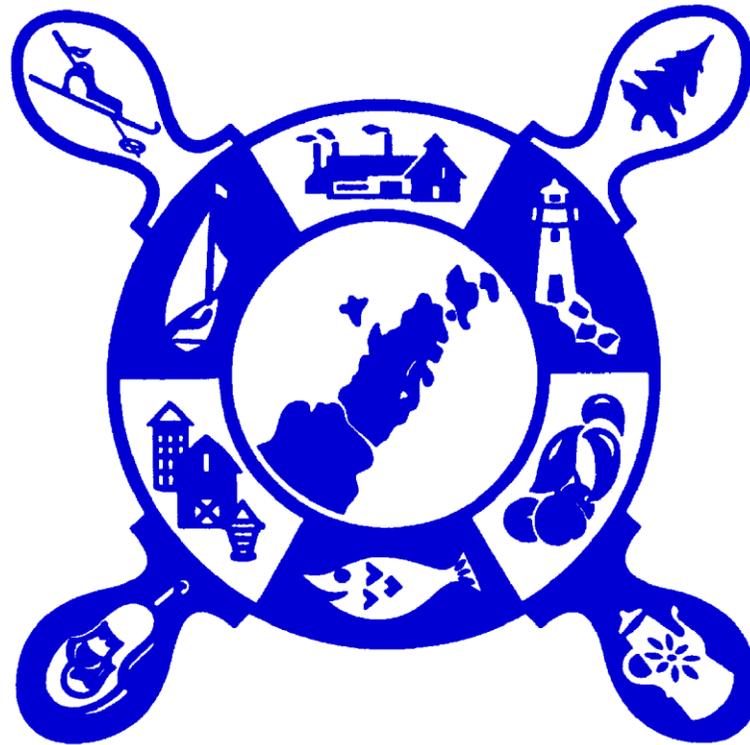


County of Door



2024 Annual Reports

Compiled by:
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2024 ANNUAL REPORT

DOOR COUNTY BROADBAND DEPARTMENT

A. Mission Statement: The Door County Broadband FiberNet Project promotes interaction between all stakeholder groups to coordinate and develop a broadband fiber network in Door County.

B. Summary of Responsibilities:

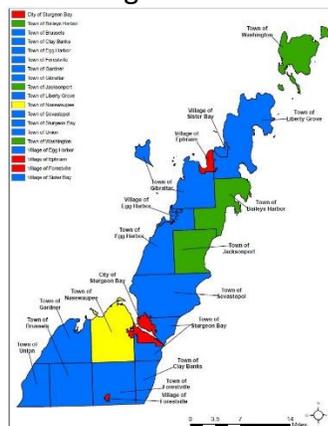
- Champion the vision of the Door County FiberNet
- Provide local coordination working with all municipal broadband/technology committees by helping with project development, work product, and grants. This addresses work in Access, Adoption, and Affordability.
- Provide as-needed support for municipalities and their Internet Service Providers (ISPs) in the implementation of FiberNet.
- Build partnerships and work with stakeholders like WPS, WI PSC WBO, SBU, WI DNR, USFWS, UW Extension, and New North.
- Maintain awareness and monitor the status of federal and state broadband-related grants and loans.
- Build partnerships, collaborate, coordinate and track activities and policies related to Digital Inclusion.

C. Program Summary:

- FiberNet Door County – local coordination with municipal broadband committees to enter into public private partnerships to build out fiber-to-the-premise infrastructure under their municipal boundaries.
- Techquity Door County – grow and strengthen the digital inclusion and skills-building ecosystem in Door County in partnership with the United Way of Door County and additional stakeholders.

D. Goals / Objectives Achieved in 2024:

- The County has 25,253 E911 locations. In 2023 there were 4,851 locations funded and under grants and public-private partnerships you can see in the map below in green.



- In 2024 there were an additional 6,149 locations funded under grants and public-private partnerships for a total of 11,000 E-911 locations funded in the County you can see below in green. This is an increase of 49% in locations since the inception of the Broadband Coordinator Role.



- Out of 25,253 E911 locations 14,253 remain to be served, or 9,669 if you remove the 4,584 served locations in the City of Sturgeon Bay.
- 6,143 locations are eligible for BEAD funding, a majority of those locations are in the yellow areas on the map. Announcements on BEAD eligible locations in early summer.
- Three fiber-to-the-premises broadband grants totaling \$2.3 Million were awarded to AT&T in public-private partnerships with the Towns of Egg Harbor, Sevastopol and Sturgeon Bay under the U.S. Treasury Capital Project Fund Grant to connect 4,686 locations. Broadband Coordinator impact delivered through grant letters of support and grant denial rebuttal responses to the WI-PSC utilizing WISER Survey and Finely Report data.
- Issued \$502,45.00 in Door County Broadband Grant funds to 15 Municipalities and WI Electric Cooperative
- Supported eight municipalities in applying for FTTP grants with ISP partners
- Established and shared Municipal Right of Way Ordinance & Permit Recommendations with local municipalities – Town of Sevastopol adjusted and adopted this for their Utility Accommodation Ordinance, which was subsequently adopted by the Town of Sturgeon Bay.
- United Way of Door County awarded a Techquity grant for digital skills-building: 400 devices for event distribution and a part-time regional digital navigator to work with device recipients on digital skills-building.
- Door County qualifies as a [Digital Inclusion Trailblazer](#) for a third year in a row with NDIA, this work is in partnership with United Way of Door County under our Techquity work
- A location verification process was established by the Broadband Committee and is used by local municipal committees to verify accurate broadband serviceable locations for ISPs and build network access.
- Three fiber-to-the-premises broadband grants were awarded to AT&T in public-private partnerships under the Treasury Capital Projects Fund Grant
- Established and shared local environmental compliance for broadband deployment information and recommendations with local municipalities
- Regional Collaboration to create the [New North Broadband Equity Access and Deployment Hub](#) for broadband planning and economic development. Continued working through the BEAD Local Planning Grant

- Economic Development Study finalized – Measuring the Economic Impact of Broadband Towards Secondary Residents of Door County highlighting the economic benefits of broadband expansion for secondary residents projecting an additional \$18.6 million in annual economic impact and potential for over 137 full-time equivalent jobs

E. Knowledge Sharing 2024:

- Continue to provide County resources from GIS, LIO, Soil & Water, Highway, and Treasurer with municipal committees.
- Collaborated with New North for regional broadband planning
- Collaborated with the WI Broadband Office for the WI Digital Equity & Stakeholder sub-committee
- Collaborated with UW Extension on broadband planning, right-of-way recommendations, and make-ready pole attachment work
- Provided local information to the WI Broadband Office on the Preliminary Wisconsin BEAD Project Unit Map
- Shared work product with regional Counties for BEAD support Resolutions and letters

F. Department Budget Status

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$128,275.00	\$128,275.00
Actual Expenditures	\$123,146.00	\$92,728.49
Budgeted Revenues	\$128,275.00	\$128,275.00
Actual Revenues	\$123,146.00	\$97,130.53
Levy Appropriation	NA/ ARPA	NA/ARPA

Grants received for 2024:

- AT&T with the Town of Egg Harbor - \$960,000.00
- AT&T with the Town of Sevastopol - \$816,693.00
- AT&T with the Town of Sturgeon Bay - \$552,299.00
- United Way of Wisconsin - United Way of Door County Techquity is a sub-recipient for device distribution and a part-time regional digital navigator

Municipal broadband investment for 2024:

- Clay Banks - \$2.799 million in municipal tax-levy investment
- Town of Egg Harbor - \$1.620 million on municipal tax-levy investment
- Gibraltar - \$5.175 million in municipal tax-levy investment
- Town of Sevastopol - \$1.411 million in municipal tax-levy investment
- Village of Sister Bay - \$3.226 million in municipal tax-levy investment
- Town of Sturgeon Bay - \$1.456 million in municipal tax-levy investment

G. Other Accomplishments:

- WLIA Conference presentation on local location verification process with Zakry Schwartz GIS/Land Information Coordinator and Broadband Committee Chairperson
- Continued work with WI Broadband Office Digital Equity and Inclusion Stakeholder Group
- Work with UW Extension Digital Navigator Network

H. Issues, concerns, and Restraints.

- Currently BEAD funds are on hold we are awaiting announcements federally and from the WI Broadband Office
- Affordability constraints for residents with the winding down of the Affordable Connectivity Program

I. Goals and Objectives for 2025:

- Continue to support municipal and ISP public-private partnerships and investment
- Continue to support any ISP/municipal broadband grant applications
- Apply for Digital Equity Capacity grant funding from the WI Broadband Office under the Techquity United Way initiative
- Continue United Way Techquity work and local coalition building
- Expand community education on FTTP adoption and use including digital skills building by working through communities installing FTTP
- Support broadband committee work for completion of County Broadband Grant funding for the City of Sturgeon Bay and Ephraim
- Development of device donation inventory with the Techquity group and other stakeholders for digital inclusion initiatives

2024 ANNUAL REPORT

DOOR COUNTY CHILD SUPPORT DEPARTMENT

- A. Mission Statement: Door County Child Support Enforcement Agency's mission is to provide efficient and effective services that benefit families and the public consistent with the law. The Agency operates the State of Wisconsin's child support program for Door County by providing services for the location of absent parents, establishment of paternity, establishment of medical support and child support orders, the enforcement of the orders, and the detection and prevention of fraud.
- B. Summary of Responsibilities:
- Establishment of paternity for children who do not have a father listed on their birth certificate.
 - Establishment of court orders requiring parents to pay child support and provide health insurance for their children.
 - Collection of court-ordered support payments.
 - Commencement of administrative and/or legal actions to enforce collection.
 - Recovery of money due the State of Wisconsin as repayment of amounts expended for certain public benefits.
 - Detect and prevent the fraudulent receipt of benefits.

C. Program Summary: *Child support.*

Goals / Objectives Achieved in 2024: The Agency again exceeded the 80 percent level for current support collections and Door County continues to be in the top ten counties in Wisconsin for percentage of current support collected. The "payments on arrears" also again exceeded the 80 percent level—the level set by the State of Wisconsin and the Federal Government. Door County will be awarded the Certificate of Excellence based on our overall performance in the metrics designated by the Federal Government.

- D. Knowledge Sharing 2024: At the end of 2024, the Director/Attorney Martin launched a statewide initiative to start coordinating and collaborating at the county level. The new group is focused on practical improvement to the program such as training, management, cross-county service contracts, and networking. Although WCSEA has existed for decades for counties, that group is dedicated to policy and communicating with the State.

E. Department Budget Status

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$598,110	\$672,309
Actual Expenditures	\$579,331	\$661,136
Budgeted Revenues	\$563,588	\$577,506
Actual Revenues	\$517,627	\$587,003
Levy Appropriation	\$61,704	\$74,133

Grants received for 2024: None.

F. Other Accomplishments: N/A

G. Issues, Concerns and Restraints:

- Outdated KIDS system continues to have issues as other interfacing systems are updated.
- A new caseworker started in January 2025 replacing the one that started in January 2024. Turnover in the Child Support Program is quite high nationally and statewide. It takes several years for caseworkers to be fully trained and competent. In Door County, nearly the entire department has turned over in recent years with only one long-term employee left, whereas the Department has historically had nearly all positions filled by the same individuals for 20+ years.
- Forthcoming THRIVE system is anticipated to be fully implemented by 2029 with testing and piloting expected as early as 2027. Significant changes are necessary prior to the new system, including the possibility of data and case clean up that may start as early as this year. This will require special project work and manpower beyond regular duties.
- Several new legislative changes proposed by the State, if passed, would impact many of our cases, workflow, and funding.

H. Goals and Objectives for 2025:

- Improve upon collections rate. Door County in 2021, 2022, and 2023 finished first in current support collections. Getting back near the top position or two.
- Continue to train and develop staff. With the exception of the administrative assistant, every member of the Department has 3.5 years of experience or less.

2024 ANNUAL REPORT

DOOR COUNTY CIRCUIT COURT and CLERK OF COURT

- A. The mission of the Wisconsin Court System is to protect individual's rights, privileges and liberties, to maintain the rule of law, and to provide a forum for the resolution of disputes that is fair, accessible, independent and effective. It is the responsibility of the Circuit Court system to fulfill this mission in Door County.
- B. **Summary of Responsibilities**

Circuit Court

The Circuit Court handles all stages of criminal proceedings; juvenile CHIPS, delinquency, termination of parental rights and ordinance cases; family matters, including divorce and paternity; all civil matters including personal injury, land disputes, contracts, foreclosures, money judgments and small claims, traffic and forfeiture cases, probate, guardianship, and mental, drug, and alcohol commitment proceedings; and court review of local and state administrative proceedings including zoning, taxes, condemnation, DNR permits, and worker's and unemployment compensation reviews.

Door County has two Circuit Court Judges. Judge Jennifer A. Moeller was elected to Branch I last spring and took the bench in August 2024. Judge David L. Weber has been the Branch II judge since 2016. Each judge has a judicial assistant. Pamela Parks works with Judge Moeller and Cynthia Sommer is the judicial assistant for Judge Weber. Ms. Parks is the current Juvenile Court Clerk; Ms. Sommer is the Deputy Juvenile Court Clerk. The judges have court reporters assigned: Melissa Ciszewski serves Branch 1, and Holly Jewell serves Branch 2.

Circuit Court also includes the Family Court Commissioner/Register in Probate, Regan Hendrickson, who began in July 2024 as Judge Moeller was taking the bench. Pam Pride is the part time assistant to the RIP/Commissioner. There are four Supplemental Court Commissioners appointed by the judges: Door County attorneys: James Downey, Randall Nesbitt, Jennifer Hobart, and Matthew Pribyl. There are six Commissioners of Condemnation appointed by the judges: James Downey, Dan Lenius, James Pankratz, David Smith, Heather Smith, and Nancy Robillard.

Clerk of Court

The Clerk of Court (COC) is the principal non-judicial officer of the court, responsible for supporting the Judges by overseeing and managing the court's comprehensive administrative and operational functions. As a Constitutional Officer, the Clerk of Court is elected every four years by the voters of Door County.

Connie DeFere was first elected as Clerk of Court in November 2014 and assumed office in January 2015. The office is supported by five full-time deputy clerks, who function as case managers: Laurie Schlaefer, Jodi Robillard, Jan Anderson, Chrystal James, and Jennie Ledvina. Additionally, the office is staffed with three jury bailiffs: Mary Lardinois, Val Mosgaller, and Jan Olson.

The Clerk's Office is responsible for overseeing a wide range of duties associated with the management of over 30 case types. The most frequently encountered categories include Criminal, Civil, Divorce/Paternity, Small Claims, and Traffic cases. The Clerk of

Court's office consistently collaborates with all public safety agencies, all government agencies, public businesses, professionals and the public to ensure efficiency and effectiveness across all case types.

Managing multiple complex tasks often involves handling urgent matters and adhering to strict deadlines. Several essential and mandated functions of the Clerk of Court's office include administering oaths, swearing in witnesses, bailiffs, and jurors, recording minutes of proceedings, managing exhibits, preparing documents, overseeing court records and cases, obtaining signatures, and completing various critical reports for the State and County. Providing efficient and accurate service to our customers is a fundamental responsibility of our office, as the information and documents we handle often have significant, life-altering implications for those we serve.

Another vital responsibility of the Clerk's office is the monetary collection of filing fees, attorney reimbursement fees, fines, bonds and court costs. The funds collected are either held in a trust account or distributed to the appropriate entities, including individual parties, vendors, and various agencies such as the County, City, local municipalities, and the State. For the year 2024, our **outstanding** debt collections totaled over \$189,000.

The Clerk of Court oversees all jury-related functions, including the recruitment and random selection of jurors, the formation of jury pools and panels, case assignment, juror questioning, issuing summonses, managing juror payments, and ensuring accurate reporting for each trial, for county and state reports.

C. Program Summary

1. Treatment Court. Treatment Court is an evidenced-based judicial process to enhance public safety and restore sober, productive and law-abiding citizens to the community.
2. Victim Impact Panel. Victims of drunken driving tragedies share their stories of pain and loss with drunken driving offenders to increase their understanding of the results of impaired driving.

D. Goals / Objectives Achieved in 2024

1. Treatment Court

December 21, 2020, the Treatment Court accepted its first participant. Since then, the Treatment Court has had approximately thirty referrals, with nine individuals who have graduated from the program. It is expected that at least two more participants will graduate in 2025. Currently, the Treatment Court services nine participants. The Treatment Court Steering Committee met monthly throughout 2024 to provide program oversight. It attended its annual long-range planning meeting with professional input in December 2024. As a result of that meeting, the Treatment Court team revised its sanctions and rewards; analyzed its testing protocol; and revised its handbook, among other things. Judge Weber participated in on-line discussions with other treatment court judges approximately once every six weeks, and he will continue to do so. The team attended seminars and training and will do so again this year. The biggest item on the agenda is system mapping, which will begin in November of this year.

2. Court Access

The transition from Judge Ehlers to Judge Moeller in Branch 1 was efficient due to advance planning and assistance by all court staff. The clerk of court will continue to work with staff and judges to explore additional opportunities for efficiency. This includes technological updates to all three courtrooms.

3. Circuit Court Automation Program (CCAP)

Clerk of Court worked hard to stay up to date on the continual changes of our Circuit Court Automation Program (CCAP). In 2024, several forms were updated, including the removal of notary requirements that has necessitated public education and changes to court records and event codes. In 2024 an updated financial application was implemented and training was completed.

E. Knowledge Sharing 2024

1. Judge Moeller and Judge Weber hosted local high school and grade school students to discuss the courts and the legal process.
2. Judge Moeller and Judge Weber hosted periodic lunch meetings to discuss court procedures and operations with city, county and state departments that interact with the court system.
3. Judge Weber chairs the Door County Criminal Justice Coordinating Council Committee (CJCC) whose mission is to enhance public safety in Door County through community collaboration by ensuring offender accountability, providing rehabilitation programs and supporting the rights and needs of victims. In the short history of the CJCC, the majority of the activity relates to Treatment Court. More meetings are scheduled for 2025, with system mapping to be front and center in its discussions.
4. Judge Weber, the court services coordinator, and other treatment court team members have conducted several presentations throughout 2024 to various organizations, including, Department of Health and Human Services, Door County Board, Sturgeon Bay Rotary Club, Door County League of Women Voters, Door County United Way, and Door County Manufacturers Association.
5. Judge Moeller began 2024 as Register in Probate and Family Court Commissioner. As Register in Probate, she worked to share information about guardianship and probate with various groups in Door County including Learning in Retirement and participating in a resource fair for families with teenagers with disabilities. In December, Judge Moeller presented an overview of probate to Wisconsin judges at the Judicial Civil Law Conference.
6. The Clerk of Court and staff are committed to educating the public on court procedures and protocols through various channels, including tours, phone, text, email, and the county website.

F. Department Budget StatusUpdated Numbers

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	1,113,393	\$1,181,885
Actual Expenditures	1,168,213	\$1,240,059
Budgeted Revenues	477,080	\$485,800
Actual Revenues	551,933	\$594,759
Levy Appropriation	636,313	\$696,085

Grants received for 2024

1. TAD Grant. The Door County Department of Health and Human Services received the Treatment Alternatives and Diversion Grant from the Wisconsin Department of Justice for an additional five more years of funding for Treatment Court starting 2022. This grant funds the cost for a portion of the court services coordinator's and treatment court counselor's time, treatment court team trainings, computer software, participant drug screens, transportation costs, and incentives for participants.
2. Title IV-E 1. Grant. Commissioner Hendrickson worked with the Door County Health and Human Services to apply for the Title IV-E Reimbursement Program for Legal Representation of Parents and Children. The grant offsets legal fees and expenses already required of the court in certain cases. Door County's application was approved for 2025.
3. WI Supreme Court's Annual Assistance. The Clerk of Court submits reports with the help of Circuit Court, Finance, and Corporation Counsel, to ensure the county's receipt of local financial assistance to support Circuit Court, Court Interpreters, and Guardians ad Litem. In 2024, Door County received \$183,445.00

G. Other Accomplishments

1. RIP/FCC Regan Hendrickson serves on several boards and organizations important to her role. These include Wisconsin Interdisciplinary Counsel on Divorce (WIPCOD) which hosts a two-day conference each spring, Working Interdisciplinary Networks of Guardianship Stakeholders (WINGS), Door County Coordinated Community Response (CCR) and the Wisconsin State Bar Family Law Conference planning committee, which is hosted each year in Sturgeon Bay.
2. COC Connie DeFere continues to stay active with the Wisconsin Clerk of Circuit Court Association (WCCCA) by serving on the audit committee, attending conferences and UWGB classes.

3. Security has consistently been a priority throughout the county. For several years, Connie has advocated for the installation of a security wall at the open counter in the Clerk of Court's office to align with the security measures in place at the rest of the Justice Center. This request has now been approved.
4. Judge Moeller serves on the Circuit Court Access Program (CCAP) Steering Committee, a group that advises the statewide computer system serving courts and the public. Judge Moeller is a member and Chair of the Wisconsin Courts' Model Record Keeping Procedures Committee.

