THE HUMAN SERVICES COMMITTEE WILL MEET ON MONDAY, MARCH 6, 2017
AT 6:30 P.M., IN THE PERSONNEL CONFERENCE ROOM (D & E), HUMAN SERVICES
BUILDING, 5303 S. CEDAR, LANSING.

Agenda

Call to Order
Approval of the February 27, 2017 Minutes
Additions to the Agenda
Limited Public Comment

1. Health Department
   a. Resolution Authorizing an Agreement with WILX Channel 10 to Promote
      Ingham County Health Department Services
   b. Resolution Honoring Dawn Suarez
   c. Resolution Honoring Tina Brenner

2. Health Services Millage – Resolution Authorizing a Contract Extension with
   Malannoye Consulting, LLC to Review Member Eligibility and Expenses Relative to the
   Health Services Millage Contracts with Ingham Health Plan Corporation

3. Controller’s Office – Resolution to Accept the 2018 – 2022 Strategic Plan

Announcements
Public Comment
Adjournment

PLEASE TURN OFF CELL PHONES OR OTHER ELECTRONIC DEVICES
OR SET TO MUTE OR VIBRATE TO AVOID
DISRUPTION DURING THE MEETING

The County of Ingham will provide necessary reasonable auxiliary aids and services, such as interpreters for the hearing impaired
and audio tapes of printed materials being considered at the meeting for the visually impaired, for individuals with disabilities at
the meeting upon five (5) working days notice to the County of Ingham. Individuals with disabilities requiring auxiliary aids or
services should contact the County of Ingham in writing or by calling the following: Ingham County Board of Commissioners,
P.O. Box 319, Mason, MI 48854  Phone: (517) 676-7200. A quorum of the Board of Commissioners may be in attendance at
this meeting. Meeting information is also available on line at www.ingham.org.
HUMAN SERVICES COMMITTEE
February 27, 2017
Draft Minutes

Members Present: Tennis, Sebolt, McGrain, Nolan, Banas (arrived at 6:31 p.m.) and Case Naeyaert

Members Absent: Anthony

Others Present: Commissioner Mark Grebner, Mike Pathfinder, Sandy Draggoo, Brad Funkhouser, Andrew Brieschke, Jane Bidwell, Abby Schwartz, John Roy Castillo, Dorothy Hart, Jared Cypher, Maggie Fenger and others

The meeting was called to order by Chairperson Tennis at 6:30 p.m. in Personnel Conference Room “D & E” of the Human Services Building, 5303 S. Cedar Street, Lansing, Michigan.

Approval of the February 6, 2017 Minutes

WITHOUT OBJECTION, CHAIRPERSON TENNIS RECOGNIZED THAT THE MINUTES OF THE FEBRUARY 6, 2017 HUMAN SERVICES COMMITTEE MEETING WERE APPROVED AS PRESENTED. Absent: Commissioners Anthony and Banas

Additions to the Agenda

None.

Commissioner Banas arrived at 6:31 p.m.

Additional Applicants –

1. Interviews – Community Health Center Board

Limited Public Comment

None.

MOVED BY COMM. MCGRAIN, SUPPORTED BY COMM. CASE NAEYAERT, TO APPROVE A CONSENT AGENDA CONSISTING OF THE FOLLOWING ACTION ITEM:

4. Health Department – Resolution to Authorize an Agreement with Michigan Primary Care Association to Provide Funding for a 1 FTE Community Health Worker Position

THE MOTION CARRIED UNANIMOUSLY. Absent: Commissioner Anthony

THE MOTION TO APPROVE THE ITEM ON THE CONSENT AGENDA CARRIED UNANIMOUSLY. Absent: Commissioner Anthony

1. Interviews – Board of Health Interviews
Jane Bidwell interviewed for appointment to the Board of Health.

Abby Schwartz interviewed for appointment to the Board of Health.

3. Facilities – Resolution to Authorize Purchase and Installation of Air Handler Units at Forest Community Health Center

MOVED BY COMM. MCGRAIN, SUPPORTED BY COMM. BANAS, TO APPROVE THE RESOLUTION.

Commissioner Nolan stated that she believed the County was under the impression that the building was in better shape than it was when the building was purchased and the costs were mounting for repairs. She further stated that in the committee meeting, it was mentioned that there were four more units in need of replacement.

Commissioner Nolan stated that she would have liked to see in the resolution language stating that there would be more requests for unit replacement down the road.

Mike Pathfinder, Facilities Manager, stated that there were four more units to be replaced down the road.

Commissioner Case Naeyaert questioned why a repair cost of this magnitude had not been presented to the Committee previously. She further stated that it seemed like every other request for repairs was for the Forest Community Health Building.

Mr. Pathfinder stated that due to budget constraints when the building was purchased, the units were not replaced at that time. He further stated that the units were kept running with maintenance but that only lasted so long.

Mr. Pathfinder stated that last year two failed, and they were both repaired, and then one was replaced last year. He further stated that the second unit that failed was the one that was up for replacement now, and that the failure had affected the operations of the building.

Commissioner Nolan asked if there were six units that needed to be replaced.

Mr. Pathfinder stated that there were five that they would have liked to replace during the remodel but the money was not there in the budget.

