the Door County Highway & Airport Committee, administers the programs and policies approved by committee and governed by Chapter 13 & 14 ordinances. The responsibilities include maintaining 24/7 availability status, facility operations pursuant to federal grant assurances, farm land, hangar land & building rental lease agreements (64 total), collection of lease, rental and fuel flowage fees on monthly, quarterly, annual basis, budget preparation & administration, procurement of state & federal grant funds, oversee construction of capital projects, development, improvements, and maintenance of facilities & grounds: pavement surfaces, runway approaches, nav-aids, vis-aids (runway lighting), lawn mowing, and snow removal.

#### **Goals/Objectives Achieved in 2019:**

- Develop specifications and solicit bids for the removal of the underground fuel storage tanks and installation of a new above ground fuel system. (Completed June 2019)
- Develop specifications and solicit bids for single axle dump truck with snow removal equipment. (Truck delivered March 2020)
- Continued to maintain the airport in a safe and serviceable manner for all users
- Continued to apply for state and federal grants to fund acquisition, maintenance, and development projects

**Knowledge Sharing in 2019:**

- Attended annual WI Airport Management Association’s Wisconsin Aviation Conference
- Attended annual WI Bureau of Aeronautics Spring Workshop
- Attended annual WI Bureau of Aeronautics Fall Airport Operations & Land Use Seminar

**Budget Status for 2020:****Cherryland Airport Budget**

Approved 2020 Budget	\$370,956	Actual 2020 Budget	\$422,903
2020 Levy Appropriation	\$168,450	2019 Levy Appropriation	\$194,589
2020 Budgeted Revenue	\$202,506	2020 Actual Revenue	\$44,056
		2019 Actual Revenue	\$51,401

**Grants received for 2019:**

Federal Aviation Administration	Entitlement Funds - Federal	\$150,000
State of Wisconsin	Entitlement Funds – State match	\$8,333

**Goals & Objectives for 2020:**

- Maintenance Building – Work with Department head a successor to develop final plan, including facility size and budget for new building. (In process)
- Process and Procedures Manual – Finalize process and procedures log for specific duties and activities at the Airport for future of successor as well as support personnel. (Completed)
- Update Lease agreements per FAA recommendations Car Rental, Private and County Hangars and FBO. (Avis Lease Update) FBO Lease added “Operating Space Drawings to their file) Private and County Hangars – FAA wanted clause to protect for Part 77 Surfaces / Height. Lease has clause that any alterations need to be approved by Manager.
- Update Minimum Standards Chapter 14 and Airport Operations Chapter 13 Per FAA Recommendations. (Chapter 13 Completed) Chapter 14 sent to Johnson Insurance for consulting, covid-19 set in, will contact Johnson Ins. to follow up)
- Continue to apply for state and federal grants to fund acquisition, maintenance, and development projects

Door County Highway and Airport Department report prepared by:

Thad Ash, Highway Commissioner

Craig Ross, Airport Superintendent

Jen Lenius, Administrative Assistant II

**2020 ANNUAL REPORT  
DOOR COUNTY  
HUMAN RESOURCES DEPARTMENT**

<b>Employees:</b>	<b>Name</b>	<b>Classification</b>	
	Kelly Hendee	Human Resources Director	FT
	Michelle Paschke	Human Resources Generalist	FT
	Kayla Jennerjohn	Human Resources Assistant	FT

**MISSION STATEMENT – HUMAN RESOURCES**

Door County Human Resources Team is committed to hiring the best qualified candidates, ensuring that everyone has the right tools to operate efficiently, establish sound policies for equitable treatment and provide competitive compensation to generate a positive team culture.

We do this by:

- Ensuring that employees of the Human Resources Department are given the tools, training and motivation to operate in the most efficient and effective manner.
- Promoting and recruiting the best qualified people, recognizing and encouraging the value of diversity, equity and inclusion in the work place.
- Providing a competitive salary and benefit package and developing the full potential of our work force by providing training and development for career enhancement.
- Providing a work atmosphere that is safe, healthy and secure, and also conscious of long-term family and community goals.
- Establishing, administering, and effectively communicating sound policies, rules and practices that treat employees with dignity and equality while maintaining compliance with employment and labor laws, County Board directives, and labor agreements.

**SUMMARY OF RESPONSIBILITIES**

Human Resources Management/Recruitment and Selection - Attract, screen, select job applicants in coordination with the department head, interview, and conduct thorough backgrounds on candidates selected by department head(s) and support recommend hires. Work with department heads on screening processes to include suggested testing and qualifications.

Direct and coordinate an employee position classification system. Review and update job descriptions.

Directs and coordinates Employee Performance Planning and assist department heads on evaluation program.

Administer benefits. Manage Worker's Compensation; Wellness and Civil Rights Compliance Plan.

Maintain and direct compensation and benefit programs for employees, including oversight and management of health, dental, vision insurance and other insurance.

Serves as the organizations primary liaison with employees' representatives for labor unions.

Work with and train employees on areas of employment law and benefits.

Coach employees, including department heads through challenging employment situations, including conflicts.

Conduct workplace investigations.

**GOALS/OBJECTIVES ACHIEVED IN 2020**

- ✓ 2020 provided a unique and challenging situation for all employers with the onset of the Pandemic in March. Human Resources responded promptly to create policy in order to stay in compliance with newly developed federal and state laws, as well as locally driven policy to remain operational. Policy was then virtually implemented, disseminated, and communicated to employees. Valuable resources were provided to employees to assist in coping with the unforeseen situation through the County Employee Resource Program (EAP).

- ✓ HR was instrumental in managing and identifying saving of over \$300,000 in review of The County's prescription drug vendor. The recommended change in vendors was approved. HR successfully rolled out the change in our prescription drug vendor for 2021 by providing education and communications to employees.
- ✓ HR rolled out the opportunity to electronically manage their benefits during Open Enrollment through our HRIS system.
- ✓ In 2020 HR maintained the compensation structure; including updates of job descriptions and job analysis.
- ✓ HR implemented a new training module through Neogov called LEARN, communications and training pursued.
- ✓ Training for all employees on Anti-Harassment, Bullying, and Inclusion were addressed in 2020.
- ✓ Assist with restructuring of specific departments to ensure a smooth transition and understanding of positions roles (Land Use Services/Treasurer).

### ***Benefits:***

The County continues to appreciate the customer service provided by Auxiant, our third-party administrator for health insurance. The County has requested Account Manager, Stephanie Steger, and Health Payment Systems, to be on site on a quarterly basis (with the exception of COVID we went virtual) to assist County employees with claims administration. To enhance the explanation of benefits provided, other vendors have also been included to provide quarterly presentations, and respond to employee questions. This personal touch has been not only appreciated but welcomed by employees.

To increase knowledge and provide better service from our vendors HR is implementing a new process in which vendors will be on-site or virtual for orientations.

### ***Recruitment and Selection:***

	<b><u>2018</u></b>	<b><u>2019</u></b>	<b><u>2020</u></b>
Full and Part-time Regular Positions Recruited: FT and PT (includes LTE/seasonal)	86	97	85
Applications Received:	1294	1058	920
Persons Interviewed:	215	262	190
Number of Applicants Tested:	97	120	78
Number of hires: (includes seasonals/LTE – Tracers in 2020)	102	111	105
Sheriff & Emergency Svc. Dept.: Internal Postings:	7	11	11

\*\*Note: recruitments for seasonal/LTE may include more than one (1) hire; up to 20+ hires for Parks & Highway

### ***Loss Control & Safety:***

Door County has been pro-active in attempts at keeping our accidents to a minimum. To enhance our loss control and continue to decrease our rates we have committed to continuing our best practices for a safe environment. New in 2021 will be additional trainings offered to all employees through our new training module LEARN.

### ***KNOWLEDGE SHARING 2020:***

While quickly trying to adapt to a virtual environment, it was a struggle to provide information through training sessions for 2020. We were successful in providing many outlets through our EAP provider for support during the pandemic. Later in the year we tried to provide our bi-annual Anti-harassment training in person, only to be set back with COVID cases on the rise. This is where the County supported a virtual training module through Neogov to address training needs and requirements.

The Human Resources Department continues to sponsor wellness through providing chair massages and supporting the Go365 Program. The Risk Management Committee approved the adoption of Go365, which allows employees to take health into their own hands and work with a program that works with their personal health goals.

### ***DEPARTMENT BUDGET STATUS***

Approved 2020 Budget	\$380,353	Actual 2020 Budget	\$377,115
2020 Levy appropriation	\$380,353	2019 Levy appropriation	\$346,010
2019 budgeted revenue	\$0	2020 Actual Revenue	\$6,399
		2019 Actual Revenue	\$211

**ISSUES, CONCERNS AND RESTRAINTS:**

Due to an unprecedented year, outside influences and the role they play have had a significant impact on the hiring and employment needs of The County. While unemployment may be very high this year, the economic and social disruption has not encouraged people to look for employment opportunities.

Along with the historical number of open positions, over the next several years The County will experience noteworthy numbers of employee's retiring, and exiting the workplace, taking with them a great deal of institutional knowledge. With that, HR has noticed a decrease in applicants, especially qualified and/or degreed. This results in vacant positions remaining open longer, work not getting done – at least as timely as it may once have. Also impacted are the overall efficiencies of departments, which require more time to train and longer periods to learn.

This trend will continue to add stressors and challenges for HR when filling vacant positions.

Trends are identifying what employees are looking for in the workplace today; what was once deemed important say 20 years ago, is not what is driving the workforce today. Take for instance longevity, where people used to be satisfied and stay with an organization for years, has given way to more opportunities and mobility, it's much easier to move around today.

It is important and encouraged for this organization as a whole and department by department to take a long hard look at how we do business and how we can do things differently, our future success depends it. With employment laws forcing changes to the workplace, restraints on budgets, and the shortage of qualified candidates, one of the most valuable resources needed to conduct business we need to look at alternatives to getting the work done. These issues/concerns will continue to have an impact on not only Human Resources, including available funding of wages and benefits, but compromise the valuable services provided to the citizens of Door County.

The world is a much more competitive place and candidates use this to their advantage, more and more are willing to negotiate wages and benefits, specifically time off and select the employer of choice.

**2021 GOALS OF HUMAN RESOURCES:**

- Recruit qualified individuals; Retain valuable employees.
- Continued management of the compensation program and continue to provide education on the evaluation process.
- Continue to make quality a part of the way we work, while maintaining a high level of professional Human Resource Services for Door County.
- Enhance Human Resources ability to support the County of Door and its goals and improve the efficiency and effectiveness of Human Resources through the on-boarding process.
- Work with local health care providers to find the carrier that is able to support the County employment needs for pre-employment and post-employment testing.
- Updates to existing policy to include the Handbook and Administrative Manuals. Generate new policy driven by culture and employment law.
- Work with YAP to get the Youth Apprenticeship Program off the ground.
- Begin working with all departments to prepare for 2021 compensation review by reviewing all job descriptions and job analysis.
- Promote and maintain that The County of Door is a great place to work -- professionally and personally.
- Training, development, and education to promote individual success and increase overall value to the organization.

