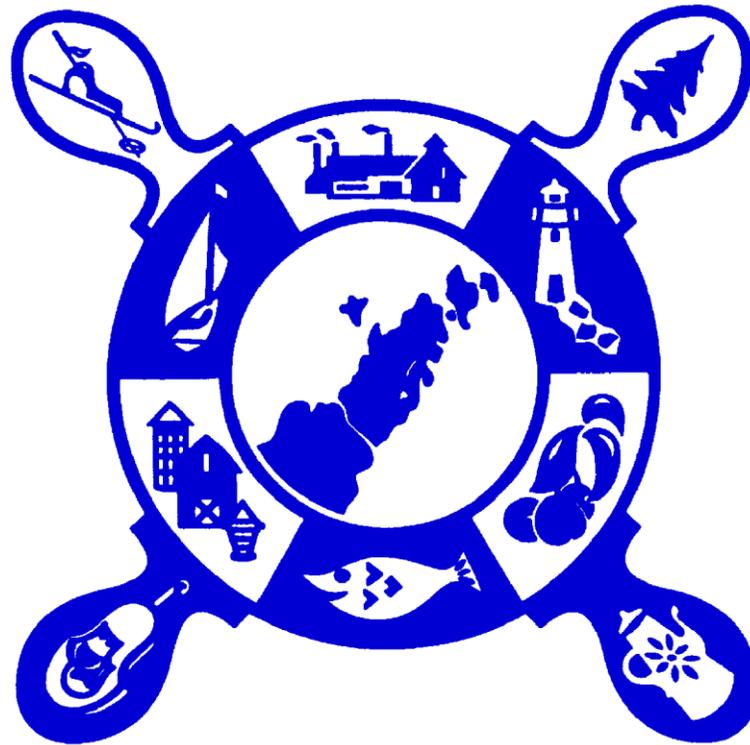


County of Door



2019 Annual Reports

Compiled by:
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2019 ANNUAL REPORT
DOOR COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

A. 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

B. Goals / Objectives Achieved in 2019:

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.

C. Knowledge Sharing 2019: Not applicable.

D. Department Budget Status

Approved 2018 Expenses	\$568,116	Approved 2019 Expenses	\$559,289
Actual 2018 Expenses	\$542,533	Actual 2019 Expenses	\$550,487
Actual 2018 Revenue	\$483,698	Actual 2019 Revenue	\$489,094
Actual 2018 Levy	\$58,835	Actual 2019 Levy	\$70,195

Grants received for 2019: N/A

E. 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. Local staffing levels remain constant. After ten years of work, the Wisconsin Legislature passed an administrative paternity bill that will streamline efforts to establish paternity for intact families and other parents who otherwise agree on the child's parentage.

F. Issues, concerns and restraints:

The Wisconsin Legislature's Joint Committee on Finance continues to award performance funds using a fifth measure that is based upon actual dollars collected in relation to current child support owed; such a measure hurts counties that do not have the volume of cases that are present in larger counties as well as counties who have smaller dollar amount orders due to economic circumstances. While the impact has not been a major detriment, it has taken some funding away from Door County. 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. Roll-out of the new system began in late 2018 with full implementation by April 1, 2019. The rebuild of the main system is in the early stages of development but continues to move forward; the cost for this is estimated to exceed \$100 million dollars and will take 7 – 10 years to complete.

G. Goals and Objectives for 2020:

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 will help with that effort. Efforts continue with the Governor's office and the Legislature to obtain additional funding.

2019 ANNUAL REPORT

DOOR COUNTY CIRCUIT COURT and CLERK OF COURT

A. 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.

B. 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 are Laurie Schlaefer, Norma Uecker, Karen Lambeck, Jodi Robillard and Jan Anderson. There are three jury bailiffs: Mary Lardnois, Val Mosgaller and Lisa Iverson.

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 three 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 very important function of the Clerk's office is the collection of all fines and court costs incurred. There is a cost associated with everything that goes through the court system with the monies either being held in a trust account or distributed to appropriate entities such as individual parties, vendors, and agencies to include the County, City, local municipalities and the State. Our office completed the first full year of collection of past-due fines/court costs through the Wisconsin Department of Revenue State Debt Collection program in 2019, netting a total of \$95,740.93.

The Clerk of Court is responsible for all jury-related matters, from start to finish. There were a total of six (6) jury trials in 2019.

C. 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.

D. Goals / Objectives Achieved in 2019

1. Treatment Court Development. Intensive training was held in April for key treatment court administration members. In late 2019 a State TAD (Treatment Alternatives and Diversion) grant was received, which will enable us to fund the coordinator, a part-time treatment counselor, and drug testing.
2. Many more case types and classification codes were added to e-filing with the final set going mandatory December 15, 2019.

E. Knowledge Sharing 2019

1. Judge Ehlers hosted schools in his courtroom and spoke to students at Sevastopol Schools.
2. Judge Ehlers and Judge Weber continue to host periodic lunch meetings, typically every other month, to discuss court procedures and operations with city, county and state departments that interact with the court system.
3. 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.

4. Commissioner Moeller worked with an attorney from the Office of Wisconsin Court Operations and an attorney from End Abuse Wisconsin for a 3.5 hour presentation on Domestic Abuse and the Courts. Local attorneys, social workers, and domestic violence advocates from around Door County attended.
5. Commissioner Moeller appeared on WDOR with Eddy Allen to discuss Circuit Court and Probate. Connie DeFere appeared on WDOR in September for Juror Appreciation Month and to discuss her office and the court system.
6. Commissioner Moeller, the Clerk of Court, and staff participated in our annual lunch meeting with HELP of Door County to discuss family court, restraining orders, and general court procedures.

F. Department Budget Status

Approved 2019 Budget	\$903,456	Actual 2019 Budget	\$904,545
2019 Levy appropriation	\$452,156	2018 Levy appropriation	\$428,781
2019 budgeted revenue	\$451,300	2019 Actual Revenue	\$468,051
		2018 Actual Revenue	\$440,910

Grants received for 2019: The Door County Department of Health and Human Services received a TAD (Treatment Alternatives and Diversion) grant from the State which will fund the Court Services Coordinator, a part-time counselor, and drug testing.

G. Other Accomplishments:

1. Judge Ehlers has served on the Wisconsin Criminal Jury Instructions Committee since 2010 when he was elected to the committee by his judicial colleagues. He is currently the Chair of this Committee.
2. 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.
3. Jennifer Moeller was elected to a two year term Vice-President of the Wisconsin Register in Probate Association. She has served on the Association's forms committee since 2012.
4. Connie DeFere currently serves on the forms committee for the WCCCA.

H. Issues, Concerns and Restraints:

1. Representation for indigent and state public defender appointments. It remains to be seen whether the 2020 modest increase in fees for court appointed attorneys and attorneys appointed by the Wisconsin State Public Defender ("SPD") will 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.

I. **Goals and Objectives for 2020**

1. **Treatment Court.** We will finalize all policies and procedures, the handbook for participants, and memorandums of understanding among all key departments. These must be approved by the Department of Justice, which administers the TAD grant. We will complete additional training at various seminars. We will also be engaged in community outreach, with a number of team members making presentations in the community. The treatment court is scheduled to be up and running approximately June 1, 2020.
2. **County Website.** Circuit Court and Clerk of Court are adding content and helpful public information to enhance sections of the updated website pertaining to the court.
3. **Wisconsin Family Court Commissioner Association Conference at Stone Harbor in October.** Commissioner Moeller is hosting 60-80 Family Court Commissioners from around the state for the fall conference. Pamela Parks will be helping a great deal.
4. **Legislation to address fees and costs in Probate and Juvenile Court cases.** Door County Board of Supervisors passed a resolution in support of the legislature addressing fees and cost issues for probate and juvenile court. Commissioner Moeller is working with Wisconsin Counties Association and her probate association in furtherance of appropriate legislation.
5. **Education and outreach.**
 - a. Commissioner Moeller is presenting Probate Basics for Learning in Retirement in Sturgeon Bay at NWTC and the ADRC.
 - b. Commissioner Moeller will provide information about Circuit Court and Probate on WDOR. Clerk of Court DeFere will also appear on WDOR.
 - c. Commissioner Moeller and Assistant Corporation Counsel Karyn Behling plan presentations to county employees concerning guardianship and guardianship alternative.
6. **Clerk of Court DeFere is working with the maintenance department, the Sheriff, and Court Security in regards to providing safety and security in the office of the Clerk of Court.**
7. **Clerk of Court DeFere is working with the Sheriffs Department to update the Technology in the Jury Assembly Room.**

2019 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.
- 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, parliamentary, 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. 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 2019 Budget	394,886	Amended 2019 Budget	402,514	Amount Used	395,681	Percent Used	98%
Adopted 2019 Counseling Services	8,000	Amended 2019 Counseling Services	9,065	Amount Used	9,065	Percent Used	100%
Adopted 2019 Law Library	11,760	Amended 2019 Law Library	15,174	Amount Used	15,174	Percent Used	100%
Adopted 2019 Revenue	7,500	Amended 2019 Revenue	7,500	Amount Collected	6,523	Percent Collected	87%

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

2019 CASES

TABLE 1:

Opened	539
Closed	303
Pending	236

TABLE 2:

AREAS OF LAW

Administrative Review	
Claim	
Collection	40
Commitments	58
Contract	17
CPS Appeal	1
General	180
Guardianships	17
Labor	15
Mediations	41
Open Records	20
Violations	121
Property	29
RFP	
TOTAL	

TABLE 3:

DEPARTMENTS

ADRC	
Child Support	
Circuit Court	40
Clerk of Courts	5
Corporation Counsel	15
County Administrator	10
County Board	10
County Clerk	8
District Attorney	
Emergency Management	3
Emergency Services	32
Facilities & Parks	22
Fair Association	2
Finance	6
Highway/Airport	23
Human Resources	10
Health and Human Services	102
Land Use Services	83
Library	5
Museum	1
Register of Deeds	2
Sheriff	110
Soil & Water Conservation	21
Tech Services	6
Treasurer	22
Veterans	
UW-Extension	1
TOTAL	539

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.

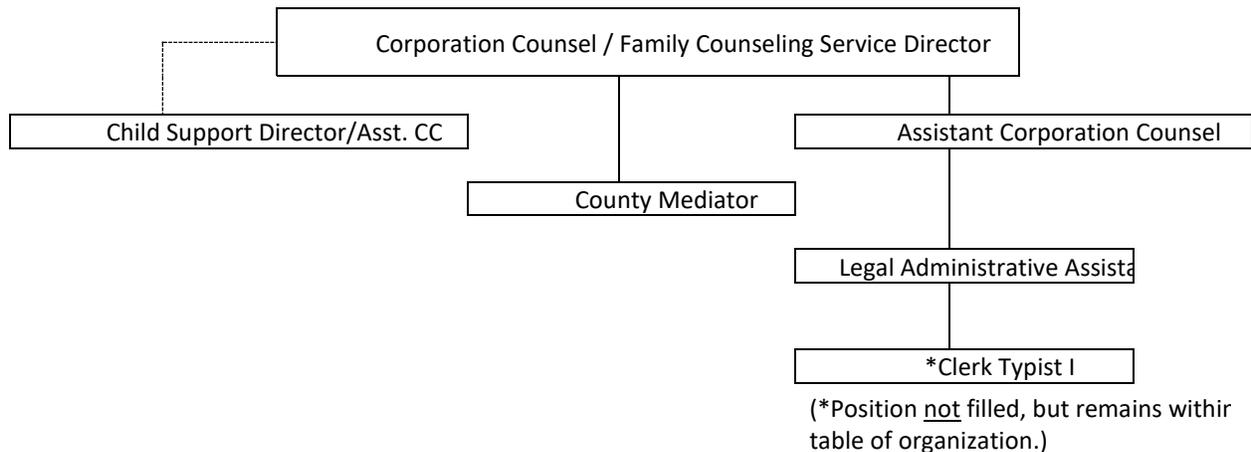
On October 11, 1999, County employed a Child Support Agency Director / Assistant Corporation Counsel. This person is the administrator of, and attorney for, the Child Support Agency.

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)



2019 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

2019 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, timber cutting permits, temporary car license plates, county boat launch permits for the Parks Department and distributes the State dog licenses to 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, and provides SVRS service to 18 Door County municipalities.