Commissioner McGrain stated that the impression he got during the Finance Committee meeting was that this was a known repair that was not able to be covered during the renovation, and agreed that he would like to see that information included in the resolution in the future.

Commissioner Banas stated that she understood there were five units, with one repaired last year and one replaced now, which meant that there were three other large units to be replaced. She further questioned the age of the remaining units and that she was concerned that they could all fail close to the same time.

Mr. Pathfinder stated that potentially all units could fail during a close time frame, because they were all twenty plus years old.
Commissioner Banas stated that potentially all the units could go at once.

Mr. Pathfinder stated that all the units had been put in at one time, and they were reaching the end of their life expectancy at roughly the same time.

Commissioner Banas stated that really there were three more units to be replaced, as well as several smaller units.

Mr. Pathfinder stated that some of the smaller units were newer because they had been replaced during more recent remodels before the County bought the building. He further stated that the larger units were on the base part of the building, and the replacement cost had not been covered during the remodel.

Commissioner Nolan stated that she was specifically looking for the resolution to include language in the form of a whereas stating that there would be future requests for air handler units to be replaced, and that it was a known issue that had been planned for during the initial remodel.

Mr. Pathfinder stated that Rick Terrill, Facilities Director, had done a lot of work with a five year study to identify issues that would occur during the next five years with the building.

Commissioner Nolan directed Jared Cypher, Deputy Controller, to add a “WHEREAS” to the resolution for the Board of Commissioners meeting February 28, 2017, answering the concerns the commissioners had brought up during the committee meetings.

THE MOTION, WITH AN ADDITIONAL WHEREAS TO BE ADDED BY THE DEPUTY CONTROLLER AS DIRECTED BEFORE BEING PRESENTED AT THE BOARD OF COMMISSIONERS MEETING, CARRIED UNANIMOUSLY. Absent: Commissioner Anthony

2. Presentation – CATA Services in the Williamston/Webberville Area (Discussion)

Chairperson Tennis introduced the issues that led to the CATA services presentation.

Sandy Draggoo, CATA, provided a background history of CATA and Ingham County, and gave an overview of the items that would be covered during the presentation.

Andrew Brieschke, CATA Director of Operations, presented information about the CATA services in the Williamston/Webberville Area.

Discussion.

Commissioner Case Naeyaert stated that if she lived in the Williamston/Webberville area, she would stop riding CATA all together because she would not be able to keep track of the schedule. She asked how this schedule was being communicated to the people in these communities who rely on CATA services for their every-day life transportation.

Mr. Brieschke stated that many of CATA’s Redi-Ride programs had somewhat confusing schedules. He further stated that CATA had sent out letters to any customer who used the
Williamston/Webberville services at least once in the prior twelve months that notified them of the elimination of the services.

Commissioner Case Naeyaert asked if there were any newspaper ads, radio promotions or signs at the mall detailing the new service schedule.

Mr. Brieschke stated that there were schedule inserts at the CATA stops, and if this proposal was brought online CATA’s marketing team would work on promotion. He further stated that the Williamston City Manager invited CATA to attend the City Council Meeting March 13, 2017.

Mr. Brieschke stated that CATA wanted to do better at notifying the public in any way they could.

Commissioner Case Naeyaert suggested CATA go to the communities and provide information, especially at senior centers and community buildings where the people who need their services spend some or most of their time. She further stated that she could see people just not riding due to the confusion.

Mr. Brieschke stated that getting out in the community was something they had been working on, and added that CATA had presented at the Tri County Aging and visited senior centers in the affected communities.

John Roy Castillo, Williamston Senior Center Director, stated that none of the 85 people at his senior center knew what the new schedule was; they just knew the original service was stopped. He stated that he agreed with efficiency and saving money but wanted to know if the rural service was still continuing.

Mr. Brieschke stated that the rural service would continue.

Mr. Castillo reiterated the confusion regarding the service changes, and stated that there was a lot of misinformation in the communities as well.

Chairperson Tennis stated that initially CATA had made a proposal to eliminate these services and solely have rural services, but revised that in answer to the response from constituents.

Commissioner Banas stated that CATA needed to find ways to spread the word to homebound senior citizens as well as those that frequented senior centers. She further stated that getting word to middle age children with aging parents would also be a good plan.

Commissioner Banas stated that the proposal seemed to be built around the opportunities to get out and shop, and she questioned what problem CATA was trying to solve with this particular plan.

Mr. Brieschke stated that during their assessment of ridership trends, the biggest desire was to get from Webberville and Williamston to Okemos. He further stated that the ridership on Redi-Ride within the Williamston City limits was not stable, it had declined sharply.
Mr. Brieschke stated that CATA understood the need was still there for people to get to or from the Grand River Avenue area. He further stated that the plan was to incorporate the benefits of Redi-Ride and the desire to get to the Meridian Mall and Meijer.

Mr. Brieschke stated that the idea behind this plan was to dedicate a bus to the area to avoid schedule discrepancies and provide a regular schedule with set trips. He further stated that the goal was to bring in a route that served the need of what people were using, but also stated that CATA was open to ideas.

Commissioner Banas asked if patrons would have the opportunity to catch a bus at the locations along the route as well as the opportunity to get picked up at their homes under this new schedule plan.

Mr. Brieschke answered yes.

