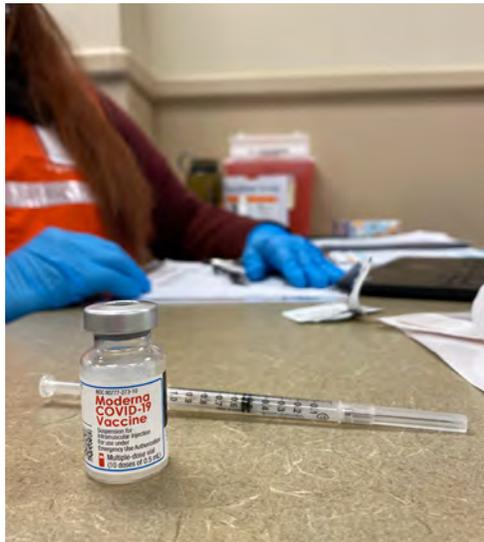


2020

PERFORMANCE MEASURES & INDICATORS REPORT



A great place to live, work and play...today and tomorrow

WASHINGTON COUNTY

Vision

A great place to live, work, and play... today and tomorrow.

Mission

Providing quality services through responsible leadership, innovation and the cooperation of dedicated people.

County Goals

- To promote the health, safety, and quality of life of citizens
- To provide accessible, high-quality services in a timely and respectful manner
- To address today's needs while proactively planning for the future
- To maintain public trust through responsible use of public resources, accountability, and openness of government

Values

- Ethical: to ensure public trust through fairness, consistency and transparency.
- Stewardship: to demonstrate tangible, cost-effective results and protect public resources.
- Quality: to ensure that services delivered to the public are up to the organization's highest standards.
- Responsive: to deliver services that are accessible, timely, respectful and efficient.
- Respectful: to believe in and support the dignity and value of all members of this community.
- Leadership: to actively advocate for and guide the County toward a higher quality of life.



Washington County is committed to providing quality services through responsible leadership, innovation, and the cooperation of dedicated people. This mission, along with the vision to make Washington County a great place to live, work and play... today and tomorrow, guides the county's work to track, report, and measure its effectiveness in providing core and essential county services. For the 21st consecutive year, the county presents this annual performance report to the community, to show how it uses measured outcomes to support decision-making and drive improvements.

This report, which reflects county performance and improvement efforts during 2020, provides pertinent information to policymakers and residents. It highlights the county's values and goals by grouping the measures under the four county goals that the measures best reflect, focused on three questions: what is it, what is the data telling us, and why does it matter? Also included in the report is a demographic snapshot of the county, to show the way in which the county's residents are growing into an older and more diversified population.

While adhering to quality improvement practices, the county was able to position itself well to maintain regular services in 2020, while adding to its work to respond to the global pandemic. This report examines how the county was able to make continued progress on meeting its goals, while also directing resources – both human and financial – to respond to the pandemic. The pandemic required rapid adjustments in how county services are delivered, and assurances that services were delivered in a manner that kept both county staff and residents safe. Remarkably, some of the adaptations in service have proved to be both beneficial and efficient, and will be incorporated into the county's work going forward.

The report includes community indicators, which provide measures of how the community is faring, as well as outcomes of performance measures from each county department.

In addition to this annual performance report, the county also uses performance measurement to:

- create the Quality Improvement Plan (QiP), an internal plan to help the county solidify a performance management system in the county.
- conduct Progress Meetings with each department with the Office of Administration to facilitate an ongoing dialogue about and a review of department measures and quality improvement efforts.
- use quality and process improvement methods and tools, such as Lean and Kaizen, that have been introduced to nearly all county departments.
- participate in the State Standard Measures Program, created by the Council on Local Results and Innovation and overseen by the Minnesota Office of the State Auditor.

Finally, Washington County appoints a multi-departmental Performance Measurement and Improvement Team (PerMIT) that leads the county's effort through performance measurement and quality improvement. This team, as well as the County Board, county administration, and department heads, remains committed to the use of performance measurement throughout the organization and the delivery of high-quality services to the residents and customers of Washington County.

Acknowledgements

This report was made possible through the contributions, commitment, and efforts of the following people:

- Members of the county's Performance Measurement and Improvement Team (PerMIT):

Jodie Anderson	Human Resources
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Tina Simonson	Administration
Jared Voto	Administration

- Department management teams and staff who assisted PerMIT members in preparing individual department measures
- Office of Administration staff who contributed their time and talent

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TABLE OF CONTENTS

PROMOTING HEALTH, SAFETY, AND QUALITY OF LIFE OF CITIZENS

Food Support Program Cases and Unemployment Rate.....	2
Absence of Repeat Maltreatment	2
Accredited Evidence Based Home Visiting Program	4
Crime Rates.....	4
Immunization Rates	6
Recidivism Rates	6
Household Hazardous Waste	8

PROVIDING ACCESSIBLE, HIGH QUALITY SERVICES

Park Visitor Satisfaction	10
Library Visits.....	10
Women, Infants, Children (WIC Program) Breastfeeding Rates.....	12
Veterans Service Office (VSO) & Veterans Receiving Medical Benefits.....	12
Homeless Outreach Services	14
Criminal Charging Turnaround Time	14

ADDRESSING TODAY, PLANNING FOR FUTURE

Early Literacy.....	16
Community Outreach	16
Outstanding Debt per Capita	18
County Communication	18
Cybersecurity Phishing Emails	20
Percentage of Hardware in Healthy Status	20
Pavement Condition Index.....	22
Local Planning Index	22



MAINTAINING PUBLIC TRUST

Property Tax Payments	24
Price of Government.....	24
Bond Ratings	26
Operating Costs per Capita	26
Levy per Capita	28
Financial Reporting	28
Worker’s Compensation Claims	30
Per Capita Human Service Costs	30
Jail Bed Days Saved Through Sentence to Service Program	32
Maintenance Costs per Mile	32
Energy Usage Intensity	34
Capital Fund Cash Flow	34

SPECIAL COVID EDITION

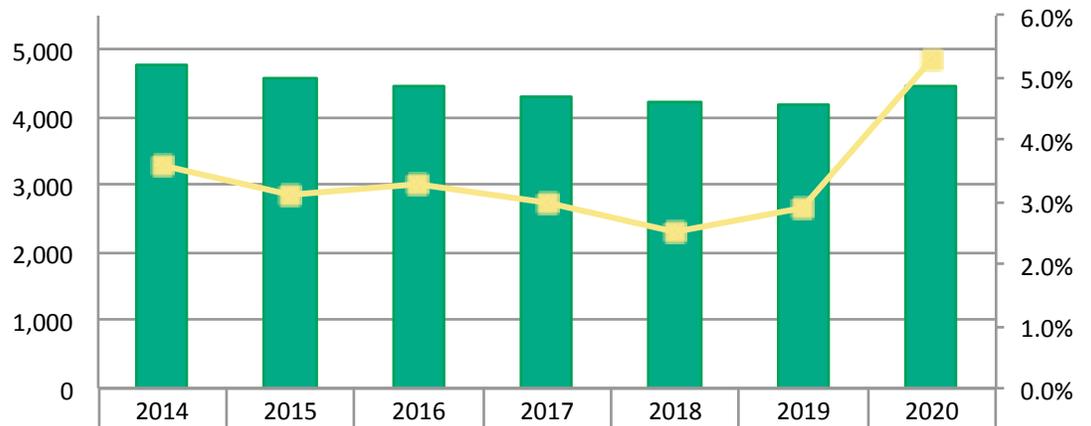
Virtual Marriage License Applications	35
Virtual AIM Meetings:	35
Curbside Pickup and Online Library Cards	36
CARES Spending	37
Online Processes (Virtual Septic Inspection; Hazardous Waste License Renewal Application System)	37
Virtual Cognitive Programming	38
Remote Delivery of Services in County Jail	38

APPENDIX

Washington County, Minnesota 2020 At-A-Glance.....	39
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PROMOTING

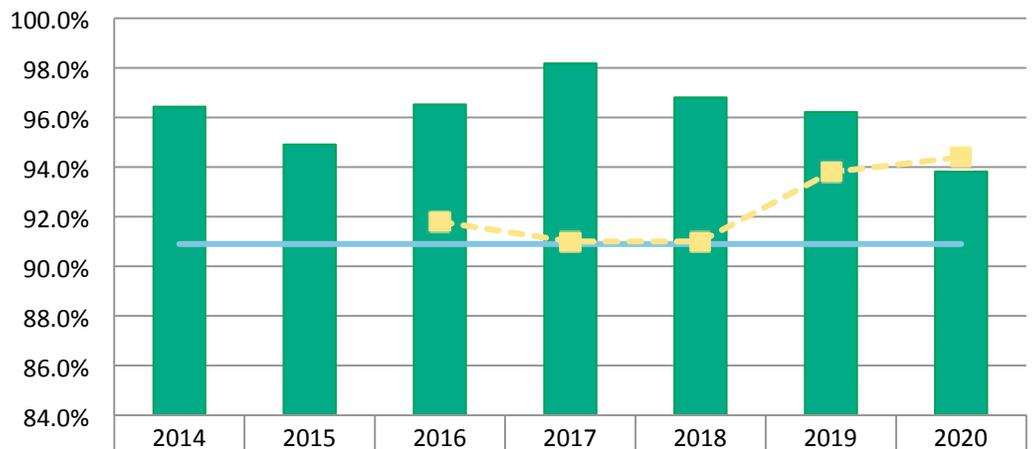
Food Support Cases & Unemployment Rate



■ Average Cases Per Month	4,765	4,575	4,449	4,317	4,212	4,176	4,477
—■— County's Annual Unemployment Rate	3.6%	3.1%	3.3%	3.0%	2.5%	2.9%	5.3%

Source: Minnesota Department of Human Services and Minnesota Department of Employment and Economic Development

Absence of Maltreatment Recurrence



■ Absence of Maltreatment Recurrence	96.4%	94.9%	96.5%	98.2%	96.8%	96.2%	93.8%
— Federal Performance Standard	90.9%	90.9%	90.9%	90.9%	90.9%	90.9%	90.9%
- - ■ - - Statewide Average Performance			91.8%	91.0%	91.0%	93.8%	94.4%

Source: Minnesota Department of Human Services' Child Welfare Data Dashboard



FOOD SUPPORT PROGRAM CASES AND UNEMPLOYMENT RATE

What is it?

The Supplemental Nutrition Assistance Program (SNAP) is a federal program that provides a food support benefit to low-income eligible individuals and families. Eligibility for SNAP is determined by federally-established income guidelines.

Why does it matter?

To promote health and safety, Washington County administers SNAP as a safety-net program to residents in need of food. SNAP helps individuals and families get access to nutritious and well-balanced meals.

What is the data telling us?

Washington County had seen a steady decrease in food support cases since 2014 until this year. In 2020, the pandemic led to increases in both food support cases and the unemployment rate. In 2019, the average number of cases open per month was 4,176. This grew to an average of 4,477 cases per month in 2020, a 7.2% increase. According to the Department of Human Services (DHS), in 2020, the average monthly SNAP benefit per case in Washington County was \$310.39 and the average monthly benefit per person was \$155.70. The total net expenditure for 2020 was \$16,675,179, a 58% increase from 2019.

The annual unemployment rate in Washington County for 2020 was 5.3%, an increase of 82.3% from 2019. The county unemployment rate is below the national average of 8.1% and below the Minnesota average of 6.2%. The difference between the unemployment rate and the number of food support cases indicates whether living wages are being earned.

ABSENCE OF REPEAT MALTREATMENT

What is it?

All states have child abuse and neglect reporting laws that mandate certain professionals and institutions refer suspected maltreatment to a child protective services agency. In Minnesota, maltreatment is defined as physical abuse, sexual abuse, neglect, and mental injury. The absence of maltreatment recurrence is a key indicator of a successful children's services program. The Minnesota Department of Human Services measures the absence of maltreatment recurrence with the percentage of children who did not have a subsequent substantiated maltreatment report within 12 months of their initial substantiated maltreatment report. This measure includes all child protection reports that are screened in or completed investigations in which a maltreatment determination was made.

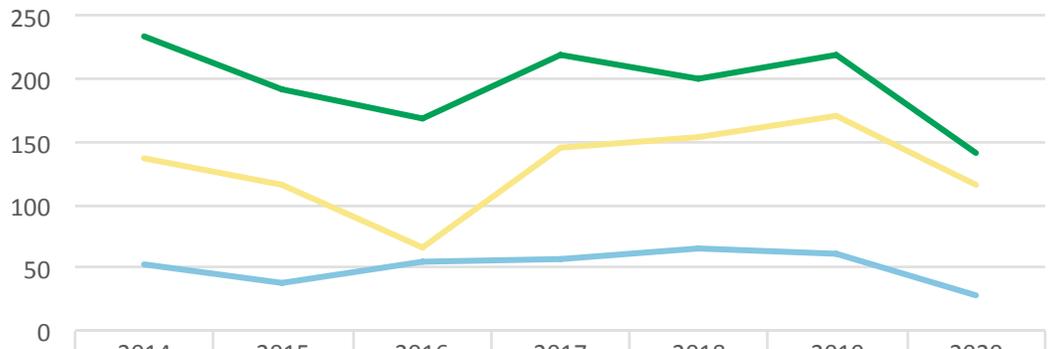
Why does it matter?

Washington County has the responsibility and authority to assure that children are protected from harm or danger, and that children in need of protection receive the appropriate services.

What is the data telling us?

The number of cases with determined maltreatment in 2020 was 178, a 34.8% increase from the 132 cases reported in 2019. Due to the pandemic, there was an increase in cases having a higher risk level. The Child Protection Unit saw more cases that were egregious in nature, involving domestic violence, drug use, drug overdose, driving under the influence (DUI), and neglect. This caused a significant increase in the number of cases with determined maltreatment, and the data for 2020 indicates Washington County's outcome for absence of maltreatment recurrence still remains above the federal performance standard of 90.9%. The 12-month measure for all children is at 93.8% and has averaged 96.1% since 2014.

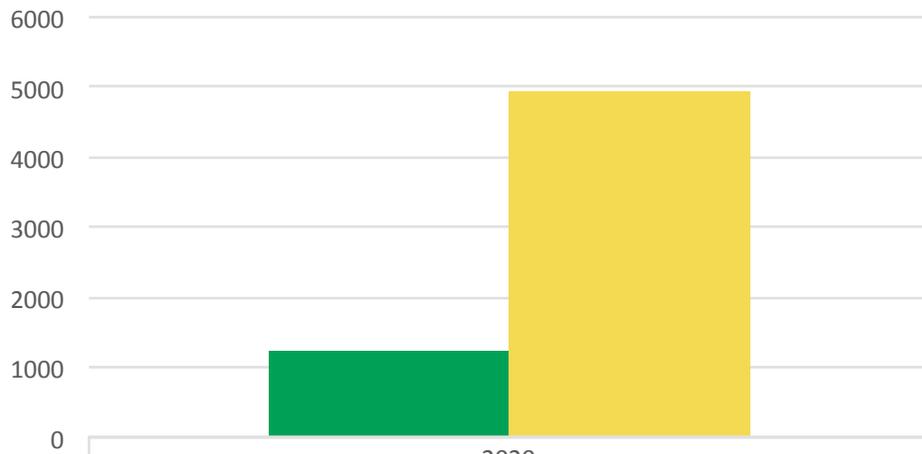
Accredited Evidence Based Home Visiting Program, Washington Healthy Families (WHF) 2013-2019



	2014	2015	2016	2017	2018	2019	2020
— Total number of Family Health referrals	234	191	168	219	201	219	141
— Number of Parent Survey Referrals	137	115	66	145	154	171	116
— Number of families who accepted WHF	53	37	55	57	65	62	28

Source: Washington County Public Health and Environment

Part I and Part II Crimes



■ Part I Crimes	1237
■ Part II Crimes	4957

Note: On October 2020, the Sheriff's Office joined law enforcement agencies across the nation in switching from Uniform Crime Reporting Program's Summary Reporting System to National Incident-Based Reporting System. Due to the difference in these two reporting standards, only 2020 data is shared as years before are no longer comparable.

Source: Washington County Sheriff's Office

FAMILY HEALTH HOME VISITING PROGRAM, WASHINGTON HEALTH FAMILIES

What is it?

Washington County Public Health and Environment provides Family Health Home Visiting services in the Healthy Families America (HFA) model. The department affiliated with the HFA model in 2008 and has been accredited since June 2015. Through the HFA model, public health nurses provide intensive and targeted home visits to significantly-stressed pregnant and parenting families. Accreditation provides a framework that guides every aspect of the service delivery, including caseload size, staff supervision, target population, home visiting frequency and duration, nursing interventions, and overall program administration. Re-accreditation is achieved every four years through a combination of program evaluation, a self-study, and an on-site visit from peer reviewers who report to the national HFA office.