Goals & Objectives Achieved in 2019:

- ✓ Coordination of county-wide voting including equipment, repairs, and fielding concerns/questions
- ✓ Coordination and training of Municipal Clerks and Chief Inspectors to assist in maintaining certification
- ✓ Design phase of kiosk project
- ✓ Website design
- ✓ Recall of District 3
- ✓ Implementation of an Election Contingency Plan
- ✓ Attendance at the Wisconsin County Clerk's Association Conferences, Wisconsin Counties Association Trainings/Conferences

WisVote

- ✓ Continuation of record updating and maintenance for 18 municipalities
- ✓ Compilation and distribution of transfers out, death, and felon records
- ✓ 2019 Elections – February Primary, April Spring Election, November Recall Election

Department Budget Status

Approved 2019 Budget	\$219,552	Actual 2019 Budget	\$223,487
2019 Levy appropriation	\$178,827	2018 Levy appropriation	\$186,987
2019 budgeted revenue	\$40,725	2019 Actual Revenue	\$50,238
		2018 Actual Revenue	\$46,441

Other Accomplishments

- ✓ Fielded and directed 3700+ incoming phone calls
- ✓ Issued 215 Marriage licenses

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 to be reviewed.
- ✓ 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 2020:

- ✓ February Primary Election, April Presidential Preference & Spring Election, August Partisan Primary, and November General 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
- ✓ Complete kiosk project
- ✓ Complete meeting room technology upgrades in coordination with TS
- ✓ 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



2019 Annual Report
Door County District Attorney's Office

Office Personnel:

District Attorney – Colleen C. Nordin
Assistant District Attorney – Nicholas P. Grode
Holly Malvitz – Administrative Supervisor
Lisa Mraz – Victim/Witness Coordinator
Sally Hall – Admin. II
Valeria Nieto– Admin. II
Laurie Wilke – Admin. 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 where 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 where 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 where 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. (Violations of City of Sturgeon Bay ordinances, 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.

2019 Milestones:

- The Door County District Attorney's Office was named Prosecutor's Office of the Year by the Wisconsin Department of Justice Internet Crimes Against Children (ICAC) Task Force for the aggressive prosecution ICAC cases.
- District Attorney Nordin received an Excellence in Advocacy award from Family Services of Northeast Wisconsin for the prosecution of sexual assault and child maltreatment cases.
- The Door County District Attorney's Office continued to work closely with Judge David Weber and other relevant partners in establishing a treatment court. The various partners have attended trainings and have observed treatment courts in other counties. The Treatment Court is hoped to be up and running by June 2020.
- Door County was the host for the Criminal Law Agencies Support Staff Association (CLASS A) Conference. The event was held at the Landmark in Egg Harbor. Various support staff members from District Attorney Offices around the state came together to increase their knowledge and overall effectiveness through the exchange of ideas, problems and solutions. DA Nordin was a guest speaker at the event.

Case Statistics

	<u>2018</u>	<u>2019</u>
Adult Criminal Cases		
Misdemeanor	210	195
Felony	171	176
Adult Criminal Traffic Cases	132	117
Adult Non-Criminal Citations (including non-criminal traffic & non-traffic forfeitures)	3,007*	2,669*
<i>*This number includes City of Sturgeon Bay municipal cases.</i>		
Juvenile Cases		
Delinquency/JIPS	30	42
CHIPS	7	17
TPRs	2	2
Witnesses Subpoenaed/Notified	1568	960
Jury/Court Trials		
Felony	6	3
Misdemeanor	2	0
Criminal Traffic	1	1
Non-Criminal-Traffic	2	5

Restitution Collected

(Includes Restitution collected Pre-charging)

	<u>2018</u>	<u>2019</u>
Total Amt. Ordered by Court	\$105,386	\$64,468
Amt. Collected by DA	\$45,254	\$52,794

**Remaining balance to be collected by DOC/probation.*

DA Surcharges Collected

	<u>2018</u>	<u>2019</u>
Total Amt. Ordered by Court	\$9,685	\$6,793
Amt. Collected by DA	\$3,363	\$5,587

**Remaining balance to be collected by DOC/probation.*

District Attorney Budget Status

	<u>2018</u>	<u>2019</u>
Approved Budget (expenses)	\$347,650	\$356,947
Budgeted Revenues:	\$69,250	\$55,550
Levy Appropriation	\$278,400	\$301,397
Actual Budget (expenses)	\$338,235	\$348,639
Actual Revenues	\$67,651	\$53,647
Victim/Witness Reimbursement	\$40,407	\$42,047

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
2019 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

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
- Participate in at least 3 other emergency planning 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 2019

- Successful completion of the 2019 emergency management grant requirements
- Code Red outreach
- Creation and maintenance of a social media platform
- Grow relationships with internal and external partners
- Assist municipalities on emergency aid grants for flood damages
- Restructured administrative dispatch position
- Improved moral through base pay adjustments
- Expanded staffing to meet increasing demand for service

Knowledge Sharing 2019

- Hosted Storm Spotter Training
- Severe weather awareness radio interview
- Safe Kids Day Event
- Sister Bay Wastewater Treatment Plant tour
- Social media campaign
- Code Red campaign
- WDOR radio interview
- Emergency Management 101 presentations to municipalities

Department Budget Status

Approved 2019 Budget	\$962,549.00	Actual 2019 Budget	\$903,231.42
2019 Levy appropriation	\$763,151.00	2018 Levy appropriation	\$702,766.00
2019 budgeted revenue	\$199,398.00	2019 Actual Revenue	\$180,532.81
		2018 Actual Revenue	\$187,092.59

Grants received for 2019:

- Emergency Management Performance Grant - \$27,685.01
- Emergency Planning and Community Right to Know Act Grant - \$11,024.74

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.
- 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 candidates willing to apply.

Goals and Objectives for 2020

- Successful completion of the 2019 emergency management plan of work requirements
- Prepare municipalities for flooding threat throughout Spring
- Attain full staffing levels in dispatch
- Transition to new schedule
- Transition to new administrative structure
- Create and utilize new County website
- Conduct Code Red outreach
- Grow and develop strong relationships with internal and external partners
- Assist municipalities with emergency planning

2019 ANNUAL REPORT

DOOR COUNTY EMERGENCY SERVICES DEPARTMENT

Mission Statement

The mission of Door County Emergency Services 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.

Summary of Responsibilities / Program Summary

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 EMT's. 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 civilian 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 3,667 calls for service in 2019.

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.

Goals / Objectives Achieved in 2019

- Finalize department training program
 - The department instituted a new monthly training program to supplement and enhance our state mandated training
- Improve recruitment/retention of part time staff
 - The department continues our efforts in this area. Our internship program with the NWTTC Paramedic program has produced two part time paramedics.
- Develop building plans for the Washington Island station
 - The department continues to work with Facilities/Parks and Administration.

Knowledge Sharing 2019:

1. Department continued our bleeding control training with schools, units of government, and private individuals.
2. The department, in partnership with the ADRC built a fall prevention program.

Department Budget Status

Approved 2019 Budget	\$4,633,407	Actual 2019 Budget	\$4,086,806
2019 Levy appropriation	\$3,126,652	2018 Levy appropriation	\$3,331,629
2019 budgeted revenue	\$1,506,755	2019 Actual Revenue	\$1,342,739
		2018 Actual Revenue	\$1,168,161

Grants received for 2019:

ACT 102 Program	\$ 8,568.22
Coverdale Stroke Program	\$ 1,500.00
Union (Employees) Local 4982	\$ 1,500.00
Donations (Individuals/Civic Groups)	\$ 750.00
Total	\$ 12,218.22

Issues, Concerns and Restraints

The departments call volume increased by 3.3% in 2019. The service must continue to monitor staffing models to ensure the services provided are maintained.

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.

Goals and Objectives for 2020:

1. Evaluate and monitor the effects of the new fall prevention program.
2. Review our service model.
3. Evaluate the Vehicle Replacement Program



Door County Facilities & Parks, "Annual Report" 2019



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 building including the following:

- 19 County Parks totaling 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 EM Station (40,654 sq ft)
- Highway Offices (59,482 sq ft)
- Historical Archive (1,065 sq ft)
- 56N 4th 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 2019:

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

The Department continues its internal role in the County to provide oversight of building projects and property development. 2020 will bare new challenges with the completion of the County Park strategic planning document, completion of the Cana Island Interpretive Center, development of the old Younkers furniture store site, development of an EMS facility on Washington Island and construction of a storage facility for the Sheriff Department.

11 Major Objectives were achieved in 2019

- **Hidding Property land acquisition to expand Door Bluff Headlands**
- **Library HVAC Chiller system replacement**
- **Interpretive Trail signs installed- Ellison Bluff County Park**
- **Paving- curb & gutter upgrades at John Miles Park/Fairgrounds**
- **Government Center first and third floor remodeling project**
- **Hot water boiler replacement- Justice Center**
- **Gutter & Down spouts constructed 4 building at John Miles Park**
- **WIFI installation and wiring of 6 buildings John Miles Park**
- **Cana Island Interpretive Center Construction ground broken**
- **LED Lighting upgrade Jr. Fair building John Miles Park Jr Fair building**
- **Started Forestville Dam drawdown**

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

- Replacement of Boiler #1-potable water
- Replaced ATS Panel #2 ASCO (generator control board)
- Crack sealing and pavement sealing, striping (3 lots)
- Balcony deck repair
- Asphalt repairs of employee parking lot -Hwy

Staff Projects

- Completed 100% annual Jail preventative maintenance program
- Repaired Storm Drain front parking lot
- Squad car work with TS Dept. and Sheriff Dept.

Government Center:**Contracted Projects**

- Replaced windows Oregon St 1st floor

Staff Project

- Replaced pump #1 boiler
- Exterior envelope inspection and tuck pointing

Highway Department:**Staff Projects**

- Repaired NOS/CO2 air quality monitoring system
- 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
- -Repaired crush plant HVAC system

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:

Contracted Projects

- Cattle Barn electric panel upgrade
- Clay addition to Race Track
- Repair or replace 4 garage doors

Staff/Contractor Project

- Horse Barn electric Panel upgrade 200amp circuit install

Staff Projects

- Completed electrical panel replacement along Midway
- Install of two (2) street lights
- Repair and replacement of lift pump distribution underground storm water line

Park Facilities:

- Dock repairs- Forestville, Carmody, Pinney
- Install of handicap rails – Launch Docks
- Major clean-up of Forestville Park play area and tree trimming.
- Grounds repairs –Cana Island
- Parking lot sealing and striping- Frank Murphy County Park
- LED exhaust Fan installation- Cana Island, Cave Pt
- Parking lot re-striping- Carmody Park
- Started Prairie planting Upper LaSalle
- Installation of Tornado Park Memorial bronze plaque

E. Knowledge Sharing 2019:

- **Television interviews (4)**
- **Radio interviews (6)**
- **Wisconsin Facilities Management Association (WIFMA) contributing member**

F. Facilities & Parks Department Budget Status – Unaudited

Approved 2019 Budget	\$ 2,745,150.00	Actual 2019 Budget	\$ 2,545,139.00
2019 Levy appropriation	\$ 2,526,439.00	2018 Levy appropriation	\$ 2,437,846.00
2019 Budget Revenue	\$ 218,711.00	2019 Actual Revenue	\$ 482,266.35
		2018 Actual Revenue	\$ 550,378.71

Grants received for 2019: \$468,612

Donations received in 2019: \$64,640.73

G. Issues, concerns and Restraints:

2019 was a year of change and transition with the completed Park and Facility Department merger. 2020 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. Record high water levels will 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 shore frontage at Lower LaSalle County Park and the damage to boat launch areas at Lilly Bay and Frank Murphy Park

H. Goals and Objectives for 2020:

- Cana Island Interpretive Center construction project completion
- Door County Library Boiler replacement project
- 50% Energy reduction Government Center & Justice Center LED Lighting Projects
- Install Waterless Boat Cleaning Stations-Pinney & Carmody launches
- Install Credit Card Boat Launch Pass Machines at 3 boat launch sites
- Reroof of the Maintenance Shop at John Miles Park
- Door County Parks Strategic Plan completion
- John Miles Park Phase II Marketing Study
- Design Development- Washington Island EMS Station
- Design Development- construction Sherriff Garage
- Design Development- construction LaSalle Pavilion
- Design Development-former Younker Building 4th 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

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

2019 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.

2019 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 2019

- Retained and continued to develop well-qualified staff in all positions in the Finance Department.
- Completed 2018 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).
- Successfully completed the implementation of our new time and attendance and payroll processing system (Dayforce) and trained all end users in all Door County departments in the use of the new system.
- Transition of new management team in the department.

2019 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.

2019 Finance Department Budget Status

	<u>2018</u>	<u>2019</u>
Approved Budgeted Expenditures	\$542,973	\$594,821
Actual Expenditures	\$565,669	\$611,849
Budgeted Revenues	\$0	\$0
Actual Revenues	\$3,202	\$3,528
Levy Appropriation	\$542,973	\$594,821

Other Accomplishments

- Worked with the County Board, the County Administrator and all Door County Departments to successfully complete the 2020 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 2020-2024 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.
- Changing the accounting procedures per the request of the auditors on handling liability accounts acting as reserves. Moved these liability accounts to equity accounts.