Commissioner Banas suggested getting word out by way of flyers that Meals on Wheels delivery drivers could pass out.

Mr. Brieschke stated that he valued the opinions shared tonight and over the last few weeks. He further stated that he appreciated the feedback and would be willing to work on all the issues brought to his attention tonight.

Mr. Brieschke stated that before CATA could do any kind of outreach, they wanted to make sure the Commissioners were on board with this proposal or a variation. He further stated that he was here tonight to start the conversation about this proposal and get the ball rolling to provide service to the Williamston and Webberville area.

Discussion.

Commissioner Case Naeyaert stated that six tenths of a mill go to Spectran and service to rural areas, and questioned what the catch was to the proposal mentioned. She further stated that he had presented a proposal but she wanted to know what the rest of it was.

Mr. Brieschke stated that he assumed Commissioner Case Naeyaert was asking about the cost of the proposal. He further stated that the original set-up of bus services provided around 5000-6000 hours of service per year, which cost approximately $50 per hour.

Mr. Brieschke stated that the proposal tonight encompassed 3100 hours, which was a reduction in service hours but an increase of services due to the dedicated bus provided.

Chairperson Tennis stated that his interpretation was that CATA realized the Redi-Ride and Connector service was not run efficiently, and therefore they decided to scrap those services. He further stated that the community’s feedback prompted CATA to come up with a new plan that would cost less and still provide services.

Mr. Brieschke stated that Chairperson Tennis made a fair assessment, and stated that this had been a learning process for service implementation and analyzing data. He further stated that this was an opportunity to regroup, listen to the community and the County, and hear where they wanted the services to go.
Chairperson Tennis stated that he thought CATA had done a terrific job.

Commissioner Sebolk stated that frequency and reliability were the hallmarks of a good transportation system, and he was glad to hear that CATA was focused on that in the proposal.

Commissioner Grebner stated that of the 6 tenths of a mill that the County levied, almost all went to CATA, however CATA was not specifically listed in the millage. He further stated that the County took some of the millage money for veterans’ services and other services because legally the money was for a transportation system primarily for the use of elderly and handicapped people.

Discussion.

Commissioner Grebner asked what the plan was for implementation.

Mr. Brieschke stated that CATA would market the plan, update the schedules and reach out to the community. He further stated that the proposal could realistically be implemented in a few months.

Discussion.

Mr. Castillo thanked the CATA representatives for their presentation, and reiterated the need for information that was consistent and readily available.

Dorothy Hart, Locke Township Supervisor, asked if she understood correctly that the rural service bus was still available.

Mr. Brieschke answered that it was still available and would continue to be available.

Discussion.

Commissioner Nolan stated that she had two concerns that had been raised by members of the community. She further stated that the first concern was the CEO’s salary, how much it was and how it compared to other communities that are of our size.

Ms. Draggoo stated that she did not have that exact number but she could get the information to Commissioner Nolan later.

Commissioner Nolan stated that she had heard the CEO salary was a quarter of a million dollars.

Ms. Draggoo stated that the salary was not $1/4 million, and she believed it was $183,000. She further stated that she had been the CEO for 32 years, the longest of anyone in the state, and was not the highest paid in their urban group.

Discussion.

Commissioner Nolan stated that the second concern was the services that were disrupted during the Women’s March on Lansing. She further stated that there had been complaints that CATA was not prepared for the march.
Ms. Draggoo stated that CATA had gotten many compliments on how they handled that day, and stated that CATA had three extra busses placed at the Capital ahead of the march. She further stated that it was hard to predict how many people an event would bring.

Ms. Draggoo stated that the day of the march they got calls regarding the size, and put extra busses out. She further stated that people were appreciative of the fact that the busses were there, and the comments CATA received were positive.

Commissioner Nolan stated that the comments she had heard were not positive. She further stated that three busses would only hold three hundred people, and there were 3,000-4,000 planned for the march.

Ms. Draggoo stated that it was difficult to predict how many people would ride busses during events, and that CATA had tried to look ahead.

Commissioner Nolan stated that the march ended up being roughly 7,000 people.

Mr. Brieschke stated that the three busses were set up and dedicated to make one way trips, and there was a dedicated supervisor for that event as well. He further stated that while 3,000-4,000 were predicted, they had no way to predict where those people would park or what they would do in terms of park and ride services.

Mr. Brieschke stated that CATA had as many as nine vehicles dedicated to the event, and while it was underway CATA staged six busses on Michigan Avenue and offered free fare to allow people to leave the area. He further stated that the Route 1 service was heavily used that day but to the best of their ability CATA had operators there.

Commissioner McGrain stated that he and Commissioner Sebolt wanted to thank CATA for meeting with them personally prior to the meeting to address separate concerns.

Chairperson Tennis thanked the CATA presenters.

5. Veteran’s Affairs Office – Veteran’s Affairs Office Update

Chairperson Tennis thanked Natrenah Blackstock, Veteran’s Affairs Office Director, for her patience.

Ms. Blackstock presented an update on the Veteran’s Affairs Office and the successes they had achieved.

Chairperson thanked for presentation and remarked that there was a lot to read in between the lines regarding the issues that veterans faced.