Why does it matter?

In 1992, Prevent Child Abuse America launched the Healthy Families America home visiting model to address high rates of child abuse in children younger than 5. The mission today is to promote child well-being and prevent the abuse and neglect of the nation's children through home visiting services. HFA uses an infant mental health approach, understanding that nurturing relationships are the foundation for lifelong healthy development. HFA increases parents' understanding of children's developmental milestones and needs, and helps parents create a more responsive and developmentally stimulating home environment. Positive impacts on children involved in the program include a reduction in harsh parenting methods, improved birth outcomes when parents are enrolled prenatally, and long-term improvements in school performance.

What is the data telling us?

The implementation of HFA has resulted in additional federal grant dollars, as well as state and local resources, put towards the work. In 2020, the Family Health Nursing Team was challenged to provide the same level of service delivery to each family considering the dramatic shift to virtual services. The team successfully transitioned with minimal impact of families being served. Referrals were halted for a time to adjust to the new format and expectations. However, each nurse successfully engaged many clients. In 2020, public health received 141 family health referrals, with 116 of those for the HFA program. After referral, an initial client discussion is offered. This discussion is used to determine eligibility. If eligible, the program is offered to the family. In 2020, 28 families enrolled in the program.

CRIME RATES

What is it?

Crime has a direct effect on people's quality of life. Washington County Sheriff's Office monitors and tracks the number of crime incidents committed within its jurisdiction, in part to ensure effective and appropriate resources are being deployed to protect the safety and well-being of all Washington County residents.

Why does it matter?

Tracking crime incidents has changed significantly in the past year. On October 1, 2020, Washington County Sheriff's Office joined law enforcement agencies across the nation in switching from the Uniform Crime Reporting Program's Summary Reporting System (UCR-SRS), which tracked Part I and Part II Crimes, to National Incident-Based Reporting System (NIBRS). The UCR-SRS collected aggregated monthly crime statistics of 10 offense categories, employing what was known as the Hierarchy Rule (when more than one offense occurred within a crime incident, only the most serious offense was the one reported). For example, using the UCR-SRS reporting system, if a homicide occurred during the course of an armed robbery while stealing a motor vehicle, only the homicide would have been reported as it was the most egregious offense in the hierarchy. When reporting the same crime using NIBRS, the agency would count murder, robbery, and motor vehicle theft.

What is the data telling us?

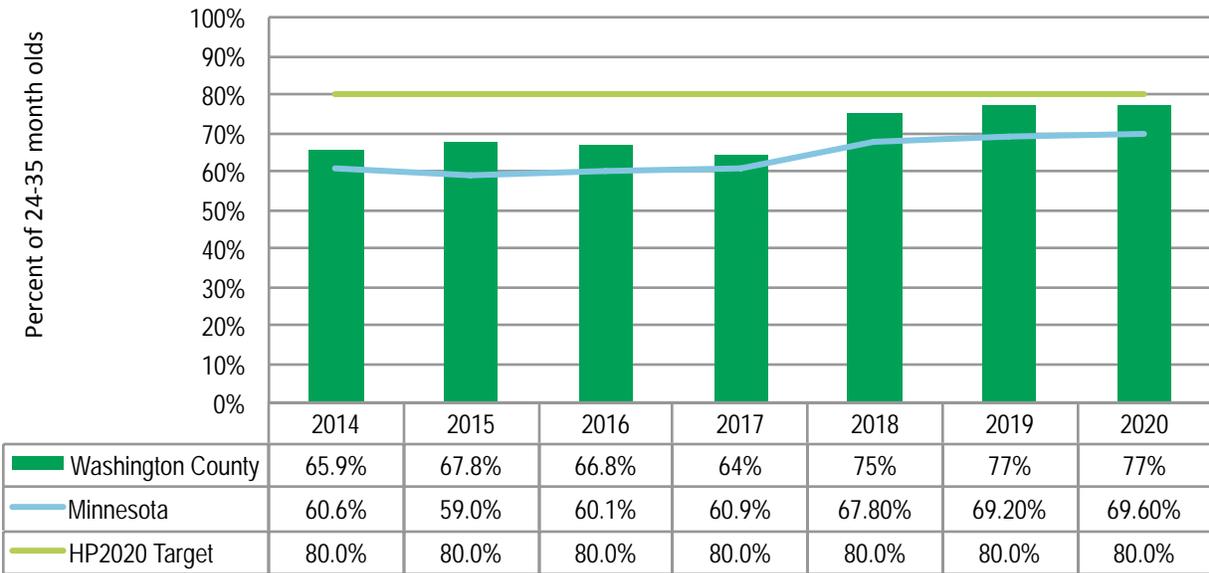
Due to the differences in these two reporting standards, it may appear as though Washington County, along with the rest of the nation, is experiencing higher crime levels, when in reality, NIBRS allows for clearer and a more precise reporting mechanism.

Now that NIBRS has been implemented nationwide, it will take at least five years of data collection to establish a baseline and remark upon any trends.

Immunization Rates

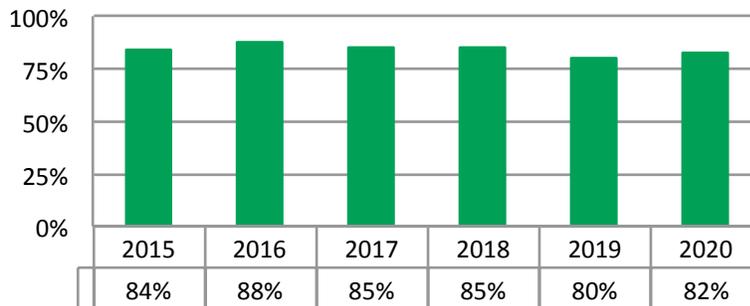
Washington County and Minnesota, 2013-2020

(Primary Series: 4+ DTaP, 3+ Polio, 1+ MMR, 3 Hib, 3+ Hep B, 1+ Varicella, and 4 Pevnar)



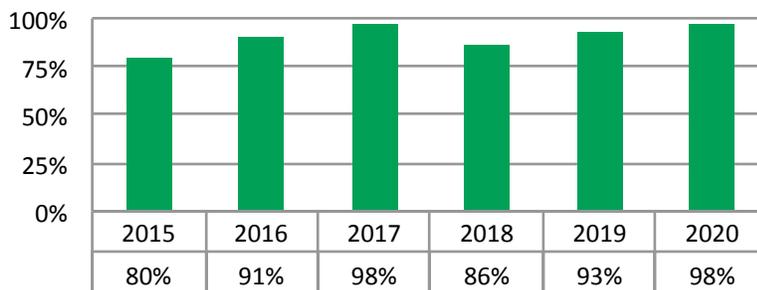
Source: Minnesota Immunization Information Connection (MIIC); Minnesota Public Health Data Access

Percentage of Adult Felony Offenders not Convicted of a New Felony Offense within Three Years of Probation Discharge



Source: Washington County Community Corrections

Percentage of Juvenile Felony Offenders not Convicted of a New Felony Offense within Three Years of Probation Discharge



Source: Washington County Community Corrections

IMMUNIZATION RATES

What is it?

Overall life expectancy increased during the 20th century, due to reductions in infectious disease deaths in children. Immunizations prevent communicable disease and vaccines continue to be one of the most cost-effective preventive services available. According to Johns Hopkins Bloomberg School of Public Health, childhood immunization programs save an estimated \$16 per \$1 dollar invested.

Why does it matter?

Since vaccine-preventable diseases are often more serious in young children, it is particularly important to vaccinate in the first two years of life. Vaccinating children protects them from serious diseases and protects the health of the community. When children receive the full childhood immunization series, those who are too young to be vaccinated and those who cannot be vaccinated for medical reasons are also protected. Vaccination can also help stop or slow the spread of disease outbreaks. The COVID-19 pandemic illustrated the spread of disease without an available vaccination.

What is the data telling us?

Washington County monitors the percentage of children living in the county who receive the recommended vaccines. The vaccine coverage rate for 2-year-olds increased to 77% in 2020, just lower than the national Healthy People goal of 80% (HP2020), but higher than the state average of 69.6%. Possible explanations for not fully vaccinating include the notion that the diseases are a thing of the past; a general sense that a disease “won’t happen to me or my family;” vaccination access issues; and increasing rates of vaccine refuser. The county holds two public immunization clinics each month, targeting those who are uninsured or have insurance access issues. The county provides outreach and education to families and medical providers regarding benefits of primary health care, immunization schedules, and access to preventative health care. The county also promotes and encourages adolescent and adult vaccinations through the public clinics, outreach and collaboration with community partners. It is likely that 2021 will see lower overall rates, but the county continues extensive education and outreach regarding benefits of childhood immunization.

RECIDIVISM RATES

What is it?

Recidivism is a conviction by an offender for a new criminal offense. Washington County probation officers and case management specialists work with offenders to reduce their risk of committing future crimes. The county tracks adult and juvenile felony-level probationers for three years after their discharge date. Offenders not convicted of another felony level offense within that three-year time frame make up the reported recidivism measure. The recidivism measures for 2020 are for probationers discharged in 2016.

Why does it matter?

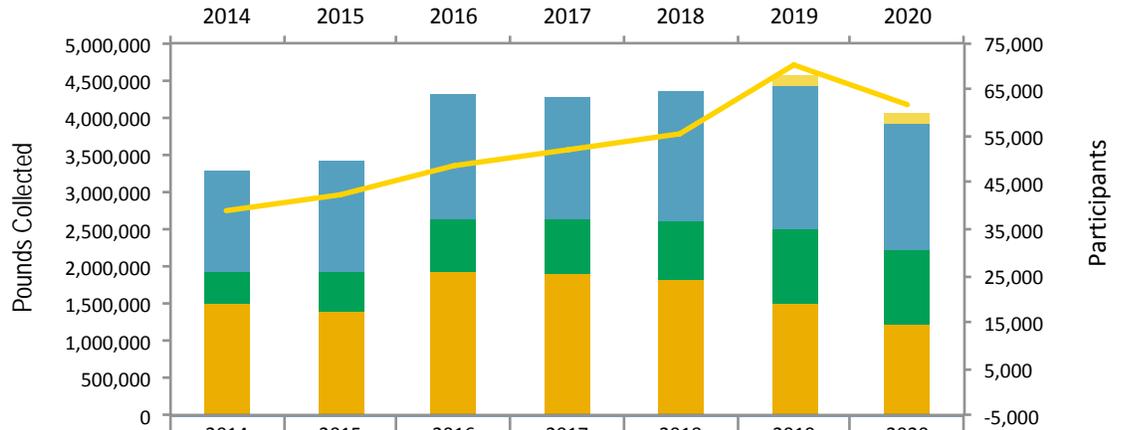
Measuring recidivism helps the county gauge its success in meeting the goal of promoting the health, safety, and quality of life of residents.

What is the data telling us?

Of those juveniles discharged in 2016 from felony-level probation supervision, 98% were not convicted of a new felony offense within three years (juvenile recidivism rates only pertain to Washington County sentenced criminal convictions). The 2020 measure includes 43 juveniles who were discharged from felony level probation supervision in 2016. The recidivism rate change between 2019 and 2020 equates to one fewer juvenile being convicted of a new felony offense within three years. Due to the small number of juvenile probationers discharged in a given year, a small change in the number of recidivists can result in a large percentage fluctuation.

There were 273 adult felony level offenders discharged from Washington County probation supervision in 2016. Of those probationers discharged, 82% were not convicted of a new felony offense within three years (adult recidivism rates only pertain to felony level convictions sentenced within Minnesota). The 2020 recidivism rate for Washington County probationers was similar to the overall Twin Cities metro region rate of 81%, and to the 83% rate for the entire state of Minnesota.

Household Hazardous Waste, Recycling, & Electronics Collected



	2014	2015	2016	2017	2018	2019	2020
Organics (lbs)	NA	NA	NA	NA	NA	154,950	146,279
Household Hazardous Waste (lbs)	1,336,719	1,482,990	1,679,815	1,657,938	1,718,994	1,930,637	1,683,416
Recycling (lbs)	427,957	561,767	698,104	721,025	785,774	987,941	1,022,520
Electronics Waste (lbs)	1,501,063	1,382,832	1,945,913	1,906,955	1,829,577	1,509,028	1,208,919
Participants	38,864	42,209	48,941	52,281	55,537	70,296	61,895

Source: Washington County Public Health and Environment

HOUSEHOLD HAZARDOUS WASTE

What is it?

The WCEC was closed for six weeks during the COVID-19 pandemic, but then resumed operations. The Free Product Room was operated using a tent in the parking lot and outdoor social distancing guidelines. When HHW or other materials are improperly disposed, thrown in the trash, or poured down the drain, it can contaminate the soil or water supply, waste valuable resources, and pose a serious health threat to people and the environment.

Why does it matter?

The WCEC addresses this concern by providing residents with a safe way to dispose of HHW, recyclables, organics, and electronics. In 2020, the WCEC diverted more than 4.6 million pounds of material through collection activities. In a typical year, eight remote collection events would be conducted; however, due to COVID-19 only three were conducted in 2020, two in Forest Lake and one in Hugo.

What is the data telling us?

The WCEC protects public health and the environment. About 92% of the material collected is reused or sent for recycling and about 8% is properly disposed, keeping toxic materials out of the trash, preventing soil or water contamination, and protecting residents from harmful exposure.

The WCEC saves residents money. The Free Product Room at the WCEC avoids disposal costs by offering usable products to residents for free. The Free Product Room gave away nearly 550,000 pounds of paint, cleaners, and other items in 2020, with an estimated retail value of \$2.35 million dollars.

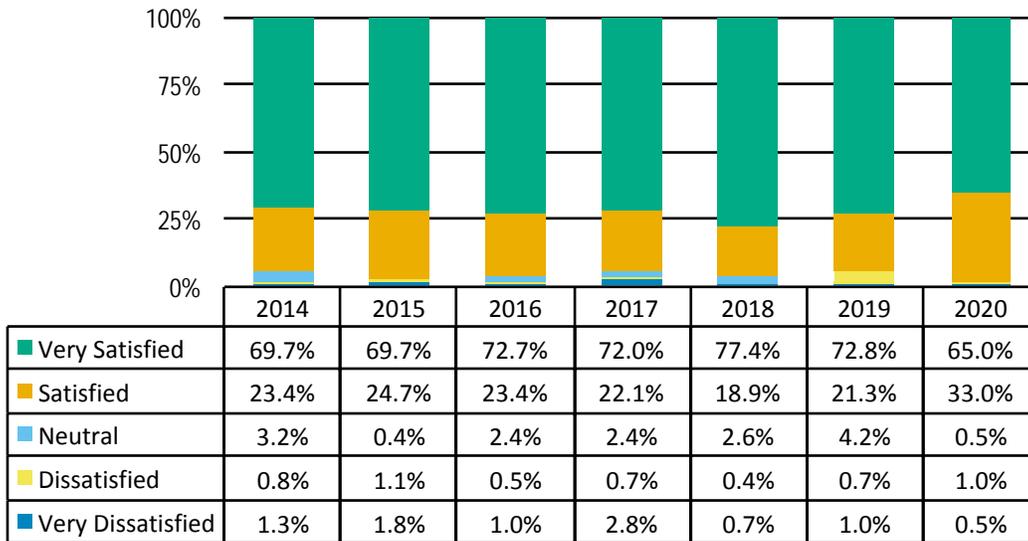
The WCEC reduces the need for landfilling. In addition to HHW and e-waste, the WCEC collects recyclables, including paper, cardboard, plastic bags, holiday lights, scrap metal, and plastic campaign and yard signs. In 2020, the WCEC conducted four confidential paper shredding events. Residents brought more than 125 tons of personal documents for destruction and recycling.

The WCEC was closed for six weeks during the COVID-19 pandemic, but then resumed operations. The Free Product Room was operated using a tent in the parking lot and outdoor social distancing guidelines. In 2020, the WCEC continued the organics (food waste) collection program. Collecting food waste diverts compostable materials from the Recycling & Energy Center and converts it into a usable product. In the initial year, the WCEC received organics waste from 10,705 participants and collected more than 150,000 pounds of organics. Due to COVID-19, the program moved to a self-drop-off system and this was well accepted. Customers do not have to wait in line to drop off their food waste. Because of the self-drop-off system, collection is no longer measured by a count of participants, but instead by tracking weight. Moving forward, this will impact reported participant numbers.

Participation in the program stayed about the same from 2019 – 2020, despite being closed for six weeks because of COVID-19.