Issues, Concerns and Restraints

- Continual challenge to keep scanning of all pertain 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.

Goals and Objectives for 2020

- To complete the 2019 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).
- Pursuing electronic alternatives to manual signing of A/P invoices in the financial system.
- Exploring procedures in reducing the amount of paper used in the Finance Department.
- 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 collaborate with Human Resources to continue improving the payroll processing in Dayforce.

Door County Department of Health & Human Services (DHHS) 2019 Annual Report

In 2019 the Department of Human Services and the Department of Public Health were merged to form the Department of Health and Human Services. Health and Human Services is a large and diverse department, with 11 separate divisions. The department also operated with three separate budgets for 2019. This report will be split up in relation to the three budgets and the 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 information on a broad range of programs and services, helps people understand the various long-term options available them, helps people apply for programs and benefits, and serves as the access point for publicly-funded long term care. These services can be provided at the ADRC, via telephone, or through a home visit, whichever is more convenient to the individual seeking help. These services are provided free of charge.

The ADRC also provides a wide range of services and activities for seniors, age 60+, to remaining active participants in family and community life. These services include 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 nutritional 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.

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

The chart shows program services over the past year, with two previous years data as comparison.

AGING & DISABILITY RESOURCE CENTER (ADRC)	2017	2018	2019
Total memberships	686	2,178	3,003
Total New memberships	686	1,492	825
Total participation-Activities and Events (check-ins)	12,413	21,086	30,165
Volunteer Hours (# of volunteers/hours)	114/4692	263/6297	193/7000
I & A Contacts (incoming & outgoing calls, home visits, office visits)	4,814	4,537	7,770
Elderly Benefits Specialist (EBS) - Cases Open/Active Consumers	705	132/95	796/540
Disability Benefits Specialist (DBS) - Cases Open/Active Consumers	252/137	178/94	254/148
Meals-Congregate			
Baileys Harbor	1,520	1,370	1,284
Brussels Opened October 2018		318	907
Forestville-Closed October 2018	856	659	
Liberty Grove	1,197	1,279	1,311
Sturgeon Bay	11,003	17,155	17,183
Washington Island	739	832	1,124
Meals Congregate TOTAL	15,563	21,840	21,809
Meals on Wheels			
Sturgeon Bay	17,838	17,051	17,237
Scand	1,251	1,568	1,567
Washington Island	739	832	688
Meals on Wheels TOTAL	14,899	19,451	19,492
Meals-Frozen TOTAL	4,914	4,523	3,630
All meals TOTAL	35,376	45,814	44,931

Many of the listed programming and activities are directly supported by volunteers. One hundred and ninety-three (193) volunteers provided almost 7000 of hours of service. We couldn't operate at this level without them.

Goals / Objectives Achieved in 2019

1. Increased membership and participation in programing.
2. Implemented two falls prevention classes. (3 classes offered with 14 participants per class.)
3. Improved documentation of services provided by I&A staff.
4. Development of the ADRC Ambassador Program - 8 volunteers trained.
5. Transitioned all Family Care participants formerly served by Care Wisconsin to an alternative managed care organization.
6. Purchase of freezers for Washington Island and Brussels meal sites.

Knowledge Sharing 2019:

The ADRC has ongoing knowledge sharing on a weekly basis. The programing is too numerous to include in this report. Please see monthly calendar for specific information. These are done in collaboration with many outside agencies throughout the county and cover topics that help us meet the listed responsibilities.

Depart Budget Status

2019	
Fund 204-SRC/ADRC	
Adopted Total 2019 Budget	2,178,806
2019 Budgeted Revenue	1,554,288
2019 Levy Appropriation	624,518
Actual Total 2019 Expenses	2,099,228
2019 Actual Revenue	1,694,270
In from (Out to) Reserves**	(15,700)
2019 Actual Appropriation	420,658
Excess Appropriation from Budgeted	\$203,860

Issues, concerns and restraints:

As with all areas of county government, financial resources are limited. With the increase in our population of those over 60, we see an increase in the demand for service. We saw a significant increase in the number of individuals meeting with our I&A staff for referral information. In 2019 there were over 800 new users of the center, and they participated in almost 9000 more activities than the previous year.

The good news here is that our new facility is being well used. Staff will have difficulty keeping up with demands as the volume increases. It is important for the ADRC to continue to pursue revenue options without forgetting the core mission and who we need to serve. It will also be important to continue to recruit and use volunteers to supplement our programming.

Goals and Objectives for 2020:

- Create of an advocacy training program, with at least 5 individuals participating in the program by December 31, 2020
- Increase the use of frozen meals in Southern and Northern Door communities by 10%
- Schedule ADRC hours in Northern and Southern Door 2 times per month
- Create a caregiver Facebook page supporting up to 40 caregivers by the end of the year.

Public Health Division - Sue Powers, Public Health Officer

The Health Department merged with the Department of Human Services in January of 2019. Despite the merger of the departments, the board remained separate through the year. In addition, they were operated under separate budgets. As a result, we will be keeping the reporting separated at least for the 2019 report.

Summary of Responsibilities:

The County is responsible to provide public health services under statute 140. Those responsibilities cover multiple areas.

- A. Maternal and Child Health
- B. Adult Health/Chronic Disease
- C. Environmental Health
- D. Emergency Preparedness Planning
- E. Communicable Diseases, Investigation, Follow up and Control

Program Summary:

Programs that support our responsibilities include:

- A. Maternal and Child Health
 - The Women, Infant, & Children (WIC) Program
 - Vision screenings
 - Hearing screenings
 - Prenatal and postpartum follow ups
 - General nursing
 - Organize and support the annual Safe Kid's Day.
 - Healthy Smiles for Mom and Baby Project.
 - Alcohol & Other Drug (AOD) Coalition
- B. Adult Health and Chronic Disease
 - Mental Health Focus Group
 - Question, Persuade, Refer (QPR) training, an evidence-based Suicide Prevention program
 - Cholesterol Screening clinics
 - Influenza Clinics serving individuals throughout the county.
- C. Environmental Health
 - Beach monitoring
 - Animal Bite cases
 - Human Health Hazard investigations
 - Nuisance/Ordinance Cases
 - Lead testing and family education
- D. Emergency Preparedness
 - Current with Public Health Emergency Plan (PHEP)
 - Responsible for Emergency Support Function 7
 - Participation in Table top exercises
 - Ongoing Preparedness training
 - Influenza clinics at schools as part of that training
- E. Communicable Disease
 - Investigate all communicable disease reports
 - Tuberculosis (TB) skin testing
 - Rule out active vs. latent TB cases and follow up
 - Assess, educate and monitor communicable diseases in congregate living facilities.
 - Monitor and investigate outbreaks associated with restaurants

Public Health Activity Report 2019	Totals
Immunizations:	
TB Skin Tests	144
Influenza Vaccine	1038
Vaccines	764
Total Vaccines	1946
Communicable Disease Reports	
Confirmed Disease Reports	135
C.D. Investigations	250

Vision Screenings	
Screenings	2955
Rechecks	191
Referrals	152
Hearing Screenings	
Screenings	2075
Rechecks	74
Referrals	7
RN Visits	
General	77
Prenatal	15
Postpartum	50
Total	142

WIC	
Active Participants	*305
Certifications	403
Mid-certs	253
Secondary Education	961
Breastfeeding Peer Counseling	152
	*AVG
Lead Tests	129
Elevated	6

Environmental Health	
Nuisance Ordinance Cases	28
Cases (Human Health Hazards, Restaurant/Lodging Complaints, Hoarding, Mold,	32
Other (No heat, etc)	25
Animal Bite Cases	97

Goals / Objectives Achieved in 2019:

1. Developed a shared mission statement with the newly created Department of Health & Human Services.
2. Established a single budget for Health and Human Services for 2020.
3. Incorporated best business practices across the combined department.
4. Standardized business processes including contracting, accounts payable, and accounts receivable for efficiency.
5. Completed an updated brochure capturing the services of the Public Health Division.
6. Conducted an evaluation of Public Health essential functions and areas for improvement.
7. Continued to be a leader in advocating for the health of our community, including the use of social media as an avenue for information.

Knowledge Sharing 2019:

Over the past several years, the focus of local public health agencies has shifted from a primary role of direct care to individuals to a community-based approach. The Public Health Division leverages the power of collective impact to help it achieve its goals. Staff are involved in numerous initiatives that help in the promotion of good health and prevention initiatives.

Staff have been actively involved in initiatives including the Door County Partnership for Children and Families; the Oral Health Partnership; Mental Health Focus Group; Prevent Suicide Door County; Alcohol and Other Drug Coalition; Safe Kids Day; and more.

Public Health staff frequently take the lead role in these initiatives with other community partners to enhance services available to our citizens. The impact of the collaboration projects affects other community partners as well as the citizens we work with directly. The impact on our community in terms of health outcomes and dollars saved with these prevention activities is difficult to measure.

Department Budget Status

2019	
Fund 100-Public Health	
Adopted Total 2019 Budget - Revenues	271,954
Adopted Total 2019 Budget - Expenses	845,974
2019 Levy Amount Anticipated	(574,020)
Actual Total 2019 Revenues	271,085
Actual Total 2019 Expenses	808,982
In from (Out to) Reserves**	0
2019 Actual Levy Amount	(537,898)
Difference from Budgeted to Actual	-\$36,122

Other Accomplishments:

Made significant progress in merging with the remainder of the Health & Human Service Department through regular participation in all agency meetings. These provided the opportunity to learn about other programming while educating other divisions about the work done in Public Health.

Issues, concerns and Restraints:

We have continued to struggle with securing and maintaining a full staff level. We have been understaffed in approved positions for the past year. We have also had new staff learning their positions make it difficult to be proficient in all areas of our programming.

Goals and Objectives for 2020: *List department goals and objectives for the current year.*

- Create and share an internal Public Health Referral form for HHS June 2020
- Create a policy/procedure for animal bite follow-ups for rabies prevention and educate community partners by October 2020
- Partner with Northeast Regional Office of Policy and Practice Alignment (OPPA) Team to plan and complete staff education on areas identified on our 2019 Core Competency Assessment.

REMAINING HUMAN SERVICE DIVISIONS;

Although all of these divisions operated as one department with the ADRC and Public Health Divisions, the remaining divisions were part of the Human Service Budget for 2019 and will be covered separately.

Summary of Responsibilities:

- Adult Protective Services - Sheryl Flores, Manager
- Behavioral Health - Donna Altepeter, Manager
- Child Protection and Juvenile Justice - Doreen Goddard, Manager
- Children and Family Support Services – Beth Chisholm, Manager
- Community Support Program – Sheryl Flores, Manager
- Comprehensive Community Support Program – Jamie Cole, Manager
- Economic Support Program – Carol Wautlet, Manager
- Transportation Programming – Joe Krebsbach, Manager transitioned to Pam Busch in Oct.

Program Summary:

- **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 criminal 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.
 - Case Coordination – brokering contracted services
 - 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
- **Transportation Program**
 - ADRC Bus/Van (6,106 rides)
 - County Transit System – Door2Door shared ride taxi (41,618 rides)

The following chart shows the level of service provided in most of our programming in 2019 as compared to previous years.

UNIT	2017	2018	2019
Adult Protective Service (APS)			
Referrals	294	174	392
Active Cases (WATTS)	155	148	104
BEHAVIORAL HEALTH (BH)			
Psychiatry- Clients	282	310	327
Psychiatry- Contacts	1,506	1,178	1,339
Mental Health-Clients	165	142	185
Mental Health-Total Contacts	2,991	2,454	3,106
AODA-Clients	58	68	121
AODA-Total Contacts	1,074	890	2,432
Intoxicated driver program (IDP)-Clients	60	59	61
Intoxicated Driver Program (IDP)-Total Contacts	944	1,019	1,554
CCS Therapy - Clients	8	5	3
CCS Therapy - Total Contacts	303	130	30
OWI Assessments	127	124	126
Crisis-DCDHS Mobile Face to Face	178	118	125
Crisis Call to Family Services Crisis Line		629	664
CCS/CST Consumers		97	85
Inpatient Admissions	79	77	111
Inpatient Costs	\$ 562,438.00	\$ 480,152.00	\$ 788,409.00
AFH and CBRF Clients	4	6	10
AFH and CBRF Costs	\$ 200,572.00	\$ 240,667.00	\$ 480,255.00
CHILDREN & FAMILY SERVICES			
Child Welfare Referrals	404	415	505
Youth Justice Referrals	71	76	84
Children & Families Support Services			
CLTS		76	70
CCOP		39	31
Birth-Three Participants	75	148	117
COMMUNITY SUPPORT PROGRAM (CSP)			
Consumers Enrolled	51	51	58
ECONOMIC SUPPORT (ES)			
Badger Care (BC) Total	4,157	3,969	3,980
Food Share (FS) Total	1,930	1,841	1,715
Consortium Calls	156,804	149,696	137,363
WI Home Energy Assistance	937	973	*646

KNOWLEDGE SHARING IN 2019

Staff participated in numerous collaborative groups, within the department and in the community, as well as outreach and educational activities.

