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VICE-CHAIRPERSON
VICTOR CELENTINO

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LAW & COURTS COMMITTEE
DERRELL SLAUGHTER, CHAIR
MARK POLSDOFER
VICTOR CELENTINO
CHRIS TRUBAC
IRENE CAHILL
RANDY SCHAFER
RANDY MAIVILLE

INGHAM COUNTY BOARD OF COMMISSIONERS

P.O. Box 319, Mason, Michigan 48854 Telephone (517) 676-7200 Fax (517) 676-7264

THE LAW & COURTS COMMITTEE WILL MEET ON THURSDAY, SEPTEMBER 15, 2022 AT 6:00 P.M., IN CONFERENCE ROOM A, HUMAN SERVICES BUILDING, 5303 S. CEDAR, LANSING AND VIRTUALLY AT <https://ingham.zoom.us/j/81848426836>.

Agenda

Call to Order

Approval of the [August 25, 2022 Minutes](#)

Additions to the Agenda

Limited Public Comment

1. Animal Control – Update on Animal Neglect Trial
2. Prosecuting Attorney’s Office – Resolution to Authorize an Agreement with the Michigan Department of Health and Human Services Under the 2023FY [Stop Violence Against Women Grant](#)
3. Circuit Court – Family Division
 - a. Resolution to Authorize a Contract with [Peckham](#) for Vocational Services at the Ingham Academy and an Adjustment to the 2023 Budget
 - b. Resolution to Authorize a Contract with [Highfields](#) for Behavioral Support Services at the Ingham Academy and an Adjustment to the 2023 Budget
 - c. Resolution to Authorize an Amendment to the 2022 Contract with [Ingham Intermediate School District](#) for Educational Instruction at the Ingham Academy
4. 9-1-1 Dispatch Center
 - a. 9-1-1 Dispatch Center [Update](#)
 - b. Resolution to Authorize the Purchase of Pre-Employment Testing Services from [Select Advantage](#)
 - c. Resolution to Authorize the Renewal of Quality Performance Review with [Priority Dispatch](#) for the Ingham County 9-1-1 Center
 - d. Resolution to Authorize an Agreement on Conclusion of Tower License Agreement and Transferring Property to [Michigan State University](#)
5. Sheriff’s Office – Resolution to Authorize a Contract with [Smart Communication](#) to Provide Inmate Communication Technology within the Ingham County Correctional Facility

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.

LAW & COURTS COMMITTEE

August 25, 2022

Draft Minutes

Members Present: Slaughter, Schafer, Celentino, Cahill, Polsdofer, Maiville, and Trubac.

Members Absent: None

Others Present: Commissioner Peña, Sheriff Scott Wriggelsworth, Helen Walker, Darin Southworth, Chauncey Shattuck, George Strander, Morgan Cole, Nicole Matusko, Nicholas Hefty, Janice Dooley, Keith Watson, Scott LeRoy, Marc Pieknik, Melissa Harris, Michael Dillon, Elaine Barr, Heidi Williams, Dan Verhougstraete, Jill Bauer, Michael Townsend, Gregg Todd, Teri Morton, Kylie Rhoades, and others.

The meeting was called to order by Chairperson Slaughter at 6:00 p.m. in Conference Room A of the Human Services Building, 5303 S. Cedar Street, Lansing, Michigan. Virtual Public participation was offered via Zoom at <https://ingham.zoom.us/j/81848426836>.

Approval of the August 11, 2022 Minutes

MOVED BY COMM. SCHAFFER, SUPPORTED BY COMM. MAIVILLE, TO APPROVE THE MINUTES OF THE AUGUST 11, 2022 LAW & COURTS COMMITTEE MEETING.

THE MOTION CARRIED UNANIMOUSLY.

Additions to the Agenda

1. Request for an Amendment to the 2023 Controller Recommended Budget

Teri Morton, Deputy Controller, stated that there had been a position, which was funded by a combination of Juvenile Justice Millage Funds and State Child Care Funds. She further stated that it had no implication on the budget, but wanted to make sure that it had been included.

Limited Public Comment

None.

1. Request for an Amendment to the 2023 Controller Recommended Budget

MOVED BY COMM. CELENTINO, SUPPORTED BY COMM. MAIVILLE, TO ADD THE AMENDMENT TO THE 2023 CONTROLLER RECOMMENDED BUDGET.

Chairperson Slaughter stated that Ms. Morton had previously given a brief description of the amendment.