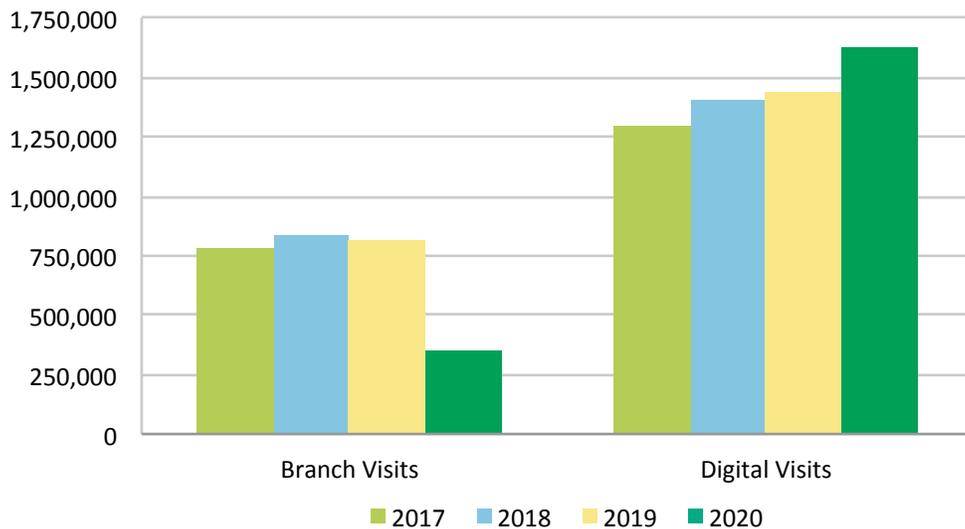
PROVIDING accessible, high quality services

Park Visitor Satisfaction



Source: Washington County Park Visitor Survey

Library Branch and Digital Visits



Source: Washington County Library



PARK VISITOR SATISFACTION

What is it?

Washington County conducts annual customer surveys of county regional park users to assist in determining if parks programs and services are accessible, timely, and of high quality. In 2020, 49 park users completed a Park Visitor Survey. This is a lower response than in past years as in-park canvassing for surveys was not possible due to COVID-19 policies in place. The survey was instead shared electronically for 2020 and visitors were asked to provide feedback on the quality of programs, services, and facilities.

Why does it matter?

Washington County uses the feedback gathered from the Park Visitor Survey to assess and improve programs, services, and facilities. The 2020 results are used to determine the importance of parks to residents of Washington County and look at user experiences to assist in determining needs within the park system.

What is the data telling us?

The survey responses show that visitor satisfaction, as it relates to individual experiences at specific parks, is overwhelmingly positive. Ninety-eight percent of all respondents indicated they were either very satisfied or satisfied with their experience in the park they visited that day. High satisfaction correlates to a visitor's perception of high value in Washington County parks. Because parks, trails, and open spaces are often indicators of a high quality of life in a community, high user satisfaction within the park units suggest visitors consider the Washington County parks to be contributing to the county's high quality of life. Even with the lower response rate than usual, the 2020 visitor satisfaction rating is similar to those reported in the 2014-19 surveys, which shows that visitor satisfaction remained consistent in 2020 even during the COVID-19 response.

LIBRARY VISITS

What is it?

Washington County Library offers residents many ways to use its collections and resources, including visiting its seven branches, connecting through digital and online services, and participating in community events. By connecting with residents at a library branch, online, and in the community, the library can meet residents where they are to expand access to information, technology, and educational opportunities for everyone in Washington County.

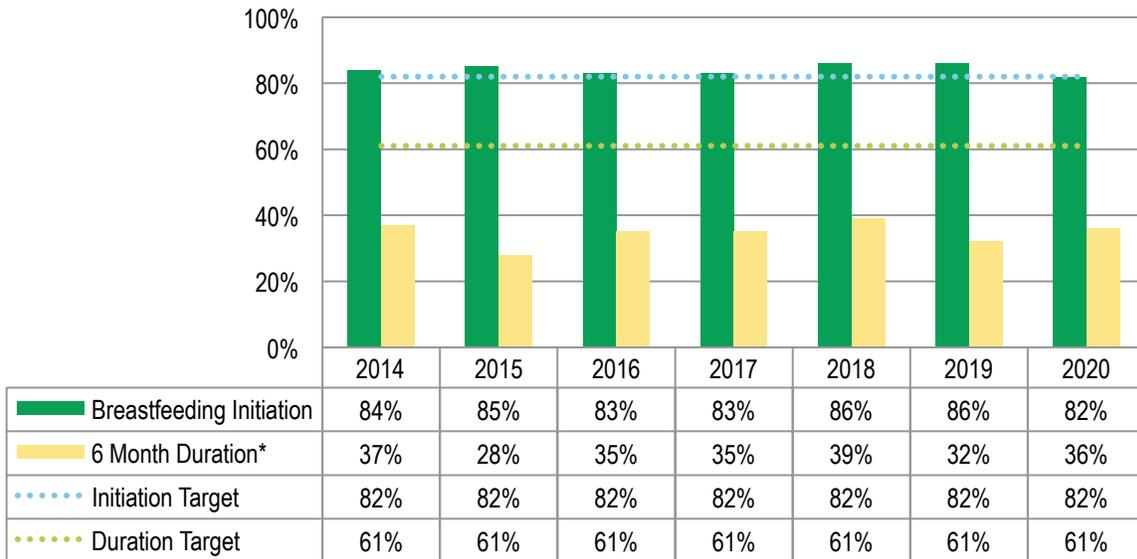
Why does it matter?

Library visits are tracked to identify how residents access library services. The changing nature of how residents use the library influences the way in which Washington County offers services and helps to project how the library might adapt to meet the future needs of the community.

What does the data tell us?

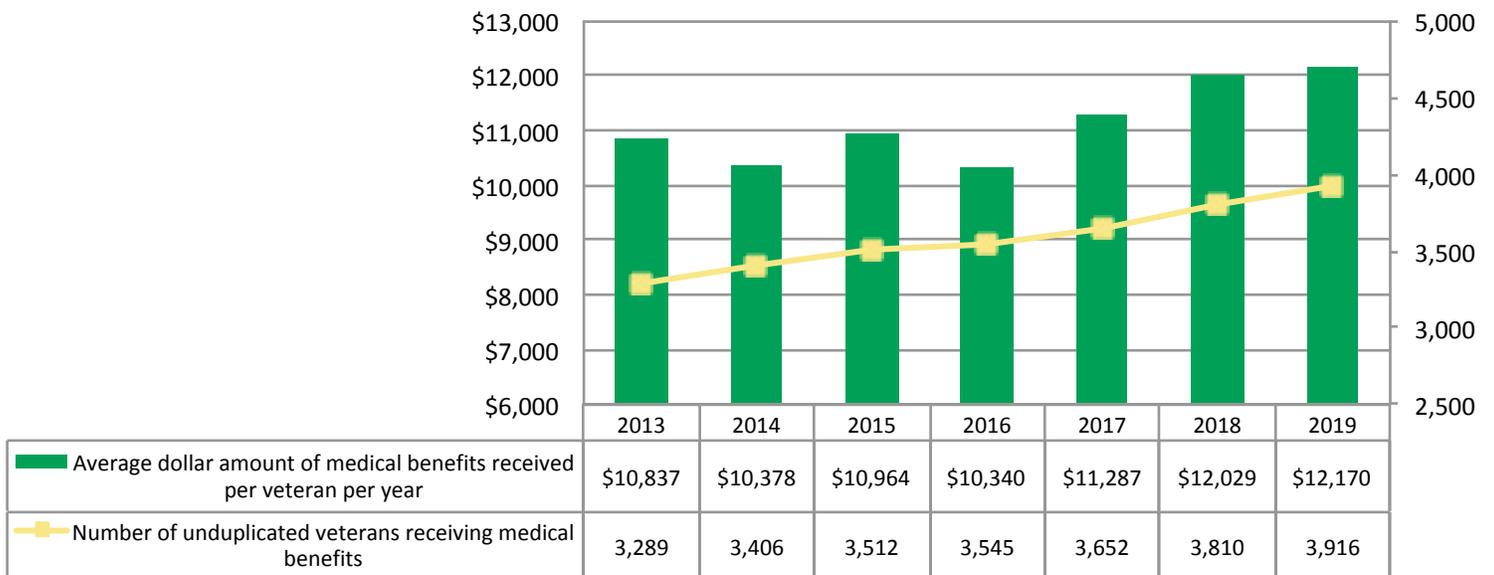
In 2020, there were 348,235 in-person visits to Washington County libraries. People visited the library's catalog, website, databases, and social media more than 1.6 million times; and 5,549 community members learned about library and county services while attending events throughout Washington County. Library buildings were closed or offered limited in-person services for much of 2020 due to the COVID-19 pandemic, which accounts for the drop in physical visits. Digital use increased significantly, since this was a way the community could safely access the library.

WIC Clients Breastfeeding Initiation and 6-Month Duration



Source: Washington County Public Health and Environment

Veterans Receiving Medical Benefits



Note: 2020 data not available at the time of publication

Source: U.S Department of Veterans Affairs

WIC BREASTFEEDING RATES

What is it?

Washington County's Women, Infants and Children (WIC) program helps families eat well and stay healthy. Breastfeeding education, promotion, and support are central to the WIC mission to improve maternal and child health. Nutrition and breastfeeding counselors provide education through nutrition assessments and individual counseling. WIC clients include pregnant women, infants, and children up to age 5 who meet income guidelines.

Why does it matter?

There is evidence that breastfeeding from birth protects both infant and maternal health. Improved infant immunity, reduced long-term disease risk, and improved recovery from delivery are notable benefits. Increasing the number of mothers who start breastfeeding their babies and continue for at least six months are national goals included in the 10-year U.S. Health and Human Services "Healthy People" report. Achieving these goals will improve health, reduce health care costs, and save money for families, employers, and society.

What does the data tell us?

As of 2020, the breastfeeding initiation rate in Washington County was 82%, meeting the Healthy People 2020 (HP2020) goal of 82%. The six-month duration rate was 35%, short of the HP2020 goal of 61%, yet higher than the duration rate of 32% in 2019. The effects of the COVID-19 pandemic were apparent in the data. Many factors may have led to a decrease in initiation rates, such as shorter hospital stay; less professional and personal support due to social distancing practices; and lack of breastfeeding-focused research related to the newness of the COVID-19 virus. Strategies to improve duration rates include promotion of virtual breastfeeding discussion groups for WIC clients; the addition of one-on-one breastfeeding discussions; continuation of prenatal and postpartum telephone support; the addition of quarterly breastfeeding education for WIC and family health nursing staff; and, increased focus on collaboration and continuity of care with hospitals and clinics. Washington County Public Health and Environment staff collaborate with local and state breastfeeding coalitions to work on and advocate for long-term sustainable support for breastfeeding moms working outside the home and community acceptance of breastfeeding as the norm.

VETERANS SERVICE OFFICE (VSO) & VETERANS RECEIVING MEDICAL BENEFITS

What is it?

Veterans living in Washington County may be eligible to receive the following type of benefits: disability compensation, Dependency and Indemnity Compensation, veterans/survivors Pension, burial benefits, life insurance, military records, vocational rehabilitation, home loans, and education. The chart shows the number of veterans receiving medical benefits in Washington County and the average amount of benefits per veteran receiving medical benefits per year.

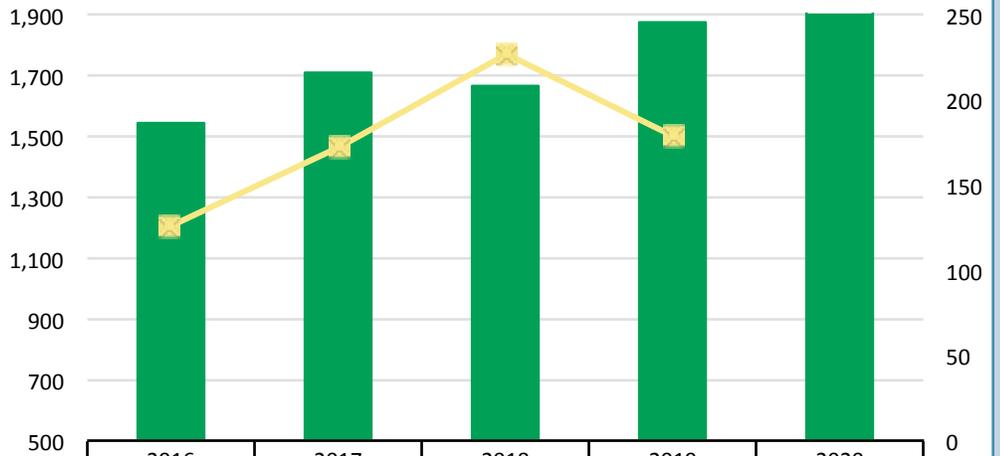
Why does it matter?

Washington County Veterans Service Office provides responsive, timely, accurate, and compassionate assistance to veterans, their dependents, and survivors in applying for federal, state, and local benefits. In recognition of their service to the nation, the county acts as their advocates. The county works with the U.S. Department of Veterans Affairs (VA), the Minnesota Department of Veterans Affairs, nationally-chartered Veterans Service Organizations, and local organizations to ensure Washington County veterans, their dependents, and survivors receive the benefits they have rightfully earned. To meet the growing demand for services, the county provides veterans the opportunity to meet face-to-face with a Veterans Service Officer at three service center locations. The staff met face-to-face with 1,709 veterans in 2019 and 471 veterans in 2020.

What is the data telling us?

The number of veterans seeking medical benefits from the VA continues to rise with an increase of 2.8% from 2018 to 2019. In 2019, veterans living in Washington County received an average of \$12,170 worth of medical benefits, a 1.2% increase from 2018. The average amount of medical benefits received per veteran has increased 12.3% since 2014. The number of veterans meeting face-to-face with Veterans Service Officers dropped by 72% due to the COVID-19 pandemic limiting the ability for people to gather in person.

Outreach Contacts & Number of People Homeless



HOST combined phone and face-to-face contacts	1,544	1,711	1,667	1,870	2,141
Point-in-Time Count (number of homeless)	126	172	227	179	N/A

Sources: Washington County Community Services and Minnesota's Homeless Management Information System

Average Number of Days to Make a Charging Decision



Days	7	7	6	8	7	14	11
Goal	14	14	14	14	14	14	14

Source: Washington County Attorney's Office

HOMELESS OUTREACH SERVICES

What is it?

The Homeless Outreach Services Team (HOST) is the county's point of access for individuals and families experiencing homelessness or who are at risk of being homeless. HOST offers walk-in hours at all service centers and a phone line for individuals and families to seek assistance related to housing. HOST is staffed by social workers who are trained to help navigate program eligibility and resource availability.

The Point-in-Time (PIT) count is an annual calculation of people experiencing homelessness on a specific night in January each year and is mandated by the U.S. Department of Housing and Urban Development. These are households that were either without shelter, residing in an emergency shelter, or doubled up with family or friends due to no housing option of their own. Volunteers and county staff count and survey as many people as possible who are experiencing homelessness on the designated night. There was no PIT count completed in 2020 due to the COVID-19 pandemic.

Why does it matter?

Homelessness is more than just not having a place to live. It can lead to difficulty maintaining employment, managing family obligations, and caring for personal health and safety. The data presented reflects the need that exists within the county around this issue. Although homelessness is not typically as visible in suburban counties as urban areas, the data identifies that there are individuals and families experiencing housing instability within Washington County. The PIT count attempts to illustrate how many residents are experiencing homelessness on a given night in the county.

What is the data telling us?

The number of combined phone and face-to-face contacts served by the outreach team is the best indicator of the demand for housing and homelessness services. In 2020, HOST had 2,141 contacts, which is the largest number of people seeking services in the last five years. Although the county is not mandated to provide services to those experiencing homelessness, the data indicates there is a high need for these services.

CRIMINAL CHARGING TURNAROUND TIME

What is it?

In 2020, the Washington County Attorney's Office reached a decade of achieving the goal of 14 days or less to make a charging decision with a yearly average of 11 days. Averages can fluctuate with an increase in cases submitted as well as outside factors, such as a need to request additional information to make a charging determination, but the office continues to generate decisions in a timely manner, thanks to augmented efficiency.

Why does it matter?