H. Issues, Concerns and Restraints

1. Zoom video conferencing remains a vital tool for enhancing the access and efficiency of court proceedings. Our audio and video equipment, which has been in service for nearly a decade, was showing signs of wear. Connie collaborated with Camera Corner and our TS department to ensure the courts operated seamlessly. However, repair and maintenance costs have nearly doubled compared to 2023. The good news is that our TS department submitted a budget request for the upgrades and the County Board approved! In 2025, Zoom Rooms will be installed by Camera Corner in Branch 1, Branch 2, and the hearing room.
2. A court reporter shortage exists in the state and country. The use of Zoom for court helps address the court reporter crisis. But this issue remains a statewide concern. Although there is a place for recordings of proceedings, an official court record remains a vital part of the justice system. In 2021, digital audio recording (DAR) systems were installed in all branches by the State Courts. The training and implementation of DAR is pending.
3. Representation for indigent and state public defender appointments continues to be a challenge with few local attorneys accepting SPD appointments. In juvenile cases and cases involving people with mental impairments, most of the attorneys are from out of county. The county has had to appoint attorneys in some cases in which the SPD could not find an attorney to travel to Door County. Offering remote options assists the court in continuing to be able to service these vulnerable members of the public.
4. Due to the growing demand for interpreters and the ongoing shortage of available resources, there has been a significant increase in interpreter-related expenses. The State provided us with an interpreter transmitter for in-court use, and we have also ordered headphones to facilitate phone-based interpretation. Additionally, the Clerk of Courts (COC) has purchased a handheld transmitter to assist customers at the counter. To help manage costs and better meet the needs of our clients, the courts have implemented a dedicated Interpreter Day each month, aimed at reducing overall expenses while ensuring access to necessary services.

I. Goals and Objectives for 2025

1. The Treatment Court continues to meet its goals for enrollment and participation. Successful graduation continues to be reasons for the court and the community to celebrate everyone's hard work. The Treatment Court Steering Committee will continue to provide oversight with monthly review meetings and an annual long-range planning meeting. The treatment court will continue to engage in training;

evaluating its handbook; testing protocols; sanctions and rewards; and court proceedings. The Steering Committee will continue to meet with participants to better evaluate the efficacy of its policies and procedures.

2. Education and Outreach.

- a. Judge Weber and the Treatment Court Steering Committee will continue to educate the public about Treatment Court.
- b. Commissioner Hendrickson is participating in a panel on Family Law in March 2025 and at the State Bar's Family Law Workshop in August. She will also be providing an update on the WINGS organization to the Wisconsin Register's in Probate at the spring conference. The FCC is also hoping to explore opportunities for community outreach and further engagement of the local bar association to assist the public with access to justice, which not only helps the public but also can have an impact on the efficiency of court operations.
- c. We expect to host more tours for the public, including Leadership Door County and students to explore employment opportunities the county has to offer.

3. Circuit Court Automation Program (CCAP)

Clerk of Court staff to stay abreast with the continual changes of our Circuit Court Automation Program (CCAP). Anticipated new items in 2025 are: further application updates, new and updated forms and possible technology updates based on state budgeting for the Wisconsin Court System in general.

2024 ANNUAL REPORT
DOOR COUNTY COMMUNICATIONS CENTER



Mission Statement

The mission of the Door County Communications Center is to provide a vital link to the public and all emergency services. We are dedicated to serving with integrity, compassion, and concern for the welfare of others. Our goal is to provide efficient, courteous and quality service to the community. Our standard is excellence and our model of success is teamwork.

Summary of Responsibilities

Communications Division

- Receive all 911 emergency calls
- Receive administrative non-emergency calls
- Dispatch for 4 law enforcement agencies
- Dispatch for 11 fire departments
- Dispatch for 1 County EMS department
- Dispatch for 12 first responder groups
- Coordinate with 3 primary external public safety agencies as needed
- Track all public safety units within the County at all times
- Assist all public safety agencies with resource and information support during incidents
- Continuously update resources and best practices
- Monitor severe weather and activate warnings as needed
- Participate in training and exercises
- Various record filing

Goals / Objectives Achieved in 2024

- Completed the NG911 project, live date was 1/15/2025
- Received new grants totaling over \$87,000 for new software and training for EMD
- Grew relationships with internal and external partners
- Hired new staff to get dispatch out of the critical staffing stage
- 911 staff resiliency through management change

Department Budget Status

2023 Approved Budget	\$1,107,851	2024 Approved Budget	\$1,377,935
2023 Actual Expenses	\$1,225,194	2024 Actual Expenses	\$1,248,000
2023 Budgeted Revenues	\$211,100	2024 Budgeted Revenues	\$263,346
2023 Actual Revenues	\$241,362	2024 Actual Revenues	\$245,107
2023 Levy Appropriation	\$896,751	2024 Levy Appropriation	\$1,114,589

Issues, Concerns and Restraints

- Communications call volume levels are a challenge due to the uniqueness of the County. The busy tourism season along with weekly events grows the population exponentially higher, leading to triple the call volume during the busy season while staffing levels in dispatch have been hard to keep fully staffed to absorb this extra load.
- Making sure our department stays within the budget is always a concern.

Goals and Objectives for 2025

- Become fully staffed and retain staff
- Train staff in the new EMD software
- Introduce text to 911 and train staff as well as public
- Continue to grow the new dispatch lead positions
- Apply for other communications grants as they become available
- Grow and develop strong relationships with internal and external partners

Respectfully Submitted By: Brenda Bley, Director

2024 ANNUAL REPORT

DOOR COUNTY CORPORATION COUNSEL DEPARTMENT

A. MISSION STATEMENT:

Our mission is to provide legal services, of the highest professional and ethical standards, that facilitate and support Door County's goals.

B. SUMMARY OF RESPONSIBILITIES:

The Door County Corporation Counsel Department attends to all civil legal matters relating to Door County. This includes:

- Prosecute and defend all civil actions or proceedings.
- Interpret the powers and duties of boards, commissions, committees, departments, employees, and officers of the County.
- Serve as legal adviser to boards, commissions, committees, departments, employees, and officers of the County.
- Guardianships and protective placements.
 - ❖ Chapters 54 and 55 Wisconsin Statutes.
- Civil (mental and alcohol) commitments.
 - ❖ Chapter 51 Wisconsin Statutes.
- Land use, zoning, conservation and environmental issues (e.g., agricultural standards and prohibitions, private on-site wastewater treatment systems, and stormwater and erosion control).
- Code drafting, interpretation, and enforcement.
- Employment / Labor Relations.
 - ❖ This encompasses compliance with state and federal employment laws, regulations and rules; legal aspects of hiring, discipline and termination; legal aspects of negotiation, mediation and interest arbitration; legal aspects of grievances, up to and including arbitration; and representing the County in proceedings before the courts, administrative bodies and various agencies.
- Contract negotiation, drafting, review, interpretation, and/or enforcement.
- Foreclosure of tax liens (by action In Rem or In Personam) and sale of tax delinquent real estate.
 - ❖ Chapter 75 Wisconsin Statutes.
- Animal Abuse or Neglect.
 - ❖ Section 95.21 and Chapters 173 and 174, Wisconsin Statutes.
- Ethics and conflicts of interest.
 - ❖ Render (verbal and written) opinions regarding ethics and conflict of interest issues.
 - ❖ Sections 19.21 – 19.39 Wisconsin Statutes.
- Public records.
 - ❖ Sections 19.41 – 19.59 Wisconsin Statutes.
- Open meetings.
 - ❖ Sections 19.81 – 19.98 Wisconsin Statutes.
- Real property acquisition / disposal.
 - ❖ Handle legal aspects of the purchase and sale of real estate by the County.
- Public works projects.
 - ❖ Involved in the legal aspects of (e.g., land use and zoning, financing, risk management, drafting of documents, design, bidding, construction, oversight, and dispute resolution issues) public works projects.
- Director of Family Court Counseling Services.
 - ❖ Corporation Counsel is the Director of Family Court Counseling Services, with the attendant responsibilities and authority as set forth in Section 767.405 Wisconsin Statutes.

- Child Support Agency.
 - ❖ Assists the Child Support Agency on an as needed basis. The Child Support Agency Director, on an as needed basis, serves as Assistant Corporation Counsel and aids Corporation Counsel. The Departments were separate and distinct entities, through 2011, were assimilated effective January 1, 2012, and then torn asunder January 1, 2013, but remain interrelated if not inextricably intertwined.
- Claims against county / officials / employees.
 - ❖ The County's liability insurance is through the Wisconsin County Mutual Insurance Corporation (WCMIC). The scope of liability protection provided by WCMIC is broad. Corporation Counsel oversees and assists outside counsel assigned by WCMIC to defend covered claims.
 - ❖ Defend all claims not covered by County's liability insurance.
- Miscellaneous issues.
 - ❖ Communications, election, information security and confidentiality, intellectual property, parliamentary, referenda, and whatever other legal issues, which may arise from, time to time.

As a general rule, we handle everything in-house. We make very judicious use of outside counsel, and are somewhat unique in this respect.

C. PROGRAM SUMMARY:

Not applicable. As in-house counsel, we are an internal service department. To a certain degree we live vicariously, through the other departments.

D. GOALS / OBJECTIVES ACHIEVED:

The straightforward answer? Maintain the current state of affairs and aspire to improve. As with anything else in life, work as in-house counsel is about balance; balancing competing priorities, other's expectations, and our own.

E. KNOWLEDGE SHARING:

Provide legal advice to elective and appointive officials, and employees of Door County. Participate in public forums, to educate on various issues.

F. DEPARTMENT BUDGET STATUS:

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$522,719	\$521,169
Actual Expenditures	\$580,333	\$514,763
Budgeted Revenues	\$7,500	\$ 7,500
Actual Revenues	\$ 6,975	\$ 6,342
Levy Appropriation	\$515,219	\$513,669

G. OTHER ACCOMPLISHMENTS:

Having an influence within Door County, which involves working together with elective and appointive officials, and employees to tackle problem---not necessarily the big hairy audacious ones but rather the many ordinary things done right each day that in the end make the biggest difference.

H. ISSUES, CONCERNS AND RESTRAINTS:

To use a scientific analogy, it is recognizing (and bringing to light) the existence of the "Mandelbrot Set"... that there is order in chaos when there is adherence to basic principles and laws.

I. GOALS AND OBJECTIVES:

Having a positive impact. Realizing we are here to counsel and assist Door County's elective and appointive officials, and employees to accomplish their goals.

2024 CASES

TABLE 1:

Opened	468
Closed	384
Pending	84

TABLE 2:

AREAS OF LAW

Administrative Review	0
Claim	0
Collection	26
Commitments	38
Contract	65
CPS Appeal	1
General	101
Guardianships	26
Insurance	0
Labor	17
Litigation	2
Mediation	33
Open Records	35
Property	3
RFP	1
Violation	120
TOTAL	468

TABLE 3:

DEPARTMENTS

ADRC	0
Child Support	0
Circuit Court	36
Clerk of Court	3
Corporation Counsel	22
County Administrator	4
County Board	5
County Clerk	20
District Attorney	3
Emergency Management	3
Emergency Services	26
Facilities & Parks	37
Fair Association	22
Finance	6
Highway/Airport	12
Human Resources	13
Health and Human Services	81
Land Use Services	24
Library	10
Museum	0
Register of Deeds	1
Sheriff	112
Soil & Water Conservation	12
Tech Services	5
Transportation	2
Treasurer	9
Veterans	0
UW-Extension	0
TOTAL	468

HISTORY

On December 7, 1976, the Executive & Personnel Committee engaged in discussion concerning the position of Corporation Counsel. The Executive & Personnel Committee recommended that the duties and powers of Corporation Counsel be conferred upon the District Attorney. County Board accepted this recommendation by adoption of Resolution No. 38-76.

Over time, the workload of the Door County District Attorney's Department steadily increased. Effective January 1, 1979, by adoption of Resolution No. 72-78, County Board relieved the District Attorney of the duties and powers of Corporation Counsel, established the Office of Corporation Counsel, and employed a part-time Corporation Counsel.

There was an upsurge in the caseload of Corporation Counsel, particularly with respect to code enforcement matters (i.e., zoning ordinance violations). Consequently, it was deemed necessary to employ a part-time Assistant Corporation Counsel. By adoption of Resolution No. 22-85, the Board of Supervisors authorized the appointment of an Assistant Corporation Counsel to aid the Corporation Counsel in the performance of the duties of Corporation Counsel.

On October 27, 1987, by enactment of Ordinance No. 67-87, the County Board established a full time Corporation Counsel position. County employed its first full time Corporation Counsel and one full-time support staff person, in 1988.

In 1994, County employed a full-time Assistant Corporation Counsel, and an additional full-time support staff person. The Assistant Corporation Counsel time was divided equally between Office of Corporation Counsel and the Child Support Agency.

On May 31, 1999, the Assistant Corporation Counsel resigned. On June 3, 1999, one full-time support staff person transferred from the Office of Corporation Counsel to the Office of County Administrator. Neither position was re-filled.

On October 11, 1999, County employed a Child Support Agency Director / Assistant Corporation Counsel. This person is the administrator of, and attorney for, the Child Support Agency.

On September 30, 2002, by adoption of Resolution 95-02, County Board reauthorized the employment of an Assistant Corporation Counsel and Clerk Typist I. The Assistant Corporation Counsel aids the Corporation Counsel and Child Support Agency Director / Assistant Corporation Counsel in the performance of their duties.

In 2005, a decision was made to layoff the Clerk Typist I. This position remains unfilled. There have been no organizational changes since 2005.

There was a complete turnover of Corporation Counsel Office staff in 2022, with the hire of a new Corporation Counsel, Assistant Corporation Counsel, Child Support Director, and Paralegal/Legal Assistant.

2024 Annual Report Door County Clerk's Office

Mission Statement:

It is the objective of the County Clerk and her staff to go beyond the statutes to provide efficient, courteous service, in the most cost-effective manner possible, to county residents, the county board, municipalities and other units of government.

Summary of Responsibilities:

The Door County Clerk's office is a State Constitutional office, with the Clerk being elected by the people of Door County. The Clerk has both statutory and non-statutory responsibilities.

The County Clerk's Office issues marriage licenses, and timber cutting permits. The office coordinates, distributes, and reconciles the State dog licenses program in conjunction with local Municipal Treasurers. The office compiles and distributes the Official County Directory for Door County, publishes the Property Valuation Statistical Report and the Proceedings of the Door County Board of Supervisors.

The County Clerk is the official clerk to the board's regular, special, limited term, and standing committees. Under the direction of the county board chairperson or committee chairperson, creates the agenda for board meetings and keeps and records true minutes of all the proceedings of the board, including all committee meetings, either personally or through an appointee. The office is responsible for publishing all minutes, ordinances and budgetary changes in the newspaper. All County Board minutes, original resolutions and ordinances are on file in the Clerk's Office.

The office is the information system for the county and the public. The office handles the switchboard operations, directs the public to proper offices, answers numerous questions from the public, reserves meeting rooms for various committees and organizations, maintains the Fleet Vehicle reservations and manages the Mail Department.

The Door County Clerk is the chief election officer for Door County; the office conducts all federal, state, county, local and school elections, in coordination with the municipalities and school districts, to ensure that the State Statutes governing elections are carried through. The County Clerk's Office is responsible for programming elections, publishing legal notices, preparing ballots, tabulating results and ensuring the accuracy of all county-wide elections. This office utilizes the Statewide Voter Registration System (WisVote). WisVote is a voter database system which enables the State of Wisconsin to comply with the Help America Vote Act. The Door County Clerk's Office provides SVRS service to 18 Door County municipalities.

Goals & Objectives Achieved in 2024:

- ✓ Survived 2024 Elections! Another historic Election Year! April Spring Election, August Partisan Primary Election, and November General Election
- ✓ Explored and decided against in-house election programming
- ✓ Coordinated and provided a 3-hour recertification training for Chief Election Inspectors
- ✓ Coordinated and provided a 4-hour recertification training for Municipal Clerks
- ✓ Coordinated and provided election security training in coordination with key County Staff
- ✓ Created and successfully implemented an office Emergency Contingency Plan

WisVote

- ✓ Continuation of record updating and maintenance for 17 municipalities

Department Budget Status

Approved 2024 Budget	\$ 355,930	Actual 2023 Budget	\$259,747
2024 Levy appropriation	\$ 317,930	2022 Levy appropriation	\$227,747
2024 Budgeted revenue	\$ 38,000	2023 Budgeted revenue	\$ 32,000
2024 Actual revenue	\$ 59,383	2023 Actual revenue	\$ 49,884

Other Accomplishments

- ✓ Fielded and directed 5,800+ incoming phone calls
- ✓ Issued 211 Marriage Licenses
- ✓ Continuation of virtual meetings for County Board and Committees
- ✓ Maintained the County's YouTube Channel – Rendered and posted all County Board meeting videos
- ✓ Co-organized successful county events
- ✓ Continued team work between four departments to make a shared Administrative Assistant position *very* successful
- ✓ Coordinated a security assessment of the Government Center

Issues, Concerns, Restraints

- ✓ Election and cyber security remain at the forefront. We must continue to address our security needs to ensure Door County is meeting the highest standards.
- ✓ Threats to Election Officials continue to be of great concern. Continued monitoring and reporting of concerns and situations to local, state and federal officials must be a top priority.
- ✓ Continued work with key County Officials for election security for County Staff and all of our County Municipalities

Goals and Objectives for 2025:

- ✓ Clean-up of filing backlog
- ✓ Create election related SOP's
- ✓ Enhance Election and Cyber security
- ✓ Monitor all legislation related to the office and elections and share such information with our Municipal Clerks
- ✓ YouTube Channel – creating, rendering, and posting of recorded meetings and information
- ✓ Co-create easy access for County Board Members to receive information
- ✓ Additional training, as offered by the State or other Institutions/Programs
- ✓ Training of Municipal Clerks to maintain certification
- ✓ Coordinate with Municipal Clerks for training of Poll Workers and Certified Chief Election Inspectors
- ✓ Continue to strive to carryout statutorily required duties
- ✓ Continue to serve the public in the most efficient and courteous manner

2024 ANNUAL REPORT

DOOR COUNTY DISTRICT ATTORNEY'S OFFICE

Office Personnel:

Colleen C. Nordin - District Attorney

Aleksandra Hodowany - Assistant District Attorney

Holly Malvitz - Administrative Supervisor

Lisa Mraz - Victim/Witness Coordinator

Angela Buren - Administrative Assistant II

Kristin LeFevre - Administrative Assistant II

Christina Nellis - Administrative Assistant II

Mission Statement:

- The primary mission of the Door County District Attorney's Office is to pursue justice through fair and ethical prosecution of charged defendants, ensure that victims of crime are afforded their rights under Marsy's Law and guarantee that both victims and witnesses are treated with dignity and respect.

Office Description:

- The District Attorney is a constitutional officer, elected by the people of Door County, to a four-year term of office. The duties and responsibilities of the District Attorney are more particularly set forth in Section 978.05, Wis. Stats.
- Door County has a full-time District Attorney (DA), one full-time Assistant District Attorney (ADA), one full-time Victim/Witness Coordinator, and four full-time legal support staff.
- The District Attorney and Assistant District Attorney are State employees whose salaries and benefits are paid for by the State of Wisconsin. The Victim/Witness Coordinator is a County employee, however, salary and expenses for that position are reimbursed bi-annually by the State of Wisconsin. The average reimbursement percentage is 50%. All other costs related to the operation of the District Attorney's Office, including support staff salary and benefits, are paid by Door County, as required by Sec. 978.13(2) Wis. Stats.
- Both the DA and ADA must be licensed to practice law in the State of Wisconsin and must attend 30 hours of continuing legal education every two years in order to maintain their license to practice law.
- The Victim/Witness Coordinator attends quarterly meetings to garner updates in victim/witness services.

- The legal support staff belong to the Criminal Law Agencies Support Staff Association (CLASS A) and attend its yearly conference on a rotating schedule. This conference unites the various staff members of District Attorney's Offices in the State of Wisconsin to increase their general and legal knowledge and overall effectiveness through the exchange of ideas, problems and solutions.
- The District Attorney is a member of the Door County Treatment Court Team.

Summary of Responsibilities:

- Prosecute all adult criminal offenses that occur within Door County, including felonies, misdemeanors and criminal traffic offenses.
- Prosecute State and County Civil Law and Ordinance (traffic and non-traffic) violations occurring within Door County, including forfeitures initiated by Wisconsin State Patrol, Door County Sheriff's Department, and Wisconsin Department of Natural Resources. (Ordinance violations within the City of Sturgeon Bay, are prosecuted by the Sturgeon Bay City Attorney).
- Prosecute Juvenile matters including, Child in Need of Protection or Services (CHIPS) cases and Juvenile in Need of Protection or Services (JIPS) cases, Juvenile Delinquency cases (JV) and Termination of Parental Rights (TPR).
- Provide guidance and training to area law enforcement agencies.
- Review and approve search warrants drafted by law enforcement.
- The Victim/Witness Program provides direct services to crime victims and witnesses by ensuring that they are treated with sensitivity, fairness, dignity, compassion and respect. The Victim/Witness Program ensures that the rights of victims and witnesses are honored and protected, as outlined in Wisconsin Statutory Chapter 950.

