

# **Dakota County Office of Performance and Analysis**

May 2020

# Dakota County



Efficient, Effective, Responsive

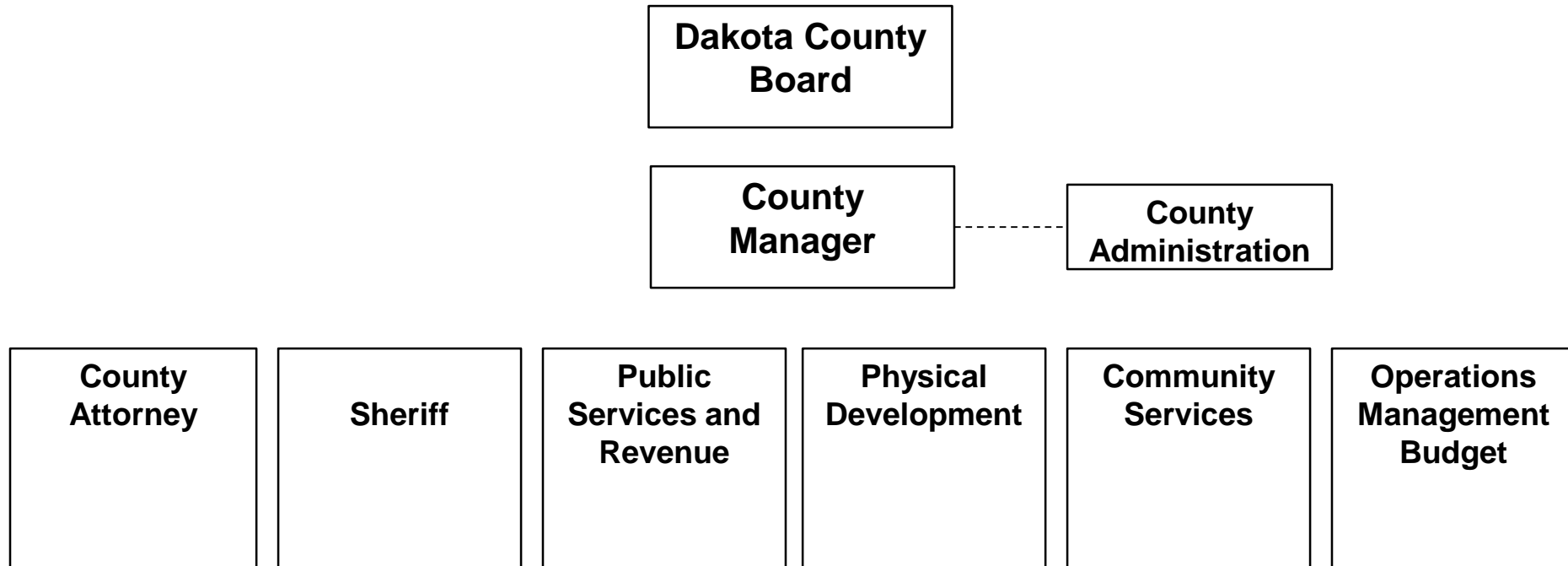
- 425,000+ residents
- 1/3 urban, 1/3 suburban, 1/3 rural
- Values = Service, Integrity, Innovation, People



