

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: August 6, 2007

DEPARTMENT: County Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the County Clerk's office is to maintain records of the Winnebago County Board of Supervisors, elections, marriage license applications and related documents, hunting and fishing license sales and information, dog licensing information, titles to all county-owned vehicles, work permit applications and other records as directed by Wisconsin statutes; to administer elections and provide other office-related services to the County Board of Supervisors, citizens and municipalities within Winnebago County.

PROGRAM: Elections - 1

1. Describe the program, its purpose and goals.

The County Clerk is the chief election official for Winnebago County and is responsible for the election process in Winnebago County. This includes: registering candidates running for county offices; coordinating election programming information between municipal and school district clerks and voting equipment vendor and printer; setting up and preparing ballots; providing election forms and supplies to municipal clerks; preparing and publishing all legal notices as required by statute; recording election results on election night and maintaining records of same; conducting county canvass of elections; preparing and filing appropriate election reports with the State Elections Board; providing candidates and the public with election-related information; and maintaining election and financial records of candidates and election committees. In addition, we provide Statewide Voter Registration System (SVRS) services to relie county municipalities, which includes setting up elections in SVRS, updating and maintaining voter records and running poll lists and various SVRS reports.

2. Who is the program intended to serve? How many are served?

This program serves all the candidates and voters in Winnebago County, as well as anyone interested in our election process and results--locally and nationally. It also serves the county's municipalities and school districts. The number of people served varies by election, but it is in the thousands.

3. Are the program benefits long-lasting and essential to the service populations?

Yes. Voting is a fundamental right of our citizens and our form of government is based on the election process.

4. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

Yes. Various county officials and members of the county board are elected.

5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

By coordinating the election process for the county's municipalities and school districts, our election process runs more smoothly, is less costly and has been proven to be very accurate.

6. How do you determine/measure if this program has been effectively provided and implemented?

There are various ways to measure the effectiveness of our elections process--timeliness of ballot preparation and distribution to municipalities; successful and timely programming and setup of election equipment; timeliness and accuracy of election results reported on election night and as verified by the Board of Canvass and/or with a recount/audit; and the number of problems encountered on Election Day.

7. Could the county cost-effectively subcontract this program?

No. This is a statutory duty of the county clerk. However, some of the ballot preparation and programming is done by our election equipment vendor and the ballots are printed by a local printer.

8. State the numerical ranking of this program compared to all programs in your department and briefly explain.

This program is ranked 1 of 10 because of the impact that elections have on the county and its citizens. Elections held in the county also have an impact on the state and nation.

9. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?

No--these are statutory duties of the County Clerk.

10. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

We would be in violation of state and federal laws.

11. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

Elections are the most costly program handled by the County Clerk's Office--net levy was \$162,263 in 2006. However, past recounts and audits of election results have shown that our election process is accurate and effective. If vote totals are altered by a recount, the cause/reason is discovered and steps are taken to lessen or eliminate that problem.

12. Is this program currently duplicated by another county department or provider in the community?

No--it is a joint effort between this office and the county's municipal and school district clerks.

13. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).

Improved voting equipment technology and state and federal changes to the election process may not make this program any more cost efficient or save us more time, but hopefully they will improve voter confidence in the election process.

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: August 6, 2007

DEPARTMENT: County Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the County Clerk's office is to maintain records of the Winnebago County Board of Supervisors, elections, marriage license applications and related documents, hunting and fishing license sales and information, dog licensing information, titles to all county-owned vehicles, work permit applications and other records as directed by Wisconsin statutes; to administer elections and provide other office-related services to the County Board of Supervisors, citizens and municipalities within Winnebago County.

PROGRAM: Secretary to the County Board - 2

14. Describe the program, its purpose and goals.

The County Clerk's Office is responsible for providing secretarial service to the County Board. This means preparing, distributing and maintaining meeting agendas and minutes for the County Board of Supervisors and for their committees, commissions and boards; and keeping in compliance with open meeting laws and other statutory requirements. Clerk's Office also assists in taking minutes at various committee meetings, writing/sending correspondence for Board members and registering Board members for various conferences and seminars.