THE MOTION CARRIED UNANIMOUSLY.

2. Budget Hearings

The representatives from each of the following departments/affiliated entities verbally indicated that they were satisfied with their respective portions of the Controller's Recommended Budget:

2. Budget Hearings

- a. Animal Control
- b. Circuit Court
- c. Circuit Court – Family Division
- d. Circuit Court – Friend of the Court Division
- e. Community Corrections
- f. District Court
- g. Ingham County 911 Dispatch Center
- h. Office of Homeland Security & Emergency Management
- i. Jury Administration
- j. Probate Court
- k. Prosecuting Attorney
- l. Public Defender
- m. Sheriff
- n. Tri-County Metro Narcotics Squad
- o. Legal Services of South Central Michigan

Chairperson Slaughter stated that they would deal with the Sheriff's budget separately, as there was a potential Z list addition.

Commissioner Celentino stated that Sheriff Wriggelsworth had stated he was satisfied with the budget.

Teri Morton, Deputy Controller, asked Sheriff Wriggelsworth if he wanted to discuss a Z list item.

Sheriff Scott Wriggelsworth, Ingham County Sheriff, stated that they would like to discuss a Z list item.

MOVED BY COMM. CELENTINO, SUPPORTED BY COMM. MAIVILLE, TO ADOPT THE FOLLOWING ITEMS ON THE CONTROLLER'S RECOMMENDED BUDGET:

2. Budget Hearings

- a. Animal Control
- b. Circuit Court
- c. Circuit Court – Family Division
- d. Circuit Court – Friend of the Court Division
- e. Community Corrections
- f. District Court
- g. Ingham County 911 Dispatch Center

- h. Office of Homeland Security & Emergency Management
- i. Jury Administration
- j. Probate Court
- k. Prosecuting Attorney
- l. Public Defender
- n. Tri-County Metro Narcotics Squad
- o. Legal Services of South Central Michigan

THE MOTION CARRIED UNANIMOUSLY.

- 2. Budget Hearings
 - m. Sheriff

Sheriff Wriggelsworth stated that with the ongoing violence in the world, they would like to request to have active violence equipment funded from the Z list.

Darin Southworth, Ingham County Chief Deputy Sheriff, stated that 23 years ago the events at Columbine High School in Columbine, Colorado changed the way that police departments respond to active violence. He further stated that approximately 18,000 other law enforcement agencies have taken note of what happened most recently in Uvalde, Texas.

Mr. Southworth stated that tools and resources have come to light that could have been valuable and might have helped the situation. He further stated that Ingham County served a lot of rural communities as well as schools and businesses.

Mr. Southworth stated that the Ingham County Officers need to have the necessary tools to get the job done quickly, and most often on their own. He further stated that their preferred Z-list option came at the hefty price of \$192,000.

Mr. Southworth stated that the \$192,000 would include two tactical response vehicles, which would be capable of carrying ladders, shields, and other devices to assist with exceptional incidents. He further stated that it would also include a more robust outfitting of the everyday fleet as well.

Mr. Southworth stated that they anticipated staging the two tactical vehicles in two locations, in Mason and Delhi Township. He further stated that the additional equipment for the everyday fleet would include equipment to help breach and open doors, break windows, ballistic protection in the form of shields that could be placed on windshields.

Mr. Southworth stated that they did have a secondary option that cost \$153,000, if the request for \$192,000 was too much. He further stated that it would eliminate the need for two tactical vehicles and downsize the other equipment as well.

Mr. Southworth stated that any amount that the Law and Courts Committee was gracious enough to extend to the Sheriff's Office would allow the department to enhance their ability to respond

to active violence. He further stated that it would allow the Officers to have immediate access to equipment that would allow them to better handle the situation.

Mr. Southworth stated that Chauncey Shattuck, Field Services Lieutenant, developed an equipment list with the associated cost and was prepared to share the information. He further stated that the request for funds would be a one-time ask, and would not have any large ongoing costs.

Commissioner Polsdofer asked for further clarification on the \$153,000 option.

Mr. Southworth stated that either plan would include pry bars and other tools that allowed access into places, as well as ballistic shields. He further stated that the shields did come at a hefty price of \$4,000 each.

Mr. Shattuck stated that there were shields that were more reasonably priced than what they have previously worked with. He further stated that he would like to have a shield in every car, as they are heavy and cumbersome.