The above summarizes the accomplishments and functions of the Human Resources Department for 2020 and outlines the goals for 2021. Should anyone have any questions about the Department's function and responsibilities, please don't hesitate to stop by our office or give us a call at 920/746-2305. It is our pleasure to provide a valuable service to the employees of this organization and the citizens of Door County. Thank you.

## Door County Land Use Services Department 2020 Annual Report

### A. Mission Statement

The Land Use Services Department does not have a formal mission statement. We do, however, have various policies and procedures in place as well as an overall departmental work ethic which guide our activities: We strive to effectively and efficiently administer the programs under our jurisdiction; to be efficient, accurate, courteous, helpful, knowledgeable, and timely in our work with our clients; and to ensure our activities are coordinated with the work of the many other local and state agencies and organizations with which we interact.

### B. Summary of Responsibilities

The Land Use Services Department program areas are:

- Planning
- Zoning and other land development ordinance administration
- Private On-site Wastewater Treatment Systems (POWTS) code administration
- Real Property Listing
- Geographic Information Systems (GIS) Mapping and Addressing

Department staff members during 2020 were:

Mariah K. Goode	Department Director
John Teichtler	Sanitarian
Chris Olson	Assistant Sanitarian
Richard D. Brauer	Zoning Administrator
Jeffrey Kussow	Zoning Administrator (through mid-January)
Susan Vanden Langenberg	Zoning Administrator
Michelle Schuster	Zoning Administrator (June-October)
Tara McKeefry	Zoning Administrator (Nov. 30 start date)
Rebecca Kerwin	Planner
Tom Haight	GIS/Land Information Office (LIO) Coordinator
Holly Hansen	Real Property Lister
Chris Moe	GIS Technician
Linda Riemer	Administrative Assistant III
Lois Goetz	Administrative Assistant II

The department's oversight committee is the Resource Planning Committee, comprised of five county board members. Per state statute, the county board-appointed Board of Adjustment, comprised of all laypersons, also participates in administration of the zoning ordinances. Both bodies typically hold public hearings and regular business meetings once or twice monthly. Also per state statute, a Land Information Council which meets 1-2 times per year has been established to advise the Resource Planning Committee on GIS/Land Information Office (LIO) programs.

### C. Program Summary

All program administration and enforcement is carried out by staff, with oversight from the Resource Planning Committee. Note that a significant amount of the activity related to the department's programs includes informal and formal exchanges of information with clients, municipal officials, and other internal and external entities involved or interested in the program area in question; site visits; preparation of materials for the Resource Planning Committee, Board of Adjustment, and county board meetings;

pursuit of violations; etc. All of these are activities which cannot be easily quantified or represented in an annual report.

### **Planning**

Planning program staff members are responsible for developing and implementing comprehensive, farmland preservation, and other land use-related plans, as well as developing and updating the department's ordinances. Planning staff also organize and participate in a variety of educational and information-sharing programs with local municipalities, government agencies, and non-profits.

### **Zoning and Other Land Development Ordinance Administration**

Staff members process all regular zoning permit applications, as well as conditional use permit applications, the latter of which go to the Resource Planning Committee for public hearing and approval or denial. Staff also process the paperwork for petitions for variance from county zoning ordinances, appeals of either Resource Planning Committee or zoning administrator decisions, and petitions for zoning ordinance text or map amendments. The public hearings at which decisions are made regarding variances and appeals are held by the Board of Adjustment. Public hearings regarding text or map amendments are conducted by the Resource Planning Committee, with the County Board making the final determinations regarding such petitions.

The Door County Comprehensive Zoning Ordinance is in effect in all areas of nine towns per their voluntary enrollment in comprehensive county zoning. Per state statute, the Door County Shoreland Zoning Ordinance and the Door County Floodplain Zoning Ordinance are in effect in all 14 towns. The Door County Land Division, Wind Energy Facility, and Communication Tower Ordinances are also in effect in all 14 towns. The Door County Height Limitation Zoning Ordinance is in effect in areas surrounding the Cherryland Airport.

### **Private On-site Wastewater Treatment Systems (POWTS) Code Administration**

The POWTS program strives to protect ground and surface waters via the Sanitarians' regulation, inspection, monitoring, and education regarding existing and proposed private on-site wastewater treatment systems in unsewered areas of the county. The program involves significant coordination with soil testers, septic system installers, plumbers, property owners, and state-level agencies. Door County's POWTS regulations – derived from state administrative code – are contained in Chapter 21 of the county code, which governs all POWTS in the county, regardless of location.

### **Real Property Listing**

The Real Property Listing program is tasked with providing accurate tax parcel information for all 41,100+ parcels of real estate in Door County. The information processed and verified deals with all documents of transfer recorded at the Register of Deeds, all plat of surveys, and all assessments and real estate and personal property tax-related matters. Information maintained includes computer databases and related GIS layers, websites, and physical maps regarding all aspects of properties and their ownership, past and present.

Real Property Listing staff also generate, coordinate, and distribute for all 19 municipalities the assessment rolls, tax rolls, assessment notices, property tax bills, and related documents to and with County departments, assessors, town officials, taxation districts, Department of Revenue, Department of Natural Resources, and other related agencies.

### **Geographic Information Systems (GIS) Mapping and Addressing**

The GIS mapping functions of the department include acting as the county's state-mandated Land Information Office, maintenance and upgrades to the county-wide "web map," and maintenance of land

information data to create a wide variety of land information-related maps for county staff, local municipalities and agencies, residents, and property owners. The addressing program, in effect in the unincorporated areas (towns) and three of the four villages, ensures consistent address number assignment, avoidance of duplicative road names, and transfer of information to E-911 dispatch entities. Program responsibilities include all aspects of assignment of addresses, ordering and placement of signs, creation of all maps related to addresses, tracking of all expenses, and communication of address information to Intrado, the county's E-911 system manager.

#### **D. Goals / Objectives Achieved in 2020**

The goals listed in the 2019 annual report for 2020 were to: "1) transition to the AS400 replacement software systems (intentionally plural – the vendor is outsourcing the permitting system functions) and 2) hire and train a replacement Zoning Administrator/Assistant Sanitarian (replacing Kussow, who left for a position in the private sector in mid-January 2020)."

The AS400 replacement system work is on-going. The Real Property Listing component of the new system was launched in March 2020, but components of it required significant review/overhaul, some of which is not yet complete. The creation of the on-line permitting system for zoning and sanitarian functions is also proving to be extremely time-consuming.

Hiring and training a replacement zoning administrator proved challenging due to COVID-19. It took months before we were able to bring someone on board, and then that person ended up leaving after five months, which meant we had to go through the hiring process a second time.

#### **E. Knowledge Sharing**

All members of the department are constantly sharing knowledge, providing an array of informational and educational services, namely with:

- Each other
- Other county departments
- Local public and private agencies and organizations
- Regional, state, and federal public and private agencies and organizations
- Residents and property owners
- Elected and appointed officials
- Real estate agents, title companies, developers, surveyors, architects, attorneys, builders, appraisers, municipal assessors, soil testers, septic system installers, plumbers, and their associations

In addition, the department's website provides all ordinances, application forms, and significant amounts of resource information. The county "web map," containing a multitude of GIS layers and information related to land ownership and characteristics, is also maintained by the department. Both the department website and the web map are frequently updated.

Staff attend various environmental, development community, and governmental agencies' meetings as requested for presentations and discussions, and meet frequently with staff members of other county departments in order to ensure coordination of program administration and for educational purposes. They also meet or talk frequently – for the same reasons – with staff of other governmental agencies, local and state, and elected and appointed officials.

## F. Department Budget

*Note: 2020 "actual" and "levy" figures should be viewed as approximate.*

	Expenditures	Revenues	Levy appropriation
<b>2020 Adopted</b>	\$ 1,445,441	\$ 439,057	\$ 763,781
<b>2020 Amended</b>			
<b>2020 Actual</b>	\$ 1,306,531	\$ 452,406	
<b>2019 Adopted</b>	\$ 1,362,340	\$ 401,736	\$ 766,168
<b>2019 Amended</b>	\$ 1,386,424		
<b>2019 Actual</b>	\$ 1,288,437	\$ 487,843	

## G. Other Accomplishments

We managed to make it through an incredibly busy year plagued by significant challenges, not to mention an actual plague.

Staff members are continuously seeking ways or undertaking projects to improve individual and departmental performance and improve services, ordinances, programs, and related matters. Staff members also work on an on-going basis to address issues arising due to external forces.

Numerous department staff members, but particularly the Real Property Listing staff, spent a significant amount of time in 2020 working with the creators of the AS400 replacement systems.

Planning staff in 2020 continued to spend a significant amount of time on affordable housing-related issues. One accomplishment on that front was completing an ultimately successful application to the Wisconsin Housing and Economic Development Authority for Door County to be chosen as one of three communities to participate in their statewide rural affordable workforce housing pilot program. That project began in late 2020 and will continue through 2021.

## H. Issues, Concerns, and Restraints

The department was essentially short-staffed for all of 2020, during a year which would have been very busy even fully staffed. The volume of general applications, real estate sale-related inquiries, additional work created by worsened flooding situations in many areas of the county, significant and lengthy public hearings, time-consuming one-time or on-going special projects, and COVID-19 all served to create a situation that made it at times impossible to keep up with workload in a timely manner.

## I. Goals and Objectives for 2021

The main goal for the department for 2021 is to successfully launch the on-line zoning and sanitary permitting systems that will replace the AS400.

MKG  
03/08/2021

**2020 ANNUAL REPORT**  
**DOOR COUNTY LIBRARY**

**Mission Statement:**

The Mission and Motto of the Door County Library is to Inform, Instruct, and Inspire. We accomplish this by being a physical and virtual hub for information, ideas, and knowledge. The Door County Library connects people with the resources they seek for education and enrichment by providing friendly and welcoming service.