# Dakota County



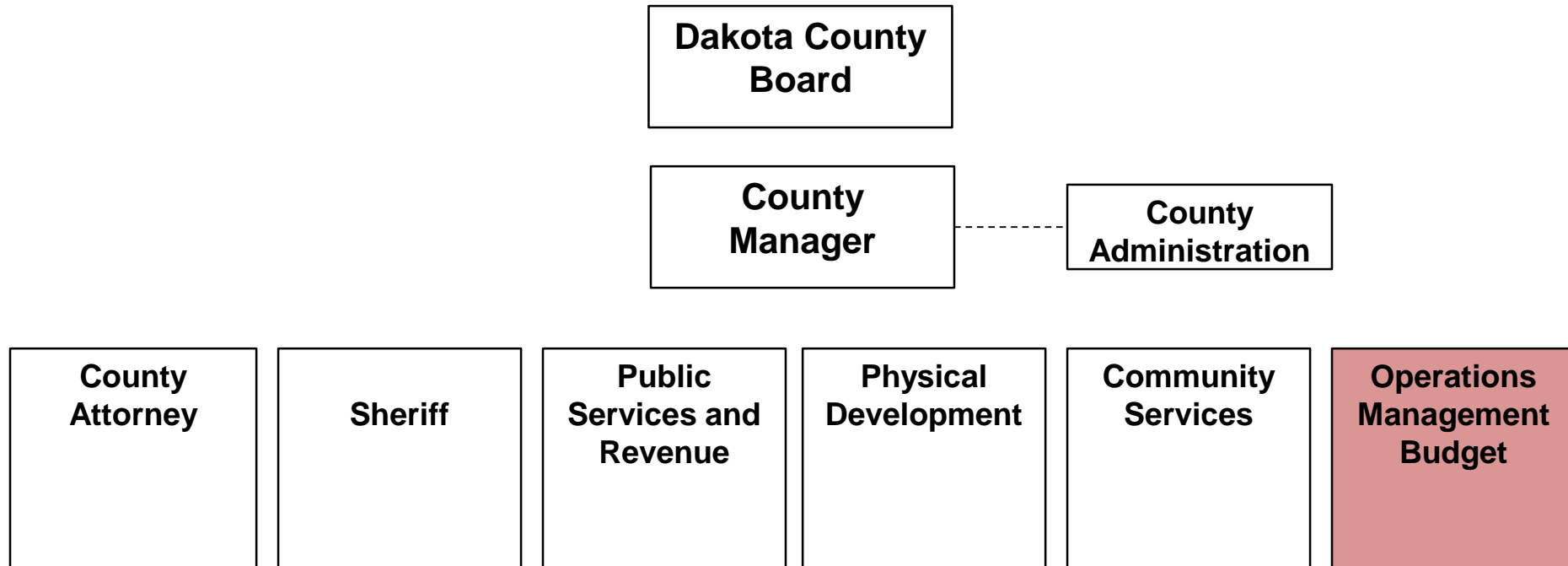
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# Dakota County



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- Risk Management
- Information Technology
- Finance
- Budget
- CJNI
- Office of Performance and Analysis

# What is OPA?



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- Office of Performance and Analysis (OPA)
- Primary customer = Dakota County Staff
- Staff of eight analysts
- 2019 Budget = \$850,000

# OPA Services



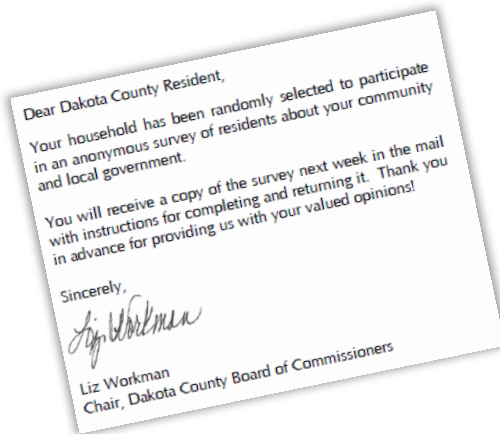
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- Long Term Initiatives
- Time-Limited Projects

# OPA Services Long Term Initiatives

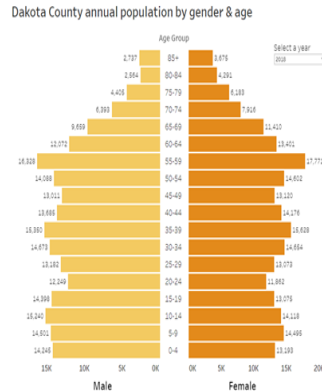
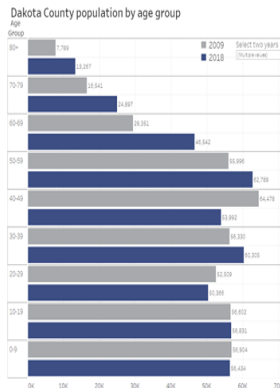


