



Board Workshop / Discussion Agenda

15 West Kellogg Blvd.
Saint Paul, MN 55102
651-266-9200

April 23, 2024 - 10:15 a.m.

Courthouse Room 220

WORKSHOP

1. Residents First Strategic Priority

[2024-130](#)

Sponsors: Enterprise and Administrative Services

Board Workshop / Discussion

Request for Board Action

Item Number: 2024-130

Meeting Date: 4/23/2024

Sponsor: Enterprise and Administrative Services

Title
Residents First Strategic Priority

Attachment
1. Presentation



April 23, 2024

Residents First Strategic Priority Update



Agenda

- Introductions
- Overview
- Achieving Residents First
 - Governance
 - Projects
 - Roadmap
 - 2024 strategic priority goals

Presenters

- Karen Francois, Deputy County Manager, Information and Public Records, Residents First Executive Sponsor
- Katrina Mosser, Director, Enterprise and Administrative Services, Residents First Advisory Board Chair
- Tracy Nelson, Residents First Program Manager
- Angie Petruk, Racial and Health Equity Administrator
- Tiffany Uddin, Resident Experience Design Planning Manager
- Barbara Whitfield-Freeman, Resident Representative, Resident Experience Advisory Council Hub (REACH)

Key takeaways



Residents First (R1) is an integrated, county-wide approach to achieving the goals set out in the strategic priority.



The R1 program brings resources (people and \$) to initiatives that might otherwise be overlooked.



The Residents First Advisory Board (R1AB) provides a shared vision and funding mechanism for efforts that have a broad impact.



The ethos of Residents First is being adopted across the county in a consistent fashion.



Residents First: Effective, Efficient & Accessible Operations

Ramsey County will adopt a resident-centered approach to ensure that county services, applications, and programs are inclusive, accessible, efficient, and provided with exemplary service.

Achieving Residents First



Governance	
Executive Sponsor	Karen Francois, Deputy County Manager, Information and Public Records
R1 Advisory Board	<p><u>Chair</u> Katrina Mosser, Director, Information and Public Records</p> <p><u>Members</u> Tara Bach, Director, Finance Dana DeMaster, Interim Director, Health and Wellness Chetan Ganatra, Director and CIO, Information and Public Records Lidiya Girma, Director, Policy & Planning Jean Krueger, Director, Economic Growth and Community Investment Rose Lindsay, Director, Information and Public Records Annie Porbeni, Chief Human Resources Officer Trish Skophammer, Division Director, Safety and Justice</p>
Controller	Tracy West
Program Manager	Tracy Nelson

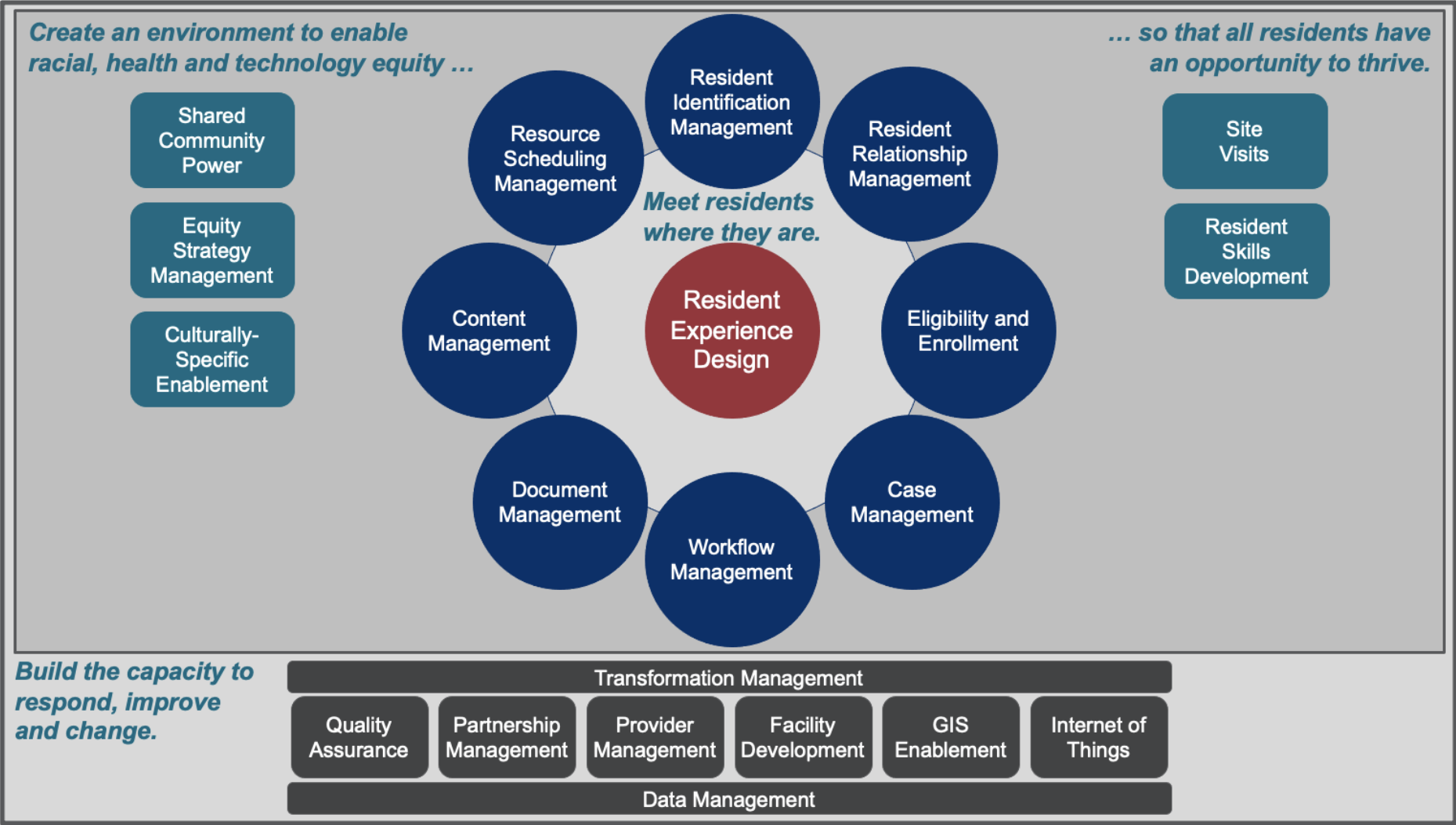
Residents First funded projects (2019-2024)