**Summary of Responsibilities:**

1. Access to information
2. Materials Circulation/Customer Service
3. Administration
4. Technical Services
5. Adult Programs
6. Youth and Teen Programs
7. Archives

**Program Summary:**

1. Door County Reads 2020 was a county-wide reading event where everyone was encouraged to read “Virgil Wander” by Leif Enger, get together, talk about it, and attend programs based on the book. 26 programs were held throughout the county with over 1,500 attendees.
2. Summer Library Program: “Imagine Your Story” was the 2020 theme and all ages, residents and visitors alike, participated by reading books, keeping track through games and lists, and participated in virtual programming based on the theme. 391 events took place with 4,231 participants.
3. Year-round Programming: After February, all programming became virtual. A total of 783 library programs took place in 2020 with attendees totaling 27,572.

**Goals / Objectives Achieved in 2020:**

1. During a year of closures and change, the library was able to maintain connection with Door County communities by expanding our virtual presence and using different service models to mitigate risk to the public and staff.
2. Roll out of the new ILS system through OWLs was accomplished.
3. Administration of the Historical Museum and Archives included acquisition of technology for digital preservation, an expanded online presence with social media and county webpage, the reopening of the museum with appointments, moving archival materials into the library lower level, and opening a display annex at the 4<sup>th</sup> Ave. Younkers building.

**Knowledge Sharing 2020:**

1. Library Visits = 121,523
2. Circulation = 164,259
3. Public Computer Use = 7,743

4. Hoopla Downloads = 14,095
5. Electronic Materials = 68,600
6. Website Visits = 755,137
7. Public Wireless Internet = 42,264
8. Overdrive = 51,132
9. Social Media
  - A. Facebook Video Views = 31,402
  - B. YouTube Subscribers = 262

### **Department Budget Status**

Approved 2020 Budget	\$ 1,690,168	Actual 2020 Budget	\$ 1,663,617
2020 Levy appropriation	\$ 1,562,625	2019 Levy appropriation	\$ 1,525,421
2020 budgeted revenue	\$ 127,543	2020 Actual Revenue	\$ 109,952
		2019 Actual Revenue	\$ 122,556

#### Grants received for 2020:

1. Nicolet Federated Library System = \$6,180
2. Friends of the Door County Libraries = \$12,693
3. Door County Library Foundation = \$6,148
4. Federal Cares Act Grant = \$1,286
5. NEA Big Read Grant = \$12,000 (received in 2020)
6. TEACH Information Technology Infrastructure Grants = \$3,086

### **Other Accomplishments:**

1. The Door County Library was awarded an NEA Big Read grant in April 2020, to be implemented in early 2021.
2. Helped promote the 2020 Census to library users and residents of Door County.
3. All branches were able to remain open at some level of service regardless of the virus risk throughout the year.
4. Online programming was expanded to great success for the library.

### **Issues, concerns and Restraints:**

The library used information from many sources including Door County Public Health, the County "Opening the Workplace" documents, DPI Division for Libraries and Technology, Nicolet Federated Library System, the CDC and the Wisconsin Department of Health Services to create access models that spoke to the various levels of viral risk throughout 2020, all with the goal of providing library service at some level while maintaining public safety.

### **Goals and Objectives for 2021:**

1. Continue and expand outreach via online services and programming.
2. Placement of a Museum and Archives Branch Manager and Archival Assistant to help move the Door County Historical Museum and Archives forward.
3. Promote a more robust young adult outreach via the libraries and museum through programs and school connections.
4. Establish more partnerships with groups and businesses throughout the County of Door.
5. Complete a new library strategic plan that will reflect the needs of our communities and point toward the future of library service.

## 2020 ANNUAL REPORT

### DOOR COUNTY HISTORICAL MUSEUM

#### **Mission Statement:**

Our mission is to preserve and promote Door County history. We do this through the use of educational displays, audio/visual productions, community outreach programs and general assistance with historical questions and issues.

#### **Summary of Responsibilities:**

- Create and maintain exhibits
- Provide programming for youth and adults
- Fulfill requests and answer questions from the general public
- Organize and catalogue the collection on the PastPerfect Museum software program.
- Promote and market the museum.

#### **Program Summary:**

Due to closure and appointment based access, no programs were conducted during 2020.

#### **Goals/Objectives Achieved in 2020**

- Completed first year of the museum and archives being under the supervision of the Door County Library. The Library assumes responsibility for the Archives (possibly to be relocated in the "Fourth Avenue Cultural Center"/former Younkers Home Store) and the Library Director oversees the operations of the Museum.
- Documented the collection of historical artifacts by accessioning the items donated in 2020 (and some adding of past undigitized donations) to the PastPerfect program. In spite of being closed most of the year, we still had 26 donors donating over 200 items and photos.
- Continued research on history of all Cedar Street/Third Avenue business buildings for future addition to the Clio Third Avenue Tour.
- Continued updating the wildlife information cards for the "Seasons of Life" display. The card information has been completed and approved by the display creator. The next step is to print them, have maps or illustrations drawn on them, and then laminate.
- No new exhibits were created in the museum in 2020.
- Museum staff worked with Archives Researcher and Library Director to do changing temporary exhibits in the former Younkers Home Store Building front window/hopefully future "Archives & Cultural Center." Going forward we will plan to have four seasonal displays per year. Publicity went out to Facebook, Peninsula Pulse, Door County Advocate and Green Bay Press Gazette.
  - Election display in November
  - Christmas display in December
- No special programs offered this year due to COVID-19 restricting our open hours and visitation. The Museum was closed until July 13 when it opened in a limited capacity, Mondays, Wednesdays and Saturdays for three tours each day, by reservation only.

### **Knowledge Sharing**

- Shared photos and information on grocery stores with a writer for the Peninsula Pulse, for a series of articles she wrote called “This Old Store.” We, in turn now have her articles and a good collection of grocery store information as well as the publicity generated by the photo credits.
- Answered at least 20 e-mails/phone calls seeking information on Door County or family history.
- A program was given to the Jacksonport Women’s Club by a volunteer, just before the COVID shutdown.
- No other programs or group tours took place in 2020 due to COVID-19.

### **Department Budget Status**

<b>Approved 2020 Budget</b>	\$203,798	<b>Actual 2020 Budget</b>	\$30,686
<b>2020 Levy appropriation</b>	\$203,798	<b>2019 Levy appropriation</b>	\$100,189
<b>2019 budgeted revenue</b>	0	<b>2020 Actual Revenue</b>	\$3,969
		<b>2019 Actual Revenue</b>	\$107,237

### **Other Accomplishments**

- A Sturgeon Bay High School junior offered to do a “Museum at Home” series in order to keep the museum in people’s minds during this “Stay at Home” time. Three of our displays were researched and videoed, resulting in beautiful videos (accessible on YouTube and our Facebook page).  
[Love During Wartime: The World War II Story of Leonard and Ruth Potier - YouTube](#)  
[Mary Jane and the Packer Golden Girls - YouTube](#)  
[Door County Masterpiece: The Seasons of Life Diorama - YouTube](#)
- A photography area was created in the basement for photographing large items (like clothing) for PastPerfect.
- Lighting for many displays was improved.

### **Issues, Concerns and Restraints**

- As with all departments, the COVID-19 Pandemic was the biggest issue of 2020.

### **Goals & Objectives for 2021**

- Continue to restructure & refine the partnership with the Door County Library.
- Fill two approved Archive positions, one full time Museum and Archives Manager and one part time Archival Assistant.
- Continue working on Third Avenue buildings history. Get a summary of the info on Clio.
- Encourage donations of Door County related items.
- Improve on the goals and objectives we achieved in the past.
- Hope for full opening of museum in 2021 (COVID permitting).
- Complete wildlife labels with lamination if new Museum & Archives Manager is happy with the method we have used in the past.
- Continue to inspire comments like those below. There was no guest book in this year of COVID-19, but a comment came in a letter from a pre-2020 visitor who donated family items :
  - “One of the highlights of our trip was our visit to your museum which was part of a Road Scholar tour of Door County. We still talk about the diorama which is of a quality unlike anything we have seen in museums around the country.”

## 2020 ANNUAL REPORT

### DOOR COUNTY REGISTER OF DEEDS DEPARTMENT

#### **Mission Statement:**

- ❖ To provide the official county repository for:
  1. Real estate records (deeds, land contracts, mortgages, etc.)
  2. Personal property records (UCC real estate fixture filings)
  3. Vital records (birth, death, marriage, domestic partnerships and military discharges)
- ❖ To provide safe archival storage and convenient access to these public records.
- ❖ To implement statutory changes, system modernization, program and procedure evaluation and staff development to assure a high level of timely service for our citizen-customers.

#### **Summary of Responsibilities:**

- Record, provide access and maintain Real Estate records (deeds, land contracts, mortgages, etc.).
- Record, provide access, maintain and issue certified copies of Birth, Marriage, Death, Divorce, Domestic Partnerships, and Military Discharge records.
- To implement statutory changes, system modernization, program and procedure evaluation, and staff development to assure a high level of timely service for our citizen-customers.
- Coordinate operations with various state and federal agencies, including Vital Records, Administration, Safety and Professional Services, Department of Revenue, Natural Resources and Internal Revenue Service.

#### **How the Register of Deeds serves the public....**

- Property Ownership-deeds, mortgages, land contracts, right of ways, agreements, federal tax liens, etc., basically anything that has to do with your land ownership
- Vital Records-birth, marriage, divorce, death certificates, domestic partnerships are available in our office; all birth and marriage certificates are now available statewide
- Service Discharge – DD214 documents are recorded and permanently stored for our military veterans

***“Few Things Must Last as Long as County Records”***

## 2020 ANNUAL REPORT

### DOOR COUNTY REGISTER OF DEEDS DEPARTMENT

#### **Goals / Objectives Achieved in 2020:**

2020 proved to be a busy year for the Register of Deeds office. Despite the closure of the building for many months, the office recorded just shy of 10,900 documents, and deposited over \$1.7 million dollars. This number of documents is 25% more than 2019. Of these records, 69% of documents recorded were done electronically, which is a 114% increase from 2019.

With the pandemic and the situation it has put our office in, it has made our goal of back indexing as many documents possible that much more important. With many working from home, adding additional records online brings such value to the public and our business partners. Which also provides a higher revenue for the County. These records help with property searches, mortgages and loans. To have access 24/7 is vital in the online world we live in. Which is proven in the final budget showing online revenues to be 42% over budget.

#### A. Department Budget Status

Approved 2020 Budget	\$270,566	Actual 2020 Budget	\$274,810
2020 Levy appropriation	\$0	2019 Levy appropriation	\$0
2020 budgeted revenue	\$391,100	2020 Actual Revenue	\$556,908
		2019 Actual Revenue	\$486,834

#### **Accomplishments:**

- The Door County Register of Deeds remained open for real estate recordings and vital record issuance, both remotely and in person during the entire onset of COVID 19. There were no disruptions in essential services.
- Documents recorded increased 25%
- Real estate electronic recordings increased 114%
- [By proclamation of the Governor, June 7-13 2020 was Wisconsin Register of Deeds Week](#)

***“Few Things Must Last as Long as County Records”***

## 2020 ANNUAL REPORT

### DOOR COUNTY SHERIFF'S OFFICE

#### A. **Mission Statement:**

The Door County Sheriff's Office is dedicated to the safety and welfare of all citizens and visitors. We are committed to partnering with the community to solve problems and improve public safety in a manner that is fair, transparent, and consistent.