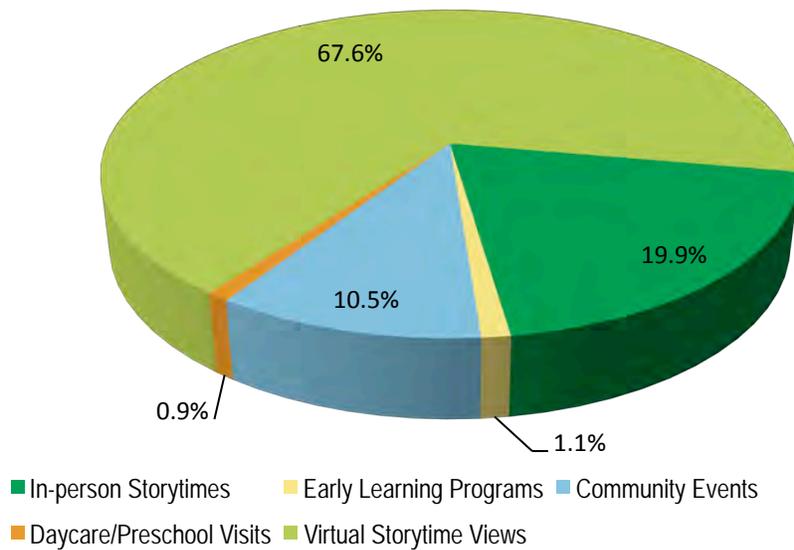
Turnaround time for criminal charging is an important measure for Washington County, since the decision to initiate a criminal prosecution impacts public safety, and the lives of victims, witnesses, and suspects within the county. The current office policy requires that a charging decision be made within 14 days of receiving a case when a defendant is not in custody. If a case involves a victim who is endangered, the decision should be made immediately. All domestic abuse, child abuse, elder abuse, sexual assault, and homicide cases are priority cases and a decision is to be made as quickly as possible, but no later than 14 days after receiving the case.

What is the data telling us?

This specific measure determines how long it takes the Washington County Attorney's Office to make a decision of whether a criminal complaint should be filed once it receives a criminal investigation from a law enforcement agency. This year's data show that the improvements made during the previous year to bring down the average number are moving in the right direction. There is always a need to continue to evaluate cases received to determine whether those that adversely affected the average were due to issues outside of the office's control, or if there was a need to do additional reviews of internal processes to determine areas of improvement to maintain an average consistent with the current office policy standard.

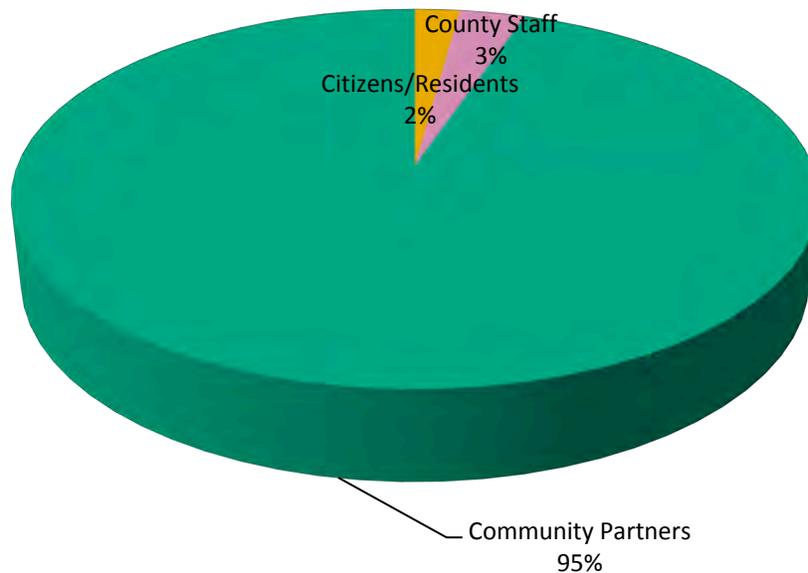
ADDRESSING today, planning for future

2020 Library Early Literacy Skills Training and Outreach



Source: Washington County Library LibCal Reports

2020 Attorney Community Outreach



Source: Washington County Attorney's Office



EARLY LITERACY

What is it?

Washington County Library offers a variety of research-based early literacy programs and trainings to residents. In these sessions, librarians work to foster an excitement for reading in children and share early literacy best practices with families and caregivers. This work also encourages families and caregivers to develop literacy-rich environments at home, use the library as well as other county resources, and seek educational opportunities in the community.

Why does it matter?

Mastering basic reading skills by third grade has a direct correlation to a child's success later in life, as measured by educational attainment, employment prospects, and income levels. Children who enter kindergarten with the necessary pre-reading skills have an advantage because they are ready to learn how to read. The library is one piece of a community-wide solution to prepare all children to read by third grade.

What does the data tell us?

In 2020, the library reached 28,205 children, families, caregivers, and educators through early literacy programming. The library's most popular programs for children are storytimes, at which staff model five literacy-based practices: talking, singing, reading, writing, and playing in a fun and entertaining environment. During the pandemic, the library transitioned to offering these programs virtually.

COMMUNITY OUTREACH

What is it?

One of the ways the Washington County Attorney's Office does future planning is by training and teaching others. The goal of this outreach is to help Washington County residents, staff, and community partners stay informed, plan for the future, provide education, and protect county departments from liability. Community partners include law enforcement, attorneys, educators, and professional state organizations and these partners also benefit from training that keeps professionals educated in the latest laws, regulations, and trends.

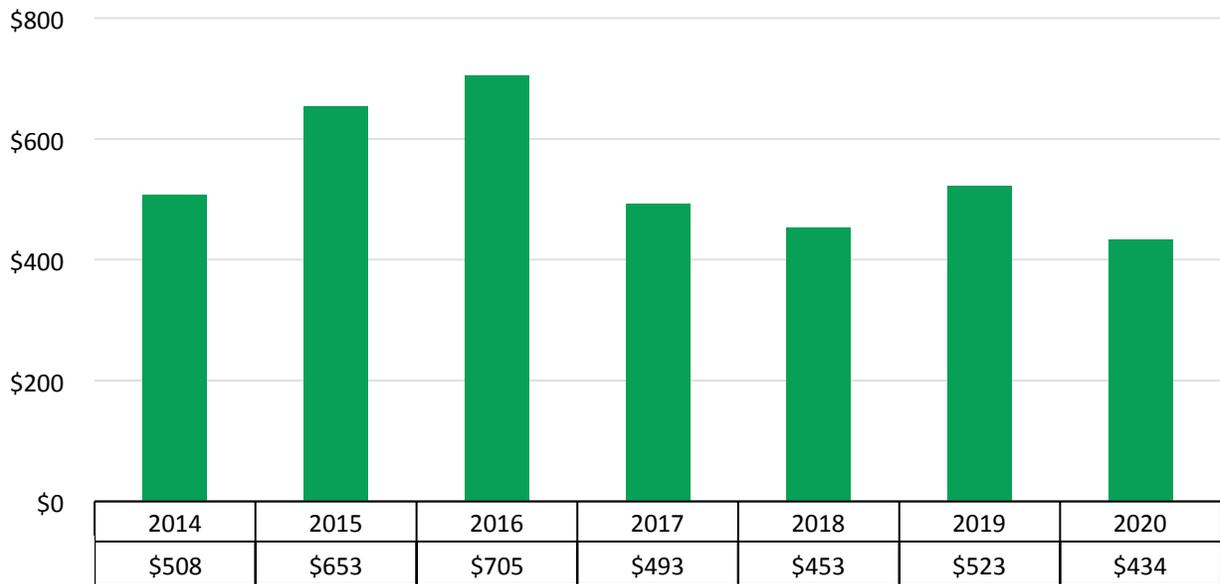
Why does it matter?

Topics presented this year include fraud, youth programs, social media, domestic violence awareness, drug abuse, law enforcement training, identity theft, internet safety, data practices, child protection, mental health, and ethics and bias, as well as many others. The office's commitment to provide quality training to others, even during a year such as 2020, not only helps the Attorney's Office do a better job to provide legal services to the county, but also informs the community and adds to the overall awareness and safety of the residents of Washington County.

What is the data telling us?

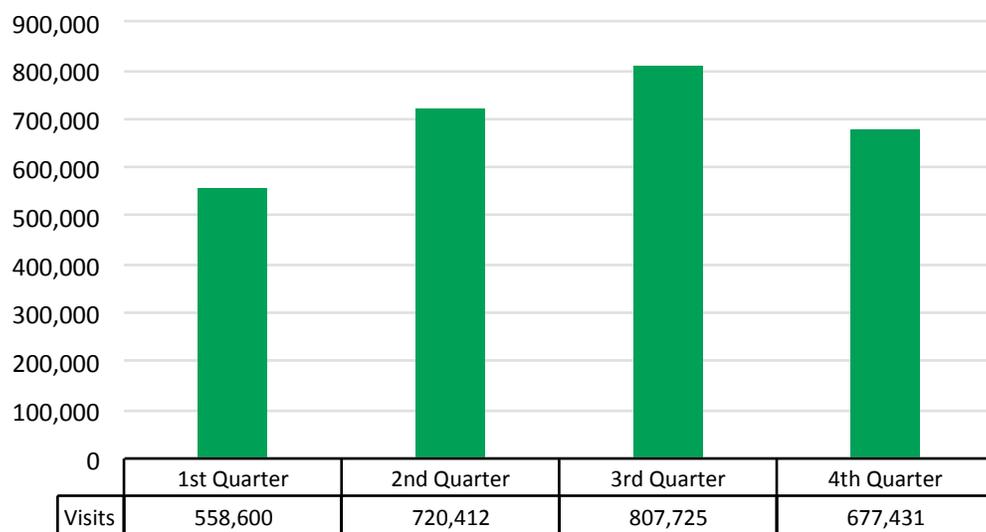
The Washington County Attorney's Office reached approximately 3,100 audience members through more than 42 hours of teaching/training sessions in 2020, despite the pandemic. Since 2011, when these free trainings were instituted on a broad and concerted basis, there has been a continued increase in the variety of trainings provided, topics offered, and audiences reached, with a slight setback this year due to additional constraints on in-person trainings.

Outstanding Debt pe Capita



Source: Washington County Administration

2020 Website Statistics



Source: Washington County Administration

OUTSTANDING DEBT PER CAPITA

What is it?

Washington County issues debt through the sale of bonds to fund capital projects, including major road projects to meet the transportation needs of county residents, park renovations, and county facilities. This is similar to a resident borrowing money to pay for a house (the mortgage) or major repairs and paying back that loan over the life of that investment. As the county's population grows, so does the need for increased roadways, trails, public service buildings, and county parks, which provide popular destinations for county residents to relax and recreate.

The county's long-term capital project planning allows capital borrowing for long-term projects, while providing property owners with stable levels of tax levies for debt service. As a result, tax levies do not rise and fall from year to year because of levies imposed for a new county building or road project.

Why does it matter?

Measuring the level of outstanding debt allows residents to see how the county chooses to finance long-term capital infrastructure needs, and provides the ability to compare debt from year to year, as well as to that of other counties in Minnesota. The county has imposed a debt limit lower than state law requires as a matter of policy to ensure responsible use of taxpayer dollars. The county also uses debt to ensure that the residents benefitting from a long-term investment are paying a portion of those costs.

What is the data telling us?

The outstanding debt at year-end fell from \$136.6 million in 2019 to \$113.9 million in 2020. The amount of outstanding debt per person has fallen by \$89. Since 2014, total outstanding debt has declined by more than \$12.5 million. This is a reduction of \$74 per person. The outstanding debt at the end of 2015 and 2016 was artificially high because of a refinancing that did not allow the county to pay off the underlying debt until 2017. The prudent use of debt comes from good long-term financial planning and analysis that occurs throughout the organization.

COUNTY COMMUNICATION

What is it?

Washington County continues to seek the most effective ways to communicate with residents and to hear what residents have to say. Two-way communication reflects one of the county's goals to maintain public trust through openness of government.

Why does it matter?

An informed public is better able to fully participate in local government and take part in the programs the county has to offer. Today's technology allows two-way communication and openness to take place electronically through the county's websites, email, streaming video, and web-streamed County Board meetings. To take full advantage of these opportunities, the county provides options for residents to sign up for interactive electronic notifications of common governmental activities (e.g., board agendas, information about the Board of Commissioners' activities, bid postings, and property tax reminders). The county has also launched social media sites, with the library, parks, and the Sheriff's Office having specific sites, as well as the Washington County site. These social media sites allow the sharing of timely information, and also gives residents an opportunity to ask questions and respond to events in the county.

What is the data telling us?

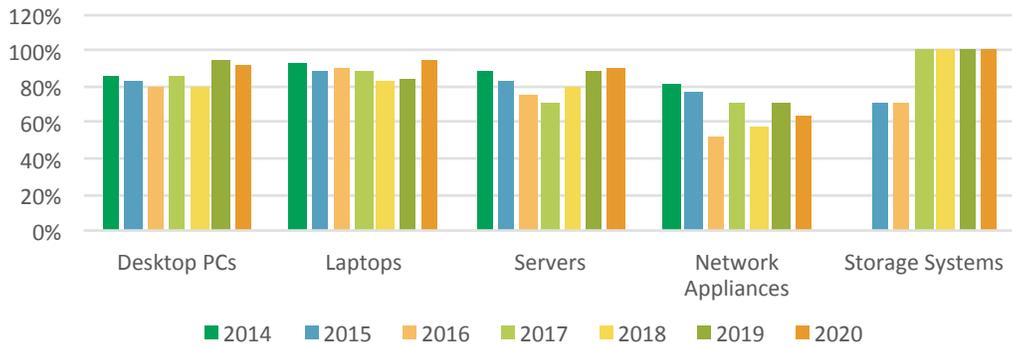
More than 185,000 visits are made to the county's website each month with residents seeking information about libraries, parks, road construction, voting, and other services provided by the county. Interested residents may sign up for e-newsletters to receive news about topics such as the library, parks, and road construction projects, which continue to gain subscribers.

Phishing Emails Reported



Source: Washington County Information Technology

Percentage of Hardware in Healthy Status Includes County Owned Hardware Managed by Information Technology



Note: No storage data is available for 2014.

Source: Washington County Information Technology

CYBERSECURITY PHISHING EMAILS

What is it?

Phishing emails are fraudulent attempts to gain access to a computer, application, or network to access sensitive information illegally. Phishing emails attempt to deceive the recipient into believing the email is legitimate and trustworthy. With each passing year, cyber threats are creating phishing emails that are more sophisticated and harder to detect. Washington County Information Technology is continuously blocking, monitoring, and collecting information on phishing emails targeting county employees.

Why does it matter?

The sophistication and quantity of phishing attacks have continued to increase each year. In the United States, more than 90% of all data breaches are due to phishing email attacks. In 2020, local governments in the United States were increasingly targeted, resulting in many data breaches and malware attacks. The frequency and sophistication of cyber-attacks can depend heavily on domestic and international events. Washington County Information Technology continues to implement several layers of security technology tools, procedures, and training programs to safeguard county information and ensure the safety of Washington County employees.

What is the data telling us?

The phishing email graph shows a drastic increase in the number of phishing emails Washington County employees reported. This information shows that phishing email attacks are on the rise for the county and will continue to be a serious security focus. The security guidance for reporting phishing emails allowed the information security team to respond to cyber threats faster and more effectively. The county leverages technology to make it easier and more convenient to report suspicious emails. The information technology security efforts have been successful to date as the county continues to evolve and stay ahead of domestic and international security threats.

PERCENTAGE OF HARDWARE IN HEALTHY STATUS

What is it?

Washington County proactively manages the computing infrastructure and replaces technology components to ensure that a healthy, secure, stable, and reliable computing environment is maintained. The county's information technology hardware infrastructure consists of desktop or laptop computers, monitors, mobile devices, servers, storage devices, network routers, and network switches.

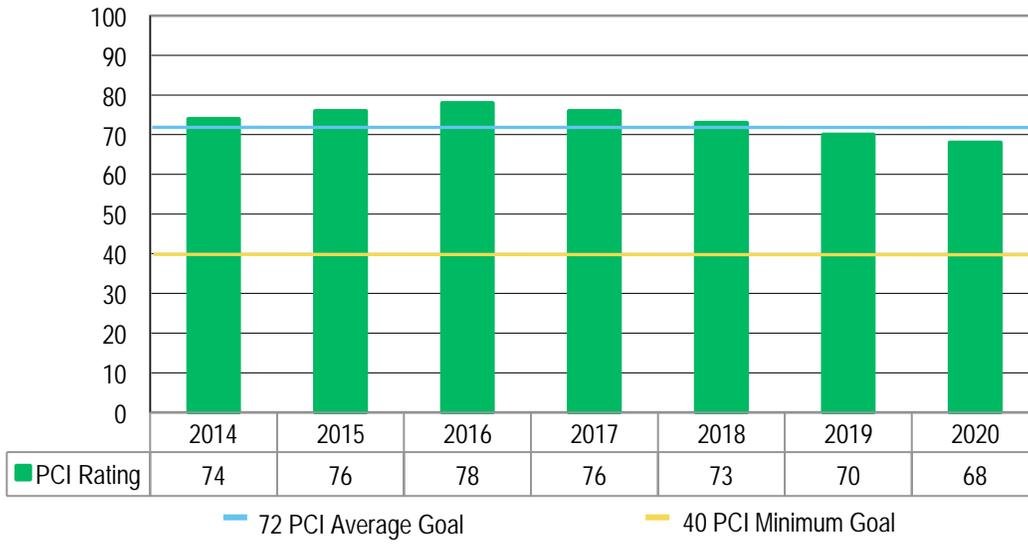
Why does it matter?