Commissioner Banas thanked Ms. Blackstock for the presentation, and stated that the presentation was well prepared and executed. She further stated that this was why she was in government, to make a difference in people’s lives, and this was one of the best things she had heard all day.
Commissioner Banas asked if there was one thing Ms. Blackstock would like to do differently to reach people.

Ms. Blackstone stated that she was working on creating more outreach opportunities. She further stated that every time they set up and pass out business cards, a higher number of veterans come into the office.

Ms. Blackstone stated that she was amazed by the number of veterans that did not know what services were available for them. She further stated that due to the issues with the projector, she had not presented her slideshow, but felt the Commissioners would like to see it.

Mr. Cypher recommended emailing the presentation to him, so he could email it as well as the CATA presentation to the Commissioners.

Commissioner Case Naeyaert stated that her brother was a Vietnam veteran with heart issues due to Agent Orange, and asked if it was true that when soldiers finally made it home from the war and had the debriefing sessions before being allowed to go home, they did not answer any questions about their health because they did not want to stay the extra time for counselling.

Ms. Blackstock stated that Commissioner Case Naeyaert was correct.

Commissioner Case Naeyaert stated that now, years later, these veterans were having to go back and get treatment, and asked for clarification on the retroactive payments mentioned during the presentation.

Ms. Blackstock stated that a retroactive payment came about due to a claim that was started in the past and then denied. She further stated that a lot of Vietnam veterans had been diagnosed with outdated terms, and their claims had been denied in the years after the war.

Ms. Blackstock stated that under the new standards for post-traumatic stress disorder, it was recognized that many Vietnam veterans were misdiagnosed due to a lack of understanding of these conditions. She further stated that with the veterans’ medical diagnosis from their time during service, doctors were able to go back and prove that the correct diagnosis was PTSD, not shell-shock or other outdated diagnoses.

Commissioner Nolan stated that this was a great example of a health in all policies approach, because every county agency could be working on identifying veterans no matter what door they came through to the County. She further stated that there were about 15,000 veterans in Ingham County and currently the county was serving about half of them.

Commissioner McGrain thanked Ms. Blackstock for her presentation, and asked if her office was at the maximum caseload currently.

Ms. Blackstock stated that the office was slightly short-staffed, which resulted in a benefits specialist position that was originally a triage type position, that now did triage and took on a case load as well. She further stated that she had assigned the staff specific areas rather than having all staff work on all parts of the claims.
Commissioner McGrain stated that he had just dealt with Jackson County’s Veteran’s Affairs Office with his grandfather, and the process had made him realize that there were people that could use these services. He further stated that he wanted to be sure the office was staffed to the correct levels before marketing or promoting their services further to avoid overwhelming the current staff.

Ms. Blackstock stated that it was still a doable caseload, and that the fully developed claims system she promoted was a little easier than actual case management. She further stated that her office researched everything themselves and sent the claims to the regional office for approval as an entire package.

Ms. Blackstock stated that the fully developed claims system meant most claims her office submitted were approved within 90 days.

Commissioner Sebolt gave an overview of the changes in the law regarding appointments to the County Veteran’s Affairs Committee and asked if there was a disconnect from appointees who were not necessarily representing the VSOs anymore.

Ms. Blackstock stated that the board members were not the issue, rather the claims were the issue. She further stated that the VSOs were submitting claims that the Veteran’s Affairs Office was not finished with in order to boost their numbers.

Ms. Blackstock stated that by putting claims in the system just to rack up numbers hurt veterans because the claim was not fully developed and therefore could take up to a year with the research and denial, and further appeal time. She further stated that in the end the claim typically ended up back in the Veteran’s Affairs Office anyways.

Ms. Blackstock stated that when a veteran with a current claim through the Veteran’s Affairs Office spoke with a VSO she would like the VSO to either send the veteran back to the Veteran’s Affairs Office to allow them to finish the claim or contact the Veteran’s Affairs Office to speak with them about fully developing the claim. She further stated that submitting the veteran’s claim unfinished did not help the veterans.

Commissioner Case Naeyaert asked Ms. Blackstock for business cards to provide to the people in her area.

Mary Schinkle, of Congressman Mike Bishop’s Office, stated that their office had people who did veteran’s administration, and asked anyone who needed help with veteran’s administration to contact them if they had issues. She further stated that Congressman Mike Bishop’s office was happy to help veterans.

Discussion.

Announcements

None.

Public Comment
None.

**Adjournment**

The meeting was adjourned at 8:19 pm.
ACTION ITEMS:
The Deputy Controller is recommending approval of the following resolutions

1. **Health Department**
   a. **Resolution Authorizing an Agreement with WILX Channel 10 to Promote Ingham County Health Department Services**
   This resolution authorizes an agreement with WILX Channel 10 for the airing of 174 15-second educational spots from March 20, 2017 to May 14, 2017. These ads are part of a campaign designed to convey the risks associated with travel to areas where Zika virus is spreading. The agreement will be funded by up to $5,450 of reallocated DHHS emergency preparedness funds. WILX has agreed to match this expenditure match dollar for dollar.

   b. **Resolution Honoring Dawn Suarez**
   This resolution honors Dawn Suarez for more than 27 years of dedicated service to Ingham County.

   c. **Resolution Honoring Tina Brenner**
   This resolution honors Tina Brenner for her 25 years of dedicated service to Ingham County.