#### **Guiding Principles:**

**Integrity** – We are committed to the enforcement of laws and the preservation of order. We are honest, truthful, and consistent in our words and actions, and therefore worthy of the public's trust. We exercise discretion in a manner that is beyond reproach. We do not accept gifts or special considerations as a consequence of our office.

**Professionalism** – We treat the public and our colleagues with courtesy and respect. We understand that our appearance, words, and demeanor contribute to the public's confidence in us. We are responsive to the community, and deliver services promptly and efficiently.

**Fairness** – We act with fairness, restraint, and impartiality in carrying out our duties. We work with the community to continually understand and overcome cultural influences and unconscious biases. We understand that our action, combined with the way we treat members of the community, contributes to our "legitimacy" in the eyes of the public.

**Teamwork** – We work together as one organization in carrying out the mission of the sheriff's office; our respective units do not act as distinct "silos" from one another. As individual members of the department, we are respectful to each other and work collectively to solve problems and serve the community.

#### B. **Summary of Responsibilities:** Sheriff's Offices in Wisconsin have unique responsibilities that differ from those services provided by Municipal Law Enforcement agencies. These differences are outlined in state statute and require the Sheriff's Office to provide for the following services:

- 1) The Sheriff is the custodian of the jail and is therefore responsible for all persons ordered into custody,
- 2) The Sheriff must attend to the security of the Circuit Courts,
- 3) The Sheriff must serve and execute all process, writs, precepts and orders issued or made by lawful authority and delivered to the Sheriff,
- 4) The Sheriff must provide for water rescue and recovery operations for the waters within the jurisdiction of the county and,
- 5) The Sheriff must enforce all general orders of the Department of Commerce relating to the sale, transportation, and storage of explosives within the county.

In addition the Sheriff and his or her Deputies shall keep and preserve the peace in the county and quiet and suppress all affrays, routs, riots, unlawful assemblies and insurrections.

#### C. **Program Summary:**

##### **Administrative Services:**

- Provide walk-in customer service at Sheriff's Office lobby (1,461 served in 2020)
- Provide walk-in customer service at Jail Office lobby (1,200 served in 2020).
- Prepare Agenda and take minutes for Public Safety Committee Meeting
- Civil Process
- Citations, Warrants, Accidents

- Sheriff Sales
- Accident Reporting
- Incident Based Reporting (IBR)

#### Court Services:

- Provide Justice Center Security Screening (7,313 in 2020)
- Courtroom Security
- Justice Center Security
- Monitor Video Security Systems
- Prisoner Transports (75 transports in 2020)
- Annual Safety Training for Justice Center Staff
- Victim Impact Panel
- DNA Testing

#### Jail Division:

- Healthy Relationship Class - parenting, coping and family values education
- Building Strong Families – Working to build various traits of resiliency
- GED/HSED – Sentence Reduction Program (6 hours per week)
- Inmate Worker Program – Sentence Reduction Program (1hr for each hour worked)
- AODA (Alcohol and Other Drug Abuse) Education Group
- Individual Mental Health Counseling
- Religious Programs - Multiple denominations based on needs
- Employment Counseling - We Are Hope Inc.- Job Center
- Operation Fresh Start – Inmate Re-Entry Program
- Centering Breath (Relaxation & Meditation) Partner with HELP
- Journaling Poets – Explore the value of self-discovery through writing
- Pretrial Release Program
- AA (Alcohol Anonymous) Meetings

#### Investigative Division:

- Prescription Drug Drop Off Program.
- Door/Kewaunee Drug Task Force
- Digital Forensic Investigative Services
- Members of various Committees:
  - Alcohol and Drug Coalition
  - I-Team (Interdisciplinary for Elder and Vulnerable Adults)
  - Northeast Wisconsin Investigators Group
  - Door/Kewaunee Multi-Jurisdictional Drug Enforcement Group participation.
  - Maintain informational files on local registered sex offenders.

#### School Resource Officers:

- Teach COREMatters Project to 4th grade students in Southern Door, Sevastopol and Gibraltar (Due to COVID restrictions and schools moving to virtual learning, COREMatters was not taught to students in 2020).
- Investigate criminal complaints
- Communicate with students in classrooms, lunchroom, recess and sports.
- Provide security at school sponsored events.

#### Patrol Division:

- The specialized Marine Unit completed its 9th year patrolling the waters of Green Bay and Lake Michigan.
- Accident Investigation Unit using state of the art technology in the measurement of accident scenes.
- Door County Sheriff's Reserve Unit provided security at numerous parades, festivals and school events. (Due to the COVID pandemic, all festivals were cancelled in 2020)

- Sheriff Sternard and Chief Deputy McCarty maintain the “Facebook” page for the Sheriff’s Office, which has been a very positive form of communication. Press releases are placed on the Facebook page for public viewing.
- Specialized Programs:
  - Marine Patrol Unit
  - Dive Team
  - SWAT Team
  - Technical Accident Investigation
  - Snowmobile Patrol
  - K-9 Unit
  - Drone Team
  - School Resource Officer Unit
  - Reserve Unit

#### **D. Goals / Objectives Achieved in 2020:**

##### Patrol Division:

- Implemented IronDOR electronic FTO Program
- Continue to train the Technical Accident Unit add two new members
- Finished update to policy manual (Lexipol)
- The Marine Patrol Unit issued: (7) Citations and (15) Written Warnings.
- The Snowmobile Patrol issued: (3) Citations and (9) Written Warnings.
- Marine Patrol Deputies completed 8 hours of Tactical Boat Operations Refresher put on by the DNR Wardens.
- Total number of vehicle crashes involving: Property Damage 221, Deer 323, Personal Injury 71, and Fatalities 2.
- Total number of Traffic Warnings issued 2,047; Vehicle Defects 141; Citations 1,124, Ordinance Citations 80, OWI 73.
- Total number of incidents responded to: 7,361
- Continued collaborative training with Sturgeon Bay Police Department, Gibraltar PD, Washington Island PD, Wisconsin State Patrol and DNR
- Continue to maintain the Active Shooter Hostile Event committee to work in partnership with EMS and Fire Departments
- Conducted 16 hours of in house training for all members of patrol division.
- All squads are now equipped with Mobil-Audio-Video
- Work with Youth Diversion/referral program
- Completed updates on squad computers
- GPS tracking in each squad that interfaces with TRACS 10
- K9 statistics for 2020:
  - 14 Narcotics related deployments in businesses, schools, jail and vehicles
  - 9 Deployments as a possible use of force took, with only one resulting in a physical apprehension
  - 9 Deployment for business/residential burglary alarm
  - 5 Deployments for missing persons
  - 4 Deployments in situations dealing with an armed suspect
  - 4 Deployments dealing with wanted persons
  - 4 Presentations given to the community
  - 3 Deployments dealing with suspicious incidents
  - 3 Deployments in tracking a suspect
  - 1 Search warrant
  - 1 Deployment where stolen property was recovered on a track

**Jail Division:**

- Adjusted normal operations due to global pandemic COVID-19
- Upgraded door technology to non-proprietary throughout the jail
- Implemented 2 hours to Tele Psychiatrist per month
- Implemented gender related shift scheduling/bidding
- Implemented IronDOR electronic CTO Program
- Reviewed and Updated Inmate Handbook

**Investigative Division:**

- Provided the community with informational presentations on drug recognition and enforcement, elder abuse, identity theft, school bullying, ICAC investigations, etc.
- Participate in a multi-jurisdiction task force to locate and arrest offenders who are involved with using computers to facilitate child sex acts.
- Drug Task Force participated in 16 residential search warrants and investigated 50 drug cases including controlled buys and other related cases. (COVID prevented residential search warrants for the majority of drug cases. Other investigative techniques need to be used).
- Staff YMCA health fairs to collect medication and quarterly staff the Senior Center to collect medication.
- Receive current training to have the most recent and effective investigative tools.
- Completed the construction of an evidence cold storage building on the grounds of the Justice Center in 2020 as part of the CIP.
- A complete review of the Evidence Room was conducted. Evidence that was no longer needed was disposed of. The 2020 audit of the Evidence Room revealed a compliance rate of 95%.

**E. Knowledge Sharing 2020**

- Electronic release of incidents on a daily basis to local media.
- Elder Abuse Identification Theft presentations at local CBRF's and YMCA's. (Due to the COVID-19 Pandemic, no presentations were conducted in 2020)
- Collaborative agency crime information networking with state and local law enforcement agencies.
  - Door/Kewaunee Drug Task Force
  - I.C.A.C – Internet Crimes Against Children Task Force
- Provide annual jail tour with the Public Safety Committee

**F. Department Budget Status**

Budgeted 2020 Expenses	\$8,315,536	Actual 2020 Expenses	\$7,899,605
Budgeted Revenue	\$1,189,989	Actual Revenue	\$ 558,650
2020 Levy Appropriation	\$7,125,547	Actual Levy Appropriation	\$7,340,955

Grants received for 2020: Department of Natural Resources Snowmobile Patrol Grant; Department of Natural Resources Water Patrol Grant, Bullet Proof Vest Grant, SCAAP Grant, Office of Justice Assistance WIJIS Grant, DOJ grant for Heroin and opiate investigations. DOJ grant for Methamphetamine, Pre-Booking Diversion Grant, Highway Safety Equipment Grant Crime Prevention Fund for K9, COPS Micro Grant for the Wellness Program, Coronavirus Emergency Supplemental Grant, AAA Traffic Safety Grant

**G. Other Accomplishments:**

- Chief Deputy and Jail Lieutenant continue as member of the NWTC Criminal Justice Advisory Board

- Continue working with the Crime Prevention Foundation, a 501c3 non-profit, through the Door County Community Foundation. The Crime Prevention Foundation collects public donations to fund a K-9 unit for the Sheriff's Office and to help fund Law Enforcement related items not budgeted for.
- Sheriff, as part of CJCC, worked on Treatment Court Team
- Continued of Officer Wellness Committee
- Door County Pathways and Door County Bridgeways Programs
- McGrath Consulting completed a staffing optimization study of the Sheriff's Office in 2020. Study was completed in June of 2020 and the study was presented to the Public Safety Committee in August 2020.
- Two deputies attended Peer Support training in 2020. Two others were scheduled for training but it was cancelled due to COVID.
- Began a process of using the Human Services Critical Incident Stress Management (CISM) team or individual counseling for deputies exposed to highly traumatic calls.
- Awarded a COPS Micro-Grant for \$30,000 for establishing a Wellness Program
- Technology upgrades were complete in the Major Case Investigations Room and the Multi-Purpose room in 2020.
- Created and implemented a Pandemic Field Plan in response to the COVID Pandemic in March of 2020. This plan evolved and was updated as the Pandemic changed.
- Purchased a new drone utilizing funding from a gift to the Sheriff's Office.
- Eight deputies attended CIT training in 2020; Six deputies still need to go to training.
- Created a patrol operations manual that was implemented in 2020

#### **H. Issues, concerns and Restraints:**

- The budget for County Government will always be one of the main concerns for the Office. The Office continues to search for revenue generating opportunities as well as ways to reduce tax levy dollar expenditures.
- Highway Safety – Crash Reduction.