Department Budget Status:

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$436,262.00	\$482,026.00
Actual Expenditures	\$441,358.46	\$492,786.75
Budgeted Revenues	\$57,100.00	\$58,594.36
Actual Revenues	\$82,889.72	\$55,594.36
Levy Appropriation	\$379,162.00	\$423,176.00

- Grants Received for 2024: 0

Other Accomplishments:

- The successful prosecution of a defendant ultimately convicted of 15 charges including Theft in a Business Setting and Money Laundering, for defrauding 23 victims in an amount totaling more than \$1.1 million. The defendant's property and assets were seized, which include a business in the Town of Gardner, a residence and rental properties in the Town of Nasewaupée, two vehicles, a UTV, jewelry, and approximately \$160,000 in cash. Working in conjunction with the Door County Sheriff's Office is in the process of selling/liquidating the seized property. Proceeds from liquidation will be used to cover restitution for the victims.

Statistics:

	<u>2024</u>
Total Referrals (Adult and Juvenile)	912
Total Filed	
• Felony	143
• Misdemeanor	137
• Criminal Traffic	141
• Non-Criminal Traffic/Ord.	219
• CHIPS/JIPS	43
• Delinquency	15
• TPR	2
• Death Review (County)	28

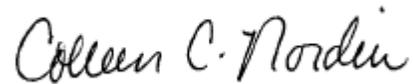
Victim/Witness Statistics:

	<u>2024</u>
• Restitution Collected (includes pre-charging)	\$43,015.02
• DA Surcharge Collected	\$4,103.32
• Subpoenas/Court Notices	1,085

On behalf of this office, I extend my gratitude to the Judiciary & Public Safety Committee and all of you, the Door County Board of Supervisors, for your commitment and assistance to the Office of the District Attorney.

As always, should you have any questions, please feel free to contact me.

Respectfully Submitted,

A handwritten signature in black ink that reads "Colleen C. Nordin". The signature is written in a cursive, flowing style.

Colleen C. Nordin
Door County District Attorney

2024 ANNUAL REPORT**DOOR COUNTY EMERGENCY SERVICES DEPARTMENT**

The mission of Door County Emergency Services is to assure readiness and response to everyday emergencies and county crisis situations with an excellence in patient care. Our vision is to strive for distinction in EMS through innovation, care and continually meeting the changing needs of the community, while providing the highest level of patient care possible.

Our culture will provide a stable environment by encouraging learning, growth and satisfaction. Employees will be awarded the same concern, respect and caring attitude that they are expected to share with the community and those we serve.

Door County Emergency Services provides basic and advanced life support response to the mainland and islands of Door County.

Our service operates out of four stations located throughout the county. Brussels, Sturgeon Bay, Sister Bay and Washington Island. There are four advanced life support (paramedic) ambulances staffed 24/7/365. Two of these units are based out of the Sturgeon Bay station, one out of Sister Bay, and a paramedic/EMT unit in Brussels. Washington Island is staffed by paid-on-call EMTs. These personnel respond from home, to the station and then to the scene of the emergency. The service currently has a fleet of ten ambulances: 1-Brussels; 5-Sturgeon Bay; 2-Sister Bay; 2-Washington Island.

Door County's emergency medical response is a multi-tiered system that starts with a call to 911. The Door County Communications department dispatchers obtain information required to properly dispatch our ambulances while also providing basic instructions for treatment of the patient prior to the arrival of our personnel. The first arriving personnel is normally an emergency medical responder (EMR) from one of the 12 groups in the county. Our personnel responded to 4,976 calls for service in 2024.

The department is overseen by the Director and Captains who are based out of the Sturgeon Bay station. Our dedicated office staff is responsible for billing, receiving, and receipt of monies for the service.

The department receives its medical direction from emergency room doctors at Door County Medical Center. Our medical director is Dr. Adam Alexander.

In February of 2024, the department began providing interfacility transfers for DCMC by staffing an additional ambulance with six full-time personnel. The department provided 533 transfers in 2024. The department under the guidance of administration ensured no county tax dollars were used to fund the program.

Goals and Objectives for 2024:

1. Evaluation of DCMC Transfer program.
 - DCMC response times were drastically reduced.
 - No tax money was used to administer the program.
2. Egg Harbor/Jacksonport station presentation/submission as part of 2025 CIP.
 - Project was submitted as part of the budget. The project was delayed to better fit the county's overall CIP program.
3. Reevaluate fees for service.
 - Will be brought forward in early 2025.

Department Budget Status

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$7,351,233	\$7,635,997
Actual Expenditures	\$6,064,346	\$6,824,634
Budgeted Revenues	\$2,835,305	\$2,848,038
Actual Revenues	\$1,484,434	\$2,703,075
Levy Appropriation	\$4,279,458	\$4,768,445

Issues, Concerns and Restraints:

- The departments call volume increased 34% since 2020. We must continue to monitor staffing models to ensure the services provided are maintained. Falls and lift assists continue to be a challenge for the service. Personnel have reinvigorated the fall prevention program with partner agencies.
- The department must build a robust recruitment and retention program to ensure future staffing. EMS and public safety are no longer the sought-after jobs they once were.
Our personnel are being actively recruited by fire departments and private EMS services.
- As our call volume continues to increase our revenues have not kept pace. This is due to the always volatile healthcare field and our ever-changing payer mix. We have been and will continue to be at the mercy of the state and federal mandated reimbursement rates and adjustments. Unfortunately, the tax payers will continue to subsidize the difference.
Our billing staff have done an exceptional job of prioritizing the drastic increase in their workload. We must ensure we are properly supporting them going forward.

Goals and Objectives for 2025:

1. Operational review of the department.
2. Refocus on recruitment and retention.

Submitted by Aaron LeClair

2024 ANNUAL REPORT DOOR COUNTY EMERGENCY MANAGEMENT DEPARTMENT



Mission Statement

Emergency Management

Door County Emergency Management's mission is to prepare for, respond to, recover from, and mitigate against both manmade and natural disasters within Door County. This is accomplished in part through planning, training, and exercising, which better prepares the public and response personnel to help minimize the loss of lives and property following a disaster.

Summary of Responsibilities

Emergency Management Division

- Maintain and update the County Emergency Response Plan
- Maintain and update the County Strategic Plan
- Maintain and update Off-Site EPCRA Plans
- Chair Local Emergency Planning Committee
- Attend the WEMA Conference
- Attend Governor's Conference on Emergency Management and Homeland Security
- Attend various public safety meetings
- Conduct emergency drills and exercises
- Participate in other local, regional, or state emergency exercises
- Severe Weather Awareness Campaign
- ECPRA Outreach Campaign
- Additional Outreach Campaigns
- Coordinate resources during large-scale emergencies or disasters
- Assist the local government in acquiring disaster aid following a disaster
- Build and maintain relationships with internal and external partners
- Apply/manage other annual emergency management grants as applicable

Goals / Objectives Achieved in 2024

- Successful completion of the 2024 emergency management grant requirements
- Successfully acquired a grant to fund the installation of transfer switch to allow for fueling of emergency vehicles at the north highway shop during a power outage
- The creation of a Community Emergency Response Team for Door County
- Developed Incident Action Plans for seven community events
- Conducted two tabletops for community festivals with response partners
- Host the county's first Event Security Course for Public Safety Officials
- Assisted the county, towns and a cooperative in accessing over \$200,000 in disaster funding
- Roll out of the county's new emergency alerting notification system including the ability to send Integrated Public Alert & Warning System (IPAWS) messages
- Implemented the Employee Action Plan to increase county employee safety in the work place
- Conduct community outreach on preparedness initiatives

Knowledge Sharing 2024

- Social media campaigns for winter weather, EPCRA, and severe weather awareness week.
- Annual WDOR radio spot
- Wisconsin Emergency Management presenting at the Local Emergency Planning Committee on hazardous material
- Presentation for the Towns Association Meeting on emergency management and planning
- Extensive Emergency Notification outreach to the public
- Multiple news interview in both print and televised media
- Attending towns and villages meetings to inform them about disaster funding

Issues, Concerns and Restraints

- The Emergency Management Department is not unlike any other governmental agency in that it lacks the amount of resources and funding it needs to reach its fullest potential. The department will continue efforts to make the most of its resources and look for other funding avenues for growth opportunities.
- Emergency Management faces funding uncertainty from the federal grants that the program relies on. All the while, it is being relied upon more by local municipalities with an ever increasing landscape of hazards. Emergency management by design is an adaptive agency that is problem-solving centric. With continued support, emergency management will continue to provide support to our municipalities and response partners.

Goals and Objectives for 2025

- Successful completion of the 2025 emergency management plan of work requirements
- Researching grant opportunities for barricades to better protect the community events and festivals in the county.
- Continue to train Emergency Operation Center Staff
- Develop additional Incident Action Plans for events and festivals
- Hold tabletop exercises to improve event and festival planning
- Update the County Hazard Mitigation Plan
- Update the Emergency Response Plan
- Update the County's Family Assistance Center Plan
- Apply for other emergency management grants as available
- Grow and develop strong relationships with internal and external partners
- Assist municipalities with emergency planning
- Work with local municipalities on identifying hazard mitigation project
- Work with local facilities to update their Off-Site Facility Plans for extremely Hazardous Chemicals.

Respectfully Submitted By: Joseph Saelens, Director



Door County Facilities & Parks, "Annual Report" 2024



2024



A. Department Mission Statement:

The purpose of the Door County Facilities and Parks Department is to maintain the County's Facilities and Parks for the use of all citizens and employees and visitors of Door County. Provide oversight and internal project development that is organizationally focused on long term facility care and management.

The Department has (5) prevalent attitudes:

- We strive to be the best at what we do;
- We provide outstanding customer service;
- We are proactive in everything we do;
- We constantly strive for continuous improvement;
- We manage and operate the county facilities and parks as if they were our own.

Parks Division Mission Statement:

The Door County Parks seeks to acquire, restore and manage lands for the purpose of protecting and preserving public open space, natural areas and other landscapes, in an ecological healthy state for the education, pleasure and recreation of the public now and in the future.

B. Summary of Responsibilities:

Administer programs that cover over 473,170 sq/ft of buildings including the following:

- | | |
|---|--------------------------------------|
| -Justice Center (129,359 sf) | -Government Center (77,144 sf) |
| -Library-Miller Art Museum (30,650 sf) | -Historic Museum (13,600 sf) |
| -Highway Facilities (59,482 sf) | -56N 4 th Ave (22,316 sf) |
| -North and South EMS Stations (7,555 sf) | -North and South Hwy Shops |
| -John Miles Park Facilities (86,983 sf) | |
| -Washington Island Government Facility (8,600 sf) | |
| -Community Center and Central EMS Station (40,654 sf) | |
| -Miscellaneous, Towers, Parks Outbuildings (4,400 sf) | |
- 20 County Parks totaling over 1,000 acres and including 12.5 miles of state trails, 7 boat launch facilities, 18 restrooms, 3 "Welcome to Door County" signs, a disc golf course, Horseshoe Bay Cave, and miscellaneous buildings
 - State of Wisconsin Snowmobile Program for Door County, including writing funding grants for trail program, review and approving funding for 7 local clubs maintaining the 243.2 miles of Door County trails
 - Administer all functions related to Facility Care, Preventative Maintenance, and Facility development.
 - Pick up and deliver mail to the U.S. Postal Service, Highway Department & Justice Center

C. Goals / Objectives Achieved in 2024:

Paragraph (D.) below lists several notable projects that were completed throughout the year.

10 Major Objectives were achieved in 2024

- John Miles Park – Playground replacement
- Developed and printed new Parks 3 fold brochure
- Government Center – Elevator modernization
- Washington Island – Generator replacement
- Central Highway Shop – HVAC roof top unit replacement X3
- Sugar Creek – Pavilion construction
- Frank E. Murphy – Electrical updates and boat launch repairs

- John Miles Park – Facilities and Parks maintenance facility
- Cave Point – Accessibility path installed
- Community Center-EMS replaced the main transfer switch

D. Notable Projects Completed:

Justice Center:

Contracted Project

- Roofing inspection and repairs -Parking lot crack sealing
- Jail Kitchen freezer & refrigerator head unit replacements
- Sheriff Garage secured storage remodel

Staff Projects

- Annual Jail Maintenance Program -Security camera installation
- K-9 support “Dog Run” -Point to point & Wi-Fi installation/upgrade

Government Center:

Contracted Project

- Main chiller repair x3 condensing units
- EV Charging station installed
- Parking lot crack sealing- Nebraska street lot

Staff Projects

- Security Camera installation

Highway Department:

Staff Projects

- Security Camera installation

John Miles Park:

Contracted Project

- Repair and paving of the back entrance to the grounds

Staff Projects

- Public address system upgrade Cattle Barn- Dairy side
- Safety fencing updates – Race Track
- Water fill station moved from the pits to the track entrance location (SBU collaboration)

Historical Museum:

Staff Projects

- New furnace installed

Library:

Contracted Project

- Fire alarm replacement project
- Recarpet front lobby

Park Facilities:

- Installed 4 donated benches
- Installed new camera – Cana Island Causeway (public viewing)
- Graded Door Bluff Headlands Road
- Installed 3 kiosks (Maplewood, Meridian, Ahnapee Trail Head)
- Installed 3 new Park signs- Meridian, Ellison Bluff, Percy Johnson
- Rebuilt boat docks at Chaudiors Dock Boat Launch
- Ahnapee Trail surface rehab – 1.2 miles
- Installed Bat Condo – Horseshoe Bay Cave -field

E. Knowledge Sharing 2024:

- Radio interviews (3)
- Wisconsin Facilities Management Association (WIFMA) contributing member
- Wisconsin Parks and Recreation Association (WPRA) contributing member
- Midwest Facilities Masters
- Professional Facilities Management Association
- Door County Trails Initiative

F. Facilities & Parks Department Budget Status

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$3,393,399	\$3,407,698
Actual Expenditures	\$2,935,562	\$2,987,841
Budgeted Revenues	\$256,385	\$245,220
Actual Revenues	\$729,705	\$852,301
Levy Appropriation	\$2,205,857	\$2,555,397

Grants received for 2024: \$257,873.50

Donations received for 2024: \$172,550

G. Issues, Concerns and Restraints:

The Department continues its internal role in the County to provide oversight of building projects and property development. Continuation of the Library facility study, development and planning strategy. Schauer Road project and impact on Cave Point County Park.

- Review of Custodial staffing to facility care ratio review

H. Goals and Objectives for 2025:

- Construction Museum & Archives Facility
- Dredging of Chaudiers Dock County Park boating access.
- Door County Parks & Open Spaces plan development 2026-2030
- Improve ADA Park use accessibility (Mobi-mats & grilling equipment)
- Continue to work with other departments to achieve common goals and directives in line with Door County's Strategic Priorities
- Installation of a playground at Sugar Creek County Park
- Continue replacement plan of Park wayfinding signs, Park branding
- Park Prairie installation and expansion
- Bat Condo installation and expansion (partnership with Gibraltar Schools)
- Continued partnership with Door County Maritime Museum at Cana Island County Park

Respectively submitted,
Wayne J. Spritka, Director
Facilities and Parks Department

2024
ANNUAL REPORT
DOOR COUNTY FINANCE DEPARTMENT

Mission Statement

The Finance Department is committed to safeguarding the financial assets of Door County. We manage, administer, and account for all county financial resources in compliance with County Board policies, state and federal regulations, Generally Accepted Accounting Principles (GAAP), and Governmental Accounting Standards Board (GASB) guidelines. Our goal is to ensure financial integrity, transparency, and accountability in all county financial operations.

Summary of Responsibilities

The Finance Department is responsible for the financial management and oversight of Door County. Key responsibilities include:

- Preparing and maintaining of Door County’s annual budget.
- Developing the Capital Improvements Program Plan each year.
- Processing payroll for all Door County employees, including related reporting.
- Managing accounts payable and maintaining accurate financial records.
- Overseeing all accounting functions, including general ledger, accounts receivable, and fixed assets.
- Administering and managing Door County debt.
- Managing and overseeing Door County cash flow and investment accounts.
- Administering insurance programs, including unemployment, property and liability, workers’ compensation, health and dental, as well as retirement and deferred compensation programs.
- Reconciling tax settlements with local municipalities and handling current and delinquent tax payments.
- Auditing county records and serving as the primary liaison for external auditors.
- Providing specialized financial expertise to the Human Services Department and Highway Department.
- Offering financial guidance and support to the County Board and all Door County Departments.

2024 Finance Department Program Summary

The Finance Department operates as an internal service department, providing comprehensive financial and accounting services to all Door County departments. As a support function, we do not administer standalone public programs but play a crucial role in ensuring the financial integrity and operational efficiency of county government.

Goals/Objectives Achieved in 2024

- Retained and further developed a highly qualified Finance Department staff, ensuring operational excellence.
- Successfully completed the 2023 Comprehensive Annual Financial Report for Door County, receiving an unqualified opinion from our external audit firm.
- Increased Door County's credit rating from Aa2 to Aa1 and successfully maintained this rating, reflecting strong financial stability and effective fiscal management.
- Continued updates and enhancements to the Dayforce time, attendance, and payroll processing system.
- Successfully implemented GASB 96, ensuring compliance with new reporting requirements for software subscription agreements.
- Effectively managed and administered ARPA funds, optimizing their use for community benefit.

2024 Knowledge Sharing

- Provided financial and accounting guidance to the County Board and all Door County departments, ensuring informed decision-making and fiscal responsibility.
- Continued to provide training to departments on changes to our grant accounting, reporting, and monitoring procedures and processes as mandated by the federal Uniform Grant Guidance.

2024 Finance Department Budget Status

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$701,417	\$792,971
Actual Expenditures	\$696,557	\$783,658
Budgeted Revenues	\$0	\$0
Actual Revenues	\$3,280	\$2,618
Levy Appropriation	\$701,417	\$792,971

Other Accomplishments

- Collaborated with the County Board, County Administrator, and all Door County departments to successfully complete the 2025 Door County Annual Budget, ensuring high-quality services for residents, property owners, and visitors while maintaining fiscal responsibility.
- Worked with the County Board, County Administrator, and all Door County Departments to develop and finalize the 2025-2029 Capital Improvements Program, supporting the county's long-term infrastructure and financial planning.
- Ensured continued compliance with evolving Affordable Care Act (ACA) requirements, including the accurate and timely issuance of IRS Form 1095-C to all employees eligible for employer-provided health insurance.
- Welcomed and integrated a Youth Apprenticeship student into the Finance Department, fostering skill development and workforce engagement.

Issues, Concerns, and Restraints

- Ongoing changes, updates, and interpretations of federal regulations related to grant accounting, reporting, and monitoring under Uniform Grant Guidance require continuous adjustments to procedures and processes. This results in additional workload for all grant-receiving departments and increased oversight responsibilities for the Finance Department.
- Keeping pace with evolving Governmental Accounting Standards Board (GASB) requirements remains a continual challenge, requiring ongoing updates to procedures and reporting to ensure compliance with new standards.

Goals and Objectives for 2025

- To complete the 2024 Annual Comprehensive Financial Report with an unqualified opinion from our outside audit firm.
- To maintain the very strong credit rating for Door County (presently Aa1 from Moody's Investor Service).
- To continue to retain, develop, and cross-train well-qualified staff in all positions in the Finance Department.
- Continue to collaborate with Human Resources to continue improving the payroll processing in Dayforce.

Door County Department of Health & Human Services (DHHS) 2024 Annual Report

Health and Human Services operates under two separate budgets. This report will be split up in relation to the two budgets and the 9 different divisions in addition to the Aging and Disability Resource Center (ADRC) will be highlighted within.

Mission Statement

“Prevent. Promote. Protect. Working together to support the health and well-being of our community.”

Aging and Disability Resource Center (ADRC)-Jenny Fitzgerald, Director

Summary of Responsibilities:

The ADRC provides supports to assist those over the age of 60 and those with disabilities to remain active, independent participants in the community. This is done by providing information and assistance on a broad range of programs and services that help people understand the various long-term options available to them and apply for programs and benefits. The ADRC also serves as the access point for publicly-funded long-term care. Additionally, they provide a wide range of services and activities including: congregate and home delivered meals, transportation, fitness center, social activities, educational programs, benefits counseling, caregiver support programs and much more.

Responsibilities include:

- Helping seniors maintain independence
- Operating nutrition programs
- Providing information and assistance to individuals 18-60 who have a disability as well as anyone over age of 60
- Assisting individuals in navigating government supported programs such as Social Security and Medicare
- Determining eligibility for Family Care and providing individuals options for Managed Care Organizations.

Program Summary:

The programs/services listed below help us meet our responsibilities:

- | | |
|--|---|
| • Information & Assistance (I&A) | • Options Counseling |
| • Congregate Meals (multiple sites) | • Short-term Case Management |
| • Meals on Wheels & frozen meals | • Transportation |
| • Caregiver support groups | • Free Tax Preparation Assistance |
| • Disability Benefit Counseling | • Long-Term Care/Family Care Options Counseling |
| • Health & Wellness Programs | • Fitness room |
| • Medicare & Prescriptions Drug Benefits | |

Goals / Objectives - Outcomes in 2024

The Aging and Disability Resource Center (ADRC) outlined three key goals and activities for its ongoing programs. The first goal was to implement "Caregiver Connections: Compassionate Callers & Resources." This involved creating a promotional flyer, recruiting volunteers, and identifying caregivers, meal delivery participants, and support group members to receive calls. The introductory flyer was distributed between March and July 2024, and a volunteer appreciation event helped recruit compassionate callers. The goal

was to connect 5-10 consumers with resources that would improve their caregiving situations. A list of 15 individuals was identified for initial calls, with varying responses—some individuals expressed no need for regular calls, five showed interest in additional resources.