- Interdisciplinary Team for Adults and Elders at Risk, involving multiple agencies
- Enhanced Training and Services to End Abuse in Later Life
- Door County Partnership for Children and Families (Executive Committee and various sub-committees)
- Child foster home recruitment and training
- Fiscal support and participation in the Door County AOD Coalition
- Emergency Food and Shelter Network
- Door County Trauma Informed Community Team
- Secondary Traumatic Stress Committee
- Caregiver Coalition
- Coordinated Community Response
- STRIDE (School Mental Health Initiative)
- Cradle to Career Advisory Committee
- JAK's Place Advisory Committee
- Drug Court development
- Operation Fresh Start
- Diversion Program
- Children's Think Tank
- Critical Incident Stress Management Team
- Safe Kids Day
- Resource boots at YMCA Health Fair, NWTC resource fair, school orientations and parent-teacher conferences

BUDGET STATUS

<u>2019</u>	
	<u>Fund 240- Human Services</u>
Adopted Total 2019 Budget	9,110,599
2019 Budgeted Revenue	6,057,044
2019 Levy Appropriation	3,053,555
Actual Total 2019 Expenses	9,784,315
2019 Actual Revenue	6,872,747
In from (Out to) Reserves**	(7,053)
2019 Actual Appropriation	2,918,622
Excess Appropriation from Budgeted	\$134,933

ISSUES, CONCERNS AND RESTRAINTS

- Inpatient Psychiatric Services have been on a steady increase in the past several years, but the number of inpatient days took an even bigger jump in 2019. This trend will create increased stress on an already challenging budget.
- In addition, long term care placements for individuals with significant mental health problems doubled in the past year. Most of those individuals are so impacted by their needs that leaving a residential setting seems unlikely. This creates long term expenses for the county. The

department will need to explore options to try to control those costs by looking for alternative placements or services.

- Drug use and AODA services continued to increase in 2019. This has put new demands on our outpatient treatment services and also on our budget, as we need to approve more and more residential treatment stays. It also continues to impact on our child welfare system. We are hopeful that our Drug Court and Diversion programming can help change these trends.
- Turn-over in our Psychiatrist position was an ongoing concern for the past several years. We went from having a full-time psychiatrist, to part-time, to having services provided almost entirely through telehealth. We brought in a new doctor in early 2019, but he left after less than a month. We then contracted with several doctors through a Locum Tenens company. Some of these lasted only a few days, others were more successful. We were very pleased at the end of 2019 to hire Dr. Anne Miller, who had previously served in our department, to begin working for us Jan. 2, 2020.
- 2019 saw significant increases in referrals for both Child Protection and Youth Justice. This division also saw considerable staff turn-over. Our senior most social worker in the division has 5 years' experience. The majority have 0-3 years. This is a statewide issue affecting nearly all counties. Nonetheless, it has put considerable stress on our staff over the past couple of years.
- The state has mandated elimination of waiting lists for Children's Long-Term Support Services. While we are able to meet all of the needs at this time, we are somewhat concerned about the potential that continual increased enrollments will stress our system, particularly if state funding does not keep pace.
- Our rapidly aging community will continue to put pressures on multiple parts of our system. We are trying to be proactive in preparing to meet these needs. Lack of resources for dementia support and emergency protective placements are big concerns.

2019 GOALS AND OUTCOMES

- Fill staffing vacancies and stabilize the workforce. - The department had 6 positions filled as compared to 11 in 2017. This accounts for about 8% of the department staff. We were fully staffed in some areas for the first time in years.
- Improve timeliness of required documentation in all areas. – Improved in some areas but not all.
- Decrease the number of inpatient stays and the number of days per stay. – Remained about the same.
- Increase the number of Foster Homes available. – Added 2 additional homes.
- Continue to move toward becoming a more Trauma Informed Care Agency. – Continued significant improvement in this area. Participated in community-wide TIC Conference and Lunch & Learn training opportunities, implemented Critical Incident Stress Management Team, continued focus on Secondary Traumatic Stress.
- Continue to increase revenues through CCS program. -- Increased revenue over \$150,000 in 2018.
- Documentation of Standard Operating Procedures (SOP) regarding our fiscal and support services. -- 75% completed.
- Cross training and back up for SOPs listed above. – Not achieved (around 15%).
- Decrease the amount of denied claims and the amount of time to follow up on these. – Not measured due to loss of former Business Manager.
- Increase the number of volunteers at the ADRC. – Over 200% increase.
- 2X per month outreach related to ADRC services. – Not achieved; lost one I&A staff halfway through the year.
- More effectively track spending in Children's Services to maximize State funding. – Achieved. New tracking mechanisms implemented; utilized CCOP funds to leverage federal funding.

2020 GOALS AND OBJECTIVES

- Administration/Support Staff
 - Put at least two additional insurance carriers on to electronic submission and payment receipt
 - Implement new DHS 1 guidelines for the department

- Adult Protective Services
 - Increase the number of community partners to complete the Adult Protective Services training titles, "OVW Abuse in later Life Program and Community Response. 30-50 partners will enhance training and services to end elder abuse, neglect, and exploitation, including domestic violence, dating violence, sexual assault, or stalking, involving victims who are 50 years of age or older by December of 2020.

- Aging and Disability Resource Center
 - Develop Advocacy Training Program for older adults interested in bringing issues to legislators and local officials with at least five individuals participating in the program.
 - Increase use of Frozen Meal program in Northern and Southern Door by 15 %.
 - Schedule office hours in Northern and Southern Door twice a month starting in 2020. Resulting in an increase of at least four consumers from both Northern and Southern Door each month.
 - Create a private caregiver Facebook Page linked to the ADRC website by December 31st, 2020. Resulting in at least 40 caregivers joining the group by the end of 2020.

- Behavioral Health
 - Establish uniform treatment plan for all therapists in our division to use for CCS clients
 - Establish average, quarterly face-to-face-contact rate of 50% for all Behavioral Health Therapists.
 - Host quarterly meetings with other behavioral health providers to increase collaboration and knowledge of services available in the county and region.

- Children's and Family Support Services
 - Establish and maintain strong relationships with our providers and community partners; educate partner agencies and providers on the programs we administer.
 - Prepare for a successful 2020 audit of files in the Children's Long-Term Support (CLTS) and Birth to Three program areas.
 - Prioritize direct contact with children, families and providers to support our philosophy of forming relationship with all participants and the state's "Deciding Together" approach.

- Child Protection and Juvenile Justice
 - Using secure detention is both costly and ineffective in changing the delinquent behaviors of youth. To reduce the costs and use of secure detention, youth will attend programming at the Youth Connection Center with the goal of decreased secure detention use by 19 day.
 - Youth with delinquent behaviors have a negative impact on the safety and well-being of the community. There are youth who have numerous referrals resulting in overall high recidivism rates due to repeat offenders. In 2019, 25% (14) of the youth had 49% (41) of the total referrals. Through case management and youth center programming, the number of repeat offenses for each youth will be reduced in 2020 to under 40%.
 - Children have better long-term outcomes if they are not placed outside their home. Through thorough safety assessments, immediate safety controls, and early engagement of informal supports, placements will be reduced by 6 fewer placements (25%) compared to 26 foster placements in 2019.

- Community Support Program
 - Reduce Inpatient hospitalizations days by 25%
 - Decrease cost of out of home placements by 10% by exploring more cost-effective options, including the development of new community-based placements.

- Comprehensive Community Services/Coordinated Services Teams
 - By the end of 2020, the CCS/CST Team will identify three areas of improvement regarding collaboration and communication with community partners through meeting with at least one contracted/community agency per calendar month in effort to solicit feedback.
 - The CCS/CST Team will improve our children's system of care as evidenced by 100% of team members incorporating at least one new skill from each training presentation into their practice by the end of 2020.
 - The Coordinating Committee will improve upon one area of need with regard to children/families through coordinating a training on trauma and youth substance use as evidenced by survey results indicating 75% of participants learned at least one new aspect of children's mental health.
 - By the end of 2020, the CCS Team will demonstrate program effectiveness as evidenced by a 10% reduction in legal referrals for CCS/CST consumers to the Youth Justice Division as compared to 2019.
 - The CCS Team will increase consumer satisfaction as evidenced by a 20% increase on the 2020 ROSI Adult Satisfaction Survey Item "my family gets the education or supports they need to be helpful to me" from 2019 (50%) to 2020 (70%).

- Economic Support
 - ES unit will have several documents available in Spanish version
 - ES team will have worked with local daycare providers and community partners to identify and secure added financial resources for daycare startup & expansion
 - WHEAP program staff will present WHEAP program benefit information to DHHS and community to increase community awareness.

2019 ANNUAL REPORT

DOOR COUNTY HIGHWAY AND AIRPORT DEPARTMENT

HIGHWAY OPERATIONS

A. 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.

B. 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.

C/D. Program Summary and Goals/Objectives Achieved in 2019

1. Hot Mix Asphalt and Seal Coating Operations

- Produced 63,574 tons of bituminous hot mix for paving projects on county, state and local roads.
- Performed resurfacing on 20.05 miles of County Trunk Highways
- Performed resurfacing on 11.59 miles of Local roadways
- Performed chip sealing on 19.2 miles of roads.

2. Mining and Crushing Operations

- Produced or acquired 142,132 tons of aggregates at the Plum Bottom, Ward and Johnson Mines.

3. Fuel Handling

- Procured and disbursed 242,830 gallons of diesel fuel at an average cost \$2.56/gallon. The usage of diesel was 14,840 gallons more than in 2018 with a lower cost of \$0.31 per gallon.
- Procured and disbursed 147,299 gallons of gasoline at an average cost of \$2.26/gallon. The usage of gasoline was 3,712 gallons more than in 2018 with a lower cost of \$0.12/gallon.

4. Construction and Maintenance

- 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.

6. Safety and Training

- Conducted 2 department wide safety training days. One for Winter Snow and Ice Control and one for Federal Mine Safety and Health Administration guidelines.
- Sent 14 personnel to additional safety, operations and equipment training.

7. Snow and Ice Control

- During the 2018/2019-winter season approximately 3,955 tons of salt was applied to State Roads and 5,515 tons was applied to County and Town roads.
- Snow and Ice control charges for 2019 on County Highways totaled \$615,399 Town/Village Roadways totaled \$665,657 and State Highways totaled \$475,376.

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 535tons 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.

9. State Bridge Operations

- Contracted with the WisDOT for bridge tending and routine maintenance for total charges of \$476,393.
- The Maple/Oregon Bridge was opened 1490 times for 425 commercial and 1553 pleasure vessels.
- The Michigan was opened 3044 times for 1253 commercial and 5254 pleasure vessels.
- The Bayview Bridge was opened 589 times for 183 commercial and 472 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 Forestville and Nasewaupsee received aid in the program with the Department performing all of the construction work.

G. Other Accomplishments:

Coordinated and provided oversight on the CTH reconditioning project. The CTH A recondition 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 2019:**Cherryland Airport Budget**

Approved 2019 Budget	\$543,140.00	Actual 2019 Budget	\$573,049.51
2019 Levy Appropriation	\$194,589.00	2018 Levy Appropriation	\$255,033.00
2019 Budgeted Revenue	\$348,551.00	2019 Actual Revenue	\$51,401.23
		2018 Actual Revenue	\$45,189.84

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:
 John Kolodziej, Highway Commissioner
 Keith R Kasbohm, Airport Manager

**2019 ANNUAL REPORT
DOOR COUNTY
HUMAN RESOURCES DEPARTMENT**

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

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 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, interview, and recommend hires. Work with Civil Service Commission to create eligibility lists for Sheriff's Department to ensure filling future openings.

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. 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, and vision 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 through conflicts.

GOALS/OBJECTIVES ACHIEVED IN 2019

- ✓ 2019 continued the transition for the County of Door employees, adjusting to the changes brought about over the past couple of years with the creation of a new compensation structure and evaluation process in 2017.
- ✓ In 2019 HR maintained the compensation structure; including updates of job descriptions and job analysis.
- ✓ Restructured the compensation structures for both represented units to reflect negotiated agreement.
- ✓ Training for all department heads, supervisors and employee's with Dayforce (Payroll/HR software).
- ✓ Assist with restructuring of specific departments to ensure a smooth transition and understanding of positions roles.
- ✓ On site visits by Health Care Benefit vendors to help employees better understand their health plan.

