April 22, 2025

# Residents First Strategic Priority

RAMSEY COUNTY

# Workshop Agenda

- Residents First (R1) Strategic Priority
  - Kari Collins, Deputy County Manager, Economic Growth and Community Investment
  - Karen Francois, Deputy County Manager, Information and Public Records
- R1 Program
  - Karen Francois, Deputy County Manager, Information and Public Records
- Evolution into the Future
  - Kari Collins, Deputy County Manager, Economic Growth and Community Investment
- Performance Measures
  - Kari Collins, Deputy County Manager, Economic Growth and Community Investment
  - Chetan Ganatra, Director & Chief Information Officer, Information Services
  - Ali Ali, Director, Financial Assistance Services
- Conclusion

RAMSEY COUNTY

STRATEGIC PLAN **FOR A VIBRANT COMMUNITY**

# 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.

# Residents First Origin Story

- Acknowledgement.
- Recognition.
- Commitment.
- Impact.
- Evolution.

# R1 Program Summary 2019-2024

- 19 projects completed to date.

- Seven projects inflight.

- $19 million allocated.

| R1 Program Governance Model (as of 2024) | |
|---|---|
| Executive Sponsor | Karen Francois, Deputy County Manager, Information and Public Records |
| R1 Advisory Board | **Chair** <br> Katrina Mosser, Director, Information and Public Records <br> **Members** <br> Finance <br> Dana DeMaster, Director, Health and Wellness <br> Chetan Ganatra, Director and CIO, Information and Public Records <br> Lidiya Girma, Director, Strategic Team <br> Jean Krueger, Director, Economic Growth and Community Investment <br> Rose Lindsay, Director, Information and Public Records <br> Chief Human Resources Officer <br> Trish Skophammer, Division Director, Safety and Justice |
| Controller | Tracy West/ Farah Ali |
| Program Manager | Tracy Nelson |

# Transition to All Hands-On Deck

- In late 2024, expanded leadership efforts to tackle persistent eligibility backlogs.

- Committed to continuous improvement to meet residents' needs.

- Launched All-Hands-On Deck (AHOD): 90-day sprints for measurable process gains and faster access to services.

- Agile response to urgent issues.

- AHOD is a work in progress helping the county stretch new organizational muscles to activate against complex challenges.

- Residents remain at the center of all efforts and initiatives.

RAMSEY COUNTY

# Performance Measures

# Advancing the Strategic Priority:
# Department Performance Measures

| Department | Title | Full Performance Measure |
|---|---|---|
| Information Services | Public Wi-Fi availability | Percentage of Ramsey County buildings with public Wi-Fi. |
| Financial Assistance Services | Expedited SNAP processing times | Expedited Supplemental Nutrition Assistance Program (SNAP) applications processed timely. |