#### **I. Goals and Objectives for 2021:**

##### Department Wide:

- Reassign responsibilities within the Administrative Support Group to create the positions of Criminal Records/Records Management System Specialist and Records/Evidence Clerk. This is based off the recommendations of the 2020 McGrath Study. Highlights of this change include the creation of an in-house expert for the Spillman RMS and minimize chain of custody issues for evidence control.
- Select and on-board a Professional Standard Captain. This person would directly supervise our Field Services Lieutenant and Jail Lieutenant and would be responsible for all aspects of professional standards including internal investigations and discipline, records management, evidence control and training for both the Jail Division and Patrol Division, as well as being the 3rd in command for the Sheriff's Office.
- Select and on-board a Mental Health/Community Engagement Deputy.
- Change to Organization Table and administrative responsibilities based on the new positions.
- Update the Lexipol policy manual based on the organizational changes. Review the policy manual for policies that are duplicated in Employee Handbook.
- Update the navigational equipment for the 34' Donzi used by the Marine Patrol
- Reorganize and streamline the hiring process and promotional process for the Sheriff's Office
- Implement a pilot program of mental health wellness checks as part of the Wellness Program

- Review the workflow process for report generation, review and close, to a more efficient process.

#### Jail Division:

- Signed 1 year contract with Stellar Inmate Services
- Begin looking into kiosks and/or tablets for inmate accessibility
- Evaluating the recreation available to inmates and possibility of expanding the offerings
- Continue to work towards PREA compliance.
- Review Inmate Handbook
- Review Inmate Programming
- Review and Update Policy/Procedure
- Work toward implementing Records Management Plan to include digital transformation
- Work toward return to normal due to global pandemic COVID-19
- Conduct in-house training for all members of the jail division.

#### Patrol Division:

- Conduct in-house training for all members of the patrol division.
- Continue to update and train the Technical Accident Unit.
- Send additional first line supervisors to Leadership in Police Organizations
- High visibility for the Marine Patrol and Snowmobile Patrol
- Build on maintaining Community Engagement
- Continue the use of Mobile-Audio-Video in marked patrol units Maintain patrol staffing levels
- Organize and execute level 2 active shooter training for all LE and EMS in the County.
- Continue collaborative training with Sturgeon Bay Police Department
- K-9 unit to have high visibility and used for drug investigations and missing person cases
- Begin to establish a peer support group for officer involved critical incidents and a wellness program for employees and family of the Sheriff's Office.
- Participate in the Learning in Retirement by cooperatively teaching classes with SBPD. Taught two LIR class with SBPD in 2019, teaching at least one more classes in 2020 (LIR was cancelled in 2020 due to COVID)
- Complete Elder Abuse training for the Patrol unit.
- Work with Youth Diversion/referral program
- Work with County EMS, Fire and SPFD to train command and control of active threat incidents.

#### Investigative Division:

- Continue operating the drug drop off program for the public to destroy outdated and unused drugs they have in their homes.
- Continue to provide informational presentations to the community about drugs and drug investigations as well as human trafficking.
- Continue to provide community presentations about internet safety and ICAC
- Continue to monitor the addresses of local registered sex offenders
- Dissolve Door/Kewaunee Drug Task Force and restructure to Door County Joint Drug Task Force.
- Provide training to all law enforcement personnel in Door County regarding Elder Abuse
- Provide public scam presentations
- Continue to provide Digital Investigative Services for Door County, the City of Sturgeon Bay and other jurisdictions in Wisconsin. (With the addition of Greykey and other tools, the Digital Forensic capabilities have vastly increased).
- Work with Youth Diversion/referral program.

## 2020 ANNUAL REPORT

### DOOR COUNTY SOIL & WATER CONSERVATION DEPARTMENT

#### **Mission Statement:**

The Door County Soil and Water Conservation Department is created under the authority of Chapter 92 of Wisconsin Statutes. Chapter 92 gives the SWCD the responsibility for the administration of the County soil and water conservation program and the authority to exercise the powers granted to the Land Conservation Committee. The legislative declared policy of the State in Chapter 92 is to halt and reverse the depletion of the State's soil resources and pollution of its waters. The mission of conservation and environmental advocacy is the standard by which SWCD programs are developed and implemented.

#### **Summary of Responsibilities:**

The SWCD has a responsibility, and directive under Chapter 92, to promote land uses and programs which advance conservation and the protection of Door County's natural resources.

#### **Program Summary:**

Agricultural Performance Standards and Animal Waste Storage: SWCD administers Door County Code Chapter 23 which establishes minimum standards for agricultural operations to protect ground and surface water quality and permit requirements for animal waste storage facilities.

Conservation practices: SWCD uses federal, state, and local funding sources to provide technical and cost share to landowners/operators for a wide range of conservation practices to protect and improve ground and surface water quality such as buffers, grassed waterways, nutrient management, manure storage, barnyard and feed storage runoff control systems, and well abandonment.

Invasive Species: SWCD maintains a lead role in the Door County Invasive Species Team (DCIST), a collaboration of natural resource professionals, community leaders and interested citizens who seek to halt the invasion of exotic non-native plants.

Nonmetallic Mine Reclamation: SWCD administers Door County Code Chapter 36 to ensure nonmetallic mining sites will be properly reclaimed in accordance with State Administrative Code and Statutes.

Technical Assistance: SWCD maintains staff with diverse expertise in natural resources who provide technical reviews and onsite inspections of proposed projects for the Land Use Services Department as well as other technical assistance to the public.

Water Quality Protection and Improvement: SWCD works cooperatively with a variety of partners to protect and improve ground and surface water quality including identification of pollution sources at beaches (with Public Health), restoration of Dunes Lake (multiple partners), drawdown of the Forestville Millpond (with Facilities and Parks), surface water quality monitoring (multiple partners), private well testing program (with Public Health), and watershed planning (multiple partners).

Wildlife Damage Abatement & Claims: Landowners who experience wildlife damage to crops can enroll in the program to be eligible for assistance, claim payments, and/or abatement reimbursements.

Wisconsin Working Lands Initiative/Farmland Preservation Program: SWCD ensures participants in this program meet state conservation standards to remain eligible for tax credits and inspects operations once every four years.

### **Goals / Objectives Achieved in 2020:**

- 2021 – 2030 Door County Land and Water Resource Management Plan developed with public input and approved by the Wisconsin Department of Agriculture Trade and Consumer Protection on February 9, 2021.
- New grants secured to provide cost share to install agricultural best management practices and expand invasive species program efforts.
- Continued collaboration with Public Health and University of Wisconsin-Oshkosh on the county-wide groundwater quality study to educate homeowners about the importance of testing their well water quality.
- Promoted water quality and natural resource protection through multiple programs. The following are examples of completed activities, not an exhaustive list:

### **2020 Accomplishments**

29	Compliance notifications under Ch. 23, Door Cty Code
2	Animal waste permits issued
67	Operation and maintenance inspections of installed agricultural practices
19	New agricultural practices installed (such as feed storage runoff control, manure storage, grassed waterway, well abandonment)
30	Acres of riparian buffers (new and re-enrolled in program)
95 %	Cropland acres under nutrient management plans
26	Audits of cropland fields during manure spreading
62	Miles stream corridor surveyed for priority invasive species
192	Acres of priority invasive species inventoried
91	Acres of priority invasive species controlled
1.1	Acres of early detection invasive species controlled
105	Landowner contacts for invasive species
50	Nonmetallic mine inspections under Ch. 36, Door Cty Code
3	New nonmetallic mine reclamation permits under Ch. 36, Door Cty Code
33	Technical reviews for land disturbance permits
19	Storm Water Plan reviews and approvals
6	Streams in Kayes-Larson Watershed monitored monthly for water quality
4	Months of intensive water quality monitoring of Geisel Creek
295	Private wells sampled for bacteria and nitrate
10	Enrollments in the wildlife damage abatement program
49	Deer donated
10	Inspections for the farmland preservation program
20	Certificates of compliance issued for the farmland preservation program
10	Acres dredged at Dunes Lake

**Knowledge Sharing 2020:**

- One-on-one visits with landowners and operators to identify management and conservation practices to meet minimum agricultural standards and prohibitions and go beyond to protect ground and surface water quality.
- Partnered with Northeast Wisconsin Technical College to host Nutrient Management Farmer Education class in Sturgeon Bay and Green Bay and provided one-on-one assistance to landowners/operators; helping 14 farms write their own plans covering almost 5,500 cropland acres.
- Outreach and education to the public about invasive species included: 221.5 hours of Clean Boats Clean Waters at priority boat launches providing inspections for 860 boats, 9 educational press releases & interviews, 57 media posts, 6 educational presentations/training sessions, 3 volunteer days, 105 one-on-one contacts and 490 direct mailings to landowners.
- Several educational presentations about SWCD programs and natural resource issues in Door County to a wide variety of audience ages from high school students through learning in retirement.

**Department Budget Status**

Approved 2020 Budget	\$1,422,225.00	Actual 2020 Budget	\$1,296,149.99
2020 Levy Appropriation	\$473,841.00	2019 Levy Appropriation	\$454,320.00
2020 Budgeted Revenue	\$948,384.00	2020 Actual Revenue	\$813,365.94
		2019 Actual Revenue	\$378,905.91

**Grants Used in 2020:**

DNR Aquatic Invasive Species - Education	\$26,482.61
DNR Aquatic Invasive Species - Control	\$26,963.77
DNR PEDIP Invasive Species	\$1,469.68
DNR Notice of Discharge	\$191,299.18
DATCP Soil & Water Resource Management Staffing	\$143,964.00
DATCP Land & Water Resource Management	\$129,099.17
DNR Wildlife Damage Claims Program	\$16,423.50
WI Coastal Management (Invasive Species)	\$34,272.00
WI Coastal Management (Dunes Lake)	\$100,000.00
US Forest Service (Invasive Species)	\$12,776.57
NFWF SOGL (Invasive Species)	\$13,903.48
NFWF Phosphorus Reduction	\$29,316.12
Community Foundation	\$1,000.00

**Revenue from Self-funding Accounts:**

Erosion Control Netting	\$1,279.97
Tech Support Funds	\$12,553.74
Shoreland Zoning	\$1,000.00
Nonmetallic Mine Program	\$35,953.44

**Donations Used in 2020:**

Invasive Species	\$4,264.85
Dunes Lake	\$1,000.00

**Other Accomplishments:**

2020 was the first year since 2012 that all Conservationist positions were filled for the entire year. Stable staffing allows for program continuity, helps build long-term relationships with landowners, and allows staff to advance skill sets to meet conservation needs within the county.