2. **Health Services Millage – Resolution Authorizing a Contract Extension with Malannoye Consulting, LLC to Review Member Eligibility and Expenses Relative to the Health Services Millage Contracts with Ingham Health Plan Corporation**
   This resolution extends the contract with Malannoye Consulting LLC, through March 31, 2018 for review of IHPC invoices from the 2017 Health Services Millage contract. The amount will not exceed $7,000 from the Health Services Millage for monthly review of invoices and random sampling as to millage eligibility.

   One additional service is that the Contractor will review the net asset balance of the Ingham Health Plan Corporation for the fiscal years 2012 through 2016. The purpose of the review is to determine the portion of the fund balance that is eligible to be used for millage related services versus non-millage services. All other terms and conditions of the original contract shall remain in place.

3. **Controller’s Office – Resolution to Accept the 2018 – 2022 Strategic Plan**
   This resolution accepts the 2018 – 2022 Ingham County Strategic Plan as presented and modified by the Board membership.
TO: Board of Commissioners Human Services and Finance Committees
FROM: Linda S. Vail, MPA, Health Officer
DATE: February 14, 2017
SUBJECT: Advertisement with WILX Channel 10 to Promote Ingham County Health Department Services
For the meeting agenda of 3/6/17 and 3/8/17

BACKGROUND
Pregnant women and those hoping to become pregnant are most at risk if infected with Zika virus. To reach and educate women and their partners about the risk of severe birth defects associated with Zika infection, ICHD proposes running a series of educational spots on WILX Channel 10. This will include 174 15-second spots with a wide reach (369,439 people) and sufficient frequency (191,656 will view it at least seven times).

ALTERNATIVES
These ads are part of a campaign designed to convey the risks associated with travel to areas where Zika virus is spreading. Zika virus can cause severe birth defects. Additionally, WILX has agreed to match this expenditure dollar for dollar.

FINANCIAL IMPACT
The Michigan Department of Health and Human Services has agreed to allow emergency preparedness to reallocate a portion of Ebola funding in support of other special pathogen activities, such as Zika planning. The amount of this agreement will not exceed $5,450. If this money is not spent by June 30, it will be returned to the state.

OTHER CONSIDERATIONS
N/A

RECOMMENDATION
Based on the information presented, I respectfully recommend approval of the attached resolution to support Advertisement with WILX Channel 10 to Promote Ingham County Health Department Services from March 20, 2017 to May 14, 2017.
RESOLUTION AUTHORIZING AN AGREEMENT WITH WILX CHANNEL 10 TO PROMOTE INGHAM COUNTY HEALTH DEPARTMENT SERVICES

WHEREAS, Zika virus can cause severe birth defects; and

WHEREAS, pregnant women and couples trying to conceive are most at risk if infected with Zika virus, most likely to occur during international and domestic travel; and

WHEREAS, the Michigan Department of Health and Human Services has agreed to allow emergency preparedness to reallocate a portion of Ebola funding in support of other special pathogen activities, such as Zika planning.

THEREFORE BE IT RESOLVED, that the Ingham County Health Department will launch a public education campaign to raise awareness of the risk of Zika virus infection, frequently associated with travel, to prevent birth defects using reallocated MDHHS funds.

BE IT FURTHER RESOLVED, that Ingham County Health Department may enter into an agreement with WILX Channel 10 for up to $5,450 for the airing of 174 15-second educational spots from March 20, 2017 to May 14, 2017, and WILX has agreed to match this expenditure dollar for dollar.

BE IT FURTHER RESOLVED, that the Controller is authorized to make any necessary budget adjustments consistent with this resolution.

BE IT FURTHER RESOLVED, that the Chairperson of the Board of Commissioners is hereby authorized to sign the necessary contract documents on behalf of the county after approval as to form by the County Attorney.
Agenda Item 1b

Introduced by the Human Services Committee of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION HONORING DAWN SUAREZ

WHEREAS, after more than 27 years of dedicated service to the Ingham County Health Department (ICHD) within the Ingham Community Health Centers (ICHC), Dawn Suarez will retire on March 31, 2017; and

WHEREAS, Dawn started her career in 1989 with the Adult Health Clinic as a Medical Assistant at the ICHD; and

WHEREAS, as a Medical Assistant, Dawn was responsible for working side-by-side with providers in delivering health care to patients; and

WHEREAS, Dawn further served in the refugee program in Adult Health, helping welcome immigrants into the Lansing area and being the face of health care to this population; and

WHEREAS, Dawn accepted a position as Medical Assistant within the Patient-Centered Medical Home (PCMH) team in 2012, developing process and methods to bring this model of health care to the provider teams and the patients served within the ICHC; and

WHEREAS, Dawn’s positive support of the PCMH program, knowledge and incredible sensibilities in understanding this program and in training staff in its complexities led to successful national recognition for four health centers; and

WHEREAS, Dawn served other ICHD employees in her role with the UAW- first as a Union Steward for 22 years and then as UAW Vice Chairperson for four years; and

WHEREAS, Dawn enthusiastically demonstrated commitment to others, staff and patients and will be greatly missed by her colleagues.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners hereby honors Dawn Suarez for more than 27 years of dedicated service to ICHD and for her dedication and commitment to her work.