The county strives to remain within the industry standards' recommended lifecycle for optimal performance and cost effectiveness. These lifecycles are based on the Total Cost of Ownership (TCO) of the device, considering the direct costs of purchasing the device and the indirect costs for supporting and operating it over time. Based on research for the average enterprise, the initial purchase cost of a device represents 15% or less of the overall TCO, with most of the cost resulting from the support and operation of the device over its lifecycle. Every year, the county balances the benefit of reducing purchasing cost against the potential risks in the equipment lifecycles when determining to extend beyond the standards. The cost to support extended hardware an extra year is an additional 20%.

What is the data telling us?

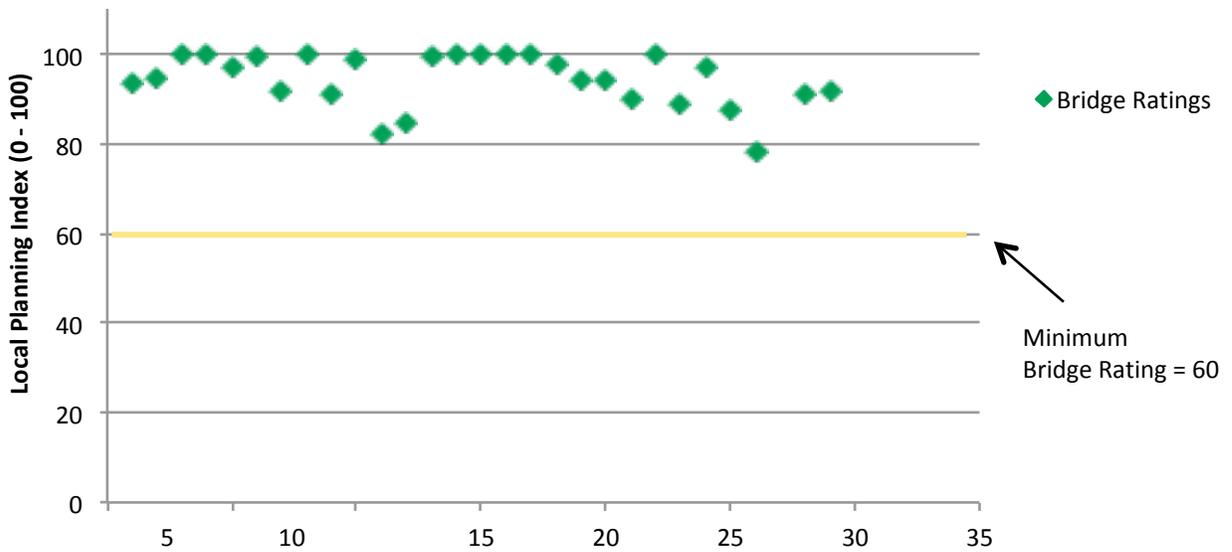
The healthy status target for desktop and laptop computers has stabilized due to the process improvements implemented in 2019. In 2020, the healthy status improved slightly, but was still below target in the server area due to devices remaining in service that were targeted for decommission, but whose applications had not yet transitioned to other locations, such as a cloud environment, newer server hosts, or upgraded applications. The network appliances' healthy status dipped in 2020 due to the pending replacement of switches in the fourth quarter and into 2021 as part of the refresh of the network core. The county is working to use new technologies that will increase resilience and be more dynamic in response to the county's increasing storage needs.

Average Pavement Condition Index (PCI)



Source: Washington County Public Works and Minnesota Department of Transportation

2020 Bridge Ratings



Source: Washington County Public Works

PAVEMENT CONDITION RATING

What is it?

The Washington County Pavement Management System (PMS) monitors the condition of every segment of the county highway system. A rating is developed for each segment based on the surface quality of the pavement. This rating is referred to as the Pavement Condition Index (PCI) and uses a scale of 0 – 100. Tracking the PCI and identifying roads that fall below the minimum threshold is done to determine the effectiveness of the pavement preservation program and the adequacy of funding resources.

Why does it matter?

Maintaining pavement in a good condition is recognized as important from a standpoint of both user satisfaction (no one likes to drive on a rough road) and long-term performance (properly maintained roads last longer). Analyzing the data provided by these sources allows the county to take a comprehensive look at the system, identify roadway segments in need of maintenance/repair, and determine the best strategies to maintain and improve the condition of the roadways. The goal is to maintain the overall system at a PCI of 72 or greater, with a minimum PCI of 40. This helps to ensure county roads are in a good condition and providing the best value to county residents.

What is the data telling us?

In 2020, the overall system had a PCI of 68, which is below the average PCI goal of 72. Approximately 12 centerline miles of roadway had a PCI of 40 or below, about 4% of the county's roadway system.

LOCAL PLANNING INDEX

What is it?

Washington County uses the Bridge Replacement and Improvement Management (BRIM) Tool to manage the inventory of county-owned bridges and make decisions on maintenance, rehabilitation, and replacement. The main derivative of BRIM is the Local Planning Index (LPI). LPI uses a risk-based concept, measuring the likelihood of failure (bridge condition) against the consequence of failure (service interruption). By using risk assessment, the LPI helps to avoid service disruptions, improve safety, plan maintenance/repairs/replacements, and spend budgets more wisely. The LPI uses a scale of 0 to 100.

How does it work?

Bridges are inspected on a routine basis and an index is developed based on the condition of the bridge. The county uses the web-based Bridge and Structure Inspection Management System (SIMS) to document the condition of bridges on county roads or under county bridge inspection responsibility and reports the results to the Federal Highway Administration.

Why does it matter?

BRIM uses an LPI threshold of 60 for determining funding eligibility. Bridges with a planning index of less than 60 are eligible for up to 80% funding with Federal Bridge funds and up to 100% with State Bridge Funds. Funds may be used for rehabilitation and reconstruction.

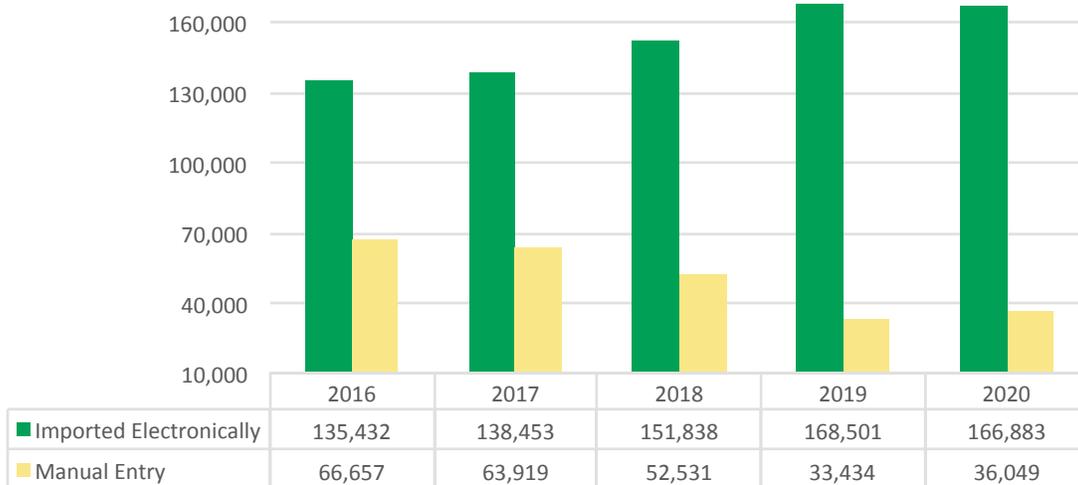
An LPI rating less than 60 does not imply that the bridge is unsafe; however, bridges with low LPIs typically require significant maintenance and repair to remain in service and eventual rehabilitation or replacement to address deficiencies. The goal of the BRIM is to provide a comprehensive tool for analyzing inspection reports and use of the LPI to assist in prioritizing bridge maintenance, extend the structure life, assist in programming rehabilitation, and replacement, and ultimately prevent failure.

What is the data telling us?

There are 38 bridges inspected by Washington County. These include bridges owned by other jurisdictions that the county is mandated to inspect by state statute. Of the 38 bridges, 22 are culverts (with a minimum 10-foot span), three are railroad bridges that pass over county roadways, two are Department of Natural Resources-owned that carry trails over county roadways, and five are owned by townships. There are an additional four bridges that are county-owned and maintained but inspected by the Minnesota Department of Transportation (MnDOT) as they cross MnDOT trunk highways. There are no bridges in Washington County that are fracture critical. All the bridges under the county's jurisdiction are in good condition with are no bridges with an LPI less than 60.

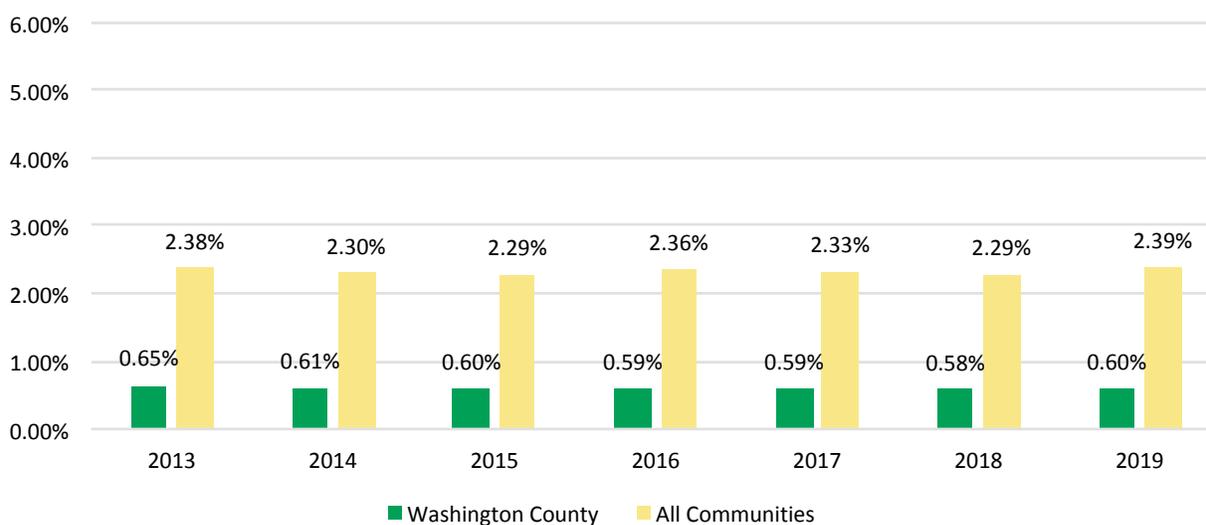
MAINTAINING public trust

Tax Payments Collected



Source: Washington County Property Records and Taxpayer Services

County Levy as a Percent of Total Personal Income



Note: Data for 2019 has been used for the measurement because personal income information is not yet available for 2020.

Source: Washington County Administration



PROPERTY TAX PAYMENTS

What is it?

The Property Records and Taxpayer Services department processes more than 200,000 tax payments annually that total more than \$500 million. The number that needed to be entered manually was greatly reduced in 2020 from 66,657 in 2016 to 36,049 in 2020. This is a 46% reduction in manual entry.

Why does it matter?

This 46% reduction in manual entry improved efficiency and accuracy. This results in increased productivity by allowing staff time to work on other transactions and projects and cost savings to the county by reducing errors that need to be fixed.

What is the data telling us?

In 2020, about 82% (166,883) of all tax payments were processed electronically compared to 56% (135,432) in 2016. Improvements have been made over several areas to achieve these results. As a result of an outreach initiative to lenders and large companies, many additional entities began submitting electronic payment files. In 2020, 50.8% (103,006) of payment transactions from lenders and large companies were submitted electronically, compared to 48.2% (97,413) in 2016. In 2020, 47% more transactions were scanned and electronically imported onsite. Staff use equipment to scan payment stubs and checks and software that creates an electronic file imported into the tax system. Taxpayers took advantage of online payment options with electronic check payments (eChecks) made through the county website, which increased by 77%.

PRICE OF GOVERNMENT

What is it?

The Price of Government measures the cost of providing governmental services as compared to total personal income of the residents within a jurisdiction. The State of Minnesota has been providing this measurement for a number of years on a state-wide basis. For example, the statewide price of government has been just less than 15% of personal income. Using a similar methodology, the county is able to calculate the price of Washington County government.

Why does it matter?

Taxpayers are often interested in knowing what portion of their income goes to pay for governmental services. They are also interested in seeing the trend of those costs. This measure can also be used to compare the county with other like jurisdictions.

What is the data telling us?

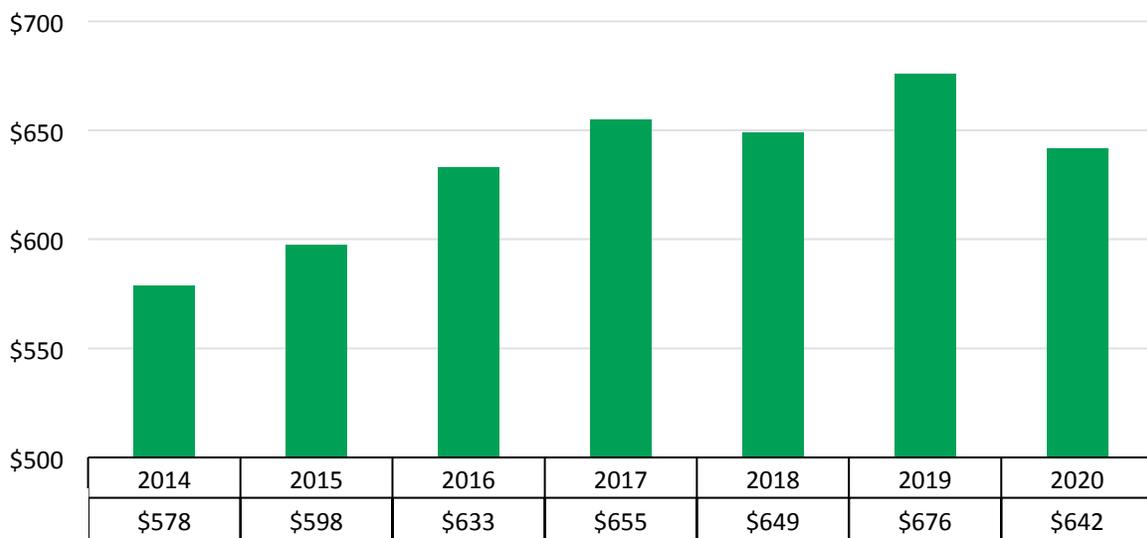
The data shows that the Price of Government for Washington County has remained flat each of the last seven years. The county levy of \$108.1 million in 2019 is 0.60% of the total personal income in Washington County in 2019, or more than \$17.9 billion. The Price of Government for all jurisdictions in the county, including schools, cities, townships, and special taxing jurisdictions, has increased slightly since 2013. For comparison purposes, Scott County's Price of Government, using a similar methodology, for 2019 is 0.74%, higher than Washington County.

Bond Issue Rating by Credit Rating Agency

Credit Rating Agency	2014	2015	2016	2017	2018	2019	2020
Standard & Poor's Ratings Services	AAA						
Moody's Investors Services	Aaa						

Source: Washington County Accounting and Finance

Actual Operating Costs per Capita



Note: Numbers rounded to the nearest hundred.

Source: Washington County Administration

BOND RATINGS

What is it?

Washington County's participation in the financial markets takes the form of bond sales. Each bond sale is subject to a rating, which evaluates the county's economic stability, management practices, and financial performance by independent bond rating agencies. In order to finance the county's capital improvement programs (construction of major road, building, and technology projects), the county issues debt through the sale of bonds. This process is similar to taking out a mortgage to purchase a home, in which money is lent to the county to pay for projects and the county agrees to pay back that debt through annual principal and interest payments. To verify the county's ability to pay off the debt or mortgage, prior to each bond sale, a rating review is completed by national independent bond rating agencies to evaluate the county's economic stability, management practices, and financial performance.

Why does it matter?

Washington County holds the highest rating obtainable from both Standard & Poor's Ratings Services and Moody's Investors Services (AAA). Holding an AAA rating allows the county to issue debt in the most favorable terms, saving interest costs paid over the life of the bonds. The county's municipal advisors estimate that at current interest rates on a bond sale of \$20 million with an AAA rating, the interest savings over the life of that bond could be more than \$335,000 compared to the cost were the county to have an AA rating.

What is the data telling us?

The strong credit ratings are indicators of an adequate and diverse economic base, solid financial management, and moderate debt levels with manageable future debt needs. Washington County is still 1 of 4 counties in MN but now 1 of 75 in the U.S. with both AAA from S&P and Aaa from Moodys.

OPERATING COSTS PER CAPITA

What is it?