**Issues, Concerns and Restraints:**

- COVID-19 public health recommendations led to staff teleworking for portions of the year and modifying typical interactions with landowners, operators, and project partners. Despite these challenges, SWCD completed planned work projects and met or exceeded all grant deliverables.
- SWCD has successfully pursued grants to provide cost share to landowners and fund staff. However the short term nature of 2-3 year grants requires a continual investment of time to apply for and manage multiple programs, each with a unique set of requirements and reporting expectations.
- Program demands and natural resource protection needs continue to expand while fiscal and staffing resources remain limited.

**Goals and Objectives for 2021:**

- Collaborate with partners to complete the restoration dredging of Dunes Lake. Dunes Lake is a unique shallow water, marl lake habitat and is part of the Lake Michigan Shivering Sands Area Coastal Wetland. To protect spawning fish and nesting birds, the project will resume after August 15<sup>th</sup> and will target 4 acres of open water and 4 acres of cattail encroached areas. Project completion is expected by mid-November 2021.
- Build upon existing natural resource protection programs and identify new revenue sources to support them.
- Expand groundwater quality study with Public Health and University of Wisconsin-Oshkosh to consider other community-wide sampling event in addition to the annual fall sampling event.

## 2020 ANNUAL REPORT DOOR COUNTY TECHNOLOGY SERVICES DEPARTMENT

### Mission Statement:

The Technology Services (TS) Department is a service function with its primary goal to develop, oversee, and coordinate technology and its use in Door County government facilities and departments. We ensure that adequate technology and technological services are available to County departments/agencies in order for them to provide needed services to taxpayers/constituents. The purpose of the Technology Services Department is to support the business. Business methodologies, processes and oversight are provided to the TS Department in order to drive the TS Department's goals. Business decisions and goals for IT requirements are made at the organization and/or department level in conjunction with the TS Department and not by the TS Department alone.

### Responsibilities:

The Department implements and supports a wide variety of County technology that includes, but is not limited to, Local/Wide Area Networks (LAN/WAN/Wireless), physical and virtual servers, end-point devices, telecommunications/phones, courtroom technology, building/department related systems (alarm/security/time clock/fuel/scale/HVAC), and audio-visual technology.

Provision and maintenance of secure, efficient, and highly available, 24 x 7 access to information systems and support is handled by the TS Department. We ensure that enterprise hardware and software continue to meet the needs of the organization and its efficiencies. This includes, when necessary, modifying, rewriting, and enhancing or upgrading software/hardware that no longer accomplishes these needs. This is our greatest function and our main purpose for the department.

TS provides daily operational support including the operation of a 24 x 7 County helpdesk and monitoring tools. The helpdesk specifically provides support, guidance, and formal or informal training to end users. Both tools allow us to manage and respond to any requests, suggestions, or problems that may arise with technology and react to them quickly. We handle the addition of new users to County systems and are responsible for removing this access on departure. We also maintain and operate solutions to provide metrics including accounting systems related to the capture of County technology costs such as print and telephone. We produce monthly reporting to all departments on their specific items.

Our staff continues to supply requesting departments with technological solutions/guidance. While it is unsustainable for us to be experts in every department specific software and how it best fits a department's needs/objectives, we do provide our expertise to make sure it meets organization goals, meshes with existing technology, follows best practices, assist with deployment, and provide overall guidance from a technological stance. We also communicate and collaborate with all County departments on short and long-term technical plans involving the purchase, use, or support of technology for the enterprise. All requests from county departments for computerization and/or data processing filter through the TS Department.

It is necessary for the department to keep abreast of current trends, end of lives/retirements, threats, and solutions available to meet the needs of our users by using books, manuals, magazines, the internet, mailings, forums, seminars, vendor-specific user groups, and classroom training. This is a very rapidly evolving field of work, with new technologies being developed and released monthly, evolving into something else, or being taken out of service. It is our job to vet these vendors/programs and their viability/sustainability for County needs. It is also a time where dissemination of information via the internet is becoming the norm or expectation of our constituents.

All software subscriptions, licenses, and maintenance renewals are processed in the TS department. It is vital that these are kept current and up-to-date to prevent a lapse in coverage or a possible outage of service.

The development and management of an annual budget (computer hardware/software, telephone) for all County agencies is the responsibility of the TS Department. By doing so we provide insight to the County on technology costs as a whole or in granular departmental views. We use these views to determine areas we may need to invest in but also remain good stewards of County funds by identifying areas of concern. We also project future communication budget needs of all departments based on current call data. We complete the budget cycle in a fair and efficient manner across all departments based on both short-term and long-term goals and proper planning.

We assist with, negotiate, and/or complete various contracts/agreements. This includes but is not limited to the various long-term telecommunication contracts for local, long distance and cellular service, internet, towers, fiber, hardware/software service, pricing, and the entities to which we provide service outside of core County.

Policies as related to the support, maintenance, security, and use of technology are developed and written by the TS Department. HIPAA related policies from a technological standpoint are also developed with the assistance of Corporation Counsel.

We actively serve on the CATS committee. The CATS committee is primarily focused on the Public Safety Communication infrastructure and systems. This infrastructure continues to migrate to a digital versus analog technology and rides fiber/networking the TS Department maintains. We assist with, due to overlap, most project upgrades or changes to the Public Safety Systems and help them continue to stay in front of the underlying needs.

The Director is entrusted the responsibility of County Security Officer (CSO) as it relates to information that is housed in various electronic systems. The director ensures that digital data remains secure, via his staff and input from the departments. This job ensures that there is ample protection of any digital data the department has control over, protects county data from any unauthorized access or manipulation, and serves as the major contact/liaison between most of the State of Wisconsin provided systems and the County of Door.

### Accomplishments:

The TS Department internally divided into two teams this year. These teams are user experience and project with each one of their focuses shifting. The user experience team is related to the staff and how their technology functions for them giving them the best experience possible. They are responsible for the helpdesk during normal working hours, deployment of equipment, new images, anything related to the person's experience at their desk. Project on the other hand works on larger scale projects/initiatives that affect the whole organization or departments. These include things like wireless upgrades, server maintenance, infrastructure changes, etc. Making this switch allows us to have dedicated people to focus on their specific tasks which in turn allows us to serve better. While the data isn't in yet I also am hopeful that it will help us determine workload and possible staffing needs going forward.

Our operations ran smoothly this year and we continue to find ways to improve the quality of service we provide while reducing downtime for the end users. Standard County operational hours are from 8am to 4:30pm Monday through Friday, however, County technology needs to operate on a seven-day, 24-hour basis. Day to day, month to month, and annual operations of the Door County data network are all part of Technology Services. We were able to have minimal downtime with the solutions we have in

place which is a pretty big deal from our department's perspective. Our after-hours help desk rotation also continues to run effectively. Keeping the County's technology up and running smoothly goes unnoticed for most, but the dedication of this staff is of significant value to all County operations.

We uphold a current and reliable infrastructure, which is an ongoing endeavor requiring daily maintenance, routine backups, and logging/security monitoring of core systems. Along with doing this, we continued to emphasize on updating our documentation and procedures for handling various tasks within our department to aid in efficiency, knowledge transfer, and compliance. We also focused again this year on training and have invested in professional and in-house sessions, where possible, to bring everyone up to speed on our various systems where expertise is limited to specific staff members or weaknesses as a whole.

Security and compliance continued to be a front runner to counter the increasing threats and many of our accomplishments are related to this area. This included retiring our old backup server moving to a new one with enhanced features, retiring old operating systems (Windows 7/Server 2008), firewall/remote access firmware/software updates, deploying a new update server/routine to patch weekly, new multi-layer replacing aged firewalls, updating our certificates to stronger versions, antivirus for all servers/workstations, the continuation of our DMZ and migration non-County managed devices on our network outside our network, raising our domain level to Server 2016, a new e-mail archive solution, and continued push to retire our AS400/iSeries system (only 1 program remains). We also have added, deleted, and edited many users within the County technology systems and continued to upkeep security with permission changes and audits. Our staff conducted multiple internal investigations and open records requests throughout the year. The County through our department deployed KnowBe4 which provides training and compliance to end users related to security so they can help us to keep our systems secure. Lastly our department was part of a CJIS audit in order for us to be able to continue to utilize state-based systems.

The TS staff are responsible for all enterprise systems and endpoint devices. This includes audio video related needs as well. As part of this we made improvements to various areas. This included firmware updates to our virtual endpoints (Wyse), deployment of new clients/devices, A/V upgrades to various justice center conference/meeting rooms, Chromebook rollouts including the county board, a phone system upgrade, exchange e-mail server upgrade, installing Visix kiosks for posting agendas electronically at our facilities, SAN storage upgrades, and assisted working through a FirstNet deployment for public safety to name some of the larger ones. These translate into a better, more efficient working environment for everyone.

Covid-19 had a great impact on all County operations this year with a large push to work remotely and adapt to not being in person. This meant a lot of work for my team and while this meant some of our other projects were put on hold it did give us a chance to battle test and show how dynamic we can be. Being proactive with our infrastructure and the investments this County has made in technology certainly put us in a better position than most to accomplish this. Some of the items my team were responsible for deploying during these times included Jabber phone service/physical phones remotely, increased internet capacity, video conferencing setups multiple conference rooms, Webex deployment, adding 2 additional servers to increase capacity, licensing changes, wireless access point updates/additions to improve coverage, wireless access points for public use, office relocations, adding door security and changing schedules, and equipment purchases/deployments (laptops, webcams, tablets). Along with this came a unique troubleshooting aspect that's hard to measure but certainly adds stress on our support functions when the person is at home. Even working with the various businesses/municipalities we correspond with without standardized virtual meeting platforms was

challenging. All in all based off the feedback we've received and comparing to others we fared quite well which is a testament to our team and all departments who kept their level of service.