BE IT FURTHER RESOLVED, that the Board wishes her continued success in all of her future endeavors.
Introduced by the Human Services Committee of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION HONORING TINA BRENNER

WHEREAS, Tina Brenner began her career with the Ingham County Health Department (ICHD) in the Bureau of Public Health Nursing in September 1988; and

WHEREAS, Tina served as a Public Health Nurse, conducting home visiting services for pregnant and parenting mothers and their infants, managing caseloads of 40-50 clients; and

WHEREAS, Tina has been active in the community during her tenure by participating in various public health fairs, mobile health screenings, lead checks at the Immunizations office and blood pressure clinics, influenza vaccination clinics, and foodborne/communicable disease outbreak investigations; and

WHEREAS, Tina also provided public health nursing services in area schools, including Dansville, Haslett, Holt, Leslie, Mason, Okemos, Stockbridge, Webberville and Williamston Public Schools, regularly staffing Kindergarten roundups to ensure children were up to date with their immunizations; and

WHEREAS, over the course of her career, Tina continued to develop her skills, providing adult case management services for patients with high blood pressure, diabetes, HIV, and severe allergies/seizure response; and

WHEREAS, Tina’s passion for supporting breastfeeding women was evidenced by her attainment of International Board Certified Lactation Consultant (IBCLC) certification in July 1999; and

WHEREAS, Tina provided Early On® intervention services for infants and toddlers from birth to three years of age with developmental delay(s) and/or disabilities and their families, in addition to providing initial assessments of children and young adults who were medically eligible for the Children’s Special Health Care Services (CSHCS) program; and

WHEREAS, Tina has served as a preceptor for students locally and internationally at the associate and baccalaureate level for nursing, as well as offered shadowing opportunities for dietetic interns in the Women, Infants, & Children (WIC) program and pediatric residency students; and

WHEREAS, Tina served as an asthma educator who provided public health nursing intervention for chronic asthma cases, receiving her certification as an Asthma Educator (AE-C) in January 2011; and

WHEREAS, during her time at ICHD Tina dedicated herself to helping others and was a dependable and caring colleague who believed in being accountable to the families she served and to her fellow employees; and

WHEREAS, Tina’s extraordinary dedication, professionalism, and expertise in the areas of breastfeeding and asthma are consistently acknowledged by the staff she mentored and her colleagues across the state; and
WHEREAS, Tina moves forward from ICHD to transition her primary focus on her commitment to her family, along with her continued dedication and passion for breastfeeding women in her private practice as an IBCLC; and

WHEREAS, after 25 years of dedicated service to the citizens of Ingham County, Tina Brenner retired on January 20, 2017.

THEREFORE BE IT RESOLVED that the Ingham County Board of Commissioners hereby honors Tina Brenner for her 25 years of dedicated service to the community and for the contributions she has made to ICHD.

BE IT FURTHER RESOLVED, that the Board wishes her continued success in all of her future endeavors.
MEMORANDUM

To: Human Services and Finance Committees
From: Jared Cypher, Deputy Controller
Date: February 22, 2017
Subject: Contract with Malannoie Consulting to Review Member Eligibility and Expenses Relative to the Health Services Millage Contracts with the Ingham Health Plan Corporation
For the meeting agendas of March 6 and March 8

BACKGROUND
In resolution #17-035 the Ingham County Board of Commissioners authorized contracts with the Ingham Health Plan Corporation (IHPC) through December 31, 2017. Resolution #17-035 contained the following clause:

BE IT FURTHER RESOLVED, the Ingham Health Plan Corporation shall be subject to regular review of member eligibility and expenses relative to this contract to ensure compliance with the contract and with the Health Services Millage ballot language.

Malannoie Consulting, LLC has been under contract since 2016 to act as an outside reviewer to review IHPC invoices and determine that IHPC members that the County is billed for are millage eligible, and to determine that the services the County is billed for are within the scope of the contract. The contract expired on February 28, 2017. This resolution is necessary to approve an extension of that contract.

One additional service is that the Contractor will review the net asset balance of the Ingham Health Plan Corporation for the fiscal years 2012 through 2016. The purpose of the review is to determine the portion of the fund balance that is eligible to be used for millage related services versus non-millage services. All other terms and conditions of the original contract shall remain in place.

ALTERNATIVES
N/A

FINANCIAL IMPACT
The contract with Malannoie Consulting LLC, will be extended through March 31, 2018 for review of IHPC invoices from the 2017 Health Services Millage contract. The amount will not exceed $7,000 from the Health Services Millage for monthly review of invoices and random sampling as to millage eligibility.

OTHER CONSIDERATIONS
N/A

RECOMMENDATION
Based on the information presented, I respectfully recommend approval of the attached resolution.
Introduced by the Human Services and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION AUTHORIZING A CONTRACT EXTENSION WITH MALANNOYE CONSULTING, LLC TO REVIEW MEMBER ELIGIBILITY AND EXPENSES RELATIVE TO THE HEALTH SERVICES MILLAGE CONTRACTS WITH INGHAM HEALTH PLAN CORPORATION

WHEREAS, resolution #17-035 the Ingham County Board of Commissioners authorized a contract with the Ingham Health Plan Corporation (IHPC) through December 31, 2017; and

WHEREAS, resolution #17-035 stated that the Ingham Health Plan Corporation shall be subject to regular review of member eligibility and expenses relative to this contract to ensure compliance with the contract and with the Health Services Millage ballot language; and

WHEREAS, it is necessary to contract with an outside reviewer to review IHPC invoices and determine that IHPC members that the County is billed for are millage eligible, and to determine that the services the County is billed for are within the scope of the contract.