15. Who is the program intended to serve? How many are served?

This program primarily serves the County Board of Supervisors, but also serves other county departments and the general public because we provide them with information on County Board actions. An actual number can not be determined.

16. Are the program benefits long-lasting and essential to the service populations?

Yes. County Board records are produced and retained for legal reasons--compliance with open meeting laws, record retention requirements, open records requests, etc. Many county board records have historical value and are kept indefinitely.

17. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

Resolutions and ordinances passed by the County Board impact all county departments and it's citizens. Retention of these records is instrumental to the function and history of Winnebago County.

18. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

Other departments and government agencies need to have easy access to action taken by the County Board and our office provides that information. We have a Clerk Indexing System that allows us to retrieve information going back many years.

19. How do you determine/measure if this program has been effectively provided and implemented?

Properly posting and noticing meetings (open meeting laws) and the accurate retention of records and fulfilling requests for information (open records requests) are ways to measure our effectiveness. Providing accurate and prompt attention to the needs/requests of county board members, departments and the public and getting positive feedback lets us know if we're doing a good job and are being effective.

20. Could the county cost-effectively subcontract this program?

No.

21. State the numerical ranking of this program compared to all programs in your department and briefly explain.

I have ranked this program 2 of 10. After elections, I feel that this program encompasses a lot of what the County Clerk's Office is all about--posting agendas, taking and distributing minutes, writing correspondence, publishing legal notices, working with the Board of Supervisors, providing information to the general public, other departments and governmental agencies.

22. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?

No. According to state statutes, the County Clerk is required to perform many of these duties.

23. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

As with elections, the work we perform for the County Board and it's committees, commissions and boards, is basic to government operations. If meetings aren't posted and noticed properly or if open records requests can't be met, the county would have legal problems.

24. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

After elections, this program has the most costs associated with it. Most of those costs come from wages and fringes because the majority of staffs' time is spent on this program.

25. Is this program currently duplicated by another county department or provider in the community?

No.

26. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: August 6, 2007

DEPARTMENT: County Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the County Clerk's office is to maintain records of the Winnebago County Board of Supervisors, elections, marriage license applications and related documents, hunting and fishing license sales and information, dog licensing information, titles to all county-owned vehicles, work permit applications and other records as directed by Wisconsin statutes; to administer elections and provide other office-related services to the County Board of Supervisors, citizens and municipalities within Winnebago County.

PROGRAM: Prepare and Publish Legal Notices - 3

27. Describe the program, its purpose and goals.

We are required by statute to publish legal notices for various things--elections, county ordinances, dog licenses. To make sure that the county is in compliance with the law, we take care of these publications.

28. Who is the program intended to serve? How many are served?

This program serves the county, but also serves the general public by notifying them of new or changed county ordinances, upcoming elections, dog license requirements, etc. An actual number can't be determined, but I would say anyone who reads the legal notices and ads that we publish in the paper.

29. Are the program benefits long-lasting and essential to the service populations?

Yes. It's legally required and it keeps people informed of county actions, upcoming elections, dog licensing requirements (rabies control), etc.

30. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

Ordinances passed by the county don't take affect until publication, so it is a necessary step in the county's governing process and impacts the departments affected by those ordinances. Election notices impact the public's knowledge and participation in the election process.

31. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

As mentioned in item 4., ordinances passed by the county don't take affect until they are published, so it is vital to the county that the public is made aware of these changes in county laws and regulations. The county works with local municipal clerks to publish combined election notices, which reduces publishing costs and keeps election information concise and easy for the general public to use.

32. How do you determine/measure if this program has been effectively provided and implemented?

The lack of legal problems because of improperly published legal notices is a good measure. Successful elections and good voter turnout could be a way to measure the effectiveness of this program.