Mr. Shattuck stated that if they had to scale back on the shields it would mean that the Officers would have to check one out at the beginning of each shift, which could create problems as the number of officers on the road on a given day varies. He further stated that he had read after action reports from active violence instances, and noted that there had been Officers who were holding shields that did not stop rifle rounds.

Mr. Shattuck stated that the Uvalde shooter had an AR-15, which would have cut right through the shield that the officers had been holding. He further stated that by having a shield in every car was the standard to effectively respond to active violence.

Commissioner Polsdofer asked if the \$153,000 option would allow for a shield in each vehicle.

Mr. Shattuck stated that it would not.

Mr. Southworth stated that the \$192,000 option would allow for equipment in every vehicle with the exception of administrative vehicles. He further stated that the \$153,000 would take an informed approach.

Mr. Shattuck stated that he had tried to narrow it down and determine which cars were driven the most consistently.

Commissioner Schafer stated that the first option of \$192,000, with a vehicle in Mason and Delhi Township would allow for much more access.

Mr. Shattuck stated that they have deputies at each location who are assigned the special response teams. He further stated that his vision was to have those vehicles accessible and ready to go.

Commissioner Schafer stated that he considered the \$192,000 an absolute essential plan for public safety.

Commissioner Cahill stated that if the vehicles were equipped exactly the same then the officers would know where everything is, and there would not be any time wasted.

Mr. Shattuck stated that if approved for the funds, the next step would be to design how the vehicles were set up.

Commissioner Cahill asked if the Control Officers had been included in the conversation as well.

Mr. Shattuck stated that when he began the project he had attended a dozen meetings with the officers to determine what worked best.

Commissioner Trubac asked for clarification if the \$192,000 included the cost of both vehicles.

Mr. Shattuck confirmed that the \$192,000 did include both vehicles as well as the ability to equip all patrol vehicles.

Commissioner Trubac thanked Mr. Southworth and Mr. Shattuck for the information. He further stated that he often thought of those situations and looked for solutions to protect children who might be in harms way.

Commissioner Trubac stated that he was in full support of the \$192,000 option.

Commissioner Celentino stated that the difference between the two options was only \$39,000. He further stated that a price could not be put on safety, and he would support the \$192,000.

MOVED BY COMM. CELENTINO, SUPPORTED BY COMM. TRUBAC, TO PLACE THE \$192,000 OPTION FOR ACTIVE VIOLENCE EQUIPMENT ON THE Z LIST.

THE MOTION CARRIED UNANIMOUSLY.

MOVED BY COMM. CELENTINO, SUPPORTED BY COMM. SCHAFFER, TO APPROVE THE CONTROLLER RECOMMENDED BUDGET FOR THE SHERIFF'S DEPARTMENT.

THE MOTION CARRIED UNANIMOUSLY.

3. Final Ranking

The Law and Courts Committee's addition to the Z list was as follows:

1. Active violence equipment in the amount of \$192,000 for the Sheriff's Department.

Announcements

Commissioner Cahill reminded those present to complete the Broadband survey.

Commissioner Schafer stated that this was his 38th and final budget hearing. He further stated that it had been a pleasure working with the staff.

Commissioner Trubac thanked the Controller's Office. He further stated that this had been the first year that he had seen a room full of happy departments.

Commissioner Maiville stated that the Broadband Taskforce had met on August 24, 2022 and determined that participation in the urban areas was low. He further stated that the survey had been extended until the end of September 2022.

Commissioner Maiville expressed his thanks to staff and the Controller for their work.

Chairperson Slaughter asked Gregg Todd, Ingham County Controller, if there would be a cut off for the Broadband survey.

Mr. Todd stated that the survey had been extended until the end of September. He further stated that the deadline had been dictated by the group, and that the funding would be available in 2024.

Chairperson Slaughter expressed his thanks to the Controller and Budget Office. He further stated that it would be his last Budget Hearing as well, and expressed that it had been an honor and privilege to work with everyone.

Public Comment

None.

Adjournment

The meeting was adjourned at 6:22 p.m.

**SEPTEMBER 15, 2022 LAW & COURTS AGENDA
STAFF REVIEW SUMMARY**

RESOLUTION ACTION ITEMS:

The Deputy Controller recommends approval of the following resolutions:

2. *Prosecuting Attorney's Office - Resolution to Authorize an Agreement between the Michigan Department of Health and Human Services and the Ingham County Prosecutor's Office under the 2023FY STOP Violence against Women Grant*

This resolution will accept an award from the STOP (Services, Training, Officers, and Prosecutors) Grant program in the amount of \$138,953 for the time period of October 1, 2022 through September 30, 2023. This grant is awarded to county prosecutors to develop and strengthen the criminal justice system's response to violence against women. Funding in the amount of \$104,215 will be used for the salary and benefits for a full time assistant prosecuting attorney for 2023 to work solely on domestic violence cases and intimate partner violence. The remaining \$34,738 is an in kind contribution requirement of the Prosecutor's Office that will be achieved by matching salaries and fringes of supervising attorneys for the project.