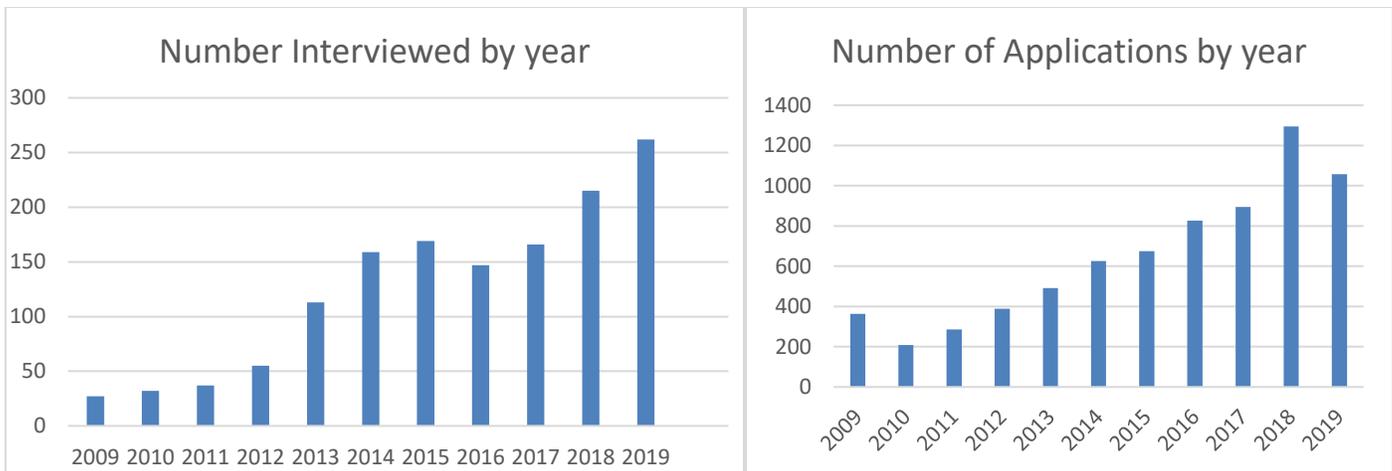
Benefits:

It has been twelve years since Auxiant has become the third-party administrator. The County has requested Account Manager, Stephanie Steger, and Health Payment Systems, Pam Malone to be on site on a quarterly basis to assist County employees with claims administration. 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 for orientations.

Recruitment and Selection:

	<u>2018</u>	<u>2019</u>
Full and Part-time Regular Positions Recruited: FT and PT (not included are LTE/seasonal hires)	86	97
Applications Received:	1294	1058
Persons Interviewed:	215	262
Number of Applicants Tested:	97	120
Number of hires:	102	111
Sheriff's Dept.: Internal Postings -	7	11



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.

KNOWLEDGE SHARING 2019:

Over the course of 2019, there were a number of training sessions held with employee's to better inform them of our current software programs, Neogov and Dayforce. The Human Resources Department continues to sponsor wellness through providing chair massages and supporting the newly adopted 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 2019 Budget	\$348,010	Actual 2019 Budget	\$338,542
2019 Levy appropriation	\$346,010	2018 Levy appropriation	\$341,489
2019 budgeted revenue	\$2,000	2019 Actual Revenue	\$211
		2018 Actual Revenue	\$ - 0 -

Due to the historically low unemployment rate in the State, and the lack of qualified candidates to fill the positions, has placed a significant challenge on HR. We have noticed a decrease in applications, especially for degreed positions, a shift in what employee's are looking for in the workforce today and most of all, the desire to stay in one position for a significant amount of time. What was deemed important 20 years ago, is not what is driving the workforce today. This has had an impact organizational wide, leaving positions vacant for longer than desired periods of time, additional work for other staff and in some cases, work not getting done. The organization as a whole and department by department need to take a long hard look at how we do business and how we can do things differently, our future success depends on this. With employment laws forcing changes to the workplace, and restraints on budgets, these issues/concerns will continue to have an impact on not only Human Resources, but County government as a whole, including available funding of wages and benefit dollars, resulting in ongoing challenges to find and retain qualified workers.

Other trends we are experiencing that have a significant impact on our department are the number of candidates that are declining offers, the number of no shows that have been invited to interviews, those that are withdrawing after they apply because they have already gotten offered another position and then, those we have made offers to and do not accept the position. We are also experiencing an increase of those that want to negotiate wages and benefits, specifically time off.

2020 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.
- Maintain the County of Door as 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 2019 and outlines the goals for 2020. 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.

2019 Annual Report Door County Land Use Services Department

A. Mission Statement

The Door County 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 2019 were:

Mariah K. Goode	Department Director
John Teichtler	Sanitarian
Chris Olson	Assistant Sanitarian
Richard D. Brauer	Zoning Administrator
Jeffrey Kussow	Zoning Administrator
Susan Vanden Langenberg	Zoning Administrator
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 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 2019

The only goal listed in the 2018 annual report for the department for 2019 was to “make the transition to the software which will replace the AS400 permit/application tracking system as seamless as possible.” Work on this matter is still on-going; the shift from the existing system to the chosen vendor’s system has not yet occurred.

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

	Expenditures	Revenues	Levy appropriation
2019 Adopted	\$ 1,362,340	\$ 401,736	\$ 766,168
2019 Amended	\$ 1,386,424		
2019 Actual	\$ 1,288,437	\$ 487,843	
2018 Adopted	\$ 1,410,768	\$ 422,353	\$ 783,435
2018 Amended	\$ 1,416,506		
2018 Actual	\$ 1,191,090	\$ 381,713	

In 2019, \$107,016 was received in support of LIO programs. The LIO funds are a combination of state grant dollars and returns to the county by the state from county real estate transfer tax collections.

G. Other Accomplishments

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 in an on-going basis to address issues arising due to external forces.

As in 2018, numerous department staff members spent a significant amount of time in 2019 exploring and ultimately selecting software to replace the county's AS400 system, as well as working with the vendor to ensure the end product would meet county needs.

Planning staff in 2019 spent a significant amount of time on housing-related issues, including: ensuring completion of a county-wide study with the consultant conducting the study, organizing one invitation-only symposium and four community meetings, launching a website regarding housing resources and programs, and working to re-establish a county-wide nonprofit housing trust.

H. Issues, Concerns, and Restraints

Due to the high water levels of Lake Michigan the past two years, more and more staff time is being taken up with flooding-related matters. Lake levels are projected to be even higher in 2020.

As noted in the reports the past few years, merging program and personnel responsibilities has been determined to be a multi-year process.

State-level legislative changes continue to leave staff scrambling to keep up with understanding and administering changing requirements and making appropriate ordinance and program changes to reflect those new mandates.

State levy limit impositions are a long-range concern in terms of how the county's (and therefore the department's) budget overall will be affected.

I. Goals and Objectives for 2020

Our primary "out of the ordinary" goals for 2020 are 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).

MKG
03/05/2020

2019 ANNUAL REPORT

DOOR COUNTY LIBRARY DEPARTMENT

A. 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.

B. Summary of Responsibilities:

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

C. Program Summary:

1. Door County Reads 2019 was a county-wide reading event where everyone is encouraged to read the same 2 books, get together and talk about it, and attend programs based on the books. 23 programs were held throughout the county with 836 attendees.
2. Summer Library Program: A Universe of Stories was the 2019 theme and all ages, residents and visitors alike, participated by reading books, keeping track through games and lists, and participated in programming based on the theme. 238 events took place with 6,385 participants.
3. Year-round Programming: A total of 775 library programs took place in 2019 with attendees totaling 15,698.

D. Goals / Objectives Achieved in 2019:

1. Mission, Vision and Values rewrite completed.
2. Expanded our reach via Social Media and Outreach around the County.
3. Administration of Door County Archives and Historical Museum approved by the Library Board.
4. New public computer management system implemented through OWLs.
5. Programming/Statistics/Accounting spreadsheet implemented at all Branches.

E. Knowledge Sharing 2019:

1. Library Visits = 301,060
2. Circulation = 305,330
3. Public Computer Use = 32,674

4. Hoopla Downloads 12/mo = 9,653
5. Electronic Materials = 54,743 uses
6. Website Visits = 279,062
7. Public Wireless Internet = 68,599

F. Department Budget Status

Approved 2019 Budget	\$ 1,642,035	Actual 2019 Budget	\$ 1,638,019
2019 Levy appropriation	\$ 1,525,421	2018 Levy appropriation	\$ 1,522,287
2019 budgeted revenue	\$ 116,614	2019 Actual Revenue	\$ 122,556
		2018 Actual Revenue	\$ 122,503

Grants received for 2019:

1. Nicolet Federated Library System = \$10,399
2. Friends of the Door County Libraries = \$24,353
3. Door County Library Foundation = \$22,130

G. Other Accomplishments:

The Door County Library received an oral history kit grant from the Nicolet Federated Library System and Wisconsin Library Services (WiLS). We also participated in the WiLS Ideas to Action grant to learn how to handle digital preservation.

H. Issues, concerns and Restraints:

2019 was a year of transition. All Door County libraries changed to MyPC, a new public computer management software package offered through the OWLs consortia. In addition, a new Integrated Library System was discussed that would have combined the OWLs consortia and the Winnefox Library System. This merger failed, and OWLs will implement its own new ILS later in 2020. Finally, two long-time key staff retired in 2019.

I. Goals and Objectives for 2020:

1. Expand programming with countywide initiatives, TEDx collaboration with experts, oral history kits, scan days and Library of Things.
2. Complete the transition of the Archives as a part of the Door County Library, put archive related programming into place, create and implement policies and procedures, and hire archive/museum manager.
3. Complete the transition of the administration of the Door County Historical Museum by the Door County Library Director.

2019 ANNUAL REPORT

DOOR COUNTY HISTORICAL MUSEUM

A. **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.

B. 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

C. N/A

D. Goals/Objectives Achieved in 2019

- Completed the restructuring of the Museum/Archives by partnering with the Door County Library. The Library will assume responsibility for the Archives (to be relocated in the “Fourth Avenue Cultural Center”/former Younkers Home Store) and will oversee the operations of the Museum
- Documented the collection of historical artifacts by accessioning the items donated in 2019 and continuing to add past undigitized donations to the PastPerfect program
- Continued updating the wildlife information cards for the “Seasons of Life” display
- Created new exhibits and added to existing exhibits
 - WWII exhibit featuring Ruth and Leonard Potier, including a reception for Ruth, her family and the public
 - “Packer Golden Girls” exhibit featuring Mary Jane (Van Duyse) Sorgel, including participation by Mary Jane and her “girls.” This was covered by Channel 26.
 - Added a number of the items donated in 2019 to enhance existing exhibits. The remaining items were put into basement storage areas.
 - Assistant Curator, Bill Rice, assisted Darrel Cardy with the “Cardy Site” kiosk on the west side, replacing faded information and adding a copy of the Paleo-Indian painting that Mike Orthober created for our exhibit in 2018.
- Offered programs to the public at the Museum
 - Fire truck/Fire history, presented by David Siegl
 - Mike Orthober, who was inducted into the “Taxidermy Hall of Fame” this year, added 3 birds to our “Seasons of Life” diorama. Each was created on site in a single day, while visitors learned about taxidermy and the wildlife of Door County
 - Hosted Santa during Sturgeon Bay Visitor Center’s “Holiday by the Bay” where he enjoyed our beautiful renovated historic sleigh which was donated this year. This popular event gives many local families exposure to our Museum. The Christmas carolers were a nice addition.

E. Knowledge Sharing

- In addition to the information presented in our exhibits and programs (D-above), the following groups toured our Museum (mostly bus groups)
 - Ten Road Scholar groups (senior citizens from all over the country) toured the Museum following a presentation on the creation of the diorama by Mike Orthober
 - Other senior groups: Kenosha Seniors, Door County ADRC, Parkside (Kenosha)
 - Schools using our “Treasure Hunt:” St. Peter’s, Gibraltar, St. John Bosco
 - Other schools: Southern Door Special Needs, Fox Valley Lutheran (kids visiting from Germany)
 - Other youth groups: Boys & Girls Club, YMCA, Paragon (Special Needs) Green Bay
 - Also: Hallmark Place, Jacksonport Women, 21st Century Learning Center
- Assistant Curator Nyla Small presented a program on the “Viking Grill” to the “Liberty Grove Historical Society”
- Hosted a meeting of the “Heritage Alliance of Door County”
- Assistant Curator Nyla Small posted photos and information on our exhibits & programs on Facebook. Assistant Curator Bill Rice sent press releases regarding museum events. The museum’s county website and local Visitors’ Bureaus also had information in their publications.
- Curator Maggie Weir spoke about the Museum on WDOR’s Talk Show with Eddie Allen as part of Door County Government’s Scheduled Days
- Provided information, research, photos, etc. to historical groups and individuals by mail, e-mail and in person

F. Department Budget Status (Ginny needs to check these figures with finance)

Approved 2019 Budget	\$100,189	Actual 2019 Budget	\$46,184
2019 Levy appropriation	\$100,189	2018 Levy appropriation	\$98,989
2018 budgeted revenue	00	2019 Actual Revenue	\$107,237*
		2018 Actual Revenue	\$15,020*

* The Door County Historical Museum received \$14,570.26 in the donation box from museum visitors in 2019; we received \$14,043.64 in such donations in 2018.