33. Could the county cost-effectively subcontract this program?

I don't believe so.

- 34. State the numerical ranking of this program compared to all programs in your department and briefly explain.**

I have ranked this program 3 of 10 because of the legal ramifications if we didn't perform these duties.

- 35. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?**

Not that I'm aware of. According to state statutes, the County Clerk is required to perform these duties.

- 36. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?**

This function is basic to government operations. If the public isn't made aware of ordinances passed by the County Board or of upcoming elections or that their dogs need to be vaccinated and licensed, there could be all sorts of legal problems and liability.

- 37. What is the program impact and effectiveness related to the program cost? (Provide data if available.)**

Costs associated with program are very small compared to the importance of this function.

- 38. Is this program currently duplicated by another county department or provider in the community?**

Some departments publish their own legal notices--Human Resources, Zoning, etc.--but no other department or provider publishes the types that our office does.

- 39. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).**

Pending legislation may reduce the amount of text that needs to be included when publishing county ordinances, which would help us reduce costs.

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: August 6, 2007

DEPARTMENT: County Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the County Clerk's office is to maintain records of the Winnebago County Board of Supervisors, elections, marriage license applications and related documents, hunting and fishing license sales and information, dog licensing information, titles to all county-owned vehicles, work permit applications and other records as directed by Wisconsin statutes; to administer elections and provide other office-related services to the County Board of Supervisors, citizens and municipalities within Winnebago County.

PROGRAM: Marriage Licenses - 4

40. Describe the program, its purpose and goals.

We are required by statute to process marriage license applications, issue marriage licenses to eligible couples and retain marriage applications for 10 years. The purpose of this program is to legally document people desiring to be married in Wisconsin. Our goal is to make sure that the application forms are properly completed; that couples present the correct, legal documentation required to get a marriage license; and that the licenses we issue are in compliance with state law. We also make sure that the applications are kept for the proper period of time.

41. Who is the program intended to serve? How many are served?

This program serves anyone who can legally be married in Wisconsin with a marriage license issued by Winnebago County. That includes Winnebago County residents or people coming in from other states or countries. We issue approximately 1,200 licenses annually.

42. Are the program benefits long-lasting and essential to the service populations?

This service is essential to people who want to be legally married.

43. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

This program provides the most revenue for the County Clerk's Office, as well as for Family Court Counseling. When the marriage licenses we issue are filed in the office of the Register of Deeds, they become a source of revenue for them as well.

44. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

Various levels of government are effected by the proper issuing and filing of marriage licenses, because it allows them to determine the legal status of a husband and wife. The State of Wisconsin depends on the counties to properly issue and file marriage licenses. The Social Security Administration and other agencies rely on these documents to make sure that people receive appropriate benefits. The Wisconsin Vital Records Department and the Department of Homeland Security are very concerned with identity theft and depend on us to make sure that we get proper documentation from couples before we issue them a marriage licenses.

45. How do you determine/measure if this program has been effectively provided and implemented?

The accuracy of our records when they are filed with the Register of Deeds Offices helps us measure our effectiveness. The responses we get from the public about our service and efficiency also helps us to measure our success.

46. Could the county cost-effectively subcontract this program?

No--statutory duty of the County Clerk.

47. State the numerical ranking of this program compared to all programs in your department and briefly explain.

I have ranked this program 4 of 10 because of the importance of this process and the documents. While this program doesn't serve as many people as some of our other programs, it is vital to those in need of a marriage license and to the other departments and agencies that depend on these documents.

48. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?

No.

49. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

We would be in violation of state laws and people who are required to get their marriage license from Winnebago County would not be able to marry in the State of Wisconsin.

50. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

This program generates the most revenue for this department--\$40 per license or approximately \$48,000 annually. It also generates revenue for Family Court Counseling--\$20 per license. Once the marriage takes place and the license is filed in the Register or Deeds Office, it also becomes a source of revenue for them.

51. Is this program currently duplicated by another county department or provider in the community?

No.

52. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).

The state is working on various forms of automation for vital records that will impact the way we file marriage licenses with the state and the way we obtain various pieces of information we need when issuing marriage licenses, such as verifying divorce dates.

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: August 6, 2007

DEPARTMENT: County Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the County Clerk's office is to maintain records of the Winnebago County Board of Supervisors, elections, marriage license applications and related documents, hunting and fishing license sales and information, dog licensing information, titles to all county-owned vehicles, work permit applications and other records as directed by Wisconsin statutes; to administer elections and provide other office-related services to the County Board of Supervisors, citizens and municipalities within Winnebago County.

PROGRAM: Document Retention - 5

53. Describe the program, its purpose and goals.

The County Clerk is required by statute to retain various records for varying amounts of time. These records are retained in the County Clerk's Office so people have easy access to them. Some of the documents we keep are: DOT Relocation Maps, woodcutting permits, county vehicle titles, dog license logs, probate claim notices.

54. Who is the program intended to serve? How many are served?

This program serves anyone or any agency who needs to view or file one of these documents.

55. Are the program benefits long-lasting and essential to the service populations?

This service is statutorily required. Most of our records are retained for many years and then transferred to the Wisconsin Historical Society.

56. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

It does not directly impact other programs in this department, but some of the documents we retain are filed/used by other departments.

57. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

Having these documents in one location may make it easier for people to file/retrieve them.

58. How do you determine/measure if this program has been effectively provided and implemented?

Records are properly filed and easy to retrieve.

59. Could the county cost-effectively subcontract this program?

No--statutory duty of the County Clerk.

60. State the numerical ranking of this program compared to all programs in your department and briefly explain.

I have ranked this program 5 of 10 because of the importance of these documents.

61. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?

No.

- 62. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues?)**

We would be in violation of state laws.

- 63. What is the program impact and effectiveness related to the program cost? (Provide data if available.)**

Costs are only wages and fringes and the amount of time is relatively minimal compared to other programs in this department.

- 64. Is this program currently duplicated by another county department or provider in the community?**

No--the County Clerk is the only depository for some of these records.

- 65. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).**

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: August 6, 2007

DEPARTMENT: County Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the County Clerk's office is to maintain records of the Winnebago County Board of Supervisors, elections, marriage license applications and related documents, hunting and fishing license sales and information, dog licensing information, titles to all county-owned vehicles, work permit applications and other records as directed by Wisconsin statutes; to administer elections and provide other office-related services to the County Board of Supervisors, citizens and municipalities within Winnebago County.

PROGRAM: Dog Licenses - 6

66. Describe the program, its purpose and goals.

The County Clerk is responsible for distributing dog licenses and tags to the county's municipalities for them to sell to their citizens. The County Clerk maintains the dog license fund by taking in the fees from municipalities and making reimbursements and filing reports with the State of Wisconsin. Only dogs that have been vaccinated for rabies can be licensed, so this program is also important for the public health of a community.

67. Who is the program intended to serve? How many are served?

The county's municipalities and dog owners, as well as local law enforcement and area animal shelters are served by this program. Approximately 15,000 dog licenses are sold every year.

68. Are the program benefits long-lasting and essential to the service populations?

Dog licenses are good for one year, but it is an essential and required service for the people it serves.

69. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

This program is not directly related to any other program in this department, but it is related to the Public Health Department and local law enforcement. Dog damage claims filed by municipalities on behalf of their citizens, as well as rabies testing on strays that bite someone are also paid from this fund.

70. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

This program provides a way of identifying lost, stolen or stray dogs, as well as making sure that dogs are properly vaccinated, which helps local law enforcement, public health and local animal shelters. The county also administers the dog license fund on behalf of all the county's municipalities.

71. How do you determine/measure if this program has been effectively provided and implemented?

Once we turn the licenses over to the municipalities, I think the best way to determine its effectiveness is by the number of dogs they license in their communities. The accuracy of our reports and reimbursements to the State of Wisconsin is also a measure of our effectiveness.