The second goal focused on collaborating with community partners to enhance ongoing programs. Meetings were held in 2024 to plan new initiatives with partners like Public Health and the Extension Office. New programs like Aging Mastery, Financial Planning, and Mind Over Matter were identified, and staff completed necessary training. Multiple classes were successfully launched, with at least 7 participants attending each program, including those on healthy living, financial planning, and nutrition.

The third goal was to update the ADRC website to improve accessibility, modernize its design, and make it more visually appealing. Staff provided feedback on what needed updating, and other ADRC websites were analyzed for inspiration. Key changes were made to the website’s structure, including adding a DCS page, updating caregiver resources, and simplifying the front page. Website traffic saw a noticeable increase, from 2,614 visitors in January to 5,935 in June. The updates were ongoing, with one section being updated each month.

Knowledge Sharing 2024

Every three years, the ADRC develops a strategic plan to enhance and expand services that improve the lives of older adults and individuals with disabilities in our community, as required by the State of Wisconsin’s Bureau of Aging and Disability Resources (BADR). In 2024, we successfully completed the 2025-2027 Three-Year Aging Plan, which received approval from the Greater Wisconsin Agency on Aging Resources, Inc. (GWAAR) in December. Despite rising food costs and budgetary constraints, our nutrition program provided daily meals to over 200 individuals, ensuring access to nutritious food five days a week. In total, we served over 16,000 congregate meals and over 40,000 home delivered meals in 2024, reinforcing our commitment to addressing food insecurity among older adults.

Our commitment to serving the community was recognized in 2024 when Sunshine Resources honored the ADRC as the Community Partner of the Year. Additionally, we were acknowledged by our Older Americans Act Consultant and GWAAR for successfully implementing health-promotion programs in Door County, reinforcing our dedication to enhancing the well-being of older adults and individuals with disabilities.

Department Budget Status

<u>2024</u> -	
<u>Fund 204-SRC/ADRC</u>	
Adopted Total 2024 Budget	2,017,438
2024 Budgeted Revenue	1,348,164
2024 Levy Appropriation	669,274
Actual Total 2024 Expenses	1,893,994
2024 Actual Revenue	1,396,143
In from (Out to) Reserves**	(8,954)
2024 Actual Appropriation	506,806
Excess Appropriation from Budgeted	\$162,468

The amounts shown above were prepared by Paula Sullivan, Door County Finance Department, on March 6, 2025. These amounts are unaudited, and are subject to adjustment. (Includes year-end accruals).

Issues, concerns, and constraints:

As the aging population in Door County continue to grow, the ADRC faces more challenges related to resources, and a limited number of in-home caregiver services to assist our aging population remain in their homes. The ADRC has seen significant increase in the complexity of cases when they conduct Long-Term Care Functional Screens.

2025 Goals and Objectives:

Goal #1: The ADRC will provide accessible transportation for planned day trips for adults and individuals with physical and/or intellectual disabilities, to various locations within and beyond the county. The goal is focused on person-centered care while promoting social connectedness and reducing the negative health effects associated with social isolation.

- Establish a workgroup and develop a trip feedback survey by the end of January 2025
- Distribute surveys to collect feedback from community members by beginning of February 2025
- Plan at least 10 trips based on survey feedback by mid to late February 2025
- Increase the number of trips offered and track attendance
- Analyze experience survey data

Goal #2: To increase the number of caregivers who access critical tools and resources early in their caregiving journey.

- Provide educational materials on the ADRC website for caregivers
- Participate in Aging Advocacy Day in Madison
- Offer Powerful Tools for Caregivers: Evidence-Based class

Goal #3: Expand access to evidence-based programs throughout the county to encourage a sense of belonging, thereby reducing the negative effects of social isolation and loneliness.

- Incorporate social isolation and loneliness questions in participant registration forms
- Increase the number of evidence-based health promotion offerings in different areas of the county
- Share social connections awareness tool kit on ADRC website and social media

HEALTH & HUMAN SERVICE DIVISIONS – Joe Krebsbach, Director

All of these divisions operate under the Health & Human Service Budget for 2024 and will be covered separately.

Divisions:

- Administration/Business – Julie Behnke, Manager
- Adult Protective Services – Beth Chisholm, Deputy Director
- Behavioral Health - Jamie Cole, Manager
- Child Protection and Youth Justice – Manager - *VACANT*
- Children and Family Support Services – Deb Kehrberg, Manager
- Community Services (Comprehensive Community Services; Community Support Program) – Sara Purzycki, Coordinator
- Economic Support– Carol Wautlet, Manager
- Public Health – Eric Krawczyk, Public Health Officer/Manager

Summary of Responsibilities:

- **Administration** division is responsible for all accounts payable and receivable. They provide business oversight and support to the remainder of the department.
- **Adult Protective Services** - conducts investigations of suspected neglect, abuse, financial exploitation, or self-neglect. It covers the frail elderly over the age of 60 or individuals affected by developmental disability, alcoholism, or mental illness between the ages of 18-60.
- **Community Services**
 - Comprehensive Community Services – Mental Health and Substance Use services across the life span, for individuals who need a higher level of support than is provided through traditional therapy.
 - Service Facilitation – brokering contracted services, including:
 - Counseling; Medication Management; Physical Health Monitoring; Skill Development & Enhancement; Wellness Management
 - Individual and Family Psychoeducation
 - Peer Supports
 - Community Support Program – serves individuals with severe and persistent mental illness to lead normal lives and stay in the community.
 - Case management
 - Medication management
 - Group counseling and socialization activities
- **Behavioral Health Services** provides:
 - Psychiatric Service
 - Psychological testing
 - Mental Health Counseling
 - Substance Use Counseling
 - OWI assessments and compliance monitoring
 - 24/7 Mental Health Crisis Services
 - Treatment Court Services
 - Diversion programs for adult and youth to keep them out of the criminal justice system
 - Treatment Court Services to provide alternatives to incarceration and improve outcomes for those affected by addictions.
- **Child Protection and Youth Justice Services** includes:
 - Screening and investigation of child abuse and neglect reports
 - Ongoing supervision of those with protective orders
 - Recruiting, training and licensing of Foster Homes
 - Supervision of youth involved in the youth justice system or in need of protective placement
 - Parent education & supports
 - Oversight of required restitution and community service
- **Children and Family Support Services**
 - Birth to Three Early Intervention Program – support for families when children are not meeting milestones in two or more areas. Includes:
 - Education
 - Speech Therapy
 - Occupational Therapy
 - Physical Therapy
 - Children’s Long-Term Support - serves children with physical, developmental, or emotional disorders and their families.

- Information & referral
 - Case management services
 - Home/Community-based services and supports
 - Transition to adult services
- **Economic Support Program** – Eligibility determination for:
 - FoodShare
 - Medicaid/Badger Care
 - WI Shares Child Care Subsidy
- **Public Health Division**
 - Maternal and Child Health
 - The Women, Infant, & Children (WIC) Program
 - Vision screenings
 - Hearing screenings
 - Prenatal and postpartum follow ups
 - Adult Health/Chronic Disease
 - Environmental Health
 - Beach monitoring
 - Animal Bite cases
 - Human Health Hazard investigations
 - Emergency Preparedness Planning
 - Current with Public Health Emergency Plan (PHEP)
 - Vaccination Clinics
 - Communicable Diseases, Investigation, Follow up and Control
 - Community Health Assessment (CHA)
 - Community Health Improvement Plan (CHIP)

Goals/Objectives - Outcomes 2024:

- **Department-wide**
 - Develop a five-year Strategic Plan for the Department by August 1, 2024
 - Increase consumer feedback within the department to enhance or improve service delivery
 - In 2024, the department navigated significant transitions across multiple program areas, requiring dedicated time and effort to adapt while maintaining service quality. Despite these challenges, progress was made on department-wide goals, including the framework of a five-year Strategic Plan. While our 2024 goals and initiatives are still in progress, they remain a priority as the department focuses on stabilizing programs, refining services, and implementing long-term strategic improvements.
- **Administration/Business Office**
 - Improve timely completion of state mandated forms for client files by creating efficiencies and 2 additional staff to scanning to achieve 100% compliance.
 - Develop Quality assurance goals to improve documentation of billable sessions and increase insurance revenues by 5%.
 - Create and find more funding resources for department to increase grants by 7.6% or \$100,000
 - In 2024, significant progress was made toward key departmental goals. Efforts to improve the timely completion of state-mandated forms resulted in greater compliance and efficiency, with a random audit showing the lowest error ratio in six years. To enhance quality assurance and increase insurance revenues, a fraud and abuse training was conducted, and regular billing reviews led to a projected 1.73% revenue increase and 1.8% growth in billable time. Additionally, a focus on denied claims helped recover lost revenue, with further improvements expected through the Waystar system in 2025. Productivity

remained stable or improved in some program areas, particularly CLTS and CCS. These achievements highlight ongoing efforts to increase efficiency, financial sustainability, and service quality across the department.

- **Adult Protective Services**
 - Increase utilization of Crisis CM to team on APS home investigations.
 - In 2024, APS successfully integrated Crisis Case Management (CM) into home investigations, enhancing assessments and crisis intervention. Staff collaborated on community investigations, utilized the Mini-Mental State Examination (MMSE) to assess competency, and administered the Columbia Suicide Severity Rating Scale to evaluate risk. These efforts improved investigation quality and support for at-risk individuals.
- **Behavioral Health**
 - Reach and Maintain 50% Face to face productivity for each therapist and team in total.
 - Implement and transition to a new Behavioral Health Structure.
 - In 2024, significant transitions and program changes in the Behavioral Health Division made it challenging to track and achieve goals as intended. Productivity tracking for BH therapists was inconclusive due to missing documentation and reporting inconsistencies, prompting a 2025 goal to investigate and improve accuracy. Moving forward, the focus in 2025 will be on stabilizing the program, improving data tracking, refining discharge criteria, and increasing survey participation to ensure measurable and meaningful outcomes.
- **Child Protection and Youth Justice Services**
 - 60% of open CPS cases will be informal dispositions agreements versus formal court intervention involving OHC.
 - Reduce Youth Justice formal court intervention on new referrals by 60%. Final decision being DPA's versus court order or diversion referral.
 - Retain team employees consistently for 12 months.
 - In 2024, the Child Protection and Youth Justice division made strides in reducing formal court interventions and improving case resolutions. Informal Disposition Agreements were prioritized in Child Protective Services (CPS) cases, and Youth Justice formal court interventions decreased from 31% in 2023 to just 9.1% in 2024, reflecting a successful shift toward diversion and Deferred Prosecution Agreements (DPAs). Additionally, efforts to retain staff stability were effective, with only one team member turnover throughout the year. These outcomes highlight the department's commitment to strengthening family-focused interventions, reducing court involvement, and maintaining a stable workforce to support long-term success.
- **Children and Family Support Services**
 - By December 31, 2024 the Children's Team will develop and implement best practice protocol, resources and tools to assure for program compliance in the CLTS/CCOP program areas.
 - The full Birth to Three team of contracted OT's, PT's, SLP's and Service Coordinator will achieve complete understanding and accurate use of the DAYC-2 assessment tool for ongoing assessment purposes (initial assessment use fully implemented 2022).
 - Foster the Birth to Three program and LEA child find efforts by engaging in a least 4 community activities/events with community partners.
 - Increase community awareness of CLTS/CCOP Programs by engaging in a least 4 outreach activities and assure for the ease and access in applying for CLTS/CCOP Programs.
 - In 2024, the Children and Families Support Division achieved significant progress in program development, community engagement, and team cohesion. The team successfully developed and implemented best practice protocols for the CLTS/CCOP

program, including standardized case-note templates, structured internal audits, and comprehensive program protocols to ensure compliance. Efforts to increase community engagement for the Birth to Three (B3) program were met through active participation in events such as YMCA Story Time, a resource fair at ADRC, and ongoing management of the Door County Children's Programs Facebook page to share resources and updates. Similarly, awareness of CLTS/CCOP programs expanded through targeted outreach, including school partnerships, resource fairs, and the creation of a new external referral form to streamline the application process. Finally, to strengthen team development and cohesion, weekly wellness check-ins, and structured program support meetings were successfully implemented, fostering a collaborative and supportive work environment. These achievements reflect the division's commitment to enhancing service delivery, accessibility, and staff engagement within the community.

- **Community Support Program**

- The CSP Case Managers will each develop and run a skills group at JAK's place on a rotating basis. CSP will see a 10% increase in group attendance.
 - In 2024, the Community Support Program (CSP) successfully improved staff capacity and expanded services. A new case manager was hired, fully trained, and assumed a caseload of 17 clients, reducing workload stress for existing staff. Additionally, CSP case managers launched skills groups at JAK's Place, focusing on Recovery, Problem Solving, and Self-Care, increasing engagement and service accessibility. These achievements strengthened productivity, staff support, and client resources, enhancing overall program effectiveness.

- **Comprehensive Community Services**

- Over the next 12 months, the CCS Team will expand CCS/CST services to Hispanic/Latino populations as evidenced by increasing access to services.
- In 2024, we will increase professional quality of life within our CCS/CST Team as evidenced by an improved average score on the ProQOL
- In 2024, the CCS/CST Team will improve our quality assurance process as evidenced by the next CCS/CST program audits resulting in zero deficiencies.
- Over the next 12 months, the CCS/CST Team will increase youth engagement by creating plans of care that highlight strengths, talents, and interests.
- In 2024, the Lakeshore Recovery Consortium will encourage consumers to utilize community resources and increase their knowledge of what resources are available to them as evidenced by improved scores on annual surveys (see below).
 - In 2024, the CCS/CST Team expanded services, improved quality assurance, and enhanced youth engagement. Efforts to increase access for Hispanic/Latino populations led to language assistance resources, interpreter contracts, and community outreach. Staff well-being remained strong, with high compassion satisfaction and low burnout scores, supported by motivational interviewing and cultural competency trainings. Quality assurance processes, including peer reviews and documentation checklists, strengthened compliance, with further refinements planned for 2025. The team successfully integrated youth strengths and interests into care plans, creating more personalized support. Additionally, the Lakeshore Recovery Consortium increased consumer engagement, exceeding one of its survey goals. Moving forward, the focus will be on continued outreach, quality improvements, and engagement strategies.

- **Economic Support Program**

- By 12/30/24 ES Unit will have another worker trained in EBD/Long Term Care.
- Safety Planning is done as an individual unit. Workers create own safety plan for meeting with consumers, threats in workplace, use of panic button, and develops crisis contact protocol for situations by November 30th 2024.

- Plan for Transition for retiring staff's workload
 - In 2024, the Economic Support Division achieved significant progress in key areas, strengthening team capacity and enhancing workplace safety. The training of an additional worker in EBD/Long-Term Care (LTC), has laid a strong groundwork for continued skill development. The safety planning initiative was a major success, with the team completing necessary tasks to ensure preparedness for emergency situations. Additionally, the team has completed the successful transition of workload responsibilities and streamlined operations. While final training for OP/Fraud work is still in progress, these accomplishments reflect the team's dedication to efficiency, preparedness, and professional growth. Moving forward, the focus will be on completing advanced LTC training and finalizing OP worker development to build on this year's achievements.
- **Public Health**
 - Enhance Communication to demonstrate creditability and increase visibility
 - Be a proactive leader in building a healthier community through preventive education, services and resources.
 - Build and strengthen collaborative relationships to positively impact the health of our community.
 - In 2024, the Public Health Department made strong progress toward its strategic goals, enhancing communication, community health initiatives, and collaboration. Efforts to increase visibility and credibility were successfully implemented. The department maintained consistent media outreach and social media engagement, while also advancing preventive education programs. Additionally, collaborative efforts expanded, with full participation in the Community Health Improvement Plan (CHIP) and new partnerships established. While some long-term initiatives continue, these achievements reflect a proactive approach to public health and community well-being.
- **Treatment Court Services**
 - Drug court will have 10-12 active drug court participants by May 1, 2024
 - 100% of assessed individuals reviewed by the full team.
 - 75% of referred and eligible individuals join the program
 - 100% of individuals sentenced are connected to treatment services within two weeks or less.
 - In 2024, Treatment Court navigated significant transitions within Behavioral Health, including staff vacancies and program restructuring, which presented challenges in continuity and service delivery. Despite these changes, the program remained stable, maintaining an average of 10 participants throughout the year and successfully graduating four individuals. These achievements highlight the resilience and dedication of the team in supporting participants through recovery and rehabilitation. Moving forward, efforts will focus on stabilizing staffing, strengthening program continuity, and enhancing participant support.

Knowledge Sharing 2024:

In 2024, we made significant strides in enhancing mental health and support services in Door County. We launched the Credible Mind platform as the county's Mental Health Hub, providing a valuable resource for residents. Since its launch in the spring, the platform has had 1,536 users, totaling 2,059 sessions, with 452 assessments completed. To further improve mental health services, we restructured our Behavioral Health Services to enhance care and improve consumer outcomes. In Economic Support programs, we successfully completed the unwinding process, reinstating prior procedures for FoodShare cases and resuming healthcare case renewals after a three-year pause. Our Children's Long-Term Support (CLTS) team, comprised entirely of staff hired in 2023, demonstrated excellence by achieving a 94.0% compliance score in a recent state audit, surpassing the state average of 85%. Additionally, our

Treatment Court program celebrated four graduates in 2024, with two of them expressing interest in becoming Peer Supports to assist others in recovery. To further support individuals on their recovery journey, we partnered with an outside firm to establish a Recovery Home dedicated to helping women in the early stages of recovery. In 2024, we successfully licensed seven new Foster Care homes, expanding our capacity to provide safe, stable, and nurturing environments for children in need. These accomplishments reflect our commitment to strengthening community well-being and providing essential support services.

In the coming year, the department remains committed to client-centered, trauma-informed care, ensuring that all services prioritize dignity, resilience, and individualized support. As we continue stabilizing programs after a year of transition, we will focus on enhancing service accessibility, strengthening community partnerships, and improving consumer feedback mechanisms to guide future improvements. Through collaborative, data-driven approaches, we aim to expand preventive services, refine quality assurance processes, and implement long-term strategic initiatives that promote equity, well-being, and lasting positive outcomes for those we serve.

BUDGET STATUS

2024	
	Fund 250- Human Services
-	
Adopted Total 2024 Budget	14,243,495
2024 Budgeted Revenue	9,303,028
2024 Levy Appropriation	4,940,467
Actual Total 2024 Expenses	13,204,278
2024 Actual Revenue	8,894,141
In from (Out to) Reserves**	(6,362)
2024 Actual Appropriation	4,316,499
Excess Appropriation from Budgeted	\$623,968

The amounts shown above were prepared by Paula Sullivan, Door County Finance Department, on March 6, 2025. These amounts are unaudited, and are subject to adjustment. (Includes year-end accruals).

***Includes the following transfers directly to/from the Unassigned Fund Balance:
(did not go through the G/L)*

ISSUES, CONCERNS AND CONSTRAINTS

In 2024, the department navigated significant transitions across multiple program areas, including staff vacancies, program restructuring, and shifting service demands, which required dedicated time and resources to manage effectively. These changes presented challenges in maintaining continuity of care, tracking key performance metrics, and fully achieving all strategic objectives.

Additionally, external factors continue to strain service delivery. The lack of affordable housing has led to a rising number of individuals facing homelessness, increasing the demand for supportive services and emergency assistance. The growing prevalence of substance use disorders is placing added pressure across multiple areas of the department, especially given the limited availability of substance use services outside of Health and Human Services (HHS). We have had a waiting list in our Behavioral Health Division since June of 2024

Compounding these challenges is the uncertainty of funding sources, which potentially threatens the department's ability to sustain critical programs. Many services rely on grant funding and state or federal allocations, which can fluctuate or face reductions, creating financial instability and limiting long-term planning efforts.

Despite these constraints, the department remains committed to stabilizing services, improving data tracking and quality assurance, and strengthening trauma-informed, client-centered care. Moving forward, we will continue to advocate for additional resources, expand community partnerships, and implement long-term strategies to address these critical challenges and ensure equitable access to essential services.

2025 GOALS AND OBJECTIVES

- **Department-wide**
 - Complete the Three-Year Strategic Planning Process
 - Strengthen Program Stability and Data-Driven Decision-Making
- **Administration/Support Staff**
 - Hire and train new Accounts Receivable/CLTS administration staff person/cross train to billing specialist role
 - Improve billing efficiencies by moving to Waystar clearing house with a 3% increase in billing collections to offset expense and improve claim collection base.
 - Work to assist in lowering the “no show” rate at the behavioral health clinic and improve billable time for therapist resulting in additional insurance collection payments.
 - CLTS transition from WPS to Gainwell and Adult Long-term care to Forward Health
- **Adult Protective Services**
 - Increase awareness of Elder and Disabled individuals who may be being maltreated and advertise how and when to make an APS referral.
 - Enhance the partnership between APS and the Information and Assistance Specialists at the ADRC to provide an even more seamless service delivery for consumers.
 - APS will strengthen partnership and awareness with the local law enforcement and medical community and educate these community stakeholders on APS role and functions.
 - Door County will lead an I team.
- **Behavioral Health**
 - The BH Team will reduce the percentage of ‘no shows’ compared to 2024 as evidenced by TCM and productivity reports.
 - The BH Team will improve administrative efficiencies as evidenced by increased face-to-face time with clients
 - The BH Team will increase client satisfaction surveys to over 50 total.
 - Crisis Staff will work together to increase understanding of crisis case manager and behavioral health case manager roles and responsibilities as evidenced by updated job descriptions and self-report.
 - Crisis plans will be completed for all necessary clients, updated every 6 months, signed, and scanned to DI. Staff will forward crisis plans for higher risk clients to Family Services Crisis Center.
 - Crisis staff will improve administrative efficiencies as evidenced by increased face-to-face time with clients.
 - Treatment Court Services Team will complete system mapping by end of year with guidance by the state (scheduled 11/2025)
 - Maintain Female Recovery Residence with at least three occupants.