THEREFORE BE IT RESOLVED, the Board of Commissioners authorizes a contract extension with Malannoye Consulting, LLC to review IHPC invoices and determine that IHPC members that the County is billed for are millage eligible, and to determine that the services the County is billed for are within the scope of the contract.

BE IT FURTHER RESOLVED, Malannoye Consulting, LLC will review the net asset balance of the Ingham Health Plan Corporation for the fiscal years 2012 through 2016 to determine the portion of the fund balance that is eligible to be used for millage related services versus non-millage services.

BE IT FURTHER RESOLVED, the contracts shall be extended through March 31, 2018 in an additional amount not exceed $7,000 from the Health Services Millage.

BE IT FURTHER RESOLVED, that the Chairperson of the Board of Commissioners is hereby authorized to sign any necessary contract documents on behalf of the County after approval as to form by the County Attorney.
RESOLUTION TO ACCEPT THE 2018 – 2022 STRATEGIC PLAN

WHEREAS, the Ingham County Board of Commissioners has developed and desires to adopt of a strategic plan that presents the goals and aspirations of County government and all its affiliated departments and agencies; and

WHEREAS, the Board of Commissioners, working with elected officials, department heads and budgetary units has completed a comprehensive year-long project with the assistance of Management Partners, Inc., a professional strategic planning firm; and

WHEREAS, the Board of Commissioners has reviewed the plan in detail, provided feedback and made certain editorial modifications through its standing committees; and

WHEREAS, the Board deems the final draft of the plan to be comprehensive, appropriate, aspirational and strategically sound.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners hereby accepts the 2018 – 2022 Ingham County Strategic Plan as presented and modified by the Board membership.

BE IT FURTHER RESOLVED, that the Board commends all those persons who participated in the development of the Strategic Plan for their dedication and commitment to the future of Ingham County.
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Background

Ingham County is governed by a 14-member Board of Commissioners elected on a partisan basis for terms of two years from single-member districts that are approximately equal in population.

Introduction
Ingham County’s Strategic Plan identifies the vision, values, and goals to guide resource allocation and work planning for the years 2018 through 2022. The plan includes strategies and an action plan (separate document) that specifies activities and tasks required to reach for accomplishing the goals. The strategic plan also includes success measures to evaluate the County’s progress toward meeting these goals.

Strategic Planning Process and Workshops
The process for creating Ingham County’s Strategic Plan began with individual interviews with Commissioners, department heads, and elected officials. Interviewees shared their perspectives on strengths, weaknesses, opportunities and challenges (SWOC) facing the County. A summary of themes, along with data on current socio-economic trends, was provided as background information for a workshop with elected officials and department heads in January 2016. During the workshop the participants identified draft goals and strategies, which were then shared with Commissioners.

A Strategic Planning Workshop for Commissioners was held in March of 2016. The workshop began with a discussion about the County’s vision and mission, followed by discussion and prioritization of the values that provide the foundation for how the County does its work. In addition to discussing the Ingham County vision and values, the Commissioners developed goals and strategies. Together these elements comprise the Ingham County Strategic Plan. A subcommittee of Commissioners met in 2016 and early 2017 to refine this document which was subsequently approved by the Board of Commissioners on ________________.
Vision and Mission

OUR VISION

Ingham County is a welcoming, inclusive, peaceful, engaged, healthy, and just community for all residents.

OUR MISSION

Ingham County will identify and provide high quality, easily accessible services that its residents value. These services will be delivered by an ethical, well-trained workforce comprised of public servants in the most effective, collaborative way possible.
Values

OUR VALUES

While providing County services and doing our work we value:

- Quality resident services;
- Accountability and fiscal responsibility;
- Diversity, equity and inclusion;
- Honesty, integrity and ethics; and
- Creativity and innovation.
Goals and Strategies (2018 – 2022)

A strategy is an action to be taken to achieve a goal.

A success indicator is a quantifiable metric or measurement that is used over time to track progress and outcomes of programs. Success indicators are presented in a companion Implementation Action Plan document that is updated yearly as part of the annual budget process.

The Commissioners developed goals and strategies that address six strategic issue areas:

- Service to Residents
- Communication
- Facilities and Infrastructure
- Information Technology
- Management, Finance and Governance
- Human Resources and Staffing

Each of these six goals encompass many aspects and are interrelated. For example, information technology has an impact on service to residents, as does finance, facilities, infrastructure, communication and staffing. These interrelationships will be addressed as implementation proceeds and spelled out in the implementation action plan.
Overarching County Priorities

The Ingham County Board of Commissioners has adopted several long-term priorities that were instrumental in the development of the strategic plan goals and priorities. The long-term objectives are focused on County services that promote and emphasize a healthy and active population, a safe community, a thriving economy and high quality of life, a clean and protected environment, and an innovative approach to government services focused on fairness, equity and social justice.