G. Other Accomplishments

- Laddie Chapman videotaped the Museum and its collection for insurance purposes
- Over the winter of 2018-2019, a dedicated group (Sally Treichel, Mary Gilbert, Heidi Hodges, Kristin Peil) worked on sorting the huge collection of photos & materials donated to us by the Door County Advocate. An ongoing project.....

- Clio project: Assistant Curator Nyla Small is gathering/organizing information on the history of the older buildings on 3rd Ave (formerly Cedar St) with the help of volunteer Mark Polczynski who will help put it on the Clio historical tour website.

H. N/A

I. Goals & Objectives for 2020

- Continue to restructure & refine the partnership with the Door County Library
- Encourage donations of Door County related items
- Improve on the goals and objectives we achieved in the past
- Continue to inspire comments like those below:
 - “Perfectly maintained and extremely interesting” Illinois
 - “Fantastic coverage of people in the past. Loved it!” Oxford, England
 - “I wish I had more time” Alaska
 - “Exhibits are WORLD class - everything is so well done” Minnesota
 - “Amazing exhibits!” Singapore
 - “Thank you! Great history and staff was amazing” Wisconsin
 - “Love coming back every year for part of our family vacation” Madison, WI
 - “Amazing display of taxidermy and great walk back in history” Washington
 - “One of our favorite places! Always” Vancouver, Canada
 - “Lovely and wide-ranging collection” Tennessee
 - “Excellent! Best local museum I have ever seen” California
 - “Astounding amount of information” Colorado
 - “Fascinating! Got a sense of how tough life used to be” England
 - “What a treat! We loved your exhibits” South Carolina
 - “Brilliant!” Spain
 - “A lovely little gem. So glad we stopped in” New York
 - “*****” Maryland
 - “A lot in a small area” Iowa



County of Door Register of Deeds

CAREY PETERSILKA

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STURGEON BAY, WI 54235
TELEPHONE (920)746-2270
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2019 Annual Report

I am pleased to present you with the 2019 Register of Deeds Annual Report.

2019 proved to be a busy year for the Register of Deeds office. The office recorded just over 8700 documents, and deposited over \$1.4 million dollars. Of these records, 40% of documents recorded were electronically recorded, which is a 9% increase from 2018.

With the installation of our new software in 2017, it has made our goal of back indexing as many documents possible that much more important. Additional records indexed brings such value to the public. Which also provides a higher revenue for the County. These records help with property searches, mortgages and loans. This also assists real estate firms, banks and attorneys. 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 22% over budget.

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 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

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.

“Few Things Must Last as Long as County Records”

2019 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 (2,666 served in 2019)
- Provide walk-in customer service at Jail Office lobby (1,827 served in 2019).
- 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 (15,948 in 2019)
- Courtroom Security
- Justice Center Security
- Monitor Video Security Systems
- Prisoner Transports (195 transports in 2019)
- 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:

- D.A.R.E. – Drug Abuse Resistance Education Program to prevent drug abuse in children and youth.
- 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
- 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 8th 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. Two new deputies added to the team in 2019.
- Door County Sheriff's Reserve Unit provided security at numerous parades, festivals and school events.
- 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

D. Goals / Objectives Achieved in 2019:

Patrol Division:

- Continue to train the Technical Accident Unit add two new members
- Finished update to policy manual (Lexipol)
- The Marine Patrol Unit issued: (4) Citations and (13) Written Warnings.
- The Snowmobile Patrol issued: (7) Citations and (7) 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 250, Deer 349, Personal Injury 95, and Fatalities 5.
- Total number of Traffic Warnings issued 3,131; Vehicle Defects 224; Citations 1,494, OWI 90.
- Total number of incidents responded to: 8,097
- Continued collaborative training with Sturgeon Bay Police Department, Gibraltar PD, Washington Island PD, Wisconsin State Patrol and DNR
- Maintained the Active Shooter Hostile Event committee to work in partnership with EMS and Fire Departments
- Worked with County EMS and Fire and SPFD to train command and control of active threat incidents (continued in 2019 and completed).
- Conducted 16 hours of in house training for all members of patrol division.
- All squads are now equipped with Mobil-Audio-Video

- Completed updates on squad computers
- GPS tracking in each squad that interfaces with TRACS 10
- K9 statistics for 2019:
 - 2 search warrants
 - 5 presentations
 - 10 deployments for suicidal/lost or missing persons
 - 54 deployments drug related searches to include vehicles, schools, jail and consent searches in private residences

Jail Division:

- New Jail Administrator February 2019
- Added Cellcast Technology to each housing unit, which allows electronic communications with inmates.
- Upgraded intercom technology throughout the jail.
- Started Fastcase for inmate’s online law library needs
- Implemented Blue Room Technology
- Reviewed and Updated Inmate Handbook

Investigative Division:

- School Resource Officers added to three county public schools.
- 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 88 drug cases including controlled buys and other related cases.
- Staff YMCA health fairs to collect medication and quarterly staff the Senior Center to collect medication.

E. Knowledge Sharing 2019

- Electronic release of incidents on a daily basis to local media.
- Elder Abuse Identification Theft presentations at local CBRF’s and YMCA’s.
- 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
- Host annual Leadership of Door County Program by providing information on local government and the legal system to participants.

F. Department Budget Status

Budgeted 2019 Expenses	\$7,891,501	Actual 2019 Expenses	\$7,699,968
Budgeted Revenue	\$1,078,555	Actual Revenue	\$ 948,169
2019 Levy Appropriation	\$6,812,946	Actual Levy Appropriation	\$ 6,751,799

Grants received for 2019: 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, Wal-Mart Grant for SRO Startup, Raibrook Grant for SRO Startup, Crime Prevention Fund for SRO Startup, Crime Prevention Fund for K9

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
- Creation and Implementation of School Resource Officer Unit for Gibraltar, Sevastopol and Southern Door Schools.
- Creation of Officer Wellness Committee
- Door County Pathways and Door County Bridgeways Programs

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 2020:

Department Wide:

- Operational Study of Department
- Peer Support Group
- Officer Wellness Program
- C.A.R.T. – Child Abduction Response Team

Jail Division:

- Signed 2-year contract with Wellpath to include two hours of Tele-Psychiatrist per month.
- Signed 2-year contract with Summit Food Service.
- 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.
- Implementing gender related shift scheduling/bidding.
- Continue to work towards PREA compliance.
- Review Inmate Handbook
- Review Inmate Programming
- Review and Update Policy/Procedure
- CTO Manual going electronic implementing IronDOR
 - Work toward implementing Records Management Plan to include digital transformation.

Patrol Division:

- Conduct 16 hours of in-house training for all members of the patrol division.
- Continue to update and train the Technical Accident Unit.
- FTO Manual going electronic implementing IronDOR
- Send additional first line supervisors to Leadership in Police Organizations
- High visibility for the Marine Patrol and Snowmobile Patrol
- Maintaining the Community Police Patrol concept
- Continue the use of Mobile-Audio-Video in marked patrol units (MAV in all patrol units in 2018).
- 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
- Send eight more Deputies to CIT Training as training becomes available

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.
- Continue to provide community presentations about internet safety and ICAC
- Check the addresses of local registered sex offenders
- Continue to work on Drug Enforcement with the Door / Kewaunee 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.

2019 ANNUAL REPORT**DOOR COUNTY SOIL & WATER CONSERVATION DEPARTMENT****A. 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.

B. 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.

C. 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.

D. Goals / Objectives Achieved in 2019:

- Secured new grants to provide cost share to install agricultural best management practices and expand invasive species program efforts.
- Developed a “9 Element Watershed Plan” for the Upper Ahnapee Watershed (approved by EPA and WDNR on 2/27/2020)
- Collaborated with Public Health and University of Wisconsin-Oshkosh to initiate a county-wide groundwater quality study and 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:

2019 Accomplishments	
66	Compliance notifications under Chapter 23, Door County Code
3	Animal waste permits issued
57	Operation and maintenance inspections of installed agricultural practices
11	New agricultural practices installed (such as feed storage runoff control, manure storage, grassed waterway, well abandonment)
18	New acres of riparian buffers
95 %	Cropland acres under nutrient management plans
32	Audits of cropland fields during manure spreading
112	Miles stream corridor surveyed for priority invasive species
25	Miles of road right-of-ways surveyed for priority invasive species
140	Acres of priority invasive species controlled
50	Nonmetallic mine inspections under Chapter 36, Door County Code
24	Technical reviews for land disturbance permits
6	Streams in Kayes-Larson Watershed monitored monthly for water quality
150	Private wells sampled for bacteria and nitrate
14	Enrollments in the wildlife damage abatement program
49	Deer donated
11	Inspections for the farmland preservation program
25	Certificates of compliance issued for the farmland preservation program

E. Knowledge Sharing 2019:

- 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.
- Hosted Nutrient Management Farmer Education class to help 23 operators write their own plans covering almost 5,000 cropland acres.
- Participated with Door/Kewaunee Demonstration Farms in soil health field day and meeting with agricultural producers to prepare for challenging fall conditions.
- Outreach and education to the public about invasive species included: 248 hours of Clean Boats Clean Waters at priority boat launches, 9 educational presentations/training sessions, 4 booths at events, 131 one-on-one contacts and 364 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.

F. Department Budget Status

Approved 2019 Budget	\$1,277,110.00	Actual 2019 Budget	\$811,854.92
2019 Budgeted Revenue	\$822,790.00	Actual 2019 Revenue	\$378,905.91
2018 Levy Appropriation	\$454,172.00	2019 Levy Appropriation	\$454,320.00
2018 Actual Levy Appropriation	\$411,445.46	2019 Actual Levy Appropriation	\$432,949.01

Grants Used in 2019:

DNR Aquatic Invasive Species Grant Education	\$23,352.75
DNR Aquatic Invasive Species Grant Control	\$9,462.71
DNR PEDIP Invasive Species	\$1,795.68
DATCP Soil & Water Resource Management Grant	\$141,636.00
DATCP Land & Water Resource Management Grant	\$75,904.12
DNR Wildlife Damage Claims Program	\$19,158.68
WI Coastal Management (Invasive Species)	\$12,470.00
US Forest Service (Invasive Species)	\$11,376.68
NFWF SOGL (Invasive Species)	\$867.13
NFWF Phosphorus Reduction	\$40,133.35

Revenue from Self-funding Accounts:

Tech Support Cost-Share	\$8,012.29
Shoreland Zoning	\$1,250.00
Nonmetallic Mine Program	\$31,338.07

Donations Used in 2019:

Invasive Species Donation	\$1,004.83
Beach Pollution Revenues	\$1,035.54

Other Revenue

Copies & Postage	\$108.08
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G. Other Accomplishments: *If applicable, list other accomplishments in the past year.*

H. Issues, concerns and Restraints:

- Record amounts of precipitation delayed construction of some best management practices planned for 2019 into 2020.
- Two Conservationist positions were vacant for part of 2019. The new hires are actively being trained and advancing their skills.
- 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.

I. Goals and Objectives for 2020:

- Build upon existing natural resource protection programs and identify new revenue sources to support them.
- Complete update, and obtain State and County approval of, the 2021-2030 Door County Land and Water Resource Management Plan.
- Continue groundwater quality study with Public Health and University of Wisconsin-Oshkosh through fall 2020. Identify funding to maintain program in 2021.
- Collaborate with partners to complete dredging project to restore Dunes Lake, a unique and sensitive coastal wetland complex.

2019 ANNUAL REPORT

DOOR COUNTY TECHNOLOGY SERVICES DEPARTMENT

Mission Statement:

The mission of the Technology Services (TS) Department is to develop, oversee, and coordinate all data processing and information management functions for Door County government buildings and agencies. We ensure that adequate services are available to County agencies in order to provide efficient and necessary use of data to render needed services to County staff and taxpayers.