RAMSEY COUNTY

# Digital Inequities Drivers and Components



Advocacy & Awareness

Internet Access

Devices

Digital Skills
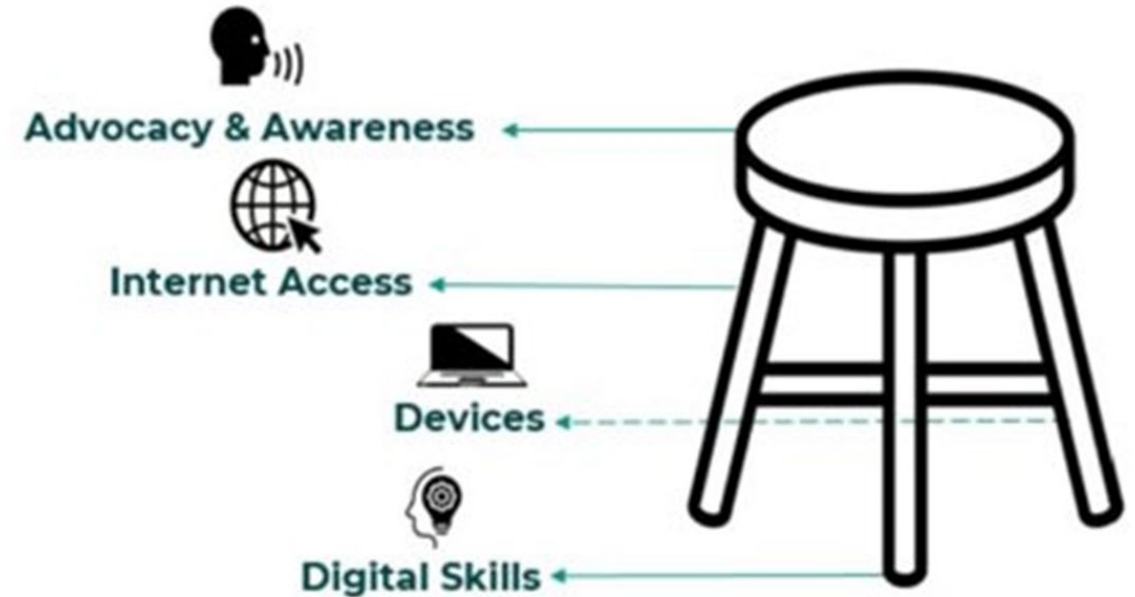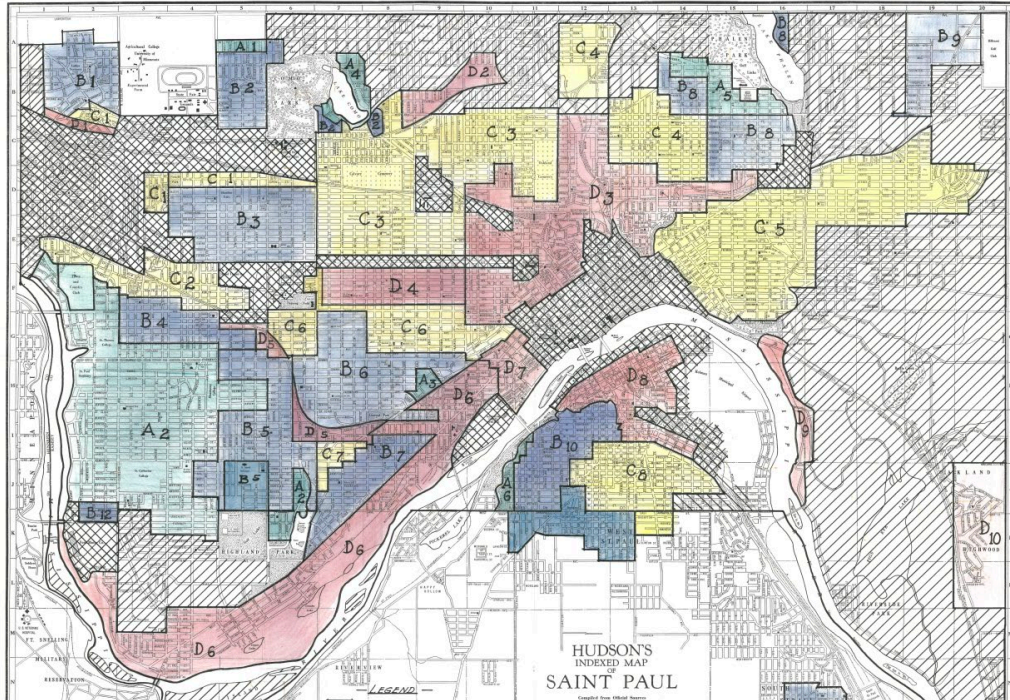
# Digital Equity Efforts

## Ramsey County Digital Equity Timeline



WFS, SPPL and RCL Partner on first digital equity project: Techpaks.



Digital Equity Fellow Hired
Ramsey Connected Site Launched.
Board Proclamation of Digital Inclusion Week

**2020**

**2020**

**2021**

**2022**

April 2020, Ramsey County's Policy and Partnerships team put forward a request to the Incident Management Team's (IMT Planning Section). The charge was to develop a unified, countywide approach to Ramsey County Service Delivery during the County's COVID response that is aligned to and advances established direction within Residents First: Effective, Efficient, and Accessible Operations.

The team adopted the Tech Equity framework, National Digital Inclusion Alliance (NDIA) to execute the Residents First strategic priority and advancing racial equity.