- **Children’s and Family Support Services**
 - The Children’s team will foster team development, stability and cohesion as evidenced by team collaboration/problem-solving, engagement in team activities
 - Foster the Birth to Three program and LEA child find efforts and increase community awareness of CLTS/CCOP Programs by engaging in a least 4 outreach activities and assure for the ease and access in applying for CLTS/CCOP Programs.
 - Ensure a smooth CLTS TPA transition from WPS to Gainwell, avoiding any delay in services to CLTS families or payments to CLTS Providers.
 - Maintain CLTS Eligibility and Enrollment Compliances to ensure swift access to support and services for newly enrollable children.
- **Child Protection and Juvenile Justice**
 - Every team member will complete a training specific to CPS or YJ within the calendar year as measured by verified completion.
 - Three foster homes will be licensed within calendar year 2025.
 - Assessments will be completed within 60 days 90% of the time
 - YJ workers will meet at least quarterly with SROs
- **Community Services**
 - **Community Support Program**
 - The CSP Team will increase client engagement in groups and activities as evidenced by an increase in group attendance.
 - The CSP Team will improve administrative efficiencies as evidenced by increased face-to-face time with clients.
 - **Comprehensive Community Services/Coordinated Services Teams**
 - Over the next 12 months, the CCS Team will expand CCS/CST services to Hispanic/Latino populations as evidenced by increasing access to services. (Continuation from 2024.)
 - In 2025, we will increase professional quality of life within our CCS/CST Team as evidenced by their average score on the ProQOL. (Continuation from 2024)
 - In 2025, the CCS/CST Team will improve our quality of services as evidenced by the next CCS/CST program audits resulting in zero deficiencies. (Continuation from 2024.)
 - Over the next 12 months, the CCS/CST Team will increase Advisory members’ knowledge about children’s mental health and community resources.
- **Economic Support**
 - Onboard new employees and train so that they carry a case-load by the end of 2025
 - Find two processes or practices to revise or eliminate to become more efficient by the end of 2025
- **Public Health**
 - By December 2025, 50% of survey respondents will know three or more of the programs and services of Door County Public Health.
 - By December 2025, we will have best practice program directives documented for each focus area.
 - By December 2025, identify and grow collaborative relationships with three new and three existing partners.
 - By June 2025, survey tool will be developed by sub-committee of CHIP Leadership team.

2024 ANNUAL REPORT

DOOR COUNTY HIGHWAY DEPARTMENT

HIGHWAY OPERATIONS

A. Mission Statement

The Highway Department is entrusted with the responsibility for developing, maintaining, and operating a safe and reliable transportation system in the County. It is the goal of the department to maintain the highest quality transportation system possible, with a major emphasis on safety and efficiency, and to reach this goal in a fiscally responsible manner.

The Department also serves as the responsible unit to ensure that the County is operating an effective recycling management program. The goal is to work with all local units of government to implement this program and provide a resource and distribute state grant funds for ongoing operation.

B. Summary of Responsibilities

The primary responsibility is the ongoing maintenance, snow and ice control, design, and construction of the 592-lane mile system of County Trunk Highways, 268 lane miles of State Trunk Highways, 1174 of the 1743 lane miles of local roads, and 3 lift bridges within the County. This equates to 2030 lane miles of maintenance responsibility.

The Department operates 3 shop facilities (Sturgeon Bay, Sister Bay, Brussels), 6 mines, a hot mix production plant, 46 full time employees, trucking equipment, grading and construction, bridge maintenance and inspection, and roadway marking and signing.

Another major component of the operation is the procurement and disbursement of diesel and gasoline fuels to County and other governmental units. The Department purchases fuel and disburses the fuel to a total of 60 departments or agencies, with approx. 450 vehicles. A total of 4 fueling facilities are operated and maintained, Sturgeon Bay (2), Sister Bay, and Brussels.

The Department also is responsible for the Solid Waste Operation. This includes performing the ongoing maintenance and regulatory testing of the closed, Door County Landfill, and also the statutory requirements as the responsible unit for recycling programs. The department works with all local units of government to ensure that effective recycling programs are in place to receive state grants for recycling efforts. The grant funds are redistributed to local governments based upon their prorated collection volumes to the total amount collected.

C/D. Program Summary and Goals/Objectives Achieved in 2021

1. Hot Mix Asphalt and Seal Coating Operations

- Produced 65,710.92 tons of bituminous hot mix for paving projects on county, state and local roads.
- Performed resurfacing on 26.88 miles of County Trunk Highways and Local roadways

2. Mining and Crushing Operations

- Produced 99,527 tons stone at the Counties six (6) Mines and purchased 9,760 tons of washed sand.

3. Fuel Handling

- Procured and disbursed 194,927.50 gallons of diesel fuel at an average cost \$3.05 /gallon. This was at a lower cost of \$0.10 per gallon than in 2023.
- Procured and disbursed 148,143.2 gallons of gasoline at an average cost of \$2.76/gallon. This was at a cost of \$0.09 per gallon more than in 2023.

4. Equipment and Facility Operations

- Maintained over 320 pieces of equipment with a total replacement value of over 18.1 million dollars. The Highway Department depends on quality equipment to make the transportation operations of the Department run smoothly and efficiently. The net revenue generated by the equipment charges produces the funding for all equipment purchases, therefore there is no tax levy for equipment owned by the Highway Department.
- Acquired new equipment at a cost of \$1,162,577 (CY2024)

5. Safety and Training

- Staff was able to conduct two (2) department wide safety training days. One for Winter Snow and Ice Control and one for Federal Mine Safety and Health Administration guidelines.
- All employees attend a training on chainsaw operation and safety
- Additional training for smoke and exhaust emissions was attended by one (1) employee

6. Construction (2023)

- Construction, winter operations, and routine maintenance on State Highways and local roads w/admin, \$5,677,138.53
- Construction, winter operations, and routine maintenance on County roads w/admin, \$5,5,415,669.98

7. Snow and Ice Control

- During the 2023/2024-winter season approximately 1,628.22 tons of salt was applied to State Roads and 2,045.14 tons was applied to County and Town roads.
- During the 2032/2024-winter season applied 155,781.60 gallons of salt brine to State, County, and Local Roads
- During the 2023/2024-winter season approximately 1,821.51 tons of treated sand was applied to State, County, and Local roads.

8. Solid Waste Operations

- Household Hazardous/Ag Waste collection with 433 participants with 1,680 pounds of Ag waste and 27,687 pounds of household waste products collected.
- Door County residents involved in community-sponsored programs recycled the following quantities: In 2023 (2024 numbers due in April), County property owners recycled 603 tons of newspaper, 192 tons of magazines, 590 tons of corrugated paper, and 876 tons of commingled aluminum, glass, and plastics.
- Secured \$86,687 in State Grants to offset costs for local communities who have effective recycling programs. Distributed these Grant Funds to 16 local governments who operated recycling programs that met program criteria.

9. State Bridge Operations

- The Maple/Oregon Bridge, Bayview Bridge, and the Michigan Street bridge, were opened a total of 4,691 times, allowing passage of 1,667 commercial vessels and 3,156 pleasure crafts.

10. Local Bridge/Culvert Maintenance

- Coordinated the County Bridge/Culvert Aid Program. The towns of Brussels, Clay Banks, Forestville and Nasewaupsee, received aid in the program with the Department performing all of the construction work.

11. Department Budget Status

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$11,625,302	\$11,938,478
Actual Expenditures	\$10,413,198	Not final
Budgeted Revenues	\$11,625,302	\$11,938,478
Actual Revenues	\$11,486,661	Not Final
Levy Appropriation	-0-	-0-

Door County Highway and Airport Department report prepared by:

Thad Ash, Highway Commissioner

2024 ANNUAL REPORT DOOR COUNTY AIRPORT

DOOR COUNTY CHERRYLAND AIRPORT



The splendid view of Door County Cherryland Airport

Mission Statement: The Door County Cherryland Airport will provide airport support services, planning and development to provide a safe, modern and efficient transportation facility for our citizens, air travelers and airport tenants.

Summary of Responsibilities:

The Cherryland Airport, with oversight from the Door County Highway & Airport Committee, administers the programs and policies approved by committee and governed by Chapter 13 & 14 ordinances. The responsibilities include maintaining 24/7 availability status, facility operations pursuant to federal grant assurances, farm land, hangar land & building rental lease agreements (68 total), collection of lease, rental and fuel flowage fees on monthly, quarterly, annual basis, budget preparation & administration, procurement of state & federal grant funds, oversee construction of capital projects, development, improvements, and maintenance of facilities & grounds: pavement surfaces, runway approaches, nav-aids, vis-aids (runway lighting), lawn mowing, and snow removal.

Goals/Objectives Achieved in 2024:

- Worked with BOA/FAA/OMNI for design and completion of snow removal / maintenance garage (estimated spring 2026)
- Carried forward with future development plans for runway 02/20 and taxiways (estimated completion 2025-2026).
- Continued to maintain the airport in a safe and serviceable manner for all users
- Continued to apply for state and federal grants to fund acquisition, maintenance, and development projects.

Knowledge Sharing in 2024:

- Webinar to discuss future CIP’s with BOA and FAA

Budget Status for 2024:

Cherryland Airport Budget

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$226,292.00	\$263,675.00
Actual Expenditures	\$297,366.01	\$345,635.01
Budgeted Revenues	\$53,080.00	\$78,860.00
Actual Revenues	\$88,684.73	\$79,003.97
Levy Appropriation	\$173,212.00	\$184,815.00

Additional Cares Act Funding amount of \$37,589.86 was received in 2023

2024 Actual Budget includes \$82,683.16 in carry over of capital funds

Grants received for 2024:

Federal Aviation Administration	Entitlement Funds - Federal	\$150,000
State of Wisconsin	Entitlement Funds – State match	\$8,333

Goals & Objectives for 2025:

- Intend development with BOA/FAA for design and completion of snow removal / maintenance garage (estimated spring 2026)
- Replacement of snow/lawn maintenance equipment.
- Tree clearing for approach of 02/20 runway commencing winter 2025.
- Design plan for future 02/20 runway rehab project (estimated summer 2025-2026). Both runway and taxiway to be completed at the same time for minimal loss of revenue.
- Wild life survey to commence movement forward for airport funding of new security fencing.
- Update lease agreements per FAA recommendations for private and county hangars.
- Continue to maintain the airport in a safe and serviceable manner for all users
- Continue to apply for state and federal grants to fund acquisition, maintenance, and development projects.

Respectfully submitted by,
 Craig W. Ross, Airport Maintenance Supervisor

**2024 ANNUAL REPORT
DOOR COUNTY
HUMAN RESOURCES DEPARTMENT**

MISSION STATEMENT – HUMAN RESOURCES

Door County Human Resources Team is committed to hiring the best qualified candidates, ensuring that everyone has the right tools to operate efficiently, establish sound policies for equitable treatment and provide competitive compensation to generate a positive team culture.

We do this by:

- ensuring that employees of the Human Resources Department are given the tools, training and motivation to operate in the most efficient and effective manner;
- promoting and recruiting the best qualified people, recognizing and encouraging the value of diversity, equity, and inclusion in the work place driven by EEOC;
- providing a competitive salary and benefit package and developing the full potential of our work force by offering training and development for career enhancement and personal enrichment;
- collaborating with department heads and supervisors in promoting a work atmosphere that is safe, healthy, and secure, and also conscious of long-term family and community goals;
- establishing, administering, and effectively communicating sound policies, rules, and practices that treat employees with dignity while maintaining compliance with employment and labor laws, County Board directives, and labor agreements.

SUMMARY OF RESPONSIBILITIES

- Coordination of the recruitment and selection process.
- Coordination of an employee compensation plan including position control and development, review, and updating job descriptions.
- Coordinates employee evaluation program in addition to support for department head / supervisor.
- Administer benefits by maintaining and directing compensation and benefit programs for employees. This includes oversight and management of health, dental, vision insurance, COBRA, wellness program, and state offered benefit programs.
- Onboard new hires and process employee transfers and terminations.
- Manage Worker's Compensation and Family Medical Leave requests and requirements.
- Complete reporting obligations including Civil Rights Compliance and EEO / Affirmative Action.
- In collaboration with Engagement & Retention Committee, coordinates training opportunities for employees on various topics.
- Conducts workplace investigations.
- Keeping Beacon up to date with the latest information regarding resources for employees.

GOALS/OBJECTIVES ACHIEVED IN 2024

- HR Assistant was officially approved to transition into the role of HR Generalist effective January 1st.
- Balanced the cost of health insurance premiums which prompted securing a new Pharmacy Benefit Manager (PBM).
- Implemented a new retirement/resignation benefit for payouts over \$5000.
- Attended human resources conferences with training topics of compensation, investigations, benefits, retention and recruitment.
- All three HR Generalists obtained their Society of Human Resource Management (SHRM) certification.

- Partnered with Diversified Investigations, LLC to complete third-party preemployment background screenings.
- Implemented IMS21, an electronic filing system for storage of personnel and recruitment information.
- Transformed and executed onboarding and orientation processes.

Recruitment and Selection:

	2022	2023	2024
Full and Part-time Regular Positions Recruited: FT and PT (includes LTE/seasonal)	138	135	130
Applications Received:	792	1090	1028
Persons Interviewed:	284	305	268
Number of Applicants Tested:	47		129
Number of hires: (includes seasonals/LTE)	127	111	127
Sheriff & Emergency Svc. Dept.: Internal Postings:	8	3	11

**Note: recruitments for seasonal/LTE may include more than one (1) hire; up to 15+ hires for Parks & Highway

Loss Control & Safety:

Door County continues to focus on providing a safe environment to keep accidents to a minimum. To enhance our loss control and continue to decrease our rates we have committed to continuing our best practices for a safe environment.

Specific training examples include:

- Coordinating the review of Human Resources Safety Videos (new employees)

KNOWLEDGE SHARING 2024:

Presented at eighteen Open Enrollment meetings where we provided updates and question/answer dialogue.

Training Opportunities:

- Six keynote speakers with topics of employment law, retention, leadership, communication, team building, customer service and use of technology.
- Four Lunch & Learns with topics of team building, mental health, self-care, and communication styles.
- Government 101 series
- Wisconsin Retirement System (WRS) informational presentation

DEPARTMENT BUDGET STATUS

	2023	2024
Approved Budgeted Expenditures	\$573,350	\$630,263
Actual Expenditures	\$446,474	\$514,496
Budgeted Revenues	\$0	\$0
Actual Revenues	\$178	\$98
Levy Appropriation	\$573,350	\$630,263

ISSUES, CONCERNS AND RESTRAINTS:

Recruitment and retention remain at the forefront as areas of concern. Child care and lack of housing continues to be an issue throughout the County.

We continue to struggle with the ability to set time aside to update information on the M: drive and IMS21 system, as well as time to review and analyze current processes and practices to increase efficiency.

2025 GOALS OF HUMAN RESOURCES:

- Recruit qualified individuals by utilizing alternative resources such as social media, attending job fairs, presenting to community youth, networking with other local organizations, and effectively utilizing the capabilities of our systems.
- Retain valuable employees by promoting a positive work culture, including promoting the use of effective communication and prompt customer service and competitive wages and benefits.
- Offer and maintain a high level of professional services with a focus on quality.
- Implementation of new Dayforce modules to incorporate recruitment and performance.
- Complete review and update of the Handbook and Administrative Manuals.
- Coordinate Youth Apprenticeship opportunities and assist department heads with meeting requirements of the program.
- Promote training, development, and education to promote individual success and increase overall value to the organization.

The above summarizes the accomplishments and functions of the Human Resources Department for 2024 and outlines the goals for 2025. Should anyone have any questions about the Department's function and responsibilities, please don't hesitate to stop by our office or give us a call at (920)746-2305. It is our pleasure to provide a valuable service to the employees of this organization and the citizens of Door County.

2024 ANNUAL REPORT

DOOR COUNTY LAND USE SERVICES DEPARTMENT

- A. **Mission Statement:** We strive to effectively and efficiently administer zoning regulations, sanitary regulations, and create and implement comprehensive plans throughout the County. We work as a team to assist the public in following and adhering to these regulations.
- B. **Summary of Responsibilities:** The responsibilities of our department fall into three categories: 1. Private On-site Wastewater Treatment Systems (POWTS) code administration, 2. Zoning and other land development ordinance administration, and 3. Planning.
- C. **Program Summary:** *If applicable, list programs handled by your department, with a one sentence description of each.*
1. **Planning:** Planning program staff members are responsible for developing and implementing comprehensive, farmland preservation, and other land use-related plans, as well as developing and updating the department's ordinances.
 2. **Zoning and Other Land Development Ordinance Administration:** Staff members process all regular zoning permit applications, conditional use permit applications, petitions for variances, appeals of either Resource Planning Committee or zoning administrator decisions, and petitions for zoning ordinance text or map amendments.
 3. **Private On-site Wastewater Treatment Systems (POWTS) Code Administration:** The POWTS program protects ground and surface waters via code regulation, inspection, monitoring, and education regarding existing and proposed private on-site wastewater treatment systems (POWTS) in unsewered areas of the county.
- D. **Goals / Objectives Achieved in 2024:** *List the goals and objectives your department achieved in the past year.*
- The Highway Department took over the installation of address signs in May 2024.
 - Staff have continued to work with the City Squared system developers to fix and improve the system, and cleaned up digital POWTS records in the system to prepare for scanning paper POWTS files in 2025.
 - Started cross training of staff
 - Full implementation of Municipality
 - Identified backlog and working towards resolving
- E. **Knowledge Sharing 2024:** *If applicable, list ways in which your department shared knowledge in the past year.*

All members of the department are constantly sharing knowledge, providing an array of informational and educational services, namely with:

- Each other
- Other county departments
- Local public and private agencies and organizations
- Regional, state, and federal public and private agencies and organizations
- Residents and property owners
- Elected and appointed officials

- Real estate agents, title companies, developers, surveyors, architects, attorneys, builders, appraisers, municipal assessors, soil testers, septic system installers, plumbers, etc.

In addition, the department's website provides all ordinances and significant amounts of resource information. The planning staff assist other county departments in the development of their mandated plans (i.e. transportation, parks, hazard mitigation)

Staff attend various environmental, community, and governmental agencies' meetings as requested for presentations and discussions, and communicate frequently with staff members of other county departments in order to ensure coordination of program administration and education.

F. Department Budget Status

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$1,376,904	\$1,544,604
Actual Expenditures	\$1,298,067	\$1,493,030
Budgeted Revenues	\$415,325	\$452,566
Actual Revenues	\$518,696	\$509,111
Levy Appropriation	\$961,579	\$983,919

Grants received for 2024: none.

G. Other Accomplishments: *If applicable, list other accomplishments in the past year.*

All staff members are continuously seeking ways or undertaking projects to improve individual and/or departmental performance and to improve services, ordinances, programs, and related matters. Several staff members spent a significant amount of time in 2024 working on backlog certificates of compliance, and clean-up of the data within Municipality, the on-line application, permitting, and filing software system.

H. Issues, concerns and Restraints: *A brief discussion, if applicable, of any issues, concerns or restraints your department has faced in the past year.*

The Department has been thru a lot of transitions this past year. There has been a lot of attention on the department for the amount of backlog work that needs to be accomplished which has caused stress to the staff. The morale among staff was low and they lacked direction and support.

I. Goals and Objectives for 2025: *List department goals and objectives for the current year.*

- Continue to foster a positive team approach and boost staff morale
- Continue to improve efficiencies within the department and implement the consultant's study recommendations.
- Create policies and procedures within the Department
- Continue to work on backlog and complete the backlog Certificates of Compliance
- Enforce violations with a more consistent and systematic approach
- Complete the scanning of POWTS paper files.
- Continue to cross-train and have all staff POWTS certified

2024 ANNUAL REPORT

DOOR COUNTY DOOR COUNTY LIBRARY

- A. **Mission Statement:** The Mission and Motto of the Door County Library is to Inform, Instruct, and Inspire! We accomplish this by being a physical and virtual hub for information, ideas, and knowledge. The Door County Library connects people with the resources they seek for education and enrichment by providing friendly and welcoming service.

The **Vision and Values** of the Door County Library are connected. We support a Vision that looks toward a future where everyone who uses our services will find up-to-date resources accessible over a broad spectrum of current media. Our Values nurture this Vision through building community with accepting, functional, and respectful places for people to gather, work, and study.

Library locations: Forestville, Sturgeon Bay, Egg Harbor, Baileys Harbor, Fish Creek, Ephraim, Sister Bay, Washington Island.