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), physical and virtual servers, end-point devices, phones, courtroom technology, building/department related systems (alarm/security/time clock/fuel/scale/HVAC), audio visual technology, wireless, and telecommunications.

Provision and maintenance of secure, and highly available, 24 x 7 access to information systems and support is handled by the TS Department. We ensure that technology hardware and software continue to meet the needs of the organization. This includes, when necessary, modifying, rewriting, and enhancing or upgrading software/hardware that no longer accomplishes these needs. Our staff continues to supply requesting departments with computerization solutions, and responds to any hardware or software problems that arise.

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 while both tools allow us to manage and respond to any requests, suggestions, or problems that may come up with technology. We handle the addition of new users to County systems. 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.

We communicate and collaborate with all County staff/departments on short and long term technical plans involving the purchase, use, or support of computerized data. This involves thorough investigation of the actual job that needs to be accomplished and analyzing the hardware and/or software required to meet the goals and objectives. 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 policy 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 is fully staffed with a new hire and hierarchal change to better meet County needs. Operational hours 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. Our after-hours help desk rotation continues to run smoothly and with the new hire allowing each technician to only be dedicated to providing this service once every five weeks. 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. Ongoing helpdesk ticket resolution is a never-ending task. We continue to find ways to improve the quality of service we provide while reducing downtime for the end users. We use the metrics established by tickets to improve efficiencies and training to end users.

We uphold a current and reliable infrastructure, which is an ongoing endeavor requiring daily maintenance, routine backups, and log/security monitoring of County systems. Along with doing this, we emphasized this year updating our documentation and procedures for handling various tasks within our department to aid in efficiency, knowledge transfer, and compliance. This included the creation and implementation of several HIPAA policies for the organization continuing from last year, including a social media archiving solution for compliancy. We also focused this year on training and have invested in professional and in-house weekly sessions, where permitted, to bring everyone up to speed on our various systems where expertise is limited to specific staff members or weaknesses as a whole.

The TS staff are responsible for all enterprise systems, endpoint devices, and account creation/setup/auditing. This year we put emphasis on security to counter the increasing threats. This included additional backups with an additional backup server and offsite/off network storage, isolated/repurposed firewalls for the public, the creation of a DMZ beginning the migration of outward facing servers to protect our internal network, new multi-layer antivirus, moving to long term support releases of our Citrix software, NetScaler/Firewall upgrades to prevent external threats, implementation of new Realtime Black Lists/SPAM filtration, securing ports in our conference rooms, removing antiquated tunnel layer security (TLS) 1.0 throughout the organization, enforcing password and individual logon policy, Windows 7 retirement to Windows 10, completing a NCSR cybersecurity survey, and Cisco Umbrella implementation to protect outside communications. We also worked on various physical/building related security items such as the new door control/access system with new schedules, building paging, alarms, and 911 ANI/ALI information audit for our buildings. 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 in regards to this. Our duties also include the bringing of technology to our various buildings and relocation of employees' technology. We handled numerous staff moves throughout the year while keeping their down time to a minimum - many times on their schedule, not ours. These items included a remodel of the government center, creation of new staff with office moves and additions at the Justice Center, JayCee building, Younkers building, finding a technology solution for the SROs for the Sheriff's Department at the county schools, and department mergers. Lastly, we rolled out various pieces of equipment including leased department copiers with contracts

to match, Wyse replacements to improve performance, UPS installation/battery replacement to get on a 5-year rotation plan and better protect our electronics including at our tower facilities.

We continue to work toward increasing other department's training/involvement in their specialized software. Examples include Spillman-Sheriff, CHEMS/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. 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. It also allowed our department to give back some of the administrative functions we had been providing allowing us to serve everyone better. Several new software packages were added this year which involved our team, including RTVison for the highway which required VPN access at their North and South shops, new voting PCs to meet requirements passed down from the state, Ceridian for our time keeping/payroll, NitroPro a reasonable cost alternative to Adobe Pro, Office Status - an in/out board accessible anywhere for the Sheriff's office, Northpointe case management for the Sheriff's office, Spillman Touch to allow the Sheriff's office to have remote access on their cell phones to Spillman, and various human services items such as a test environment for their main software TCM and telehealth solutions.

The TS department completed multiple networking and communications related items this year. One was correcting our phone system budget, billings, and service, which included migrating from AT&T's phone service for our main County trunks, to NSight. This had been an ongoing issue since 2014. Moving to NSight provided us with better reliability and cost savings but also met our billing needs. This was a large venture forcing a phone number audit, accounting change, and complete overhaul of how our system handles calling with new technology (SIP) with a lot of moving pieces/planning. Due to the extreme dedication of the team and immense work done on the backend, we were able to implement in a 15-minute window with little fallout. Along with the phone related items we changed out all remaining fringe switches in all of our closets to have 10Gbps uplink improving performance while staying fiscally responsible with used equipment. We increased our throughput between our 2 core datacenters at the Justice Center and Government Center to 120Gbps via 3 links while also improving our redundancy. A new wireless LAN controller was put in place increasing our licensing and with that upgraded wireless systems throughout all county and city buildings for better coverage. We even added wireless connectivity to the fairgrounds. A new wireless upload solution was also implemented for both the Police and Sheriff's office. Our department has been a large part of public safety's FirstNet implementation which is ongoing in 2020 and will improve communications for public safety personnel throughout the county and city. Lastly, we began the new county internet site that will continue into 2020. All of these things help to expand the services we provide while making compliant for future mandates.

We finalized the Sturgeon Bay Fiber Project in collaboration with the City of Sturgeon Bay, School District of Sturgeon Bay, and NWTC, a project that began in 2017. With this project and our tower/public safety fiber project being completed we are able to continue our shared services initiative. We now provide internet access to NWTC, Southern Door, and Sevastopol School districts and have also opened the door to share other things such as phone service and networking resources. We also share resources with other entities which include but are not limited to the State Patrol, Wisconsin Public Service, and the Department of Transportation. Sharing of these resources and services benefits all of us by decreasing costs, gaining valuable real-estate and services, and allowing us to all serve our constituents more effectively.

The department was able to effectively work towards the retirement of various aged systems over the years and this continued in 2019. We were able to completely retire our old storage area network (SAN) system which involved getting all the servers migrated to new storage prior to doing so. We were also able to retire several IBM S and H chassis, and the blade servers they contained, by migrating their workloads to our virtual infrastructure. This continued into other physical servers like Avaya, CyberTech, and EFusion, all replaced with new technology previously. This reduces our power consumption, maintenance costs, and real-estate that they previously occupied. It also signifies our 5 plus year plan initiatives are proceeding as expected. We will continue in 2020 with our iSeries retirement saving us on future expenditures.

Several negotiations were led by Jason Rouer, Director of Technology Services, with AT&T, NSight/Cellcom, Microsoft, Department of Transportation, etc. and with the help of Corporation Counsel led to various contracts/agreements. This enabled the County to reap significant cost savings, enhancing fiscal responsibility, as well as secure ongoing collaboration with regard to our infrastructure and fiber expansion projects.

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 AVArchiver software in correlation with support of their new camera system.

Department Budget Status:

Approved 2019 Budget	\$1,585,109	Actual 2019 Budget	\$1,310,686
2019 Levy Appropriation	\$1,585,109	2018 Levy Appropriation	\$1,365,933
2019 Budgeted Revenue	\$105,868	2019 Actual Revenue	\$91,438
		2018 Actual Revenue	\$89,424

Grants received for 2019: 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.

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 14.75 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.

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 go above and beyond basic tickets. 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. It also prevents 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.

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 take into account the special skillsets needed in the Door County area and ultimately competing with and pulling from the Brown County area which pays more. Also, post ACT10 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.

As a County technology agency, we continue to be vested in our community. However, with limited staffing resources, providing services to entities beyond our own agencies is a complex set of tasks that will be best managed by appropriate public resources, and not made the responsibility of the County of Door Technology Services Department.

2020 Goals and Objectives:

We will use 2020 to regroup and focus on catching up on items we did not complete in 2019 including dual factor authentication, a few remaining Windows 7/2008 R2 servers to newer operating systems, policy, Exchange 2019, cleanup initiatives, door control system (FOB system), Office 365 implementation, and also items in which we have not been keeping up on our routine including yearly audits/tasking.

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 to share resources and reduce costs by working with other entities to utilize our new networks.

Continue working toward our end of life plan/retirement of our AS400 system, which includes a software upgrade for the Land Records Department. The software choice was made in 2018 and we will continue the implementation process through 2020.

Complete large capital outlay items like the County Website/Intranet revamp, interactive kiosks for visitors as they enter our locations, alternative wireless controller solution, print management solution, and Papercut rollout.

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.

Continue enhancements of the back-end server infrastructure, network, SAN, and related technology systems that support the enterprise. This will include an Exchange Server upgrade and rollout/assessment of our Spectrum Protect backup solution, and implementing the latest Windows 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 2020 parameters placed upon us by Door County, the Federal Government, or the State of Wisconsin.

Continue PC-based and server virtualization using the Citrix XenApp, XenServer and XenDesktop environments in an effort to more efficiently use county resources and space. Various upgrades to these core systems will take place in 2020.

Respectfully Submitted by:

Jason Rouer
Door County Technology Services Director

2019 Annual Report Door County Treasurer's Office

Mission Statement

The Door County Treasurer's Office strives to provide efficient and accurate accounting of county funds and excellent service to the taxpayers of Door County.

Summary of Responsibilities

- ❖ Collection, deposit & distribution of all county funds
- ❖ Collection of current and delinquent property taxes
- ❖ Storage of tax records
- ❖ Foreclosure and sale of tax delinquent property
- ❖ Distribution of all accounts payable checks
- ❖ Administrator of the Lottery Tax Credit

Program Summary

- ❖ Summary of Money Received January 1st to December 31st, 2019

Tax Settlement	\$18,711,459.70
State Credit on Real Estate & Personal Property	\$7,237,535.32
Sales Tax Credit	\$4,282,866.00
County Tax Collections	\$17,961,688.78
Redemption Tax Collections	\$1,381,620.46
Special Assessments	\$1,621.38
Gain on Tax Deed Sales	\$125,624.73
Interest on Taxes	\$277,981.88
Interest on Special Assessments	\$311.57
Penalty Charges	\$139,251.89

- ❖ Delinquent Totals December 31, 2019

Delinquent Tax Sale Certificates	\$920,619.61
Delinquent Special Assessments	\$313,543.02

- ❖ Door County Sales Tax Summary

Total Sales Tax Collections for 2018	\$4,115,299.60
Total Sales Tax Collections for 2019	\$4,282,866.00

Goals & Objectives Achieved in 2019

- ❖ All property taxes collected for 15 of 19 municipalities
- ❖ Property tax collection at three locations of Associated Bank
- ❖ Credit card, debit card, and e-check payments available at counter or over the internet

Knowledge Sharing 2019

- ❖ Annual Municipal Clerk-Treasurer's Meeting - October 29, 2019

Department Budget Status:

Approved 2019 Budget	\$188,323.00	Actual 2019 Budget	\$204,313.09
2019 Levy Appropriation	(\$314,886.91)	2019 Levy Appropriation	(\$449,962.45)
2019 Budgeted Revenue	\$519,200.00	2019 Actual Revenue	\$649,682.01
		2018 Actual Revenue	\$635,028.27

Goals for 2020

- ❖ Strive for an environment of excellent customer service.
- ❖ Continuing to find ways to make office more efficient at the tasks at hand.
- ❖ Keeping up-to-date on the latest technology with the implementation of the new Tax Collection system.

2019 Treasurer's Report

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

- Door County continues the implementation of the new tax collection program. It was set to begin in September but was delayed to early in 2020, to make sure that the system was configured correctly to accept all of our data accurately.
- Our office was once again responsible for the collection of taxes for 15 of the counties 19 municipalities. During this period of time more than 66 million dollars ran through our office.
- Business continues to be good in Door County, once again the ½ percent sales tax set a record with almost 4.3 million dollars in collections.
- Delinquent taxes at the end of 2019 were once again under a million dollars at 920 thousand. In 2012 delinquent taxes were at 2.1 million dollars.

As I approach 30 years as the County Treasurer, it continues to be a pleasure to serve the taxpayers of Door County!

Jay Zahn
Door County Treasurer



Extension – Door County 2019 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 2019 Extension educational programs are being offered in three broad areas: 1) Human Development and Relationships; 2) 4-H Youth Development; and 3) Agricultural – Crops and Soils. 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 Randy Halstead-Chair, Nancy Robillard-Vice Chair, Linda Wait, Bob Bultman and Vinni Chomeau.