Digital Equity Leadership Launched, Digital Equity Core Team Established

# Current situation

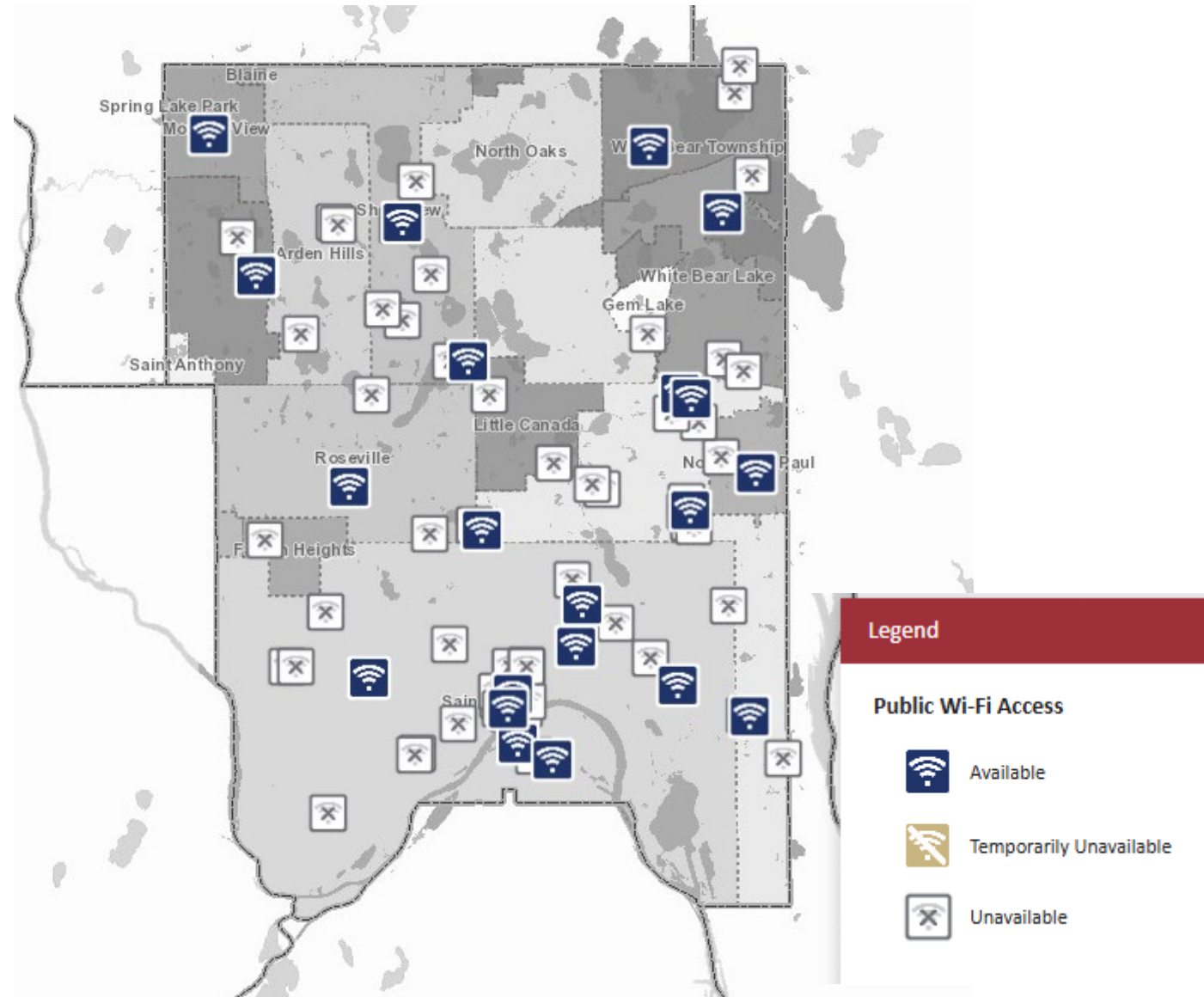

**Legend**

**Public Wi-Fi Access**

📶 Available

📶 Temporarily Unavailable

📶 Unavailable

RAMSEY COUNTY

12

| Performance Measure | 2019 | 2020 | 2021 | 2022 | 2023 | 2025 | Goal: 2027 |
|---|---|---|---|---|---|---|---|
| Access to technology – Public Wi-Fi coverage at county buildings. | 20% | 20% | 20% | 20% | 55% | 65% | 100% |

- Strategies to continue to improve:
  - Funding components.
  - Investment goals.
  - Prioritized locations.
  - Cross-county participation.

RAMSEY COUNTY

# Supplemental Nutrition Assistance Program (SNAP)

Federal program for residents with limited resources to get food.

The gross income limit is a percentage of the Federal Poverty Guidelines.

SNAP Application processed within 30 days.

Expedited SNAP processed within 7 days.

| Household size | Household income |
|---|---|
| 1 | $2,510 |
| 2 | $3,407 |
| 3 | $4,303 |
| 4 | $5,200 |
| 5 | $6,097 |
| 6 | $6,993 |
| 7 | $7,890 |
| 8 | $8,787 |

RAMSEY COUNTY

# Expedited SNAP





Units with gross income less than $150 and liquid asset is less than $100.

or

Combined income and asset is less than monthly household cost(s).

