



Date: February 23, 2022
To: Board of County Commissioners
From: Laura Skundrick, Administrative Analyst
Re: Department Performance Measure Updates for Q2

Departments have completed their Q2 performance measure updates.

At the February 23 Board meeting, the departments will provide updates on progress made during Q2 on selected performance measures that fall under the County goal of **Healthy People: Enhance and protect the health and well-being of communities and their residents.**

Objective: Support and advance the health and safety of Deschutes County's residents.

Department: Health Services

Performance Measure: Reduce outbreaks and spread of disease by completing 95% of communicable disease investigations within 10 days, as defined by the Oregon Health Authority.

Target: 95%

Q2 Update: 11/11 = 100%

Department: Health Services

Performance Measure: Reduce outbreaks and food-borne illness by inspecting a minimum of 95% of licensed facilities (e.g. restaurants, pools/spas/hotels, etc.) per state requirements.

Target: 95%

Q2 Update: 63/782 = 8%. Significant EH staff time continues to be spent on the COVID-19 response, including 591 business outreach calls this quarter (compared to 377 last qtr), responding to complaints (70 this quarter), and outbreak follow-up. The team is aiming to resume more normal inspection volume when safe to do so (e.g. Omicron surge).

Objective: Promote well-being through behavioral health and community support programs.

Department: Health Services

Performance Measure: See Behavioral Health Oregon Health Plan clients within state timelines. Routine: within 1 week

Target: 100%

Q2 Update: 177/279 = 63%. Lower rate is due to vacancies/staffing shortages.

Objective: Help to sustain natural resources and air and water quality in balance with other community needs

Department: Natural Resources

Performance Measure: Maintain or increase the number of communities participating in the Firewise USA Program.

Q2 Update: Number of Firewise sites has increased to 52 from 42 by the end of December 2021.

Department: Solid Waste

Performance Measure: Work with solid waste service providers to increase the diversion rate and collect more recyclables than the average prior three year's 64,000 annual (16,000 per quarter) tons.

Q2 Update: Just over 21.1K tons of recycling material were diverted in Q1 2022 (July to Sept 2021). The quarterly diversion numbers were positively impacted by yard debris and wood waste mulching, which typically runs higher in the summer months (data received by Solid Waste is delayed by one quarter).

Objective: Continue to support COVID-19 pandemic crisis response and community health recovery.

Department: Legal

Performance Measure: The ongoing COVID-19 emergency has compelled Legal to develop and implement effective real time, 24/7 support, dependent upon internal staffing processes that ensure timely, comprehensive legal support.

Q2 Update: Continuing 24/7 support of all things COVID continues.