The TS department duties also include the bringing of technology to our various buildings and being good stewards of tax payer money. Several of our accomplishments pertained to this area. These included Cana Island technology updates, North/South highway shop technology updates, a County print solution/agreement for supplies/maintenance, phone cost review, switching to better telecom service and adjusting analog lines, alternative purchasing options including Amazon Business, moving towards Windows based software packages that are more sustainable (i.e. land records), a new sign PC solution for highway, and continuation of our future planning/budgeting to eliminate ebbs and flows financially. We also had a fun drive cleanup campaign to better utilize our network storage one of our most expensive items.

We continue to work toward increasing other department's training/involvement in their specialized software. Examples include Spillman-Sheriff, CHEMS/RTVision/Phoenix Fuel/InterAct Scale-Highway, TCM, Land Records, and NWS-Finance. Our department's duty is installation, maintenance, and the infrastructure for these programs to operate as efficiently as possible. While we provide general guidance regarding technology aspects it is unrealistic for our department to be experts in all of these software packages because of our lack of knowledge of those department's functions and policies. We continued our previous goal of increased involvement of these departments in their own software allowing for better decision making when it comes to future upgrades/add-ons, improved workflows, planning for outages, and better efficiencies. This in turn also allowed our department to give back some of the administrative functions we had been providing allowing us more time to serve everyone better.

The TS Department continued to provide services to the City of Sturgeon Bay and Sturgeon Bay Utilities as an intertwined part of our enterprise. As an extension of our network we provide the same services and enterprise systems to them as we do our County buildings. These services include support for such things as their network, software, hardware, and phone system. This also includes specialty software specific to the city like MSI financials and the rollout of their camera system/software.

### Department Budget Status:

<b>Approved 2020 Budget</b>	<b>\$1,525,904</b>	<b>Actual 2020 Budget</b>	<b>\$1,395,009</b>
<b>2020 Levy Appropriation</b>	<b>\$1,525,904</b>	<b>2019 Levy Appropriation</b>	<b>\$1,585,109</b>
<b>2020 Budgeted Revenue</b>	<b>\$105,766</b>	<b>2020 Actual Revenue</b>	<b>\$97,587</b>
		<b>2019 Actual Revenue</b>	<b>\$90,113</b>

Grants received for 2020: **None**

### Issues, concerns and Restraints:

The information technology industry grows rapidly, leaving much to the unknown. This, in turn, affects budget projections, staffing, and ultimately the services we continue to provide. It is difficult to predict and plan for the unforeseeable circumstances and unknown technological evolutions. The lifespan of the industry's hardware and software is decreasing at a significant rate, necessitating a continual budget investment. Technology is also moving to a more proprietary or service-based nature which forces us to continue with and utilize maintenance agreements with the individual platforms. While this makes it easier to predict budget needs it certainly delivers added costs to our operations.

With a staff of four technicians and an assistant director staying on top of daily helpdesk tickets while working through large-scale projects has become increasingly difficult. The online ticketing software reports an average of 15.18 daily tickets submitted. In addition, although we do our best to track all incidents some fall through the cracks and do not get reported due to circumstance and urgency. We err on the side of customer service versus numbers. In the future we hope to adjust processes that will help us track things better and improve efficiencies.

Although we try to plan to the best of our ability through capital outlay and CIP items, there seem to be a number of large ticket items that come in throughout the year in urgent fashion. The department is designed to absorb helpdesk calls/tickets on a regular basis, however, these are items that are outside of the norm. They take staff away from scheduled tasks and yearly responsibilities, forcing us to adjust our timetables, adding stress to staff, and taking away from properly planned/budgeted activities. They also divert us from our normal routines that, while ok to forego infrequently, can turn into a much larger problem when neglected for an extended time. All of which forces us into a reactive state versus proactive/forward thinking. As the County continues to look at governmental efficiency and departments continue to broaden services including new buildings/workspaces, they require Technology Services solutions. All of these put a greater burden on our and other internal service departments and ultimately their staff which are a limited resource. I am left with believing we spend more time wondering if we *can* do something than if we *should* do something not considering the soft costs and how they impact other departments, namely internal service departments and sustainability has been overlooked.

There seems to be a culture/misinterpretation of our core function to support the business/enterprise as a whole. It's something that I am looking to change as we evolve and progress as a department. We do not provide community outreach or community development such as better internet access to the peninsula. We support internal County functions so they can serve the community. There are vehicles better suited for those type of projects and businesses in the county that provide IT services that we would potentially take away from. There also seems to be the misconception that if something is done on a computer or has a wire attached it is our sole responsibility when that isn't always the case. Finding where we draw the line from a responsibility standpoint has been difficult for us. Things such as the radio system although closely related to what we do and integrated with our transport mechanisms really is outside our wheel house and has its own career path. Drawing the line between helping deploy or provide guidance for technological solutions versus making decisions for departments has also been a challenge. Choosing a software package for instance to best fit a department's needs/processes for them, what pharmacy they want to send electronic prescriptions to, or whether or not we take electronic payments/who they are processed through are things that a department needs to make decisions on. While guidance from a technological perspective and making sure proper integration occurs is crucial to County operations, it's unrealistic for Technology Services to make operational decisions for departments. In the end we are a support function and shouldn't be driving a department's operations.

Proper staffing with the appropriate technical skillsets is a continued concern as new systems and responsibilities are added, older familiar systems continue to age, and new technologies emerge at rapid pace. The County of Door pay scale, although based off of a study, does not consider the special skillsets needed in the Door County area and ultimately the need to compete with and pull from the Brown County area which pays more. Also, the post ACT10 climate has reduced the attractiveness of government employment. This has impacted our ability to hire and retain adequate staff. Finding ways to incentivize individuals to go beyond the current technology already in place or not becoming a stepping stone for other organizations after we have trained internally remains a concern. Along with

these items, our current workforce continues to approach retirement while the attraction of being able to work and live in Door County does less to attract and retain staff as technology-oriented people find themselves drawn to larger, more connected communities that are hubs of technical activity.

### 2021 Goals and Objectives:

We will use 2021 to regroup and focus on catching up on items we did not complete in 2020 including dual factor authentication, county board/peninsula/chambers A/V upgrades, cleanup initiatives, door control system (FOB system), wireless system upgrade, security camera system, and replacement of our state firewall, a better inventory system/auditing, retiring CGS as our mail archiver regaining space on our SAN, and also items in which we have not been keeping up on our routine including yearly audits/software upgrades/tasking.

Technology services plans to continue to improve efficiencies by enhancing our password self-service, deploying an online ticketing system, and changing internal processes to help us do what we do better and spend less time with administrative functions. We've also developed a project plan template that we have begun and will continue to utilize throughout the year.

We will continue to research information technology that will enable the County and City departments we support to meet their ever-shrinking budgets and yet continue to provide efficiency and excellence to their constituents.

Continue to spend the major part of the year maintaining a 500+ node PC network and 750+ node telephone network so that it remains highly available to all departments who depend on it to function in a normal business setting. This includes software and hardware upgrades as needed and budgeted, technical support, education, and researching new technology that may be applicable to our business processes.

Expand training for department staff, which is vital for staying abreast of the ever changing world of technology. Online training, classroom training, and conferences will allow the department to stay on top of trends and technology needs. Along with continued outside training, we will spend time focusing on continued education within our environment to ensure the most efficient solutions for our end users.

Continue working toward our end of life plan/retirement of our AS400 system, which includes finishing the software upgrade for the Land Records Department. The software choice was made in 2018 and we will continue the implementation process through 2021.

Continue to enhance security and in turn provide HIPAA compliance, with the assistance of the Security Official, through assessment, policies, and implementation. Provide training to end users on cybersecurity and conduct tests for metrics and focusing on key areas. Conduct a penetration test and security audit for future goals and budget investments. We also look to finish the implementation of dual factor authentication and continue to strengthen our security posture in various areas.

Continue enhancements of the back-end server infrastructure, network, SAN, and related technology systems that support the enterprise. This will include fine-tuning our backup system and moving our offsite backup to Sister Bay, adding additional network cards to our existing servers, software upgrades especially our Citrix solutions, upgraded Desktop Authority rollout, and implementing the latest OS in both servers and workstations in both virtual and physical devices.

Work through the annual CIP and budget process within the constraints of the 2021 parameters placed upon us by Door County, the Federal Government, or the State of Wisconsin.

Respectfully Submitted by:

**Jason Rouer - Door County Technology Services Director**

*Q:\Department Annual Reports\2020 Annual Reports\2020 Technology Services Annual Report.docx*

## 2020 ANNUAL REPORT

### DOOR COUNTY TRANSPORTATION DEPARTMENT

#### A. Mission Statement:

To ensure that Door County residents and travelers have safe, dependable, and affordable transportation to get to medical appointments, work, school, shopping and socialization. Get Connected. Get on Board.

#### B. Summary of Responsibilities:

Door County Connect Public Transit (DCC), operates the ADRC bus/van service now called Door County Connect and oversees the DCC-Door 2 Door Rides system. Both of these services are Door County's public transit system. DCC staff write for state and federal grants and follow reporting guidelines to ensure ongoing public transit funding. Work with contractor, Abby Vans, to provide shared ride taxi services. Operate DCC (formerly called ADRC service), which includes trip planning, transport and fare reporting. Complete monthly, quarterly and annual reports for WisDOT. Work on sustainability for the public transit system.

#### C. Program Summary:

DCC-Door 2 Door Rides is a shared ride taxi system that is almost county-wide and operates up to seven days per week depending on the service area. Door County Connect provides service Monday through Friday, 8:15 a.m. to 4 p.m., primarily in Sturgeon Bay, however can provide service up to 10 miles from the ADRC.

#### D. Goals / Objectives Achieved in 2020: List the goals and objectives your department achieved in the past year.

- Implemented dispatch software that will save almost \$10,000 in staff time in 2021.
- Rebranded ADRC and D2D Rides as Door County Connect services.
- Completed the Coordinated Public Transportation Plan for Door County 2021-2024, which included a public survey project.
- Worked with Finance and WisDOT to incorporate indirect costs as local match.
- Researched in-kind contributions such as volunteer time, which will contribute to County cash match. Implementing in 2021.

#### E. Knowledge Sharing 2020: If applicable, list ways in which your department shared knowledge in the past year.

- WDOR talk shows, three times.
- In-person presentations during ADRC lunch at Sturgeon Bay site, twice.
- Social media/Facebook and six media releases.
- Served as a Mobility Connector/Educator for the National Center for Mobility Management for two months. Resource sharing and led a virtual round table.