The overarching long-term objectives for the plan include:

<table>
<thead>
<tr>
<th>Overarching Long-term Objective</th>
<th>Goal</th>
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<tbody>
<tr>
<td>Fostering economic wellbeing</td>
<td>Service to Residents</td>
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<tr>
<td>Preventing and controlling disease</td>
<td>Communication</td>
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<tr>
<td>Promoting accessible healthcare</td>
<td>Management, Finance</td>
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<tr>
<td>Assisting in meeting basic needs</td>
<td>and Governance</td>
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<tr>
<td>Fostering youth development</td>
<td>Information Technology</td>
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<tr>
<td>Enhancing access to County records</td>
<td>Facilities and</td>
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<td>Supporting public safety</td>
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<tr>
<td>Assuring fair and efficient judicial processing</td>
<td>Human Resources</td>
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<tr>
<td>Providing appropriate evidence based sanctions for adult offenders</td>
<td>and Staffing</td>
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<tr>
<td>Providing appropriate evidence based treatment and sanctions for</td>
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<tr>
<td>at-risk youth and juveniles</td>
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<tr>
<td>Providing a quality transportation system, including roads</td>
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<tr>
<td>Providing a suitable and ecologically sensitive drainage system</td>
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<tr>
<td>Providing recreational opportunities</td>
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<tr>
<td>Promoting environmental protection, smart growth and conservation</td>
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</tbody>
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Service to Residents

Goal: Provide easy access to quality, innovative, cost-effective services that promote well-being and quality of life for the residents of Ingham County.

Strategies

1. Strive to make facilities and services user-friendly.

2. Connect and collaborate with local government networks to learn about innovations and new cost effective service delivery models.

3. Develop a performance-based measurement system for monitoring and reporting County service delivery and outcomes.

4. Ensure employees provide complete and courteous responses to resident questions and inquiries.

5. Provide opportunities to gather feedback on County services from the public.
Communication

Goal: Improve service by enhancing the quality of external and internal communication.

Strategies

1. Promote key services through the local media.

2. Provide opportunities for residents and service recipients to share their experiences about County services.

3. Consider ways to brand and unify County messaging.

4. Assure ease of access to information on and maintenance of the County Web site.
Management, Finance and Governance

Goal: Maintain and enhance County fiscal health to ensure delivery of services to residents.

Strategies

1. Maintain the County’s financial reserves at adequate levels.

2. Continue to monitor adherence to the County’s financial reserve policy.

3. Develop options for service levels depending on the County’s fiscal health.

4. Periodically review and revise policies and contracting procedures to reflect current best practices.

5. Conduct periodic internal audits to assess departmental compliance with management and financial policies and procedures.

6. Identify long and short-term funding priorities and financing options for capital projects.

7. Identify efficiencies through regional collaboration, consolidation and service sharing that promotes accountability, transparency and controlling costs.

8. Monitor and address unfunded liabilities.
Information Technology

Goal: Enhance and provide the necessary support and equipment to meet the IT needs of each department to make service delivery to the public more efficient and transparent.

Strategies

1. Support well-trained IT managers and staff current with emerging trends and best practices.

2. Annually budget for countywide IT projects including updates to existing software applications.

3. Establish consistent standards for department website design, information postings and monitoring.
Facilities and Infrastructure

Goal: Provide user friendly, accessible facilities and quality infrastructure.

Strategies

1. Review recommendations of the Space Utilization Study for Ingham County.

2. Plan physical space needed for future storage needs.

3. Identify areas for collaboration with other governmental units for facilities, property, and infrastructure upgrades.

Human Resources and Staffing

Goal: Attract and retain exceptional employees who reflect the community they serve and who prioritize public service.

Strategies

1. Attract and retain employees who value public service.

2. Regularly solicit employee feedback and suggestions for workflow improvements.

3. Encourage employee creativity and innovation.

4. Support employee and professional development.
Conclusion

This strategic plan includes goals and strategies to accomplish six areas of importance:

- Service to Residents,
- Communication,
- Management and Finance,
- Information Technology,
- Facilities and Infrastructure, and
- Human Resources and Staffing.

The goal areas encompass the overarching priorities articulated by the County Commissioners and guide how services to Ingham County residents and visitors are delivered. For example, information technology has an impact on service to residents, as does finance, facilities and infrastructure and will be further clarified and addressed as implementation proceeds.

An Implementation Action Plan has been developed and provided to the County under separate cover. It describes and sequences the actions required to carry out each of the strategies to accomplish the goals of the Strategic Plan.

Board of Commissioners

Kara Hope  
Chairperson

Sarah Anthony  
Vice Chairperson

Randy Maiville  
Vice Chairperson Pro Tem

Victor Celentino, District 1

Rebecca Bahar-Cook, District 2 (2016)  
Ryan Sebolt, District 2 (2017)

Bryan Crenshaw, District 4

Todd Tennis, District 5

Penelope Tsernoglou, District 8 (2016)  
Mark Grebner, District 8 (2017)

Carol Koenig, District 9

Brian McGrain, District 10

Teri Banas, District 11

Deb Nolan, District 12

Randy Schafer, District 13

Robin Case Naeyaert, District 14

Ingham County Strategic Plan  
February 2017