72. Could the county cost-effectively subcontract this program?

No--statutory duty of the County Clerk.

- 73. State the numerical ranking of this program compared to all programs in your department and briefly explain.**

I have ranked this program 6 of 10. It is an important function of our department, but once the licenses are in the hands of the municipalities, it primarily becomes a record keeping project for us.

- 74. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?**

Not for the County Clerk's level of involvement. Municipalities can have local veterinarians sell dog licenses and tags for them.

- 75. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?**

We would be in violation of state laws.

- 76. What is the program impact and effectiveness related to the program cost? (Provide data if available.)**

Costs are only a small portion of wages and fringes and a small amount of office supplies, so the cost effectiveness of this program is quite good.

- 77. Is this program currently duplicated by another county department or provider in the community?**

No.

- 78. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).**

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: August 6, 2007

DEPARTMENT: County Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the County Clerk's office is to maintain records of the Winnebago County Board of Supervisors, elections, marriage license applications and related documents, hunting and fishing license sales and information, dog licensing information, titles to all county-owned vehicles, work permit applications and other records as directed by Wisconsin statutes; to administer elections and provide other office-related services to the County Board of Supervisors, citizens and municipalities within Winnebago County.

PROGRAM: Prepare and distribute Official County Directory - 7

79. Describe the program, its purpose and goals.

The county prints the Official County Directory which contains a wide amount of information about county government; county departments and elected officials; the Board of Supervisors and their committees, commissions and boards; federal, state and municipal governments and other miscellaneous information. Our goal is to provide people with accurate information in an easy-to-use format.

80. Who is the program intended to serve? How many are served?

This program serves the general public and county departments. The directory is also shared with state and local units of government. This year we printed 2,000 directories, but we have been reducing these numbers over the years because the information is also on the county's website.

81. Are the program benefits long-lasting and essential to the service populations?

These directories have been printed since the early 1900's and we do refer to them from time to time for historical information. Because of the vast amount of information in our more recent directories, the information in them does not stay current for very long. We do keep the website version of the directory updated and we encourage people to use that resource. In 2006 we started charging \$2.00 per directory to offset the costs of printing. We've seen a decline in our requests for the directories.

82. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

It does not directory relate to any of the other programs in this department. It is just a good source of information for all the county's departments and employees.

83. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

It is a good source of information that we frequently need to provide to the general public. Having the information in one source makes it easier for us to get this information to the people requesting it. I believe it benefits other departments and local units of government in the same way.

84. How do you determine/measure if this program has been effectively provided and implemented?

The accuracy of the information that is in the directory and the number of requests that we get for them helps us measure its effectiveness.

85. Could the county cost-effectively subcontract this program?

I believe that's possible. Updating and gathering the information for the directory and then proofing are the main tasks in this program. Estimated cost to my department is approximately \$13,500, so it might be something that could be subcontracted at a lower cost.

86. State the numerical ranking of this program compared to all programs in your department and briefly explain.

I have ranked this program 7 of 10. The County Clerk is required to compile some of the information that is in the directory--county and municipal officials--and the directory is an important source of this information to many people.

87. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?

I'm sure the majority of the information that is in the directory could be obtained from a variety of different sources. Having the information contained in one source does make it more convenient for the people who need this information.

88. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

The County Clerk is required by law to maintain a list of town, village and city officials, however the entire directory is not required to be printed.

89. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

I believe the benefits of having this information available to county departments, the general public, and other agencies outweighs the cost to prepare the directory for printing each year.

90. Is this program currently duplicated by another county department or provider in the community?

No.

91. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).

If we could change the format/layout of the directory I believe we could print the directories in-house on an as-needed basis cheaper than we are bidding it out for. Having the directory on the county's website has also reduced the number of requests for hard copies, so we will be able to reduce the number we print in the future.