B. **Summary of Responsibilities:**

1. Access to Information
2. Customer Service
3. Getting Library Materials Ready for People to Use
4. Providing Education and Enrichment Programs for Adults
5. Providing Education and Enrichment Programs for Youth and Teens
6. Providing Access to Door County's Historical Archives

C. **Program Summary:**

1. Door County Reads 2024, an annual community reading event is an example of large-scale programming the Library participated in as a major organizing partner. In 2024, everyone was encouraged to read "Braiding Sweetgrass for Young Adults: Indigenous Wisdom, Scientific Knowledge and the Wisdom of Plants" by Robin Wall Kimmerer, adapted by Monique Gray Smith and illustrated by Nicole Neidhardt, get together, talk about it, and attend programs based on the book. 22 programs were held with over 552 total participants.
2. The Summer Reading program is another large-scale reading event that the Library organizes. Patrons participating in Door County Library's 2024 Summer Reading Program "Adventure Begins at Your Library" read 651,424 minutes which is roughly **1.24** years worth of constant reading! There were **229** programs held across the county with over **6,110** participants.
3. Door County Library offers educational and enrichment programming for people of all ages. For 2023 the Library held **741** in-person programs with **18,080** people attending either in-person or virtually. There were **242** self-directed activities such as take and make crafts were extremely popular with **16,982** people engaging with these type of programs

IN 2024, DOOR COUNTY LIBRARY...

HAD 22,482 REGISTERED USERS

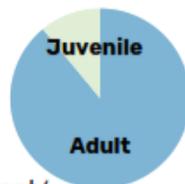
The equivalent of **74%** of the Door County population **had a library card.**

Library cards are available for free to all, including seasonal residents and visitors to the county who can provide current photo ID with birthdate and mailing address.

DCL had **1,303** new registrations in 2024.

14% (3,097) of DCL cardholders are non-residents.

89% of DCL registered users were **adults**; **11%** are **juvenile.**



Patrons under 16 need parent/legal guardian signature to have a card.

IN 2024, AN AVERAGE USER ...



visited a library 9 times.

Visits to libraries increased **91%** over the pandemic low of 2020.



checked out 10 physical items.

Circulation of physical items remains the primary function of a public library. In comparison, the average DCL user checked out **4 electronic (e-book, e-audiobook) items** in 2024.



used a public computer or logged onto public wi-fi 2 times.



participated in 1.5 in-person programs or self-directed activities.

Program attendance and participation increased **16%** over 2023 and is up **70%** over pre-pandemic numbers in 2019.

50% of program participation in 2024 was in **programs for ages 0-18**, and **50%** for **adults 19+**.

D. Goals / Objectives Achieved in 2024:

Unique opportunities were offered to Door County residents and visitors through collaborations with strategic partners; Altrusa Back to School Fair, the Door County Maritime Museum; Door County Broadband/Techquity committee, the Ridges Sanctuary, Crossroads at Big Creek, Write On Door County, Boys and Girls Club, Door County YMCA, Door County Bookmobile, and Engagement and Retention committee.

Implemented a fine free initiative on all items except New adult books thanks to a kickstart grant from the Door County United Way. Item damage and loss is still billed.

E. Knowledge Sharing 2024:

1. Library Visits = 232,277
2. Physical Library Materials Checked Out = 228,229
3. Public Computer Use = 8,602
4. E-Audiobooks, E-books, E-music, E-video Usage (Libby and Hoopla apps) = 89,361
5. Public Wireless Internet = 36,176
6. Website Visits = 124,917
7. Social Media
 - A. Facebook reach= 212,000 Facebook interactions= 13,000
 - B. Instagram profile visits= 5,800 Instagram reach= 1,900
 - C. YouTube views= 15,992

F. Department Budget Status

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	1,925,874	2,086,272
Actual Expenditures	2,012,851	2,200,762
Budgeted Revenues	134,254	88,122
Actual Revenues	284,288	223,947*
Levy Appropriation	1,791,620	1,976,814

*A portion of these revenues were from a budget adjustment for Fire alarm system replacement from the City of Sturgeon Bay.

Donations/ Grants received for 2024: 110,863.83

Highlights include:

- **Door County Library Foundation \$56,063.26**
- **Friends of Door County Libraries \$28,375.91**
- Private Donations \$21,416.59
- Wisconsin Humanities \$10,000.00
- Altrusa \$5,008.07
- Nicolet Federated Library System (Federal) \$12,476.67

G. Other 2024 Accomplishments:

- 232,277 visits to library locations **2,000** more than in 2023.
- 22,482 cardholders 3,097 of which are non-residents.
- 228,229 checkouts of physical items.
- 35,062 total participants for all 983 program opportunities.
- Branch manager reports and monthly statistics of library services are charted and included in Library Board packets to increase awareness of library services utilization.
- Smoke and Fire repair and update at Sturgeon Bay Library location. (\$52,876)
- Implemented a fine free initiative on all items except New adult books thanks to a kickstart grant from United Way of Door County. *Damage and loss to items is billed.*
- Door County Newspaper Archive offers online access to nearly all of the Door County newspapers from 1862- 1979, and was utilized nearly **8,000** times in 2024 by local authors, genealogists, and school history classes.

H. Issues, Concerns and Restraints:

- Staffing levels are a consistent constraint to maintaining services. The library regularly receives community requests to increase hours and services.
- Service for downloadable e-audiobooks and e-books via Libby and Hoopla apps has increased 17.1% over 2023 which is fantastic (89,361 borrows in 2024). The concern comes with balancing accessibility of digital resources with budgetary constraints. Grants and donations exceeding \$15,000 have been won and applied to these services as demand continues to increase for these formats.

I. Goals and Objectives for 2025:

- Begin implementation of [2025-2027 Strategic Plan](#) with goals areas including:
 1. **Space:** Develop a building improvement plan for the 50 year old Sturgeon Bay Library location and also assess facility needs across all branches. Redesign the Library website for accessibility as part of the Library's digital space.
 2. **Connection & Communication:** Increase awareness of resources and programming, strengthen community partnerships, and engage community stakeholders to increase library support.
 3. **Service:** The library will continue the high standard of customer service through staff support and empowered decision-making. The library will continue matching library programming, services and collections to reflect Door County's diverse communities. Improve access to materials and resources through consistent policies, procedures, and practices by soliciting staff and community input.
 4. **Organizational Strength:** Support staff development and workload balance through reasonable expectations, enhanced teamwork opportunities, and improved communications and relationships. Continue to meet community needs and ensure adequate support of the library.

- Continue planning for Sturgeon Bay Library building/ revitalization project:
 1. Conduct a **space needs assessment** to examine the possible integration of proposed modern library amenities such as more study rooms, improved children and teen areas, revised event spaces, etc.
 2. Establish optimal **square footage** based on forecasted population growth and library best practices.
 3. Utilize insights from the FEH Wisconsin Public Library Facilities Assessment and Wisconsin DPI Public Library standards.
 4. The library will be seeking community and stakeholder input on this project through surveys and focus groups.

- Continue consistency of service initiative to update and standardize internal library signage, services, and staff training practices to improve patron experience.
- Continue updating technological equipment.

2024 ANNUAL REPORT**DOOR COUNTY MUSEUM & ARCHIVES DIVISION**

- A. Mission Statement: The mission of the Door County Museum and Archives is to support and strengthen the identity of Door County, Wisconsin through the transformative power of history. The Museum fulfills that mission through educational displays, community outreach programs, and by aiding the public and other organizations with inquiries and research related to the history of Door County.
- B. Summary of Responsibilities:
- Design, build and maintain exhibits at the Door County Museum.
 - Catalogue, conserve and store artifacts of the Museum and Archives collection.
 - Provide history programming for youth and adults.
 - Fulfill requests and answer questions from the public related to History.
 - Collaborate with the historical communities of Door County and Wisconsin.
 - Promote and market the Museum and Door County history to the public.
- C. Program Summary:
- Presented 8 special program on the history of Door County. Topics included; maps, the County Fair, schools, lighthouses, Wickman Family, and Museum History.
 - Hosted Boys and Girls Club of Door County for several programming sessions.
 - Conducted visit with Santa in conjunction with Destination Sturgeon Bay and participated in their Thrills and Chills event.
 - Hosted multiple school groups and bus tours.
- D. Goals / Objectives Achieved in 2024:
- Served 4,260 museum visitors.
 - Accessioned 38 donations consisting of over 140 Door County related items.
 - Designed (in-house) a new logo for the Museum and Archives and completed new exterior and exhibit introduction signage.
 - Completed a conceptual design for new Foundational Industries exhibit and was awarded a \$50,000 Community Investment Fund Grant to use towards fabrication.
 - For the first time in its 85-year history, the Museum transitioned from a seasonal schedule to being open year-round.
 - Expanded social media presence – 830 Facebook followers and 1,152 Instagram followers.
 - Continued to inspire exceptional comments from museum visitors and provide an outstanding visitor experience.
- E. Knowledge Sharing 2024:
- Provided research and historic imagery services to a wide variety of organizations and individuals inside and outside of Door County.
 - Served as a historical resource for county departments.
 - Shared the history of Door County and local tourism information with 4,260 visitors.

F. Department Budget Status

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$210,615	\$194,242
Actual Expenditures	\$147,990	\$137,325.20
Budgeted Revenues	\$0.00	\$0.00
Actual Revenues	\$14,358.24	\$9,179.02
Levy Appropriation	\$133,631.01	\$128,146.18

Grants received for 2024: None (\$50,000 CIF award will be utilized in 2025)

G. Other Accomplishments:

- Continued development and implementation of Museum Interpretive Plan.
- Updated museum staff job descriptions and simplified organizational structure.
- Continued beneficial relationship with revitalized Heritage Alliance of Door County, planning and executing a significantly-expanded Door County History Days.
- Hired a new Museum Manager.

H. Issues, concerns and Restraints:

- The museum had initially planned to close during the 2024 season for the building expansion project. However, due to the project coming in over budget, the staff had to quickly adapt and shift focus from construction preparations to getting ready for the museum's opening. This caused the museum to open in June instead of May.
- The museum was understaffed for six months of 2024 following the resignation of the previous manager. This resulted in limited time for additional planning and programming and placed added pressure on the remaining staff.
- There remains a critical need for additional space to properly accommodate collection storage and staff work areas.

I. Goals and Objectives for 2025:

- Assist in finding a cost-effective solution for the Archives facility project that effectively meets the needs of the Door County Museum and Archives.
- Make substantial progress on the fabrication of the new Foundational Industries exhibit using the Community Investment Fund Grant.
- Facilitate a revitalized Friends Group to help fund museum projects.
- Continue to implement the Museum Interpretive Plan, with the goal to triple visitation within 10 years.
- Increase visitor donations to help offset operation cost.
- Secure additional grants to continue to expand and update the exhibits.
- Continue assessment and revision of the Museum's Policies and Procedures.
- Continue to develop the Museum's social media presence.
- Expand contacts with Door County schools, forming ongoing programming relationships.

2024 ANNUAL REPORT

DOOR COUNTY REGISTER OF DEEDS DEPARTMENT

Mission Statement:

- ❖ To provide the official county repository for:
 1. Real estate records (deeds, land contracts, mortgages, etc.)
 2. Personal property records (UCC real estate fixture filings)
 3. Vital records (birth, death, marriage, domestic partnerships and military discharges)
- ❖ To provide safe archival storage and convenient access to these public records.
- ❖ To implement statutory changes, system modernization, program and procedure evaluation and staff development to assure a high level of timely service for our citizen-customers.

Summary of Responsibilities:

- Record, provide access and maintain Real Estate records (deeds, land contracts, mortgages, etc).
- Record, provide access, maintain and issue certified copies of Birth, Marriage, Death, Divorce, Domestic Partnerships, and Military Discharge records.
- To implement statutory changes, system modernization, program and procedure evaluation, and staff development to assure a high level of timely service for our citizen-customers.
- Coordinate operations with various state and federal agencies, including Vital Records, Administration, Safety and Professional Services, Department of Revenue, Natural Resources and Internal Revenue Service.
- Provide accurate land record information for all parcels of real estate in the county. Information maintained includes computer databases and related GIS layers, websites and plat of surveys.
- State mandated Land Information Office maintains upgrades to the county-wide web map and maintenance of land information data to create a wide variety of land information-related maps for county staff, local municipalities and agencies, residents, and property owners.
- Provides county wide addressing for the unincorporated areas (towns) and three of the four villages, to ensure consistent address number assignment. This includes address assignments, ordering of signs through the Highway Department, creation of all related maps, tracking all expenses and communication with the county's E-911 system manager.

"Few Things Must Last as Long as County Records"

2023 ANNUAL REPORT

DOOR COUNTY REGISTER OF DEEDS DEPARTMENT

How the Register of Deeds serves the public....

- Property Ownership-deeds, mortgages, land contracts, right of ways, agreements, federal tax liens, etc., basically anything that has to do with your land ownership
- Vital Records-birth, marriage, divorce, death certificates, domestic partnerships are available in our office; all birth and marriage certificates are now available statewide
- Service Discharge – DD214 documents are recorded and permanently stored for our military veterans
- Land record information is shared with all county departments, assessors, town officials, taxation districts, the Wisconsin Department of Revenue and Natural Resources, and other related agencies.
- Coordination of land information projects to modernize, improve quality and make land records broadly accessible for everyone.

Goals / Objectives Achieved in 2024:

2024 continued to be a busy year for the Register of Deeds office. The office recorded over 7,800 documents, and deposited over \$1.8 million dollars. Showing an increase in recordings of 8.3% and a 22.22% increase in dollars collected.

With the situation of the past few years, it has made our goal of all recorded documents to be scanned and placed online extremely beneficial. With that said, back indexing by staff has become that much more important for our users. With many of our business partners working from home or remote, adding additional records online brings such value to the public and our users. Which also provides a higher revenue for the County. These records help with property searches, mortgages, home purchases and loans. To have access 24/7 is vital in the online world we live in.

We successfully merged the Real Property Lister along with the GIS/Land Information Coordinator into the Register of Deeds office. This merger has allowed us to increase efficiencies across GIS, RPL and ROD. It allows us to communicate easily and provide better solutions for our constituents together.

“Few Things Must Last as Long as County Records”

2023 ANNUAL REPORT

DOOR COUNTY REGISTER OF DEEDS DEPARTMENT

(RPL & Land Information numbers not included. They were not part of the ROD budget until 2025)

A. Department Budget Status

	<u>2023</u>		<u>2024</u>
Approved Budgeted Expenditures	\$308,764		\$343,166
Actual Expenditures	\$316,864		\$362,359
Budgeted Revenues	\$455,300		\$483,400
Actual Revenues	\$577,671		\$671,202
Levy Appropriation	\$(260,807)		\$(308,842)

Accomplishments:

- Staff completed back indexing 16,885 documents, in addition to daily recordings.
- Staff issued a total of 6,989 vital records
- Staff recorded, tract indexed and scanned over 7,800 documents
- Successfully transitioned the Addressing software from Municipity to APEX
- Successfully migrated the GIS Map of Door County from Geo Moose to ESRI Enterprise, along with automating the map updates, which allows users of the GIS Map to have the most up to date information.
- 2024 Emerging Leader Award presented to Zakry Schwartz by the Wisconsin Land Information Association
- 2024 Presidential Award of Excellence presented to Holly Hansen by the Wisconsin Real Property Listers Association

“Few Things Must Last as Long as County Records”

2024 ANNUAL REPORT

DOOR COUNTY SHERIFF'S OFFICE

A. **Mission Statement:**

The Door County Sheriff's Office is dedicated to the safety and welfare of all citizens and visitors. We are committed to partnering with the community to solve problems and improve public safety in a manner that is fair, transparent, and consistent.

Guiding Principles:

Integrity – We are committed to the enforcement of laws and the preservation of order. We are honest, truthful, and consistent in our words and actions, and therefore worthy of the public's trust. We exercise discretion in a manner that is beyond reproach. We do not accept gifts or special considerations as a consequence of our office.

Professionalism – We treat the public and our colleagues with courtesy and respect. We understand that our appearance, words, and demeanor contribute to the public's confidence in us. We are responsive to the community, and deliver services promptly and efficiently.

Fairness – We act with fairness, restraint, and impartiality in carrying out our duties. We work with the community to continually understand and overcome cultural influences and unconscious biases. We understand that our action, combined with the way we treat members of the community, contributes to our "legitimacy" in the eyes of the public.

Teamwork – We work together as one organization in carrying out the mission of the sheriff's office; our respective units do not act as distinct "silos" from one another. As individual members of the department, we are respectful to each other and work collectively to solve problems and serve the community.

B. **Summary of Responsibilities:** Sheriff's Offices in Wisconsin have unique responsibilities that differ from those services provided by Municipal Law Enforcement agencies. These differences are outlined in state statute and require the Sheriff's Office to provide for the following services:

- 1) The Sheriff is the custodian of the jail and is therefore responsible for all persons ordered into custody,
- 2) The Sheriff must attend to the security of the Circuit Courts,
- 3) The Sheriff must serve and execute all process, writs, precepts and orders issued or made by lawful authority and delivered to the Sheriff,
- 4) The Sheriff must provide for water rescue and recovery operations for the waters within the jurisdiction of the county and,
- 5) The Sheriff must enforce all general orders of the Department of Commerce relating to the sale, transportation, and storage of explosives within the county.

In addition, the Sheriff and his or her Deputies shall keep and preserve the peace in the county and quiet and suppress all affrays, routs, riots, unlawful assemblies and insurrections.

C. **Program Summary:**

Administrative Services:

- Provide walk-in customer service at Sheriff's Office lobby
- Provide walk-in customer service at Jail Office lobby
- Prepare Agenda and take minutes for Judiciary & Public Safety Committee Meeting
- Civil Process
- Open Records Requests

- Citations, Warrants, Accidents
- Sheriff Sales
- Accident Reporting
- Incident Based Reporting (IBR)
- Administrative Staff maintain the “Facebook” page for the Sheriff’s Office, which has been a very positive form of communication. Press releases are placed on the Facebook page for public viewing.

Court Services:

- Provide Justice Center Security Screening
- Courtroom Security
- Justice Center Security
- Monitor Video Security Systems
- Prisoner Transports
- Annual Safety Training for Justice Center Staff
- Victim Impact Panel
- DNA Testing
- Court Ordered Fingerprints and Mugshots

Jail Division:

- Healthy Relationship Class - parenting, coping and family values education
- GED/HSED – Sentence Reduction Program (6 hours per week)
- Inmate Worker Program – Sentence Reduction Program (1hr for each hour worked)
- AODA/Substance Use Recovery Group
- Individual Mental Health Counseling
- Religious Programs
- Operation Fresh Start – Inmate Re-Entry Program
- Pretrial Release Program
- AA (Alcohol Anonymous) Meetings
- Partnership with Door County Therapy Dogs
- Mindfulness-Meditation Group

Investigative Division:

- Prescription Drug Drop Off Program.
- Door County Joint Drug Task Force
- Shared Digital Forensic Investigative Services
- Members of various Committees:
 - Alcohol and Drug Coalition
 - I-Team (Interdisciplinary for Elder and Vulnerable Adults)
 - Northeast Wisconsin Investigators Group
 - Door County Joint Drug Task Force participation.
 - Maintain informational files on local registered sex offenders.
 - MERT Team members (Missing/Endangered Response Team)
 - SART Team members (Sexual Assault Response Team)

School Resource Officers:

- Investigate criminal complaints
- Interact with students in classrooms, lunchroom, recess and sports.
- Provide security at school sponsored events
- Provide youth mentorship

Patrol Division:

- The specialized Marine Unit completed its 13th year patrolling the waters of Green Bay and Lake Michigan.
- Door County Sheriff's Reserve Unit provided security at numerous parades, festivals and school events.
- Specialized Programs:
 - Marine Patrol Unit
 - Dive Team
 - SWAT Team
 - Snowmobile Patrol
 - K-9 Unit
 - Drone Team
 - School Resource Officer Unit
 - Reserve Unit
 - MERT Team
 - SART Team
 - Public Safety Wellness Team
 - Mental Health/Community Engagement
 - Honor Guard

D. Goals / Objectives Achieved in 2024:Patrol Division:

- The Marine Patrol Unit issued: (2) Citations and (4) Written Warnings.
- Total number of vehicle crashes involving: Property Damage 525, Deer 418, Personal Injury 97, and Fatalities 4.
- Total number of Traffic Warnings issued 4,135; Vehicle Defects 172; Citations 1,719, Ordinance Citations 103, OWI 88.
- Total number of incidents responded to: 6,664
- Completed our 4th year of annual mental health wellness checks
- Conducted 24 hours of in-house training for all members of patrol division.
- Work with Youth Diversion and Adult Diversion referral program
- K9 statistics for 2024:
 - 81 Narcotics related deployments in businesses, schools, jail and vehicles
 - 38 Traffic Stops
 - 19 Agency Assists
 - 11 Narcotic Detections
 - 9 Public Demonstrations
 - 3 Missing Persons
 - 1 Alarm

Jail Division:

- Signed 3-year contract with Southern Health Partners (Inmate Medical/Mental Health) (Did this happen in 2024?)
- Signed 3-year contract with Guardian RFID (Location Recording) and trained staff
- Renewed 1-year Contract with Stellar Inmate Services (Commissary)
- Reviewed and Updated Inmate Handbook
- Conducted In-House Training for all members of the Jail Division
- On boarded several new staff
- Continued sending new staff to mandatory Jail Academy
- Continued sending new staff to leadership trainings

Investigative Division:

- Provided the community with informational presentations on drug recognition and enforcement, elder abuse, identity theft, ICAC investigations, etc.
- Participate in a multi-jurisdiction task force to locate and arrest offenders who are involved with using computers to facilitate child sex acts.
- Joint Drug Task Force executed six residential search warrants and investigated numerous drug cases including controlled buys and other related cases. Total weight of drugs confiscated: Cocaine 5.193 grams, Marijuana 376.57 grams, Fentanyl 5.6 grams, Methamphetamine 144.213 grams, Hallucinogens/Other (Prescription medication) 13.1 grams.
- Receive current training to have the most recent and effective investigative tools.
- Returned approximately \$550,000.00 to victims of financial crimes.
- Promoted a new Sergeant Investigator due to a retirement.
- Promoted a new General Investigator from the Patrol Division due to an internal promotion.