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## Residential Survey

## Community Indicators



## Program and Service Inventory

	Division/Elected Office	Public Services and Revenue						
Program Name	Department	Library						
Strategic Plan Goal	Adult and Youth Services							
Program/Service Description	A great place to live Library staff collaborate with County and community partners to develop and deliver programs and services to diverse audiences that build community and support youth development, literacy, school success, career growth and lifelong learning.							
Program/Service Goal	Residents participate in a range of programs and services and realize growth in building community, youth development, literacy, school success, career growth and lifelong learning							
Primary Population Served	Adults and youth							
Level of Mandate	Not mandated							
Financial Information	<table><tr><th>FTE 2020</th><th>\$3.26</th><th>Budget 2020</th><th>\$4,527,394</th><th>Levy 2020</th><th>\$4,331,209</th></tr></table>		FTE 2020	\$3.26	Budget 2020	\$4,527,394	Levy 2020	\$4,331,209
FTE 2020	\$3.26	Budget 2020	\$4,527,394	Levy 2020	\$4,331,209			
How much did we do?	67,788 attendees at 2,563 of programs and events Staff talked to 30,294 at 383 outreach events 10,590 children registered for Summer Discovery, the Library's summer reading and learning program 2,367 teens registered for Summer Discovery 85,085 reference questions answered							
How well did we do it?	92% of program survey participants rated a program good or excellent							
Is anyone better off?	91% of program survey participants learned something new at a class or a program 96% of program survey participants feel more confident with technology after taking a class 80% program survey participants considered themselves to be stronger reader after having participated in Summer Discovery, the Library's summer reading and learning program							
Contact Person	Stone, Margaret							
	Financial data are current as of 8/30/2019							



# OPA Services Time-Limited Projects



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- Evaluation or Research Projects
- Process Improvement Projects
- Meeting Facilitation
- Survey Consultation
- Presentations

OPA Report



May 2020

OFFICE OF PERFORMANCE AND ANALYSIS



# Requesting OPA Services



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**Business Improvement Submissions**



**120 Hours  
2 Month Timeframe**




**OPA Manager in Collaboration  
w/Division**

# Finding OPA Information



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Maps & Directions | Departments | About Us | Contact Us | Text Opt

Government

Home & Property

Permits & Licenses

Law & Justice

Health & Family

Environment

Transportat

[Home > Government > Performance & Analysis](#)

Strategic Plan

State Performance Reporting

Community Indicators

Residential Survey

Reports & Projects

2020 Census

Contact

Office of Performance & Analysis  
651-438-4529  
[analysis@co.dakota.mn.us](mailto:analysis@co.dakota.mn.us)

## Performance & Analysis

The Office of Performance & Analysis serves Dakota County (leadership, administration, and work units), its residents, and its community partners by developing analyzing, and evaluating information to continuously improve Dakota County's programs and services. This work includes:

- Understanding new opportunities and trends and anticipating issues of importance to residents and for County service delivery, so Dakota County can improve how it does business.
- Leading long-range initiatives and bridging current issues with future needs.
- Applying planning and analytical expertise to programs and projects to guide their formation or improvement.
- Measuring the efficiency and effectiveness of programs and services.
- Finding best practices and innovations to apply to programs and services.
- Serving as a data, information, and research resource to further the work of others.

## Research and analysis

The Office of Performance & Analysis is responsible for coordinating or producing studies and plans that address current issues and anticipate issues the County experience.

**Website:** <https://www.co.dakota.mn.us/Government/Analysis/Pages/default.aspx>

# Contact Information



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651-438-4529

# Thank You



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## Questions?