**F. Department Budget Status:**

Approved 2020 Budget	\$834,674	Actual 2020 Budget	\$847,331
2020 Levy appropriation	\$(1,509)	2019 Levy appropriation	\$60,215
2020 budgeted revenue	\$641,734	2020 Actual Revenue	\$852,691
		2019 Actual Revenue	\$664,716

Grants received for 2020: WisDOT/CARES Act =\$818,981, NCMM \$1,000, Other Donations \$2,851.

**G. Other Accomplishments:**

N/A

**H. Issues, concerns and Restraints:**

N/A

**I. Goals and Objectives for 2021:**

- Merge Door County Connect and Door 2 Door Rides websites and move to the County's website. This will save money and reduce confusion of the two services.
- Decrease tax levy and find funding from other sources to support public transit system.
- Complete sustainability and marketing plans.
- Launch Connector Link (community shopping route) with the help of volunteer drivers to increase local match opportunities, business support, and ridership.

## 2020 Annual Report Door County Treasurer's Office

### Mission Statement

The Door County Treasurer's Office is an elected office whose primary mission is to receive, disburse and safeguard the monies of the County. We strive to provide superior customer service to the citizens of Door County while fulfilling the duties and responsibilities mandated by the State of Wisconsin and the Board of Supervisors for Door County.

### Summary of Responsibilities

- ❖ Receipt of first installment of taxes for 16 of 19 municipalities.
- ❖ Receipt all county delinquent and postponed real estate taxes.
- ❖ Settle the tax rolls with townships, villages, cities, vocation and school districts.
- ❖ Verify and deposit all county general revenue.
- ❖ Disbursement of accounts payable checks.
- ❖ Send delinquent notices and process all properties eligible for tax foreclosure.
- ❖ Storage of tax records for public information requests.
- ❖ Fielding numerous questions regarding real estate taxes and tax payments.
- ❖ Administrator of the Lottery Tax Credit

### Program Summary

- ❖ Summary of Money Received January 1<sup>st</sup> to December 31<sup>st</sup>, 2020

Tax Settlement	\$20,843,020.66
State Credit on Real Estate & Personal Property	\$7,212,129.93
Sales Tax	\$4,434,050.00
County Tax Collections	\$16,828,018.12
Redemption Tax Collections	\$4,134,331.22
Special Assessments	\$5,144.60
Gain on Tax Deed Sales	\$62,165.17
Interest on Taxes	\$212,737.67
Interest on Special Assessments	\$302.41
Penalty Charges	\$106,519.97

- ❖ Delinquent Totals December 31, 2020

Delinquent Tax Sale Certificates	\$667,133.39
Delinquent Special Assessments	\$1,354.13

- ❖ Door County Sales Tax Summary

Total Sales Tax Collections for 2019	\$4,282,866.00
Total Sales Tax Collections for 2020	\$4,434,050.00

### Goals & Objectives Achieved in 2020

- ❖ Added another municipality for first installment collections, making that 16 of the 19 in the county.
- ❖ Implementation of the GCS (LandNav) software platform.
- ❖ Settlement of the Meadow Ridge Condominium dispute between the Village of Egg Harbor and the condo owners netted the payment of back taxes and special assessments dating back to 2010.

### Knowledge Sharing 2020

- ❖ Annual Municipal Clerk-Treasurer's Meeting
  - The Clerk-Treasurer's meeting took on a different look this year as we had a training session led by our new software provider, GCS (LandNav). During this training session they gave an overview of how the Municipal collections system works for the, at that time four municipalities that collect their own first installment taxes. There was also a brief overview for the Clerks on how to input the town information for the mill rate worksheet. After this meeting was when the Town of Brussels decided to have the County collect the first installment on their behalf.
  - This meeting was a collaboration with Holly and Chris from the Real Property Listers division of Land Use Services.

### Department Budget Status:

Approved 2020 Budget	\$210,172.00	Actual 2020 Budget	\$212,282.89
2020 Levy Appropriation	(\$329,417.11)	2020 Levy Appropriation	(\$321,054.83)
2020 Budgeted Revenue	\$541,700.00	2020 Actual Revenue	\$517,292.64
		2019 Actual Revenue	\$649,682.01

### Goals for 2021

- ❖ Strive for an environment of excellent customer service.
- ❖ Update all SOP's for all tasks preformed by the Treasurer's office.
- ❖ Build a better communication structure with other departments within the government to ensure all information is conveyed accurately and timely.
- ❖ Develop a communication system with the local clerk-treasurers to highlight important dates as well as important steps and procedures that need to be done throughout the year.

### 2020 Treasurer's Report

Here is a summary of the past year in the Door County Treasurer's Office.

- Door County completed the implementation of the new tax collection program, GCS (LandNav). We went live on the new system in March of 2020, running parallel with our old system to ensure accuracy of our data before switching to run solely on the new program.
- After the passing of ACT185, which extended the 2<sup>nd</sup> installment due date and changed the effective date of interest and penalty, GCS had to implement and create a new platform to use for the receipting of tax payments. The platform that we initially went to, could not accommodate the two different interest plans that were created by ACT185. The new platform

was web-based and allowed us to have the two interest plans, one for the parcels that fell delinquent as of February 1<sup>st</sup> and one for the parcels that fell delinquent as of October 1<sup>st</sup>.

- Beginning in December our office was responsible for the collection of taxes for 16 of the counties 19 municipalities. During this period of time more than 51 million dollars ran through our office.
- The Treasurer's office went through a lot of changes during the year, some for the good and some for the bad. All in all, we have come out stronger and more determined to be the best at what we do for the county.
- I personally look forward to working with all of the you going forward as I embark on my new position. I hope that you will give me the opportunity to improve and advance the standing of the Treasurer's office as we navigate through this change together.

Respectfully submitted;

Ryan Schley

Door County Treasurer

## 2020 ANNUAL REPORT

### DOOR COUNTY DEPARTMENT OF VETERANS SERVICES

#### **Mission Statement:**

Provide all veterans of Door County and their families with a single, comprehensive, and seamless access point to the services and benefits which they have earned from both the United States Department of Veterans Affairs (VA) and the Wisconsin Department of Veterans Affairs (WDVA). Additionally, we strive to foster partnerships with and among veterans organizations and other concerned parties, to leverage all available resources to enhance the quality of life and public recognition for our veterans.

#### **Summary of Responsibilities/Program Summary:**

Although a Door County department, the office provides services and access to benefits primarily provided and administered by the U.S. Department of Veterans Affairs and the State of Wisconsin Department of Veterans Affairs. The Veterans Service Office (VSO) initiates applications for veterans and their dependents for a wide array of benefits, including:

- Compensation and pension.
- Death benefits, graves registration, and headstone/grave markers.
- Medical and education grants.
- VA healthcare.
- Transportation for veterans to and from VA medical appointments at Milwaukee, Cleveland, Tomah, Appleton, and Green Bay hospitals/clinics.
- GI Bill entitlements.
- Correction of military records.
- Insurance benefits and claims assistance.
- Administering Veterans Service Commission aid.
- Administering Veterans Service Council aid.
- Veteran residency and nursing home applications.
- Recording of DD-214 discharge documents.
- TRICARE/CHAMPVA/DEA information.

The target community we serve is estimated to be approximately 2,500 Door County veterans (based on the latest VA data available). We are seeing a marked increase in requests for information and assistance from:

- Veterans suffering from presumptive illnesses related to exposure to Agent Orange during their Vietnam conflict "*in theater*" deployments. Over time, the VA continues to add illnesses that qualify as being deemed presumptive due to Agent Orange exposure (still waiting for a decision from the VA Secretary). Unfortunately, various cancers are one of the most prevalent disabilities that are claimed for VA compensation.

- Veterans suffering from Posttraumatic Stress Disorder (PTSD) from their experiences in wartime environments.
- Eligible spouses and dependent children of veterans.
- Needy veterans who have lost their job, been temporarily laid off, or have seen their salary reduced/hours cut back. We are also seeing an increase in older residents on fixed incomes that are struggling to pay basic expenses.
- Older veterans, widows, and families who are moving to Door County to retire following completion of their civilian careers.
- Benefits related to veteran deaths in general throughout Door County.

#### **Goals/Objectives Achieved in 2020:**

- Assisted Door County veterans with applications and documentation of eligibility to receive over \$175,000 in Federal VA compensation, pension, and other benefit amounts.
- Processed death benefits and/or claims for over 100 veterans and their family members.
- Throughout the COVID-19 Pandemic the office continued to provide exemplary customer service while adhering to county restrictions and guidelines. E-mail and voice mail were continually monitored by the CVSO and staff. Special accommodations were developed to provide continuity in services provided.
- Assisted the maintenance department in the oversight of the Door County Fallen Veterans Memorial.
- Created and shared a virtual ceremony for Memorial Day 2020 via YouTube.
- Provided administrative support to the Veterans Service Commission and Veterans Service Council.

#### **Knowledge Sharing 2020:**

- Updated Veterans Service Organizations (VSOs) on benefit changes and program modifications.
- Interfaced with like agencies to share and disseminate veterans benefit information.
- Began laying groundwork for 2021 outreach activities throughout the county. Developed new strategies to inform veterans of benefit/healthcare changes throughout the COVID-19 Pandemic.
- Virtual meetings were conducted regularly with neighboring county Veterans Service Offices to inform and share current and relative knowledge regarding veterans benefits.

**Department Budget Status:**

Approved 2020 Budget	\$179,913.00	Actual 2020 Budget	\$14408.23
2020 Levy appropriation	\$168,913.00	2019 Levy appropriation	\$166,688.00
2020 budgeted revenue	\$11,000.00	2020 Actual Revenue	\$11,367.55
		2019 Actual Revenue	\$11,405.36

- Grants received for 2020: WDVA CVSO Grant, \$10,000. WDVA Transportation Grant, \$1,000.00

**Issues, Concerns, and Restraints:**

- The CVSO office outreach effort must continue to be improved during 2021 to ensure all Door County veterans receive the benefits they have earned.

**Goals and Objectives for 2021:**

- Continue meeting the full intent of our Department of Veterans Services mission statement.
- Track all contacts to ensure responses are made within 24 hours, at most. Ensure that veterans and their dependents are continuing to receive comprehensive customer service from this office.
- Outreach is imperative to the success of our mission. The unusual geography of Door County requires continuous effort to reach out to all of our veterans; especially those who reside significant distances away from our office in Sturgeon Bay. Work diligently with the local Veterans Service Organizations, news media, and public organizations to reach out to veterans. Increase dedicated outreach time by at least 25% during 2021.
- Continuing changes in benefit programs require ongoing training. Conduct as budget, staffing, and time permit.
- Under the purview of the County Administrator's guidance and direction, work with federal, state, and local legislators to promote and advocate for our Door County veterans and their families.