Operating costs include the cost of personnel (both salary and benefits), client/resident related support, services, charges, supplies, and materials. The growth in county spending is often measured by looking at operating costs only, as capital and debt can fluctuate greatly from year to year and can skew yearly comparisons.

Why does it matter?

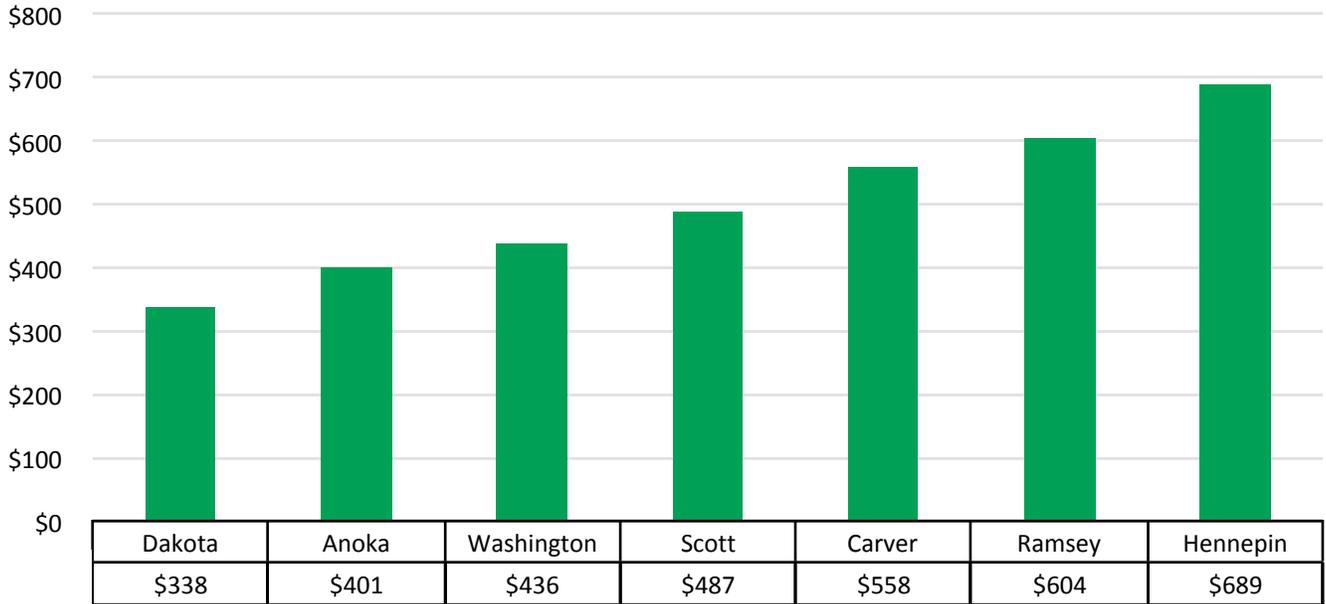
The residents of Washington County expect a high level of service and good value for their tax dollars. To meet those expectations, the county must continue to identify ways to streamline processes and make service delivery more efficient.

What is the data telling us?

Operating costs per capita for Washington County remain near the lowest of any of the 87 Minnesota counties. In 2020, the operating costs per capita decreased by \$34 per person. The decrease in 2020 is due to a decrease in operating costs and a slight increase in population.

The two most influential factors in the change of operating costs in recent years are the demographic changes affecting the county and the growing reliance on county funding to pay for state- and federally-mandated services. New housing in areas such as Woodbury, Lake Elmo, Hugo, and Forest Lake are fueling the county's population growth. This drives the need for additional roads, parks, library materials, social services, and many other services. The county's population is growing, aging, and becoming more diverse and this has led to an increased demand for services from residents new to the county as well as the senior population.

Budgeted Levy per Capita - 2020 Cost Comparisons



Source: Washington County Administration

Awards and Audit Opinions for County Financial Reports

Award/ Audit Opinions	2014	2015	2016	2017	2018	2019	2020
Government Finance Officers Association Budget Award	Award (17)	Award (18)	Award (19)	Award (20)	Award (21)	Award (22)	Award (23)
Government Finance Officers Association Certificate of Excellence in Financial Reporting	Award (30)	Award (31)	Award (32)	Award (33)	Award (34)	Award (35)	Application to be submitted
Government Finance Officers Association Popular Annual Financial Reporting	NA	NA	NA	NA	Award (1)	Award (2)	To be determined
Auditor Opinion on Compliance with Generally Accepted Accounting Principles	Unqualified						
Auditor Opinion on Compliance for Major Federal Award Programs	Unqualified						

Note: "Unqualified" means that the auditor has tested the information presented and has found full compliance with the prescribed standards. The auditor then can issue an opinion without noting any exceptions or qualifications.

Source: Washington County Accounting and Finance

LEVY PER CAPITA

What is it?

The Washington County levy is the amount of property taxes collected to pay for county services. Levy dollars are a critical part of the annual county budget that ensures the highest quality of services are provided to the residents of the county. In 2020, the county levy of \$114.5 million provided 40.6% of the revenue for the county. The 2020 county levy rose 5.9% over the 2019 levy, or \$436 per capita in 2020 versus \$411 in 2019.

Why does it matter?

The County Board begins each budget cycle by adopting principles to guide its decision making, focusing on core county functions that improve outcomes. The board also considers the tax impact on county residents and businesses. Measures that track the taxes, or costs, per person in the county provide a measurement to ensure county tax dollars are being spent wisely and that there are modest changes in the tax burden from year-to-year. This measure addresses the county goal of being a good steward of taxpayer dollars.

What is the data telling us?

The County Board maintains one of the lowest levies per capita of all Minnesota counties, with the third lowest net levy per capita of the seven metro counties. This is particularly notable given that residents rank quality of life in the county very high against national benchmarks in the survey of residents conducted regularly by the county, most recently in 2019.

The county has also experienced substantial growth in its tax base in recent years, both from the increase in the value of existing property and from new construction of homes and businesses. This growth, coupled with the county's levy decisions, has allowed the county tax rate to decrease in six of the last seven years.

FINANCIAL REPORTING

What is it?

Washington County participates annually in the "Government Finance Officers Association's (GFOA) Certificate of Achievement for Excellence in Financial Reporting Program and the Popular Annual Financial Report Award Program." The Comprehensive Annual Financial Report and the Popular Annual Financial Report (PAFR) produced for these programs must adhere to the highest standards in governmental financial reporting. In addition, the county participates in GFOA's Distinguished Budget Presentation Award Program. The program encourages and assists local governments in preparing budget documents that are of the highest quality and understandable to the general public. Each year, the county submits its budget document to GFOA for review by professional staff from GFOA and outside reviewers with experience in public sector budgeting.

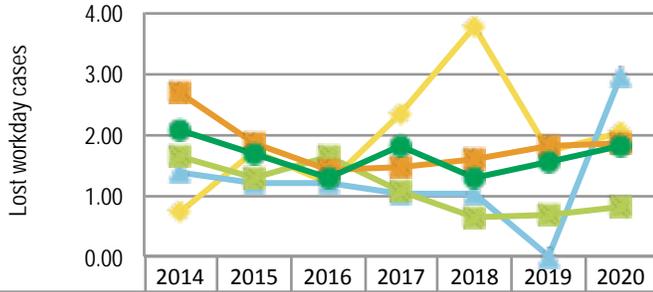
Why does it matter?

Washington County participates annually in reporting programs to maintain the quality of its financial reporting practices and ensure transparency and accountability to its residents. External independent audits serve to assure the public that reports of county finances are accurate and complete, and represent the financial activity fairly. Additionally, the financial reporting programs at the county provide an external, independent evaluation gauged against other organizations to assure readers of a comprehensive perspective of the county's financial position.

What is the data telling us?

In 2019, Washington County's Comprehensive Annual Financial Report was awarded its 35th consecutive GFOA Certificate of Achievement for Excellence in Financial Reporting Program, affirming that the county's annual financial statements are accurate and fairly represent its financial activity. The external independent auditor can then issue an opinion without noting any exceptions or qualifications. An "Unqualified" opinion means that the auditor has tested the information presented and has found full compliance with Generally Accepted Accounting Principles. The county was also awarded the Distinguished Budget Presentation Award for the 23rd consecutive year. In 2019, Washington County submitted its second PAFR to GFOA for its award program, and the county was presented its first GFOA award.

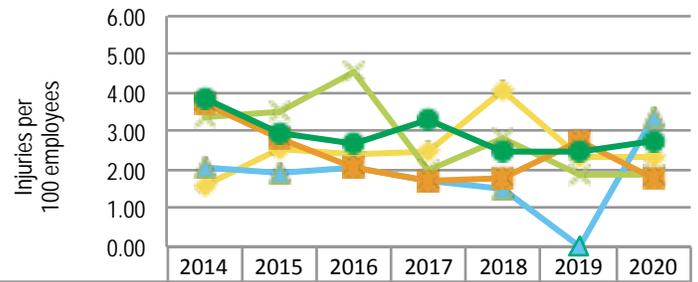
Lost Workday Cases



	2014	2015	2016	2017	2018	2019	2020
Carver	0.71	1.70	1.19	2.32	3.75	1.71	2.02
Hennepin	1.38	1.18	1.21	1.03	1.02	NA	2.96
Olmsted	1.65	1.28	1.64	1.05	0.64	0.69	0.80
Ramsey	2.68	1.84	1.41	1.46	1.61	1.79	1.85
Washington	2.07	1.67	1.29	1.80	1.27	1.53	1.80

Source: Metropolitan County Occupational Safety and Health Administration (OSHA) logs

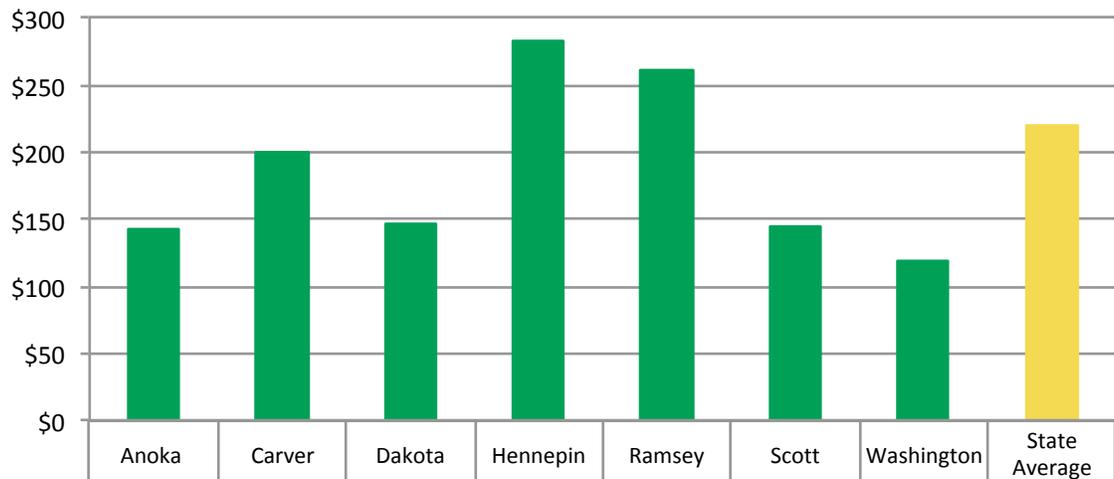
Injury Rate Per 100 Employees



	2014	2015	2016	2017	2018	2019	2020
Carver	1.59	2.55	2.38	2.48	4.08	2.33	2.33
Hennepin	2.07	1.93	2.06	1.68	1.53	NA	3.40
Olmsted	3.39	3.50	4.57	1.96	2.79	1.87	1.87
Ramsey	3.71	2.84	2.05	1.71	1.79	2.76	1.76
Washington	3.84	2.96	2.67	3.32	2.46	2.47	2.74

Source: Metropolitan County Occupational Safety and Health Administration (OSHA) logs

2019 Administrative Human Services Costs Per Capita



■ Administrative Human Services Per Capita Cost

* Data for 2020 was not yet available.

Source: Minnesota Department of Human Services (DHS), Minnesota County Human Services Cost Report for Calendar Year 2019

WORKER'S COMPENSATION CLAIMS

What is it?

Washington County annually compares the county's work-related injury rates, as outlined by Occupational Safety and Health Administration (OSHA), with other Minnesota counties' injury rates.

Why does it matter?

The number and severity of work-related injuries and illnesses is an indicator as to the effectiveness of Washington County's departmental and countywide safety procedures, loss control, case management, and return-to-work programs.

What is the data telling us?

Washington County's 2020 injury rates are similar to other similar Minnesota counties. In 2020, COVID-related claims not only had an impact on the number of injury claims for counties, but also impacted the number of lost time days. Injury rates reinforce that Washington County's departmental and countywide loss control, case management, and return-to-work programs continue to have a positive impact on work-related injuries/illnesses.

PER CAPITA HUMAN SERVICE COSTS

What is it?

The purpose of the Minnesota County Human Services Cost Report is to provide a fair representation of the costs involved in providing human service programs administered by the counties and supervised by the Minnesota Department of Human Services (DHS). One important part of the report is the Administrative Human Services Cost Per Capita. The most recent DHS report is for calendar year 2019.

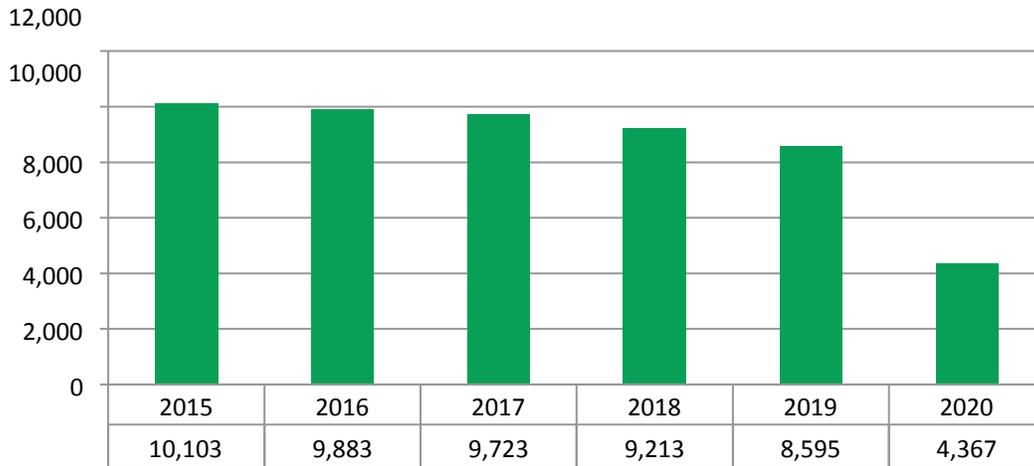
Why does it matter?

Many human services programs are complex and directed by state and federal mandates, making it difficult to keep administrative costs low. Washington County strives to provide quality services to residents in a cost-effective manner that demonstrates the responsible use of public resources by focusing on the administrative cost per capita.

What does the data show?

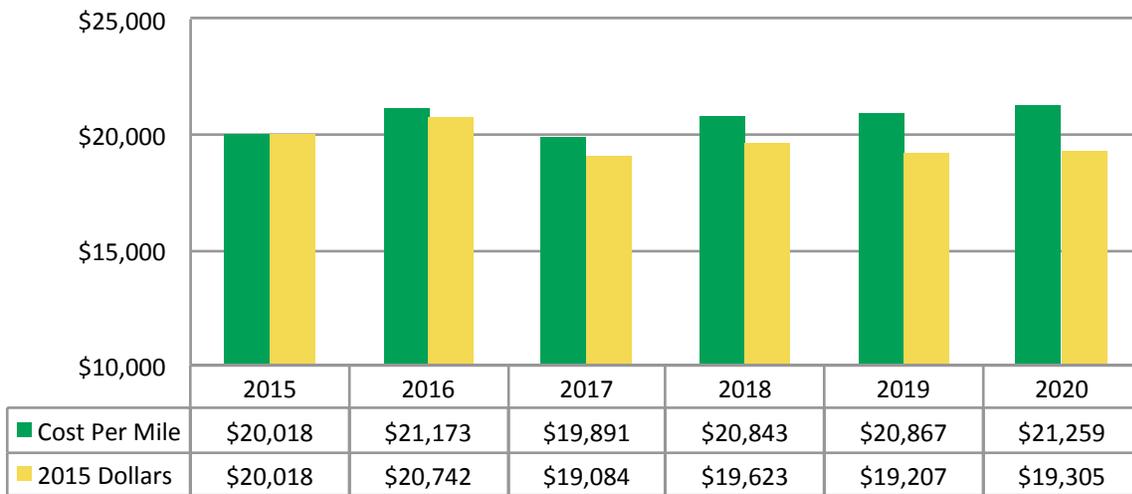
The average Administrative Human Services Cost Per Capita statewide is \$220 and \$190 for the seven-county metro area. Washington County's Administrative Cost Per Capita is the lowest in the state at \$119, 46% lower than the statewide average. Human Services Costs for Washington County in 2019 was approximately \$400 million. Of that, the county funded 5% or \$20 million, the majority of which was spent on social services personnel. Washington County's Total Human Services Cost Per Capita was \$1,522 and the Human Services Aid & Purchased Services Cost Per Capita was \$1,403, both second lowest in the state behind Carver County.