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: August 6, 2007

DEPARTMENT: County Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the County Clerk's office is to maintain records of the Winnebago County Board of Supervisors, elections, marriage license applications and related documents, hunting and fishing license sales and information, dog licensing information, titles to all county-owned vehicles, work permit applications and other records as directed by Wisconsin statutes; to administer elections and provide other office-related services to the County Board of Supervisors, citizens and municipalities within Winnebago County.

PROGRAM: Customer Services - 8

92. Describe the program, its purpose and goals.

Customer service is probably not a "program", but it is a large part of what we do in the County Clerk's Office. Our purpose and goal is to provide anyone coming into or calling the office with the information/services they need or to direct them to the right place. We provide people with notary services, making copies, faxing documents, directing them to other county departments, getting them phone numbers and contacts for various county, state and federal agencies;

93. Who is the program intended to serve? How many are served?

Anyone coming into or calling the office looking for information or services--thousands of people annually.

94. Are the program benefits long-lasting and essential to the service populations?

Definitely. People get frustrated when they come into the courthouse and don't have an information booth to go to for help, so when they can come into our office and get assistance its beneficial to them and it reflects well on the county.

95. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

It supports every other program in this department and the programs and functions of all other county departments by getting people to the right place for help and service.

96. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

If we provide good customer service to individuals, county departments or other government agencies, it allows them to be more efficient in the way they assist their customers/clients.

97. How do you determine/measure if this program has been effectively provided and implemented?

People who are satisfied with the services we provide them--marriage licenses, work permits, election issues, meeting information, direction to other departments/agencies, etc.--are the best measure of effectiveness.

98. Could the county cost-effectively subcontract this program?

No.

- 99. State the numerical ranking of this program compared to all programs in your department and briefly explain.**

It was tough to rank this function because it's something we do in conjunction with every program we provide, but I ranked it 8 of 10.

- 100. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?**

No.

- 101. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?**

Unless we become completely automated and have no people-to-people contact, customer service will always be a part of any of our services/programs--eliminating it wouldn't be possible. Poor customer service reflects poorly on our office and the county as a whole--the taxpayers deserve to be served efficiently and effectively.

- 102. What is the program impact and effectiveness related to the program cost? (Provide data if available.)**

The cost for providing customer services is about \$9,500 in wages and fringes annually. This is minimal in comparison to the costs of implementing the other programs in our department.

- 103. Is this program currently duplicated by another county department or provider in the community?**

People can get notary services, copies made and documents faxed in other county departments. I think our location on the first floor of the courthouse causes us to get a lot of people walking in and looking for assistance.

- 104. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).**

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: August 6, 2007

DEPARTMENT: County Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the County Clerk's office is to maintain records of the Winnebago County Board of Supervisors, elections, marriage license applications and related documents, hunting and fishing license sales and information, dog licensing information, titles to all county-owned vehicles, work permit applications and other records as directed by Wisconsin statutes; to administer elections and provide other office-related services to the County Board of Supervisors, citizens and municipalities within Winnebago County.

PROGRAM: Work Permits - 9

105. Describe the program, its purpose and goals.

Children between the ages of 12 and 17 need to obtain a state work permit before beginning a job. They are required to present us with certain documents and a permission statement from their parents before we can issue them the permit. The purpose of this program is to make sure that children are not employed in hazardous occupations or working more than the number of hours per day/week allowed by law.

106. Who is the program intended to serve? How many are served?

This program serves area businesses, minors who are entering the work force and their parents. We issue approximately 500 work permits per year.

107. Are the program benefits long-lasting and essential to the service populations?

Yes. Work permits can only be obtained at three other locations in the city--Advocap, Oshkosh West and Oshkosh North High Schools--so it helps people to have a fourth location especially in the summer when the schools have limited hours. It is also an essential service to area businesses that employ children between the ages of 12 and 17.

108. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

One of the documents the child needs to present is a certified copy of their birth certificate, which is purchased from the Register of Deeds Office. Otherwise this program is not related to any other program.

109. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

This program makes our department and the county more effective because it provides a service that is essential to area businesses and some of its residents, and it's only offered at a few other locations.

110. How do you determine/measure if this program has been effectively provided and implemented?

We can determine the effectiveness of this program by the state's review of the work permits we issue. If we have issued a permit to a minor to work in a job that is not age-appropriate, the state will notify us that they have denied the permit and we are required to notify the employer and child of that fact. We only have that happen about once a year.

111. Could the county cost-effectively subcontract this program?

No--it's a state program that we would not be able to subcontract.

112. State the numerical ranking of this program compared to all programs in your department and briefly explain.

I ranked this 9 of 10. It's not a required program. We offer the service to the public because it seems to fit well with the other types of customer services things that we do.

113. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?

Yes. Work permits can be obtained at Advocap and the two public high schools in Oshkosh.

114. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?

I don't believe there would be any significant ramifications to the county. The public and area businesses would most likely be disappointed that the service has been eliminated.

115. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

The cost of this program is approximately \$9,300 annually and is primarily wages and fringes. It's a program that serves a relatively small number of people, so the effectiveness to program cost figure may seem high. However, it is not time-consuming or labor-intensive and it fits well with the other services we offer.

116. Is this program currently duplicated by another county department or provider in the community?

Yes--work permits can be obtained from other locations.

117. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).

WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE

INSTRUCTIONS: For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

SCHEDULED REVIEW DATE: August 6, 2007

DEPARTMENT: County Clerk

DEPARTMENT MISSION STATEMENT:

The mission of the County Clerk's office is to maintain records of the Winnebago County Board of Supervisors, elections, marriage license applications and related documents, hunting and fishing license sales and information, dog licensing information, titles to all county-owned vehicles, work permit applications and other records as directed by Wisconsin statutes; to administer elections and provide other office-related services to the County Board of Supervisors, citizens and municipalities within Winnebago County.

PROGRAM: Issue Hunting and Fishing Licenses - 10

118. Describe the program, its purpose and goals.

County Clerk Offices are eligible to be agents of the Wisconsin Department of Natural Resources and sell their hunting and fishing licenses to the general public.

119. Who is the program intended to serve? How many are served?

The program serves the general public--approximately 200 people a year buy their licenses from us.

120. Are the program benefits long-lasting and essential to the service populations?

No. The licenses are issued on an annual basis and can be obtained from a number of businesses in the area.

121. Is this program directly or indirectly related to or does it support any other program in this department or another department? If so, how?

No.

122. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?

I don't believe that it does. It is simply a service this department has always offered to the general public.

123. How do you determine/measure if this program has been effectively provided and implemented?

We use a state computer/accounting system that provides us with reports that are verified weekly.

124. Could the county cost-effectively subcontract this program?

It wouldn't need to be subcontracted, because there are already other businesses offering this service

125. State the numerical ranking of this program compared to all programs in your department and briefly explain.

10 of 10. It's not a required program and it is offered at area businesses throughout the county.

126. Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?

Yes and it is offered in other locations.

127. If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues?)

It don't believe there would be any significant ramifications to the county.

128. What is the program impact and effectiveness related to the program cost? (Provide data if available.)

The cost of this program is approximately \$6,500 annually and is primarily wages and fringes. It's a program that serves a relatively small number of people. Like work permits, it is not a time-consuming or labor-intensive job and it has fit well over the years with the other services we offer. However, even as the DNR has increased the cost of hunting and fishing licenses, they have never increased the county's portion of those fees--we receive 25 cents for each license or permit we issue for them.

129. Is this program currently duplicated by another county department or provider in the community?

Yes--hunting and fishing licenses can be obtained from other locations.

130. What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).

Many County Clerks have quit issuing hunting and fishing licenses because of the costs involved--wages & fringes--and the low amount of revenue that the counties' receive from the state for selling these licenses. The only way to make this program more efficient or cost effective would be to eliminate this program from the County Clerk's Office.