E. Knowledge Sharing 2024

- Electronic release of incidents on a daily basis to local media.
- Collaborative agency crime information networking with state and local law enforcement agencies.
 - Door County Joint Drug Task Force
 - I.C.A.C – Internet Crimes Against Children Task Force
- Provide annual jail tour with the Judiciary & Public Safety Committee

F. Department Budget Status

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$9,905,657	\$10,097,082
Actual Expenditures	\$9,138,097	\$9,896,103
Budgeted Revenues	\$1,335,593	\$ 1,406,046
Actual Revenues	\$ 868,613	\$1,077,025
Levy Appropriation	\$8,239,484	\$8,819,078

Grants received for 2024: Department of Natural Resources Water Patrol Grant, Bullet Proof Vest Grant, SCAAP Grant, Speed Enforcement Grant, DOJ grant for Heroin and Opiate investigations, DOJ grant for Methamphetamine, Deflection Grant, Crime Prevention Fund for K9

G. Other Accomplishments:

- Promoted one new Patrol Sergeant and two new Jail Sergeants
- Chief Deputy and Jail Lieutenant continue as member of the NWTC Criminal Justice Advisory Board
- Continue working with the Crime Prevention Foundation, a 501c3 non-profit, through the Door County Community Foundation. The Crime Prevention Foundation collects public donations to fund a K-9 unit for the Sheriff’s Office and to help fund Law Enforcement related items not budgeted for.
- Sheriff, as part of CJCC, worked on Treatment Court Team
- Door County Pathways and Door County Bridgeways Programs
- Began to use the Wellness Co-op Team or individual counseling for deputies exposed to highly traumatic calls.
- Addition of Wellness Team Therapy Dog

H. Issues, concerns and Restraints:

- The budget for County Government will always be one of the main concerns for the Office. The Office continues to search for revenue generating opportunities as well as ways to reduce tax levy dollar expenditures.
- Highway Safety – Crash Reduction.
- Recruiting and hiring qualified candidates for all positions in a difficult job market
- Focus on employee retention

I. Goals and Objectives for 2025:Department Wide:

- Continue to update the Lexipol policy manual based on the organizational changes.
- Recruit and hire new Reserve Deputies for the Reserve Unit to better serve festivals within the county.
- Instruct and train staff on changeover of new handguns

Jail Division:

- Look at and go to kiosks and/or tablets for inmate accessibility
- In the process of installing a full body scanner
- Look at adding a facility dog
- Continue to work towards PREA compliance.
- Review Inmate Handbook
- Review Inmate Programming
- Review and Update Policy/Procedure
- Conduct in-house training for all members of the jail division.
- Work more closely with the Door County Deflection Program
- Work with the Mental Health/Community Engagement Deputy

Patrol Division:

- Conduct in-house training for all members of the patrol division.
- Send additional first line supervisors to Leadership in Police Organizations
- High visibility for the Marine Patrol and Snowmobile Patrol
- Build on maintaining Community Engagement
- Continue the use of Mobile-Audio-Video in marked patrol units
- Maintain patrol staffing levels
- Organize and execute level 2 active shooter training for all LE and EMS in the County.
- Continue collaborative training with Sturgeon Bay Police Department
- K-9 unit to have high visibility and used for drug investigations and missing person cases
- Continue to establish a peer support group for officer involved critical incidents and a wellness program for employees and family of the Sheriff's Office.
- Work with Youth Diversion/Adult Deflection program
- Build the Co-Responder with the new Mental Health/Community Engagement Deputy and Coordinated Response Specialist.
- Work with County EMS, Fire and SPFD to train command and control of active threat incidents.
- Update Patrol Operation Manual
- Work with Villages and County to implement better safety plans for festivals.

Investigative Division:

- Continue operating the drug drop off program for the public to destroy outdated and unused drugs they have in their homes.
- Continue to provide informational presentations to the community about drugs and drug investigations as well as human trafficking and fraud.
- Continue to provide community presentations about internet safety
- Continue to monitor the addresses of local registered sex offenders
- Provide training to all law enforcement personnel in Door County regarding Elder Abuse
- Provide public financial crimes presentations
- Continue to provide Digital Investigative Services for Door County, the City of Sturgeon Bay and other jurisdictions in Wisconsin.
- Work with Youth Diversion/Adult Deflection program.
- Continue the investigative division participation in Wisconsin ICAC Task Force

2024 ANNUAL REPORT**DOOR COUNTY SOIL & WATER CONSERVATION DEPARTMENT****A. Mission Statement:**

The Door County Soil and Water Conservation Department is created under the authority of Chapter 92 of Wisconsin Statutes. Chapter 92 gives the SWCD the responsibility for the administration of the County soil and water conservation program and the authority to exercise the powers granted to the Land Conservation Committee. The legislative declared policy of the State in Chapter 92 is to halt and reverse the depletion of the State's soil resources and pollution of its waters. The mission of conservation and environmental advocacy is the standard by which SWCD programs are developed and implemented.

B. Summary of Responsibilities:

The SWCD has a responsibility, and directive under Chapter 92, to promote land uses and programs which advance conservation and the protection of Door County's natural resources, and meet the goals and objectives established in the [2021-2030 Land and Water Resource Management Plan](#).

C. Program Summary:

Agricultural Performance Standards and Animal Waste Storage: SWCD administers Door County Code Chapter 23 which establishes minimum standards for agricultural operations to protect ground and surface water quality and permit requirements for animal waste storage facilities. In 2024 the SWCD continued an emergency response planning effort with farmers who have aging liquid manure systems to prevent and or prepare for potential spill events.

Conservation practices: SWCD uses federal, state, and local funding sources to provide technical and cost share to landowners/operators for a wide range of conservation practices to protect and improve ground and surface water quality such as buffers, grassed waterways, nutrient management, manure storage, barnyard and feed storage runoff control systems, and well abandonment.

Invasive Species: SWCD maintains a lead role in the Door County Invasive Species Team (DCIST), a collaboration of natural resource professionals, community leaders and interested citizens who seek to halt the invasion of exotic non-native plants.

Nonmetallic Mine Reclamation: SWCD administers Door County Code Chapter 36 to ensure nonmetallic mining sites will be properly reclaimed in accordance with State Administrative Code and Statutes.

Technical Assistance: SWCD maintains staff with diverse expertise in natural resources who provide technical reviews and onsite inspections of proposed projects for the Land Use Services Department as well as other technical assistance to the public. In 2024 the SWCD completed a 6' – 20' culvert inventory for eleven towns in Door County as required by the state.

Water Quality Protection and Improvement: SWCD works cooperatively with a variety of partners to protect and improve ground and surface water quality including

identification of pollution sources at beaches (with Public Health), restoration of Dunes Lake (multiple partners), post drawdown study of the Forestville Millpond study (with Facilities and Parks), surface water quality monitoring (multiple partners), private well testing program (with Public Health), emerging contaminant study of private wells, and watershed planning (multiple partners).

Wildlife Damage Abatement & Claims: Landowners who experience wildlife damage to crops can enroll in the program to be eligible for assistance, claim payments, and/or abatement reimbursements.

Wisconsin Working Lands Initiative/Farmland Preservation Program: SWCD ensures participants in this program meet state conservation standards to remain eligible for tax credits and inspects operations once every four years.

D. Goals / Objectives Achieved in 2024:

- Continue promotion of a recently purchased No-Till drill for buffer and pollinator conservation plantings.
- Promoted water quality and natural resource protection through multiple programs. The following are examples of completed activities in 2024, not an exhaustive list:

2024 Accomplishments	
2	Compliance notifications under Ch. 23, Door County Code (Farm sites)
4	Animal waste permits issued
3	Emergency spill response plans for farmers with liquid storages
55	Operation and maintenance inspections of installed agricultural practices
12	New agricultural practices cost shared and installed (such as feed storage runoff control, manure storage, grassed waterway, barnyard runoff)
53	Acres of cover crops cost shared
156	Acres Planted with the SWCD's No-Till drill
17	Acres of soil depth to bedrock verifications
94%	Cropland acres under nutrient management plans
36	Audits of cropland fields during manure spreading
4	Karst feature verifications
1,250	Acres monitored for priority, early detection, and other invasive species
428	Acres of priority invasive species inventoried
220	Acres of invasive species controlled
67	Pounds of European frog bit pulled and removed from 3 sites
66	Miles of shoreline inspected for European Frog bit
1,719	Landowner contacts for invasive species
2	Well abandonments cost shared
52	Nonmetallic mine inspections under Ch. 36, Door County Code
40	Land disturbance, Storm Water and Impervious Surface Plan reviews and approvals for Land Use Services Dept
406	Private wells sampled for bacteria and nitrate through UWO assistance
121	Private wells sampled for emerging contaminants
19	Streams sampled for updating surface water inventory
6	Enrollments in the wildlife damage abatement program
38	Deer donated

350	Feet of stream crossings at two sites
1	Lead arsenic site remediation
76	6 to 20' culverts inventoried for eleven towns
8	Inspections for the farmland preservation program
27	Certificates of compliance issued for the farmland preservation program
558	Wells geolocated for southern Door groundwater flow study with Board of Regents, UW Madison Division of Extension

E. Knowledge Sharing 2024:

- One-on-one visits with landowners and operators to identify management and conservation practices to meet minimum agricultural standards and prohibitions and go beyond to protect ground and surface water quality.
- Outreach and education to the public about invasive species included: 200 hours of Clean Boats Clean Waters at priority boat launches providing inspections for 603 boats, 58 media posts, 9 educational presentations/training sessions, hundreds of one-on-one contacts and 1,719 direct mailings to landowners.
- Several educational presentations about SWCD programs and natural resource issues in Door County to a wide variety of audience ages.

F. Department Budget Status

	2023	2024
Approved Budgeted Expenditures	\$1,293,376.00	\$1,122,703.00
Actual Expenditures	\$755,209.73	\$958,949.17
Budgeted Revenues	\$693,079.00	\$470,870.00
Actual Revenues	\$340,897.89	\$391,111.22
Actual Levy Appropriation	\$414,311.84	\$567,837.95

Grants Used in 2024:

DNR Wildlife Damage Claims Program	\$7,665.42
DATCP Soil & Water Resource Management Staffing	\$186,120.80
DATCP Land & Water Resource Management	\$35,300.00
DNR Aquatic Invasive Species – LMPN	\$12,371.23
DNR Aquatic Invasive Species – CBCW	\$3,846.00
DNR Aquatic Invasive Species - Control	\$35,532.67
DNR Aquatic Invasive Species – Plan Update	\$5,154.48
DNR EPA Early Detection – European Frog Bit	\$9,250.00
US Forest Service GLRI 2022 (Invasive Species)	\$12,001.37
US Forest Service GLRI 2023 (Invasive Species)	\$14,282.94
Friends for Lake Michigan – Ridges Beach	\$4,751.42
DNR Lake Planning Grant – Forestville Millpond	\$4,405.09

Revenue from Reserve Accounts:

Forestry Program	\$95.80
Nonmetallic Mine Program	\$19,987.99

Donations Used in 2024:

Invasive Species	\$558.22
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G. Other Accomplishments: N/A

H. Issues, Concerns and Restraints:

- Program demands and natural resource protection needs continue to expand while fiscal and staffing resources remain limited. Two resignations and two new hires occurred in 2024. Employee retention continues to be an issue.
- SWCD has successfully pursued grants to provide cost share to landowners and fund staff. However the short term nature of 2-3 year grants requires a continual investment of time to apply for and manage multiple programs, each with a unique set of requirements and reporting expectations.

I. Goals and Objectives for 2025:

- Follow the 2021-2030 Land and Water Resource Management Plan, available online at: <https://www.co.door.wi.gov/DocumentCenter/View/2900/Door-County-Land-and-Water-Resource-Management-Plan-2021-2030>
- Continue to control non-native *Phragmites*, targeting 85% of known populations on private properties, using ARPA funding. A contract with a professional contractor to cover the duration of the five-year project has been secured.
- Continue the study of emerging contaminants in groundwater with GZA GeoEnvironmental, Inc. through the sampling of private wells.
- Continue Spring and Fall private well monitoring program with UW Oshkosh.
- Start analysis of Door County Surface waters for eventual update of Door County Surface water Inventory.
- Complete post drawdown report for the Forestville Millpond.
- Complete emergency spill response plans for farmers with aging liquid manure systems.

2024 ANNUAL REPORT DOOR COUNTY TECHNOLOGY SERVICES DEPARTMENT

Mission Statement:

The Technology Services (TS) Department is a service function with its primary goal to develop, oversee, and coordinate technology and its use in Door County government facilities and departments. We ensure that adequate technology and technological services are available to County departments/agencies in order for them to provide needed services to taxpayers/constituents. The purpose of the Technology Services Department is to support the business. Business methodologies, processes and oversight are provided to the TS Department in order to drive the TS Department's goals. Business decisions and goals for IT requirements are made at the organization and/or department level in conjunction with the TS Department and not by the TS Department alone.

Responsibilities:

Technology Services (TS) primary responsibility is to provide, maintain, and support secure, efficient, and highly available, 24 x 7 access to information systems. We ensure that enterprise hardware and software continue to meet the needs of the organization and its efficiencies. This includes, when necessary, modifying, rewriting, and enhancing or upgrading software/hardware that no longer accomplishes these needs. Unlike public facing departments we do not directly provide services to residents but instead support the efforts of other departments that do.

TS provides daily operational support including the operation of a 24 x 7 County helpdesk and monitoring tools. The helpdesk specifically provides support, guidance, and formal or informal training to end users. Both tools allow us to manage and respond to any issues that arise and react to them rapidly and many times proactively. We handle the addition of new users to County systems and are responsible for removing this access on departure. We also maintain and operate several software solutions that provide reporting related to technology costs such as inventory, printing, and phones. We use these programs to produce monthly reporting to all departments which in turn helps us during the budget process.

The Department implements and supports a wide variety of County technology that includes, but is not limited to, Local/Wide Area Networks (LAN/WAN/Wireless), physical and virtual servers, end-point devices, telecommunications/phones/cellular, courtroom technology, building/department related systems (alarm/security/time clock/fuel/scale/HVAC), Public Safety Towers, and audio-visual technology.

Our staff continues to supply requesting departments with technological solutions/guidance. We provide our expertise to make sure solutions meet organization goals, mesh with existing technology, and follow established best practices/policy/security guidelines. We also assist with deployment, and provide overall support from a technological stance. All requests from county departments for technology filter through the TS Department.

It is necessary for the department to keep abreast of current trends, end of lives/retirements, threats, and solutions available to meet the needs of our users both present and in the future. This is a very rapidly evolving field of work with new technologies being developed and released monthly, evolving into something else, or being taken out of service. It is our job to vet these vendors/programs and their viability/sustainability for County needs. It is also a time where dissemination of information via the internet is becoming the norm or expectation of our constituents.

All software subscriptions, licenses, and maintenance renewals are processed in the TS department. It is vital that these are kept current and up-to-date to prevent a lapse in coverage or a possible outage of service.

The development and management of an annual technology budget for all County departments is the responsibility of the TS Department. By doing so we provide insight to the County on technology costs as a whole or in granular departmental views. We use these views to determine areas we may need to invest in but also remain good stewards of County funds by identifying areas of concern all while meeting short-term and long-term goals.

We assist with, negotiate, and/or complete various contracts and agreements. This includes but is not limited to the various long-term telecommunication contracts for local, long distance and cellular service, internet, towers, fiber, hardware/software service and MOUs for use by outside entities.

Policies as related to the support, maintenance, security, and use of technology are handled by the TS Department. HIPAA related policies from a technological standpoint are also developed with the assistance of Corporation Counsel.

This year, with our new Project Manager role, we have become lead on the County’s radio system replacement and towers which will span over the next several years. As lead we serve on the CATS committee, which primarily focuses on the Public Safety Communication infrastructure and systems. This infrastructure continues to migrate to a digital versus analog technology and rides networking the TS Department maintains. This overlap into our technology arena facilitated housing the project within TS.

The Director is entrusted the responsibility of County Security Officer (CSO). ensures that digital data remains secure, via his staff and input from departments. This job ensures that there is ample protection of any digital data the department has control over, safeguarding county data from any unauthorized access or manipulation.

Accomplishments:

- Dual Factor Authentication Rollout
- CJIS Audit
- 2095 Helpdesk Tickets w/57 After Hours & 21 Work From Home
- Cellular Boosters @ Justice Center w/F & P
- Fairgrounds Wireless System
- Election/Building Security and Additional Camera Rollouts
- Closet Fiber Upgrade
- GIS Website/Web Map Installation/Upgrade/Maintenance
- InfoSec Rollout
- LUS Data Cleanup/Technology Upgrade/Update
- Firewall Migration
- Policies for BYOD (Cell Phone) and AI
- Software Installation/Enhancements (Rave, Spillman, Genesys Cloud, Stellar, etc)
- Command Vehicle Technology Solution/Update
- Security Improvements Both Physical (Doors) And Infrastructure/Software (MFA)
- Capital Outlay and Hardware/Software Rollouts and Rotation Schedule
- Analog Line Replacement/Integrations

Department Budget Status:

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$1,857,923	\$2,046,312
Actual Expenditures	\$1,432,025	\$1,695,453
Budgeted Revenues	\$178,738	\$123,175
Actual Revenues	\$150,639	\$75,418
Levy Appropriation	\$1,679,185	\$2,046,312

Grants received for 2024: \$3,900,000 Department of Justice COPS Grant

Issues, Concerns and Restraints:

- Rapid growth within the industry, more stringent standards, and government regulations leaves much to the unknown and affects budget projections, staffing, and ultimately the services we continue to provide. It is difficult to predict and plan for the unforeseeable circumstances and unknown technological evolutions such as AI, chip shortages, and acquisitions.
- The lifespan of the industry's hardware and software are shorter than years past and the cost of solutions are increasing, necessitating a continual budget investment and ways of doing business such as cloud based solutions.
- Technology is also moving to a more proprietary or service-based nature. This shift forces us to continue with and utilize maintenance agreements with the individual platforms or software as a service (SaaS)/hardware as a service adding additional costs.
- Culture/misinterpretation of our core function to support the business/enterprise as a whole. We, as a service department, do not provide services to constituents, community outreach, or community development. We support internal County functions so they can serve the community efficiently and to the best of their ability technologically. There are vehicles better suited for those type of projects and businesses in the county that provide IT services.
- Departmental vs Technology Services responsibility and overlap. Technology is a part of almost everything we do. It is unrealistic to expect the Technology Services department to be experts in every software or procedures of every department we service and make decisions on their behalf. There has to be ownership and an investment from within the department itself.
- Staying on top of daily workloads and enterprise systems. We as a department have demand issues and are involved with every department in the County. Although we are split into two areas of focus and prioritize, there always seems to be more need than we have resources.
- Proper staffing with appropriate skillsets is a challenge. Geographical, landscape, cultural, and generational issues along with the technology industry itself complicate finding and retaining staff. We invest much time in developing new and less experienced staff with the risk of them leaving to go elsewhere with their added value. We do not seem as attractive to veterans of the industry with more experience and the luster of Door County isn't enough anymore.