Emergency food needs met more quickly.

| Performance Measure | 2020 | 2021 | 2022 | 2023 | 2024 | Goal: 2025 | Goal: 2027 |
|---|---|---|---|---|---|---|---|
| Expedited SNAP Applications Processed Timely. | 57% | 48% | 17% | 20% | 14% | 50% | 75% |

MNbenefits made it easier for residents to apply for assistance. The seven-day clock starts from when application is submitted online.

Increased application volume, high caseloads, workforce shortages, inefficient workflows, and scan center delays have all contributed to lower performance over the last few years.

All counties are experiencing increases in applications and reduction in meeting timelines.



RAMSEY COUNTY
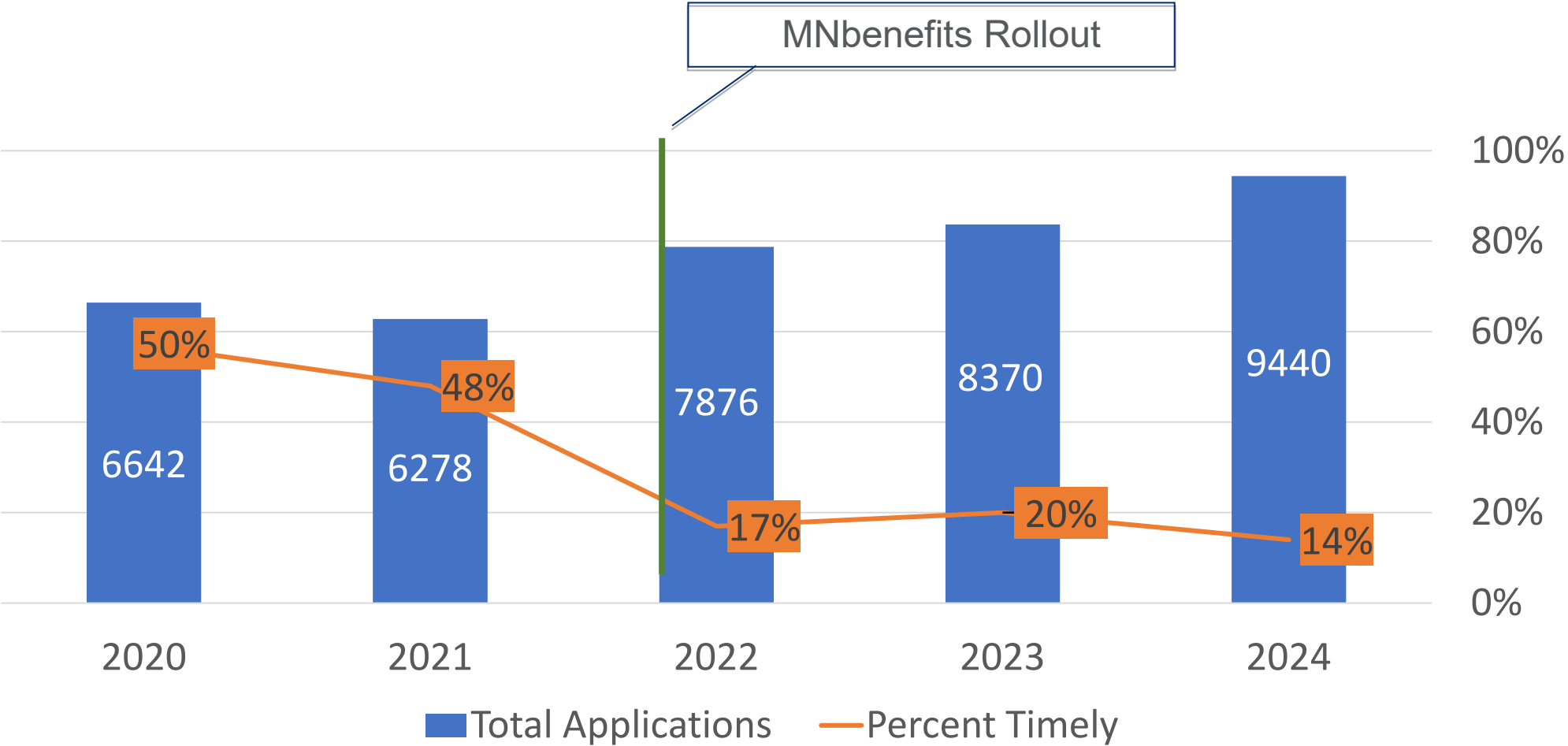
# What are our strategies to improve performance on Expedited SNAP Applications Processed Timely



Operational realignment efforts will add a universal screening team and reintroduce a quality control team.

MNbenefits made a change that flags SNAP applications that potentially meet expedited criteria allowing for quicker screening and review.

Increase presence at community sites to increase access for specific populations.