	<i>Project Name</i>	<i>Status</i>	<i>Funding</i>
1.	Sheriff's security access system	complete	\$387,600
2.	IPR Modernization	complete	\$914,857
3.	R1 program definition & launch	complete	\$889,183
4.	R1 resident insight	complete	\$249,826
5.	R1 Facilities	complete	\$288,409
6.	R1 Enabling Technologies	complete	\$520,000
7.	Human Resources - strategic partner	complete	\$375,000
8.	Health and Wellness organization readiness	complete	\$175,691
9.	St. Paul Opportunity Center	complete	\$90,000
10.	RCCF phone and video visitation	complete	\$71,929
11.	Compassionate regulation	complete	\$22,888
12.	Enterprise Services	complete	\$2,750,086
13.	Community career labs	complete	\$180,000

Residents First funded projects (2019-2024)

	<i>Project Name</i>	<i>Status</i>	<i>Funding</i>
14.	R1 Roadmap	complete	\$550,000
15.	Parks reservation system	complete	\$572,000
16.	Coordinated Entry	complete	\$11,550
17.	Resident parking and transit accessibility	complete	\$325,800
18.	Downtown Service Center	complete	\$1,000,000
19.	Resident experience design	complete	\$260,000
20.	Enterprise Services technology	in progress	\$498,500
21.	Resident relationship management	in progress	\$847,500
22.	Human services modernization	in progress	\$4,188,750
23.	One-stop enrollment	in progress	\$40,000
24.	Financial Assistance Services case file management	in progress	\$1,000,000
25.	Maplewood Service Center redesign	in progress	\$50,000
	TOTAL		\$16,259,568

Resident First roadmap – our “NorthStar”





2024 strategic priority goals

- Modernize data management.
- Community Accountability Partnership (CAP).
- Increase and improve integrated service delivery.

Continuous improvement – R1 roadmap.

	2024 funding priorities (estimates)	
1.	Data management*	\$600,000
2.	Maplewood Service Center renovation	\$750,000
3.	Downtown Service Center renovation	\$3,000,000
4.	Early voting extension	\$500,000
5.	Virtual service delivery*	\$850,000
6.	Resident relationship management	\$1,200,000
	Total funding needed	\$6,900,000
	Funding available	\$6,000,000
	Funding shortfall*	(\$900,000)

*Will be requesting Information Technology Portfolio (ITP) funds for these efforts.

Community Accountability Partnership overview

Collaborative initiative

- Comes out of two areas: Equity Action Circle (EAC) and Residents First Business Architecture roadmap work.

Goal Outcomes

- Improve customer experience and resident service.
- Fewer negative resident experiences and complaints.
- Hold the county accountable for providing effective and efficient service delivery.

Framing Questions

- How do residents know about their rights and what it means for interacting with the county?
- How do employees know about resident rights and the implications for their work?
- In what ways can we raise our service standards above what is required by law?

Community Accountability Partnership: plan

Strategy		Leads
	1. Community Engagement	Policy & Planning
	2. Establish Resident Rights & Service Standards	EAS - Resident Experience
	3. Develop Policy	Policy & Planning
	4. Training & Change Management	HR – DIOD
	5. Communications & Awareness Campaign	Policy & Planning, Communications
	6. Resident Feedback & Accountability Process	Compliance
	7. Ongoing Accountability Body	Resident Experience Advisory Council Hub



Service Standards

- Founded in county's 5 Values.
- Same across county.
- Measure resident satisfaction.
- Residents will evaluate.



Increase and improve integrated service delivery

Strategies

- Build out the resident relationship management capability.
- Improve and expand Service Centers.
- Continue to build the Resident Experience Capability Team in collaboration with residents and staff.



Build out the resident relationship management capability

- Resident focused.
- Integrated view of interactions across the county.
- Capture information so residents only tell their story once.
- Supports proactive and complementary support.
- Several departmental implementations completed, working on overall integration.



Improve and expand Service Centers



- Remodel and expansion of Downtown and Maplewood Service Centers.
- Expand services offered through Service Centers.
- Improve and expand language services.
- Expand virtual services footprint.

**Board workshop scheduled for summer 2024*

Resident experience



Resolving Root Cause

Solutions and recommendations include and uplift **resident perspectives**.



Resident's First – Resident Centered

Place resident experience at the center of our service delivery and design to better understand resident priorities through **resident journey**.



Co-creating strategies with REACH, residents, community partners and county staff

Incorporating multiple perspectives for a comprehensive decision-making process alongside projects progression for excellent **resident satisfaction** with front-facing services.



Applying solutions actively and repeatedly with REACH, residents and strategic partners

Continually testing and refining recommendations and solutions, ensuring they truly meet the Ramsey County **residents needs**.



Barbara Whitfield-Freeman

Resident Representative,
Resident Experience Advisory Council Hub
(REACH)

Questions?





Thank you for your continued support!

Residents First

April 23, 2024

Board Workshop