2024 Goals and Objectives:

- XenServer Upgrade
- Staff training/development both inside and outside department
- Windows Server 2022/Windows 11 migration
- Primary Domain Controller Upgrade
- Desktop Authority Server Upgrade
- VDI (Compute) Servers Replacement
- SAN Installation/Upgrade
- Linear Access Control Replacement
- Standard Operating Procedures
- SMARSH Rollout
- Capital Outlay Deployment
- Maintain 1300+ Node Highly Available Network/Virtual Infrastructure
- Maintain Back-end Enterprise Systems (Hardware, Software, SAN) That Support All Operations
- Maintain Security/HIPAA Compliance (MFA, Patching, Backups, Upgrades, Policies, Training, Remote Access, Retention)
- Research Technology and Provide Guidance to Departments
- Work Through the Annual CIP/budget Process For All Departments

Respectfully Submitted by:

Jason Rouer - Door County Technology Services Director

2024 ANNUAL REPORT

DOOR COUNTY TRANSPORTATION DEPARTMENT

- A. Mission Statement: To ensure that Door County residents and visitors have safe, dependable, and affordable transportation to get to medical appointments, work, school, shopping and socialization. Get Connected. Get on Board.
- B. Summary of Responsibilities: Door County Connect-Public Transit includes Door County Connect (DCC) and Door 2 Door Rides (D2D) services. These services are Door County's public transit system. DCC staff write for state and federal grants and follow reporting guidelines to ensure ongoing public transit funding. Staff operate DCC's bus and van out of the Aging and Disability Resource Center (ADRC). Operations include trip planning, transporting and fare collection. The Transportation Manager completes monthly, quarterly and annual reports for WisDOT and works on sustainability for the public transit system. Staff also work closely with Abby Vans, contractor for D2D, to provide the shared ride taxi service.
- C. Program Summary: D2D provides rides almost county-wide and operates up to seven days per week depending on the service area. DCC provides rides Monday through Friday primarily within the City of Sturgeon Bay and in an extended service area that is up to 10 miles from the ADRC.
- D. Goals / Objectives Achieved in 2024: *List the goals and objectives your department achieved in the past year.*
- Completed the *Coordinated Public Transportation Plan for Door County 2025-2028*. The process includes public input through in-person and virtual meetings.
 - Successfully complete a Performance Management Review by WisDOT.
 - Completed the Request for Proposal process and successfully awarded the contract for D2D for two years with the option to extend up to three years.
 - Reduced the projected 40% increase in expenses for 2025 to a 25% increase.
 - Ridership for DCC and D2D Increased by 1.5%. Provided 46,332 rides.
 - Ridership revenue increased by over 4% for DCC and D2D. Collected \$160,554 in rider fares.
- E. Knowledge Sharing 2024:
- WDOR talk show once, four media releases and six presentations.
 - Social media/Facebook and media ads.
 - Held the 2nd annual Rural Transit Day events. Driver Picnic and Free Fare Day.

F. Department Budget Status

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	938,207	983,594
Actual Expenditures	911,013	964,674
Budgeted Revenues	762,506	826,188
Actual Revenues	775,261	783,296
Levy Appropriation	135,752	181,378

Grants received for 2024:

\$712,942.82 + \$1116 from Trust Fund for bus tires.

\$4,347.07 Interest to Trust Fund not included above in program revenue.

\$28,661.49 transferred from Reserve to cover 2024 Deficit, noted with Levy Appropriation.

Current Reserve balance is \$498,160.36.

The amounts shown above were prepared by JoAnn Baumann, Door County Finance Department, on February 20, 2025. These amounts are unaudited, and are subject to adjustment. (Includes year-end accrual amount of 5311 revenue).

G. Other Accomplishments: *Not Applicable.*H. Issues, concerns and Restraints: *Funding to cover increased expenses that are out of the County's control.*

I. Goals and Objectives for 2025:

- Work with WisDOT to complete the 2018 – 2020 Audit.
- Research and obtain additional private donations and grants to support the increasing expenses for transportation.
- Continue to review expenses and make changes where possible.

2024 Annual Report Door County Treasurer's Office

Mission Statement

The Door County Treasurer's Office is an elected office whose primary mission is to receive, disburse and safeguard the monies of the County. We strive to provide superior customer service to the citizens of Door County while fulfilling the duties and responsibilities mandated by the State of Wisconsin and the Board of Supervisors for Door County.

Summary of Responsibilities

- ❖ Receipt of first installment of 2023 taxes for 17 of 19 municipalities during January & February.
 - 2024 first installment was collected during December for all 19 municipalities.
- ❖ Receipt all County delinquent and postponed real estate taxes.
- ❖ Settle the tax rolls with townships, villages, cities, vocational school and local school districts.
- ❖ Verify and deposit all county general revenue.
- ❖ Disbursement of accounts payable checks.
- ❖ Send delinquent notices and process all properties eligible for tax foreclosure.
- ❖ Conduct sales of foreclosed properties.
- ❖ Storage of tax records for public information requests.
- ❖ Fielding numerous questions regarding real estate taxes and tax payments.
- ❖ Administrator of the Lottery Tax Credit.
- ❖ Work in conjunction with the municipal assessors to maintain and update valuations of all parcels.
- ❖ Calculation and printing of all municipality tax bills.

Program Summary

- ❖ Summary of Money Received January 1st to December 31st, 2024

School Tax Levy Credit (2022 Tax Roll rec'd in 2023)	\$8,538,838.40
Current Year Tax Collections (2 nd half)	\$22,286,480.23
Certificate Tax Collections (Jan-Dec)	\$1,472,012.56
Special Assessments, Special Charges & Delinquent Charges	\$34,937.46
Interest Charges	\$276,036.62
Penalty Charges	\$137,913.00

- ❖ Outstanding Delinquent Totals December 31, 2024

Tax Certificates	\$856,103.82
Special Assessments	\$1,205.14
Special Charges	\$6,109.81
Delinquent Charges	\$6,819.78

Goals & Objectives Achieved in 2024

- ❖ Continued to update and review SOP's within the office.

- ❖ Continued improvement to the process as to which lottery credit claims are handled.
- ❖ The tax roll scanning project was completed, coming in under budget.
- ❖ Teamwork and collaboration between four departments to make a shared employee work to all of our advantages.

Knowledge Sharing 2024

- ❖ Important information is conveyed to the municipal clerks and treasurers when necessary.
- ❖ Annual meetings are only held when there are a lot of changes to processes that need to be discussed.

Department Budget Status:

	2023	2024
Approved Budgeted Expenditures	\$ 234,661.00	\$ 235,631.00
Actual Expenditures	\$ 214,495.93	\$ 218,649.43
Approved Budgeted Revenues	\$ 530,085.00	\$ 531,950.00
Actual Revenues	\$ 504,199.49	\$ 579,657.07
Levy Appropriation	(\$ 289,703.56)	(\$ 361,007.64)

Grants received for 2024: None

Issues, concerns and Restraints:

- ❖ Communication continues to be an issue with our vendor for the tax software. After the collaborative letter with other counties in the state there was an improvement but there are still issues with timely and informative responses.
- ❖ There have been countless times, where their updates to the program result in a new problem with a function that was working properly prior to the update. This causes us to have to wait for them to fix the issue and then do a new update, which can lead to time delays.

Goals for 2025

- ❖ Strive for an environment of excellent customer service.
- ❖ Continue advancement of all SOP's for tasks performed by the Treasurer's office.
- ❖ Build a better communication structure with other departments within the government to ensure all information is conveyed accurately and timely.
- ❖ Continue to develop a communication system with the local clerk-treasurers to highlight important dates as well as important steps and procedures that need to be done throughout the year.
- ❖ Successfully migrate the now digital historic tax rolls onto the website to allow more accessibility to the public for this information.

Respectfully submitted;

Ryan Schley

Door County Treasurer



Extension

UNIVERSITY OF WISCONSIN-MADISON
DOOR COUNTY

**UNIVERSITY OF WISCONSIN – MADISON
DIVISION OF EXTENSION DOOR COUNTY
2024 ANNUAL REPORT**

Mission Statement

We teach, learn, lead, and serve, connecting people with the University of Wisconsin-Madison, and engaging with them in transforming lives and communities.

Summary of Responsibilities

UW-Madison Division of Extension – Door County designs and delivers educational programs based on the needs of the county. Extension connects people with the latest university research and knowledge. Our programs and services are delivered locally by dedicated educators and specialists who are co-funded in partnership with county government. We listen, learn from and respect local knowledge. We engage people, partners, and communities to address concerns and complex issues across the state and in Door County.

Throughout 2024, educational programs and services were being offered in the following areas:

- 4-H & Positive Youth Development
- Agriculture
- Human Development and Relationships
- FoodWise Nutrition Program that promotes healthy habits for low-income families

Extension-Door County also has unique partnerships with the Peninsular Agricultural Research Station (PARS) and the Extension Kewaunee County office. The PARS staff help provide fruit outreach educational services to Door and Kewaunee County’s commercial fruit growers. This collaboration between PARS and Door and Kewaunee Counties is implemented through a Memorandum of Understanding. Door, Brown, and Kewaunee County Extension Offices are part of a regional staffing model with a Dairy Educator and Crops and Soils Educator serving the three counties.

The Land Conservation Committee is responsible for supervision of Extension programming, as specified in Wisconsin Statute 59.56. The Land Conservation Committee supports the efforts of professional educators to fulfill the mission of UW-Extension.

OBJECTIVES AND OUTCOMES ACHIEVED IN 2024

Department Head | Area 11 Extension Director | Judy Knudsen (Jan-June) & Kathleen McKee (October-present)

Objective: Increase visibility of the Extension Door County Office programs and their outcomes.

Outcomes:

- The 4-H Educator and Human Development & Relationship Educator moved into their second year of service with Extension and executed on goals related to program growth of existing opportunities as well as the introduction of several programs and events.
- Utilized social media, print and radio announcements to promote programs offered to Door County residents locally, regionally, and statewide.
- Strategic partnerships and coalition work continued across all program areas in an effort to elevate awareness, collaboration, and overall impact.

Objective: In collaboration with Door County leadership, develop a 2025 budget and execute a contract for co-funded educator positions.

Outcome: The objective was achieved and completed in December 2024.

4-H Program Educator – Candis Dart

Objective: Continue to increase visibility and expand access to Door County 4-H throughout Door County.

Outcomes:

- Developed new community partner and 4-H Leadership relationships throughout Door County.
- Promoted the Door County 4-H program during the 2024 Door County Fair.
- Promoted Door County 4-H on WDOR talk show in September 2024.

Objective: Develop new partnerships with community organizations to enhance and expand 4-H programming throughout the County.

Outcomes:

- A partnership with the Boys & Girls Club of Door County was established in the Summer 2024. Through this partnership, the Door County 4-H Program Educator taught weekly classes to 2nd and 3rd grade students throughout the Summer. These classes focused on agriculture, with the final outcome being that youth participated in the process of incubating and hatching chicks.
- Partnered with multiple Door County Library branches throughout Summer/Fall 2024 to promote 4-H and offer a variety of programs to young people in the community.

Objective: Increase 4-H membership by 10% during the 2023-2024 4-H Program Year (September 1, 2023 – August 31, 2024)

Outcomes:

- 4-H membership for the 2023-2024 4-H Program Year was 181 members, up from 168 in the 2022-2023 4-H Program year. This reflects growth of 7.7% over one year. Of the 2022-2023 members, 85.62% re-enrolled during the 2023-2024 4-H Program Year, compared to the State 4-H retention rate of 80.15%.

Objective: Increase knowledge of volunteer development and management, which will allow 4-H programming and opportunities to expand.

Outcomes:

- Participated in the Achieving the Extension Mission Through Volunteers course (a multi-week online course with participants from throughout the United States).
- Expanded on relationships with current 4-H volunteers and worked to build new relationships with potential volunteers.
- Participated in the PYD Academy Course: Foundations of Positive Youth Development for 4-H Professionals

Grants/Donations:

No substantial grants or donations were received during 2024. There were some individual donations given for programming.

Agriculture – Regional Crops & Soils and Dairy – Christine Clark & Aerica Bjurstrom

Objective: Increase the number of educational events serving Door County.

Outcomes:

- Conducted corn silage dry down in Door County.
- Wisconsin Alfalfa Yield Persistence Research in Door County
- Herd health management, nutrition, profitability, and sustainability dairy programming in Door County.
- Distribution of e-newsletter and educational video content to farmers and agri-business professionals.
- Promoted relevant regional and statewide professional development to Door County farmers and agribusiness professionals in areas such as CAFOs, Manure Handling, Pesticide Application Training and Women in Dairy.

Objective: Provide resources and research to Door County farmers to help them make informed decisions based on non-biased university research.

Outcomes:

- Alfalfa scissor clipping was conducted in Door County.
- Wisconsin Alfalfa Yield Persistence Research in Door County.
- E-newsletter sent to farmers and agri-business professionals.
- Collaborated with Phosphorus and Potassium research at Peninsular Ag Research Station.
- Promoted nutrient management, sustainable agriculture practices for reduced erosion and improved water quality.
- Conduct on-farm field studies and/or research in areas of herd health and transportation.
- Dairy programming to increase herd health and nutrition, which results in profitability and farm sustainability.

Human Development & Relationships – Paul Salm

Objective: Management, recruitment, leadership, oversight, and retention of the StrongBodies program and StrongBodies Health Volunteers in Door County.

Outcomes:

- Along with sites in Sturgeon Bay and Ellison Bay, a third StrongBodies site was established in Sister Bay. A group of StrongBodies Health Volunteers was established and is currently waiting for the next, nearby StrongBodies Facilitator Training.

Objective: In partnership with the Door County Aging and Disabilities Resource Center and Door County Public Health, provide core Extension programming to older adults at multiple sites in Door County.

Outcomes:

- Direct, in-person, core Extension programming, in the form of StrongBodies, which occurred throughout the year at multiple sites in Door County. A class called Aging Mastery occurred at the ADRC. Significant preparation went into two classes, Planning and We Cope. These classes took place in January and February of this year virtually and at the ADRC.

Objective: Creation of an ageism awareness curriculum for participants in a program called Match Up. This program, designed by Do Good Door County, reintroduces older adults into the workforce. Work with the CHIP Leadership Team to develop accessible Extension programming for employees in the tourist industry.

Outcomes:

- An ageism awareness curriculum was created and presented to Match Up participants via Zoom. A recording was made and sent to those that could not attend. The curriculum remains available for future sessions.
- Extension programming was provided virtually and at the Learning and Innovation Center. Attendance was poor. A series of focus group questions based upon the Community Health Assessment and Destination Door County Stewardship Plan survey were asked. The results of the focus group discussions will help us better understand how to make programming engaging and accessible.

Grants: None

FoodWise – Door County

FoodWise is federally funded by the Supplemental Nutrition Assistance Program-Education (SNAP-ED) and the Expanded Food and Nutrition Education Program (EFNEP). We advance healthy eating habits, active lifestyles, and healthy community environments for Wisconsin residents with limited incomes through nutrition education at the individual, community, and systems levels.

Objective: FoodWise will utilize Community Mapping and Partner Survey assessments to identify community partners with capacity to partner with us to use education combined with policy, systems and environmental (PSE) change to reduce disparities based on race, ethnicity, geography, and income.

Outcomes:

- Partnered with groups like Aging & Disability Resource Center of Door County, United Way, JAK's Place, and Door County Public Health.
- Engaged with 527 low-income people in exercise and nutrition education topics.

Objective: FoodWise will identify one coalition able to prioritize and co-create a plan for new PSE change with an underrepresented group.

Outcomes:

- Served as part of the County Health Improvement Plan Leadership Team.
- We are currently working with Door County's CHIP Leadership Team to use StrongBodies as a way to reduce social isolation.
- Monthly nutrition education events held at the Aging and Disability Resource Center of Door County and JAK's Place focused on using crockpots to make nutritious and easy meals.

Objective: Informed by coalition goals and partner needs, FoodWise will implement one policy, systems, and environmental change effort that can be integrated with existing direct education efforts across several sites.

Outcomes:

- Supported community gardens that offer fresh vegetables to supplement food pantries and community meals for low-income people.
- In 2024, FoodWise supported garden initiatives at JAK's Place, ADRC, and Shepherd of the Bay church. FoodWise pairs garden initiatives with nutrition education whenever possible.



UW-Madison Division of Extension Door County Goals for 2025

Department Head

- Increase visibility of the Extension Door County Office programs, outcomes and impact with community members, partners, and stakeholders.
- In collaboration with Door County leadership, develop a sound 2025 budget and execute a contract for co-funded educator positions.
- Lead and support program growth in all educational areas as demonstrated by increased participation and partnerships.

4-H Program Educator

- Continue to increase visibility and expand access to Door County 4-H throughout Door County.
- Promote State and National level 4-H programming and increase the number of youths who attend these events.
- Program Quality: Work with 4-H volunteers to build on opportunities available to Door County 4-H members and have more members participating in events and programs.
- Continued learning and professional development to continue to increase skills in positive youth development and volunteer support.

Agriculture

- Conduct on-farm field studies and/or research that is developed and delivered to Door County Agriculture stakeholders.
- Increase in-person dairy farm visits to Door County farms to share Extension education and resources, as well as to continue relationship building.

Human Development & Relationships

- The continued management, recruitment, leadership, oversight, and retention of the StrongBodies program and StrongBodies Health Volunteers in Door County. Specifically, coordinating the training of StrongBodies Health Volunteers.
- Continued partnership with the Door County Aging and Disabilities Resource Center and Door County Public Health, providing core Extension programming to older adults at multiple sites in Door County. Specifically, introducing Zoom as an available educational platform.
- Continue to collaborate with the Aging Coalition of Door County and Do Good Door County to create engaging, relevant, and accessible education, specifically the establishment of a series of caregiver cafés. A caregiver café is a dedicated space where caregivers receive educational information and discuss similar challenges.
- Work along with the Door County Community Foundation to create a program entitled Engage Door County. This program, set to launch in 2026, is designed to introduce and engage Door County's organizations and entities to an aging population that is eager to get involved in the community.
- Partner with Public Health to collect data for the upcoming Community Health Assessment. This will include gathering information from employees working in the service industry.

FoodWise

- FoodWise will utilize Community Mapping and Partner Survey assessments to identify community partners with capacity to partner with us to use education combined with policy, systems and environmental (PSE) change to reduce disparities based on race, ethnicity, geography, income.
- FoodWise will identify one coalition able to prioritize and co-create a plan for new PSE change with an underrepresented group. Currently working with Door Co CHIP's leadership team to use StrongBodies to reduce social isolation, a CHIP goal.
- Informed by coalition goals and partner needs, FoodWise will implement one policy, systems, and environmental change effort that can be integrated with existing direct education efforts across several sites.

2024 ANNUAL REPORT DOOR COUNTY DEPARTMENT OF VETERANS SERVICES

A. **Mission Statement:** Provide all veterans of Door County and their families with a single, comprehensive, and seamless access point to the services and benefits which they have earned from both the United States Department of Veterans Affairs (VA) and the Wisconsin Department of Veterans Affairs (WDVA). Additionally, we strive to foster partnerships with veterans organizations and other concerned parties, to leverage all available resources to enhance the quality of life and public recognition for our veterans.

B/C. **Summary of Responsibilities/Program Summary:** Although a Door County department, the office offers services and access to benefits primarily provided and administered by the U.S. Department of Veterans Affairs and the State of Wisconsin Department of Veterans Affairs. The Veterans Service Office (VSO) initiates applications for veterans and their dependents for a wide array of benefits, including:

- Compensation and pension claim assistance.
- Death benefits and government headstone markers.
- VA healthcare.
- Transportation for veterans to and from VA medical appointments at Milwaukee, Tomah, Appleton, and Green Bay hospitals/clinics.
- GI Bill entitlements.
- Administering Veterans Service Commission and Council aid.
- Recording of DD-214 discharge documents and correction of military records.
- TRICARE/CHAMPVA/DEA information.

The target community we serve is estimated to be approximately 2,500 Door County veterans. We are seeing a marked increase in requests for information and assistance from:

- Veterans suffering from presumptive illnesses related to harmful exposures during “in theater” deployments.
- Veterans suffering from posttraumatic stress disorder (PTSD) from their experiences in combat environments.
- Eligible spouses and dependent children of veterans.
- Needy veterans who have lost their job, been temporarily laid off, or have seen their salary reduced/hours cut back. We are also seeing an increase in older residents on fixed incomes that are struggling to pay basic expenses.
- Older veterans, widows, and families who are moving to Door County to retire following completion of their civilian careers.
- Benefits related to veteran deaths in general throughout Door County.
- Military members who will or have recently discharged from the military and need assistance with transitioning into life outside of the military.

D. **Goals/Objectives Achieved in 2024:**

- Assisted Door County veterans with applications and
- documentation of eligibility to receive over \$175,000 in Federal VA compensation, pension, and other benefit amounts.

- Processed death benefits and/or claims for over 150 veterans and their family members.
- Assisted the maintenance department in the oversight of the Door County Fallen Veterans Memorial.

E. Knowledge Sharing 2024:

- Updated Veterans Service Organizations (VSOs) on benefit changes and program modifications.
- Interfaced with like agencies to share and disseminate veterans benefit information.
- Began laying groundwork for 2025 outreach activities throughout the county.
- Regular meetings were conducted with neighboring county Veterans Service Offices to inform and share current and relative knowledge regarding veterans benefits.

F. Department Budget Status:

	<u>2023</u>	<u>2024</u>
Approved Budgeted Expenditures	\$220,721	\$213,146
Actual Expenditures	\$184,999	\$98,275
Budgeted Revenues	\$12,000	\$12,000
Actual Revenues	\$27,249	\$15,050
Levy Appropriation	\$208,721	\$201,146

- Grants received for 2024: WDVA CVSO Grant, \$11,000 and WDVA Transportation Grant \$1,000.

G. Issues, Concerns, and Restraints:

- The CVSO office outreach effort must continue to be improved during 2025 to ensure all Door County veterans receive the benefits they have earned.

H. Goals and Objectives for 2025:

- Continue meeting the full intent of our Department of Veterans Services mission statement.
- Outreach is imperative to the success of our mission. The unusual geography of Door County requires continuous effort to reach out to all of our veterans; especially those who reside significant distances away from our office in Sturgeon Bay. Work diligently with the local Veterans Service Organizations, news media, and public organizations to reach out to veterans. Increase dedicated outreach time by at least 20% during 2025.
- Continuing changes in benefit programs require ongoing training. Conduct as budget, staffing, and time permit.
- Under the purview of the County Administrator's guidance and direction, work with federal, state, and local legislators to promote and advocate in the best interest of the Door County veterans and their families.