Number of Jail Bed Days Saved through the Sentence to Service Program



Source: Washington County Community Corrections

Road Maintenance Cost Per Mile - All County Roads



Source: Washington County Public Works, Inflation Rates from Bureau of Labor Statistics Consumer Price Index

JAIL BED DAYS SAVED THROUGH SENTENCE TO SERVICE PROGRAM

What is it?

Through the Sentence to Service (STS) program, low-risk offenders perform work service in the community as an alternative to serving time in the county jail, under the supervision of trained county-employed crew leaders. Participants in the program complete projects for government, public, or non-profit agencies throughout the county. Two examples of work assignments are STS crews doing recycling collection and removal at the Washington County Government Center, and park maintenance in the state parks within the borders of Washington County.

Why does it matter?

At an estimated cost of \$150 per day per offender to house an offender in the county jail, the county's STS program exemplifies the county goal of maintaining public trust through responsible use of public resources, accountability, and openness of government. The STS program saves the county significant jail-related costs and affords offenders an opportunity to repair the harm to the community that resulted from their criminal behavior.

What is the data telling us?

In 2020, offenders participating in STS worked 34,932 hours. Those work service hours resulted in a savings to the county equivalent to 4,367 jail bed days (one day of jail time served by one inmate). The STS program saved the county an estimated \$655,050 in jail-related costs in 2020.

Impacts to STS program operations from the COVID-19 pandemic were the principal reason for the significant reduction in the number of jail bed days saved between 2019 and 2020. The STS program did not operate crews from March into June. Upon resumption, crew size limits were in place during the remainder of 2020 to accommodate COVID health and safety protocols.

MAINTENANCE COSTS PER MILE

What is it?

The maintenance cost per mile measurement monitors the average cost to maintain a mile of roadway in the county. Many factors affect the cost to maintain the investment made in the county highway system. These factors include:

- price of fuel - the county has improved the predictability of fuel prices by joining the statewide fuel consortium for 80% of its annual fuel purchases;
- salt pricing - county snow and ice control technology continues to advance, allowing operators to more effectively use time and materials to keep roads clear;
- staff costs – the Public Works Department works to manage staff costs by sharing resources across divisions, cross training employees, and prioritizing work to maximize staff resources;
- weather – snowy and/or cold winters will significantly influence the overall cost of the operation.

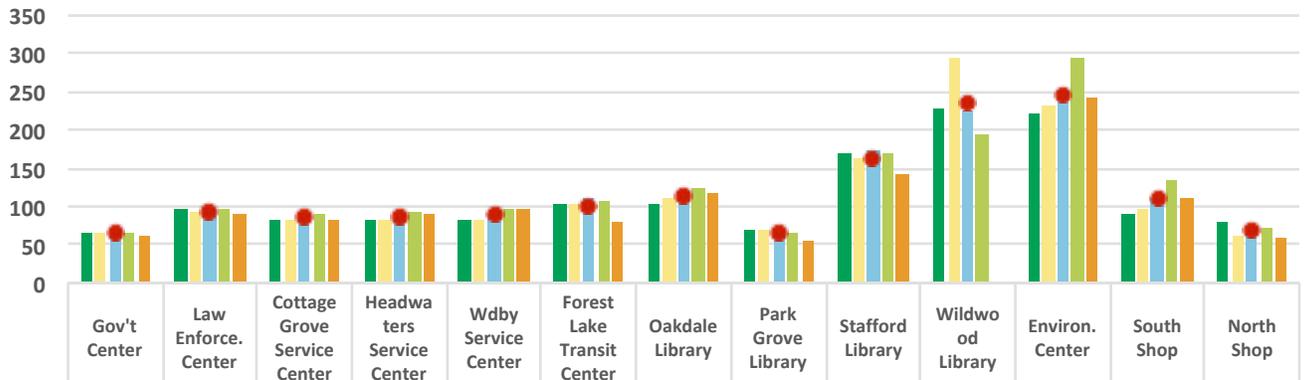
Why does it matter?

Washington County strives to provide and maintain a safe, efficient, and cost-effective transportation system to meet the needs of the public in an environmentally responsible manner, now and into the future. To ensure accountability and the responsible use of public resources, a summary of road maintenance costs per mile is reported.

What is the data telling us?

Using 2015 as a base and comparing inflation adjusted costs over a six-year period, the county demonstrates it is managing costs while delivering quality road maintenance services. Taking inflation into account, there was a slight increase in cost per mile in 2020 compared to the previous year.

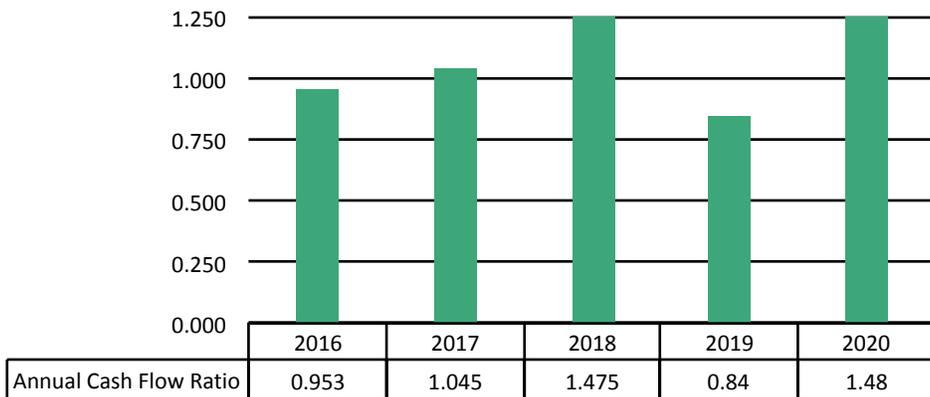
Washington County Energy Usage Intensity



Year	Gov't Center	Law Enforce. Center	Cottage Grove Service Center	Headwaters Service Center	Wdby Service Center	Forest Lake Transit Center	Oakdale Library	Park Grove Library	Stafford Library	Wildwood Library	Environ. Center	South Shop	North Shop
2016	67	95	81	82	81	103	102	70	168	227	221	88	80
2017	65	92	83	84	84	104	110	68	162	293	231	96	63
2018	69	96	90	87	90	110	121	68	171	223	242	112	69
2019	67	96	88	92	97	108	125	66	171	194	294	136	72
2020	62	89	83	90	98	78	118	55	142		243	112	60
5 Year Average Benchmark	66	94	85	87	90	101	115	65	163	234	246	109	69

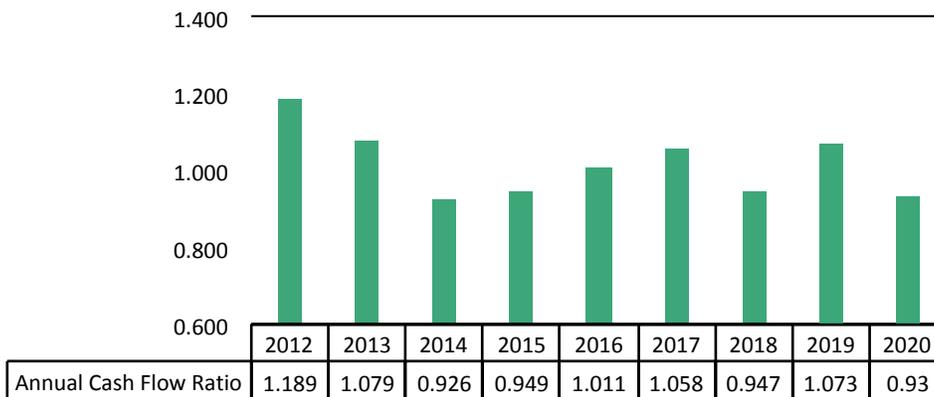
Source: Washington County Public Works

Annual Cash Flow Ratio - Capital Park Fund



Source: Washington County Public Works

Annual Cash Flow Ratio - Capital Road & Bridge Fund



Source: Washington County Public Works

ENERGY USAGE INTENSITY

What is it?

The Energy Use Intensity (EUI) is an indicator of long-term energy efficiency trends. Energy Star, the international standard for energy efficiency, defines EUI as an expression of building energy use as a function of its size, measured in square feet. The lower the EUI, the more energy efficient the performance.

Why does it matter?

Energy efficiency is the first and most important step toward transitioning to a sustainable Washington County. With the rising costs of electricity, natural gas, and fuel oil, creating guidelines, or benchmarks, helps to establish an annual energy use reference for comparing buildings of similar size, functional use, and operating schedules. Energy benchmarking can also be used to track savings generated from energy conservation initiatives on a monthly basis.

What is the data telling us?

Several county buildings are at or better than industry benchmarks. This can be attributed to system scheduling, automation, and switching to more efficient equipment. To continue consistency, the county will look forward to initiatives, such as continuous commissioning, to ensure that buildings are running at peak performance.

By planning, building, and maintaining better energy efficiency initiatives, Washington County continues to be a leader in energy management for the benefit of the community today, tomorrow, and for many years to come.

CAPITAL FUND CASH FLOW

What is it?

Washington County maintains public trust through management of cash flow for capital construction projects. The county partners with federal, state, local, and private agencies to plan capital road and bridge and parks projects, create cooperative agreements to share costs for these projects, actively invoice agencies on a timely basis, and manage expenses as work progresses. Factors that could affect the cash flow include disbursement schedules on grants, payment terms negotiated in cooperative agreements, and unanticipated construction changes. In addition, capital fund cash flow takes daily administration, accountability, and teamwork to generate revenue and monitor expenses for capital improvement projects.

Why does it matter?

Long-term financial management and financial stability of capital funds is needed to ensure capital road and bridge and capital parks improvements can be programmed and fully completed as projected. Capital fund cash flow evaluates annual revenue and expenses for the capital road and bridge fund and the capital parks fund. Annual revenue is divided by annual expense to determine the annual cash flow ratio. This ratio is used to monitor long-term financial management from year to year. A ratio greater than 1.0 is an indicator that revenue exceeded expense. A ratio less than 1.0 is an indicator that expense exceeded revenue. The goal is an annual cash flow ratio between 0.950 and 1.050, which demonstrates timeliness of revenue to match project expenditures.

What is the data telling us?

In 2020, the Capital Road & Bridge Fund had an annual cash flow ratio of 0.93. This was below the targeted range of 0.95 to 1.05. The decrease in cash flow ratio compared to the previous year was driven by roadway turn-back funds received in prior years, but spent in 2020. Additionally, there was right-of-way purchased for a large road construction project in 2020 that did not receive state reimbursement until 2021. It is expected that the cash flow ratio for 2021 will be at or near 1.00.

In 2020, the Capital Parks Fund had an annual cash flow ratio of 1.48. The ratio was higher than the targeted range of 0.95 -1.05. The reason the ratio was higher than the targeted range was due to County Program Aid (CPA) received but planned to be spent in 2021. Additionally, there was revenue received after the 2019 cutoff date for expenses incurred in 2019. It is expected that the cash flow ratio for 2021 will be lower than the targeted range due to spending CPA received in 2020.

Through responsible leadership and partnerships, Washington County Public Works will continue to monitor the capital fund cash flow to provide long-term financial stability of the capital fund to sustain capital road and bridge and capital parks improvements now and in the future.

COVID special edition

VIRTUAL MARRIAGE LICENSE APPLICATIONS

What is it?

Washington County Vital Records accepts marriage license applications and issues marriage licenses to residents and couples from other counties, states, and countries planning to get married in Minnesota. To complete the application, couples must appear before a county employee. Due to the pandemic, a virtual, video conference marriage license application process was developed to continue this service.

What measures did you take to assure delivery of services while responding to the pandemic? How were staff and resources deployed to continue service delivery in modified circumstances?

Due to office closures and a commitment to serve applicants who were uncomfortable visiting public spaces, staff created a virtual marriage license application process. Instead of appearing in person, couples submitted their applications by mail or secure drop box. Staff then reviewed the application and held a video conference with the couple to finalize the application. This modification allowed couples to continue to get marriage licenses during the pandemic.

Development of the process included seeking legal opinions, the creation of an appointment calendar, learning to use video conferencing technology, and keeping information updated on the county website. Staff communicated with applicants to schedule appointments, reviewed applications prior to the meeting, held virtual conferences with couples, and mailed licenses. Staff was even able to conduct video conferences while teleworking.

How did this improve or continue service delivery to residents and county staff?

It ensured the marriage license application service remained available and resulted in an increase in the number of applications processed. From April 1 through July 31, 2020, staff assisted 487 couples who applied for their marriage licenses virtually, which represents 71% of applications during this time. Overall in 2020, staff processed 1,384 marriage license applications, an increase of 119% over the previous year.

VIRTUAL AIM MEETINGS

What is it?

Attendance Intervention Meetings, or AIM, is the first level of intervention by the county when a child begins to truant from school. Washington County's current three-level process of progressively intrusive intervention is AIM, Diversion, Court. The goal of this outreach is to educate Washington County parents and students on Compulsory School Attendance law, the three-level process of intervention, benefits of a high school diploma and beyond, and any issues affecting the child's attendance, and where to get help. Washington County partners with district schools to coordinate these meetings.

What measures did you take to assure delivery of services while responding to the pandemic? How were staff and resources deployed to continue service delivery in modified circumstances?

For the 2020-2021 school year, there were 461 AIM invitation letters sent by the County Attorney's Office. To put this in perspective, in a normal in-person school year, there are between 400 to 500 AIM invitation letters sent out. As seen from these numbers, the 2020-2021 school year was on par with the usual number of AIM invitations and meetings offered, showing that the level of services provided did not deteriorate due to COVID restrictions. Additionally, the numbers also show that the issue of truancy did not lessen, even when a hybrid/distant learning model was an option.

How did this improve or continue service delivery to residents and county staff?

Despite the disruption of school and family schedules from the COVID-19 pandemic, the County Attorney's Office maintained its attention and efforts to early intervention when it is apparent that a child is truant from school.



CURBSIDE PICKUP AND ONLINE LIBRARY CARDS

What is it?

When the county closed in-person services in March 2020, staff quickly developed two new systems to offer continuous access to library materials and resources – curbside pickup and remote library card registrations. Through curbside pickup, residents were able to make appointments to pick up books, movies, and other items at any library branch. By offering library card registrations by phone and online, residents were able to access online tools and digital materials – a particular benefit for students and families during distance learning.

What measures did you take to assure delivery of services while responding to the pandemic? How were staff and resources deployed to continue service delivery in modified circumstances?

While library buildings were closed, staff pivoted to provide services online, over the telephone, and through appointments. Between March 19 and June 26, staff completed more than 22,000 curbside pickup appointments, circulating more than 88,000 items. When library buildings reopened with limited hours in June, curbside pickup continued to be a popular service. By the end of the year, the library provided 25,674 appointments. To register library cards by telephone or online, staff needed to quickly adapt existing procedures and verify county residence in alternate ways. Staff also developed a process to provide library access to people outside of Washington County. In 2020, the library completed 3,339 online requests for library cards.

How did this improve or continue service delivery to residents and county staff?

By pivoting quickly to offer services in new ways, the library was able to offer continuous access to library materials throughout the pandemic. Now that buildings have reopened, curbside pickup continues to be a way for residents to use the library in a convenient, safe, and contactless way. And residents can continue to apply for a library card by telephone or online and receive it in the mail, a convenience for those who are not able to visit a library building during open hours.



CARES SPENDING

What is it?

In March 2020, a Presidential National Emergency and a Peacetime State of Emergency was declared in Minnesota. These led to the Washington County Board of Commissioners declaring a local state of emergency to respond to the impacts of the COVID-19 pandemic on March 17, 2020.

County departments shifted gears to comply with the emergency orders to close county facilities and provide resources for employees to either work on-site in closed facilities or work remotely from home. A significant focus was on how to continue to deliver core services in a pandemic environment that had shut down the country. The transition of a large part of the county workforce to remote working quickly became a resource issue with all 12 departments needing supplies and equipment, and also requesting technology services/equipment, creating bottlenecks and inefficiencies.

What measures did you take to assure delivery of services while responding to the pandemic? How were staff and resources deployed to continue service delivery in modified circumstances?