OBJECTIVES AND OUTCOMES ACHIEVED IN 2019

Department Head / Area 12 Extension Director – Door/Kewaunee/Manitowoc - Rob Burke

Objective: In collaboration with the county, develop a 2020 budget and execute a contract for co-funded educator positions.

Outcome: The objective was achieved and completed in December 2019.

Human Development and Relationships – Tenley Koehler (January-September 2019)

Objectives

- Continue to work to bring community awareness of the social barriers to better health and successful relationships for families.
- Continue programming that supports healthy development across the lifespan.
- Work to strengthen parent/child relationships, enhance social connections, and promote protective factors for families.

Outcomes

Human Development and Relationships Programs

- Distributed 1,329 *Parenting the First and Second Year newsletters* to families throughout Door County.
- Nine families completed the *Raising a Thinking Child (RTC)* Program in March. I worked with the Partnership for Children and Families to provide parents the program workbook, breakfast and childcare at no cost. A RTC Reunion Party for Parents was held on August 22nd. Parent shared that they were so grateful for the review session and shared how the program continues to positively impact their families even years later!
- Two *Parent Cafés* were held, in cooperation with the Partnership for Children and Families, in February (23 participants) and March (20 participants).
- Held 2 *Block Parties*; one on March 28 - an Intergenerational Party where over 40 adults and children participated. Older adults, who volunteered to serve as “play assistants” (median age 72 years old), reported they were able to enhance generativity, legacy building and lifelong learning. The second was held on June 15th at Sunset Park for the city’s Kick-Off to Summer.

Healthy Living Programs

- In 2019, a new trainer became certified and two 8-week sessions were held – one in July (21 participants) and one in October (26 participants).

ACES AND Trauma

- Presented to the Emergency Food and Shelter Group (13 people) and Door County Medical Center Dental Clinic (7 people) on July 18. Collaborated to host Hope Beyond the Hurt, A Trauma Informed Care Conference for over 155 participants on August 14th. Led a session on Provider Self-Care for about 25 participants.

Grants Received

- Sturgeon Bay Kiwanis - Donation-Parenting Newsletters - \$200
- Northern Door Kiwanis - Donation-Parenting Newsletters - \$200
- Ministry Door County Medical Center - Donation-Parenting - \$600

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, active participation in coalitions and developing new partnerships.

Outcomes

Supporting the 4-H Youth Development Program:

- The Door County 4-H Community Club program remains a strong organization in the community. In 2019, there were 166 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 (Summer Camp, Library Programs, SD Afterschool, Family Services Cooking Club, Boys & Girls Club programs); in 2019 that meant an additional 250 youth contacts.

Expanding Access to New Audiences:

- A key component to expanding access is through partnerships. This was the 9th year for the Summer Science Club, taught by 4-H Youth Development Agent, Dawn VandeVoort. Youth developed life skills through exploring various STEM topics. The youth conducted science experiments and learned problem solving, critical thinking and teamwork skills. A total of 30 youth participated in the Summer Science Club.
- Summer Cooking Club with Family Services: A new partnership in 2019, this was a great way to build life skills with a group of high-school aged youth and help them build confidence and self-reliance. Over a six-week period, I met with the youth and we learned safe kitchen techniques along with baking something each week. Their baked goods were also entered at the Door County Fair, where they earned blue ribbons for their work. It was a successful and a fun way to build life skills!
- Gibraltar Science Fair: I was able to bring UW-Madison Biotechnology Outreach Specialist Tom Zinnen to Door County in February to work with Gibraltar Schools and their School Science Fair. I worked with Lorraine Kroll and Tom Zinnen on hands-on classroom activities on February 28th, which allowed us to teach 150 youth to be “scien-tests” and test their thoughts on science. Students during the classroom time explored milk bubbles and tested which type of milk creates the “best” bubbles. They also created their own syringes from a straw and cotton swab and eyedroppers from a plastic straw. During the evening of February 28th, Dr. Zinnen shared various exploration stations for families who were attending the School Science Fair. Families were able to learn about micropipettes, hand washing best practices, extracting wheat germ DNA, creating a DNA bracelet and the science of color-change pencils.

Supporting Volunteers & Volunteer Development:

- I serve on the Positive Youth Development’s Volunteer Development Team, which allows me an opportunity to work with colleagues across the state on issues and projects related to training and supporting volunteers. This statewide work then is brought back to our county for use locally.
- 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. To date, seven zoom-based VIP trainings have been conducted. We will be reporting back to the Extension Volunteer Management Systems Specialist Kim Nawyn after the trainings are complete to share our results and input for developing this concept further.

Awards

- Wisconsin Association of Extension 4-H Youth Development Professionals – Distinguished Service Award recipient
- National Association of Extension 4-H Agents – Distinguished Service Award recipient

Grants Received

- WAE4-HYDP Professional Development Grant - \$600 to attend the UW-Madison Distance Teaching and Learning Conference
- WAE4-HYDP National Conference Financial Support - \$556.25

Agriculture – Crops and Soils - Annie Deutsch**Objectives**

- Educate farmers and Door County community members about emerging insect, weed, and disease pests.
- Provide horticulture and agronomic crop producers’ research-based information and consultation to help them maintain economic stability. This includes providing educational programs and performing demonstration research trials that provide local data regarding different agricultural practices.
- Collaborate with UW College of Agriculture and Life Sciences State Specialists and other Extension county educators to bring their expertise and research to programs offered in Door County.

Outcomes

Insect Scouting

- Trapping for insects is a critical aspect of integrated pest management because it allows growers to know when a particular pest is active and gives an estimate about the size of the population. In 2019, I set traps for black cutworm in the spring and western bean cutworm in the summer to inform local farmers when these moths are active.
- For the second year, I have received a grant for a DATCP's Pathways Survey for Exotic Pests, looking for new invasive species. Due to the number of cherry orchards in Door County, I was the sole person in charge of trapping for a new invasive species, the European Cherry Fruit Fly (ECFF) and brown marmorated stink bug (BMSB). I did not trap any of these insects in 2019.
- All the insect trapping I did provides counts that are valuable for farmers and it also give me a unique opportunity to interact with some farmers who I may not otherwise work with.

Cover Crop Research Trial

- In the fall of 2018, Jamie Patton and I established a set of cover crop plantings, which repeated this fall. Due to problems with nutrient leaching and erosion, cover crops are an increasingly important way to protect the soil during times that harvested crops are not being grown. There are many cover crop research studies taking place around the country, but because each area is so unique, it is important to perform local studies so we know how different plant species grow in our soils in our climate. For this research trial, we looked at 5 different grass species (spring barley, oats, rye, triticale, and spring wheat) to determine how late each species can be planted, how much does each species grow in the fall, what is the potential forage quality, and how much ground cover does each species provide. We gathered samples in the fall and spring and planted this year's first set of replicates on August 14. In addition to these plots, we also planted winter lentils/rye forage mixes, a rye seeding rate demonstration, and oat/rye forage mixes which we will gather data from in the fall and next spring.

Grants Received

- DATCP Grant – Pathways Survey for Exotic Pests -- \$3,777.65
- 2017 Farm Technology Days Gives Back Grant – Screening Cold-Hardy Grape varieties for disease susceptibility and developing optimal fungicide spray programs at PARS -- \$3,900.00

FoodWise – Door County

- Laura Apfelbeck, Coordinator, 1.0 FTE serving Door, Kewaunee, Manitowoc, and Sheboygan Counties.
- Imelda Delchambre, Bilingual Nutrition Educator, (0.6-Jan.-Sept.; 0.5-Oct.-Dec.), 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.

Outcomes

FoodWise programs

- Shared nutrition information each month in 15-minute mini-lessons at 5 different food pantries in Door County, encouraging food pantry shoppers to eat more whole grains, fruits, and vegetables and less sugar, fat and refined products.
- Met with seniors at the lowest income ADRC-sponsored senior meal sites to share tips for reducing sugar intake, increasing exercise and eating healthier foods on a fixed income.
- Partnered with the Boys and Girls Club of Door County to teach 12 weeks of nutrition and literacy to children enrolled in summer programming.
- Distributed recipes in Spanish and English at local pantries to highlight the underutilized healthy foods available at the pantry and “healthy & Homemade” calendars, featuring recipes for healthy entrees.

Senior Nutrition Programming

- Nutrition education can improve understanding of nutritional needs and change behavior. By teaching directly at senior meal sites, FoodWise nutrition educator, Delchambre reminds elders of the benefits of healthful eating. Many do not think they risk poor nutrition, and perceptions of what constitutes a healthy meal vary.
- Seniors said they didn't eat ANY fruits or vegetables except those served at the ADRC senior meal site that day. They stated that access to fresh food is difficult in rural areas, and fresh produce is prohibitively expensive.
- Delchambre's lessons are opportunities for conversations that lead to behavior changes, including increased consumption of fruits and vegetables and better resource management.



UW-Madison Division of Extension Door County Goals in 2020:

Area 12 Extension Director – 2020 Goals

- Support county educators allowing them to be effective in their educational programming.
- Work with the County to develop a 2021 Budget and staffing levels for 2020 to execute a contract.
- Continue branding (signage, logos, mission, etc.) to reflect the merger of UW-Extension into UW-Madison that went into effect on July 1, 2019.
- Conduct search/hire processes to hire 2 educators: 1) Human Development and Relationships; 2) Agriculture.

Human Development & Relationships – 2020 Goals

- Continue county-wide distribution of the *Parenting the First and Second Years Newsletters*, in order for families to receive convenient age-based information on child development and parenting. Work to increase grant support for these newsletters.
- 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 – 2020 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.
- Increase my personal competencies related to Expanding Access.
- Develop and pilot an online version of our UW-Extension Volunteers in Preparation Training.

Agriculture – 2020 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 – 2020 Goals

- 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.

2019 Annual Report Door County Department of Veterans Services

- A. **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.

B/C. 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.

Additionally, the County Veterans Service Officer (CVSO) provides administrative support to the Veterans Service Commission and Veterans Service Council.

September 2019 the current CVSO, Colonel Scott McFarlane, USA, Ret. retired from the county after serving as the CVSO for almost fifteen years. Former CVSO McFarlane appointed US Navy veteran Beth Wartella to take his place as the new Door County Veterans Service Officer. Beth had been the Assistant CVSO in the office since her hire date of December 2014. CVSO Wartella spent the remainder of 2019 getting acclimated in her new role. The new Assistant CVSO, US Navy veteran Nathan LeClair was hired in October and has been a tremendous asset and an invaluable partner in the CVSO office.

D. Goals/Objectives Achieved in 2019:

- Assisted Door County veterans with applications and documentation of eligibility to receive over \$10,000,000 in Federal VA compensation, pension, and other benefit amounts.
- Processed death benefits and/or claims for 104 veterans.
- Total benefits paid to Door County veterans from WDVA programs processed by the VSO staff in 2019 totaled over \$140,000.
- VSO experiences approximately 5-8 personal office visits and 25-30 telephone and e-mail contacts per day. E-mail and voice mail are continually monitored by the CVSO. Both the Sheriff and Sturgeon Bay Police Chief are able to contact the CVSO 24/7 should an issue arise with a veteran and his or her dependents.
- Assisted the maintenance department in the oversight of the Door County Fallen Veterans Memorial.
- Provided administrative support to the Veterans Service Commission and Veterans Service Council.

E. Knowledge Sharing 2019:

- 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 2019 outreach activities throughout the county. One of the major outreach initiatives continuing to develop into 2020 is the Delta Co. mission encouraged and supported by Congressman Mike Gallagher and his staff.

F. Department Budget Status:

Approved 2019 Budget	\$177,688.00	Actual 2019 Budget	\$187,112.64
2019 Levy appropriation	\$166,688.00	2018 Levy appropriation	\$154,223.14
2019 budgeted revenue	\$11,000.00	2019 Actual Revenue	\$11,405.36
		2018 Actual Revenue	\$11,064.70

- Grants received for 2019: WDVA CVSO Grant, \$10,000. WDVA Transportation Grant, \$1,000.00

G. Issues, Concerns, and Restraints:

- The CVSO office outreach effort must continue to be improved during 2020 to ensure all Door County veterans receive the benefits they have earned.

H. Goals and Objectives for 2020:

- Continue meeting the full intent of our Department of Veterans Services mission statement.
- Ensure all veterans who stop by the office, and those calling on the phone (or e-mailing), are served in a timely manner. Track all contacts to ensure responses are made within 24 hours, at most. Due to the increasing workload from outreach efforts, this may require VA vocational rehabilitation, VA work study, or Limited Term Employee (LTE) assets to assist with manning the 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 Veterans Service Organizations, five Door County radio stations, and three newspapers to reach out to veterans. Increase dedicated outreach time by at least 25% during 2020.
- Continuing changes in benefit programs requires 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.