The county adopted and participated in the county's Emergency Operations Center (EOC) and operated as the Finance Section. The EOC was made of up four sections: Planning, Logistics, Finance and Operations. This allowed for a process to submit a request for a resource that then flowed through the sections for review, approval, ordering, and delivery, centralizing the acquisition of goods and services, and allowing purchases in bulk. Using EOC process and the public health emergency allowed EOC Finance an opportunity to use the Emergency Fund to account for these unexpected expenses and apply for reimbursement.

The Emergency Fund created an accounting method to keep the EOC Sections, the County Board, and county leadership updated on the financial impact of the pandemic.

How did this improve or continue service delivery to residents and county staff?

When the federal government passed the Coronavirus Aid, Relief, and Economic Security Act (CARES Act) to address the economic impact of the pandemic, it provided aid to states and local governments, called the Coronavirus Relief Fund (CRF), to address spending shortages related to the pandemic and to pay for expenses incurred due to the public health emergency. Washington County received \$31.7 million in CRF from the State of Minnesota to assist the county in its response to the COVID-19 pandemic. The County Board approved funding for programs to directly assist residents, businesses, and service organizations across the county. By the end of 2020, the county had disbursed the money to those programs, and supported county operations that were modified to maintain safety for county residents and employees.

ONLINE PROCESSES (VIRTUAL SEPTIC INSPECTION; HAZARDOUS WASTE LICENSE RENEWAL APPLICATION SYSTEM)

What is it?

As a response to COVID-19 social distancing protocols, a new virtual septic system installation inspection process was developed, using a real-time online virtual inspection survey to take the place of in-person inspections. Contractors use a smart phone, laptop, or other device to gather photos and the required information that is then saved, shared, and submitted to licensed county inspectors. The contractors then schedule an inspection at which county inspectors review the submitted information for compliance with the issued septic permit. During the review, the inspector notes any questions, changes, or approvals and follows up with the contractor with the survey tool in writing. The entire inspection survey process was developed by adapting a set of existing tools using Geographic Information System technologies, called Survey 123 developed by the ESRI Company. This virtual inspection process has helped protect both contractors' and inspectors' health, and led to more efficient and complete documentation of project conditions for county records.

What measures did you take to assure delivery of services while responding to the pandemic? How were staff and resources deployed to continue service delivery in modified circumstances?

Virtual septic installation inspections allow for a contactless way to verify septic system installations are done according to applicable regulations and collects all required state and county information in writing and directly places the information into a data storage system. In addition, virtual inspections allow for more inspections to be scheduled and reviewed per day, and provide more flexibility in inspection times for contractors. Because inspectors do not need to physically travel between sites during the construction process, the amount of time needed between inspections is decreased. This tool has allowed for better service to clients and increased program productivity.

How did this improve or continue service delivery to residents and county staff?

Collecting inspection information with ESRI's Survey 123 makes it easier to collect, store, and analyze data in new ways. It tracks how many inspections are conducted on a daily basis, identifies the contractors who are performing the work, and the location and time when the work is taking place. Location and technical information is used for required summary reporting to state agencies. In addition, the new type of data and method of collecting it allows staff to identify trends in growth and development that is used in program planning, evaluation, and process improvement.

VIRTUAL COGNITIVE PROGRAMMING

What is it?

Community Corrections provides cognitive skills group programming to assist clients in developing skills that increase their ability to handle situations in a way that will allow them to avoid a return to the criminal justice system. Clients who complete these groups commit new felony offenses at one-third the rate of those who do not participate, with misdemeanor level re-offenses being cut in half. The COVID-19 pandemic created a need for all programming to be moved to a virtual platform. Corrections staff quickly identified a platform to deliver the programming, virtually.

What measure did you take to assure delivery of services while responding to the pandemic? How were staff and resources deployed to continue service delivery in modified circumstances?

Work on the virtual implementation of each program began shortly after a virtual platform was secured. This entailed multiple agents familiarizing themselves with how to operate the features of WebEx and determine how they could be used to deliver each program. Agents spent a significant amount of time learning how to get clients logged on and how homework would be processed. As procedures were finalized, more agents were trained in virtual facilitation. This resulted in the same amount of programming as was originally planned pre-pandemic. Washington County was one of the first agencies in the nation to offer cognitive skills programming virtually. This was achieved through collaboration with the National Institute of Corrections, as well as the authors of the cognitive skills programs. As a leader in virtual programming, Washington County probation officers lent their knowledge to multiple corrections agencies in Minnesota and across the nation. This collaboration continues as Community Corrections evaluates and refines its virtual programming to offer clients the highest quality services possible.

How did this improve or continue service delivery to residents and county staff?

Community Corrections has offered a robust programming schedule to provide clients with the highest quality interventions aimed at reducing recidivism. The department was able to successfully graduate 122 clients from in-person programs in 2019 these programs. When the shutdown occurred in March 2020, the Community Corrections Department had successfully graduated 40 individuals up to that point, less than a third of 2019's total. The implementation of virtual programming allowed the continuation of services to county residents who would not have received them otherwise. Community Corrections graduated 107 clients from cognitive skills programming by the end of 2020. This figure demonstrates the department's success in developing and implementing virtual cognitive skills programming, as the results yielded a level of success that was very near that of pre-pandemic times.

REMOTE DELIVERY OF SERVICES IN COUNTY JAIL

What is it?

Washington County Sheriff's Office provided and maintained delivery of services in the jail while allowing staff and inmates to be safe during the pandemic.

What measures did you take to assure delivery of services while responding to the pandemic? How were staff and resources deployed to continue service delivery in modified circumstances?

Because professional visitors were not allowed in the jail to meet one-on-one with inmates, the Sheriff's Office changed its delivery model to provide virtual interviews with inmates for court, attorneys, probation officers, and other court appearances across Minnesota. Staff also provided the printing and scanning of numerous documents to give to inmates, where the inmate would sign and rescan and send back to the professional.

The jail nurses distributed inmate medications, rather than using Correctional Officers to distribute them as they had in the past. The nurses are more efficient and technically skilled to pass the medications. This prevents errors, and it does not take the nurses as long to distribute as it does the officers. They are also able to answer more inmate medical and medication questions than can the officers. This change also allowed officers more time to spend completing other security tasks.

Interactive TV (ITV) systems were installed for education, programs, and court. This allows services to continue for inmates, even though contractors, professional visitors, and volunteers were not allowed into the jail due to the pandemic. For example, ITV was implemented so that juveniles could continue with schooling, even as the teachers worked remotely, allowing students to continue with their education without stoppages.

Inmate tablets and video visitation were installed to allow inmates to communicate with loved ones through video, even though on-site social visitation was suspended for much of 2020. With limited or no social visitation, inmates can become depressed, despondent, and even suicidal. Using video visitation allows families to maintain contact via video, which is more personable and enjoyable than just a telephone call.

How did this improve or continue service delivery to residents and county staff?

All of these adaptations and changes to service allowed inmates and staff to maintain service levels, albeit differently from before. While face-to-face interactions were greatly reduced or did not occur at all, technology solutions were created to allow inmates to communicate and spend time with contractors, professionals, families, etc.



Washington County, Minnesota 2021 At-A-Glance

POPULATION

Washington County Population: (+10.3% since 2010) 262,748 *	
Median Age (both genders)	35.1 (2000) 39.6 (2019) *
Population Rank in Minnesota	5 of 87 counties *
Population age 18 years and over	75.8% *
Population age 65 years & over	15.3% *
Percent with Bachelor's Degree or higher	45.8% *
Housing Units	97,374 **
Households	98,214 *
Average Household Size	2.67 **
Projected Growth 2010 to 2040:	
Number of New Residents Forecast	103,194 (+ 43%) ***
Number of New Households Forecast	45,921 (+ 52%) ***
Projected Population in 2040	341,330 ***
Projected Households in 2040	133,780 ***
Projected Employment in 2040	101,740 ***
Source: * Metropolitan Council Estimates published July 2020 ** 2019 American Community Survey (margin of error not included) *** Metropolitan Council Thrive MSP 2040 Forecasts, as of January 1, 2021	

ECONOMIC

Median Household Income	\$100,596 *
Per Capita Personal Income (2017)	\$63,681 **
Percent of People Below the Poverty Level	4.7% *
Percent of Families Below the Poverty Level	2.4% *
Median Residential Taxable Market Value-pay 2021	\$307,500 ***
New Houses (Single Family Dwelling/Townhouse/Condo) Started (Assessment year 2019)	1,270 ***
Mean Commute Travel Time for Work	26.4 minutes *
Source: * 2019 American Community Survey (margin of error not included) ** U.S. Bureau of Economic Analysis *** Washington County Property Records and Taxpayer Services	

Data in At-A-Glance reflects a one-time snapshot of the county. The data will continue to change between now and the next At-A-Glance. please check with the sources for the most recent information

LABOR FORCE

Employment Statistics: (a)	
Annual Labor Force	143,686
Number of County Residents Employed	139,544
Unemployed	4,143
Unemployment Rate	(MN 3.2%) 2.9%
2019 Top 10 Taxable Market Values: (b)	
Xcel Energy	496,357,200
Tamarack Village Shopping Center LP	88,529,000
10825 Grand Forest Owner LLC	84,254,100
Ramco-Gershenson Properties LP	61,499,700
3M Company	55,867,400
IRPF Woodbury City Place LLC	46,581,000
Menard Inc & Corporate Accounting	45,481,000
Woodbury Village Shopping Center	41,384,400
Wal-Mart Real Estate Business Trust	40,986,900
Dayton Hudson Corp	38,073,800
Occupations: (c)	
Management, business, science, and arts	47.8%
Service	14.4%
Sales and office	20.2%
Natural resources, construction, and maintenance	6.9%
Production, transportation, and material moving	10.7%
Source: (a) Minnesota Department of Employment and Economic Development (2019 annual average not seasonally adjusted) (b) Washington County Property Records and Taxpayer Services, payable in 2019 (c) 2019 American Community Survey (margin of error not included)	

HUMAN SERVICES

No Health Insurance Coverage ♦	3.6% *
Rate of Homelessness per 10,000 residents (2018)	6.0% **
Minnesota Healthcare Programs (2018)	\$236.7 million ***
Cash & Food Support (2018)	\$17.9 million ***
Source: * 2019 American Community Survey (margin of error not included) ** Wilder Research, Minnesota Homeless Study *** Washington County Community Services ♦ Includes civilian non-institutionalized population	

COUNTY BUDGET & PERCENTAGES

Total 2021 Budget:		\$288,516,400	
--All amounts rounded--			
Revenue Sources:			
Property Taxes		40%	
Intergovernmental		28%	
Fees for Services		6%	
Licenses & Permits		2%	
Misc. Investment Income, Rents, Fines		5%	
Other Taxes		8%	
County Program Aid		4%	
Other Financing Sources		7%	
Expenditures:			
Health & Community Services		23%	
Public Safety		20%	
General Government		18%	
Streets & Highways		26%	
Debt Service		6%	
Culture & Recreation		5%	
Other Capital Outlay		2%	
County Budget Comparison:			
	2020	2021	
Operating	\$226.5 million	\$224.2 million	
Capital	\$ 39.8 million	\$48.4 million	
Debt	\$ 15.9 million	\$15.9 million	
Total	\$282.2 million	\$288.5 million	
County General Obligation Bond Rating: *			
Moody's	Aaa	Standard & Poor's	AAA
County Tax Rate (with Library): **			
2018	2019	2018	2019
29.98%	29.68%	29.98%	29.68%
Source: * Washington County Office of Administration ** Washington County Property Records and Taxpayer Services			

LAND USE

	Total Acres:	%:
Residential	52,879	19.5%
Commercial	3,701	1.4%
Industrial	4,598	1.7%
Institutional; Park & Recreational	30,074	11.1%
Major Roadways	2,861	1.1%
Agricultural and undeveloped	150,295	55.5%
Mixed use and Airport	576	.2%
Open Water Bodies	25,777	9.5%
Total	270,761	100%

Source: Metropolitan Council Generalized Land Use Historical Data Set 2016

GEOGRAPHY

Total Area	423.2 sq. miles *
Land Area (without water)	391.7 sq. miles **
Maximum county width	13.8 miles
Maximum county length	40.4 miles
County total area rank in Minnesota	83 of 87 counties *
Washington County Parks:	7 parks
Lake Elmo Park Reserve	2178.9 acres *
Cottage Grove Ravine Regional Park	522.1 acres *
Pine Point Park	286.6 acres *
Point Douglas Park	8.6 acres *
Square Lake Park	24.9 acres *
St. Croix Bluffs Regional Park	583.7 acres *
Big Marine Park Reserve	695.4 acres *
Grey Cloud Island	127.6 acres *
Number of major water bodies +	585 ***
Washington County Trails:	
Hardwood Creek Regional Trail	10.08 miles *
Point Douglas Regional Trail	3.27 miles *

Source: * Washington County Public Works
 ** U.S. Census Bureau, Summary File 1 (SF1-Percent data)
 *** Lakes and type 3, 4, 5 wetlands. Wetlands are defined as over 10 acres in unincorporated areas or 2 ½ acres in incorporated areas. Lakes are defined as "all natural enclosed depressions, 10 acres or more in area, which have substantial banks capable of containing water, and which are discernible on aerial photographs," from "Inventory of Minnesota Lakes," Minnesota Conservation Department, Bulletin No. 25, 1968.
 **** Washington County Public Works
 + Department of Natural Resources Protected Waters Inventory

At-A-Glance is prepared by the Washington County Office of Administration. 1/21

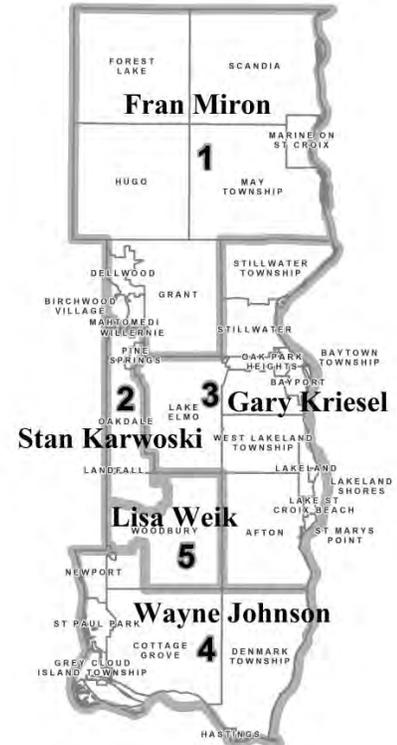
WASHINGTON COUNTY FACILITIES

Type of Facility:	Contact #:	#
Government Center -Stillwater (County Seat)	(651) 430-6000	1
County Service Center-Cottage Grove	(651) 430-4075	1
County Service Center- Forest Lake/Headwaters	(651) 275-7200	1
County Service Center – Woodbury	(651) 275-8600	1
County Branch Libraries (includes Law Library)	(651) 275-8500	8
License Centers	(651) 275-8600	3
County Parks	(651) 430-8368	7
Historic Courthouse	(651) 275-7075	1
Law Enforcement Center	(651) 439-9381	1
Household Hazardous Waste	(651) 430-6655	1
Transit Centers	(651) 430-4300	2
Yard Waste	(651) 275-7475	1
Recycling & Energy Center	(651) 768-6670	1
Transportation Offices	(651) 430-4300	2

LOCAL UNITS OF GOVERNMENTS & DISTRICTS

Number of Cities (see map to right)	27 *
* Includes portions of Hastings and White Bear Lake located in Washington County.	
Number of Townships (see map to right)	6
Watershed Districts:	Contact #:
Brown's Creek	(651) 275-1136
Carnelian Marine	(651) 433-2150
Comfort Lake – Forest Lake	(651) 209-9753
Ramsey-Washington Metro	(651) 792-7950
Rice Creek	(763) 398-3070
South Washington	(651) 714-3729
Valley Branch (Engineer)	(952) 832-2622
Independent School Districts:	Contact #:
I.S.D. 200 (Hastings)	(651) 480-7000
I.S.D. 622 (North St. Paul)	(651) 748-7411
I.S.D. 624 (White Bear Lake)	(651) 407-7500
I.S.D. 831 (Forest Lake Area)	(651) 982-8100
I.S.D. 832 (Mahtomedi)	(651) 407-2000
I.S.D. 833 (South Washington County)	(651) 458-6300
I.S.D. 834 (Stillwater Area)	(651) 351-8340
I.S.D. 916 (White Bear Lake)	(651) 415-5500
I.S.D. 2144 (Chisago Lakes)	(651) 213-2000

Washington County, Minnesota



Washington County Commissioners - 2021

- District 1 – Fran Miron
- District 2 – Stan Karwoski
- District 3 – Gary Kriesel
- District 4 – Wayne Johnson – Vice Chair
- District 5 – Lisa Weik – Chair

Washington County Government Center
 14949 62nd Street North
 P.O. Box 6
 Stillwater, Minnesota 55082-0006

Washington County general information telephone: (651) 430-6000
 Washington County web site: <http://www.co.washington.mn.us>



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