See memo for details.

- 3a. *Circuit Court – Family Division – Resolution to Authorize a Contract with Peckham for Vocational Services at the Ingham Academy and an Adjustment to the 2023 Budget*

This resolution will authorize an agreement between the 30th Circuit Court Juvenile Division and Peckham, Inc. for vocational services at the Ingham Academy for the time period of October 1, 2022 through September 30, 2025, at a cost not to exceed \$326,626.55 per year.

Funds for this contract are included in the Juvenile Division's 2023 budget in the amount of \$319,542. The budget was developed prior to the conclusion on the RFP process. In their proposal, Peckham submitted a budget of \$356,828.34, as it would be providing additional vocational programming. The Court and Peckham met to review the contract services and negotiated an annual contract amount of \$326,626.55. The funds for this contract come from the Juvenile Justice Millage, and are matched minimally at 50% by the State Child Care Fund. This resolution will also approve the necessary budget adjustments to reflect the increased cost of the contracts.

See memo for details.

- 3b. *Circuit Court – Family Division – Resolution to Authorize a Contract with Highfields for Behavioral Support Services at the Ingham Academy and an Adjustment to the 2023 Budget*

This resolution will authorize an agreement between the 30th Circuit Court Juvenile Division and Highfields for Behavioral Support Services at the Ingham Academy for the time period of October 1, 2022 through September 30, 2025, at a cost not to exceed \$729,684 per year.

Funds for this contract are included in the Juvenile Division's 2023 budget in the amount of \$722,405. The budget was developed prior to the conclusion of the RFP process. In their proposal, Highfields submitted a budget of \$755,168.05; however this was based on serving up to 80 youth. As the program is not at capacity, the Court elected to reduce the capacity and negotiated an annual contract amount with Highfields for \$729,684. The funds for this contract come from the Juvenile Justice Millage, and are matched minimally at 50% by the

State Child Care Fund. This resolution will also approve the necessary budget adjustments to reflect the increased cost of the contracts.

See memo for details.

3c. *Circuit Court – Family Division – Resolution to Authorize an Amendment to the 2022 Contract with Ingham Intermediate School District for Educational Instruction at the Ingham Academy*

This resolution will authorize an amendment to the agreement between the 30th Circuit Court Juvenile Division and Ingham Intermediate School District (IISD) for the fiscal year of October 1, 2021 through September 30, 2022, to increase the maximum allowable expenditure from \$501,686 to \$630,000.

IISD provides educational services at the Ingham Academy. During the County's budget process, the Juvenile Division requests budgets for the upcoming year and IISD provides a detailed line item budget to the Juvenile Division, which is a breakdown of the total costs expected for the year, less the per pupil revenue, which offsets the bottom line cost to the County. The per pupil count occurs after the submission of their budget. This year the program was under capacity, which created a significant shortfall. While this has occurred in previous years, IISD is often able to cut costs and still invoice the County at or under the contract amount through responsible fiscal management. However, this year the shortfall was too extensive as the program was significantly under capacity. The additional cost to amend the contract may be as much as \$128,314. The additional monies will come from line item transfers within the existing Juvenile Division Budget.

See memo for details.

4b. *9-1-1 Dispatch Center – Resolution to Authorize the Purchase of Pre-Employment Testing Services from Select Advantage*

This resolution will authorize an expenditure not to exceed \$4,150 from the 9-1-1 Emergency Telephone Dispatch Services fund for testing of dispatch applicants with Select Advantage. Pre-employment testing is a valuable part of the hiring process used by the 9-1-1 Center. As the newest hires were interviewed about the hiring process to evaluate it, they explained how cumbersome they found this testing process with the current vendor NTN. After reviewing multiple products, the 9-1-1 Center selected Select Advantage. With this product, testing will still be able to be done remotely if necessary, but with a less cumbersome process. Some current 9-1-1 employees have taken this test with positive feedback. Select Advantage charges a flat rate regardless of the number of applicants and there is a component included for a supervisor position. The annual cost for Select Advantage testing is \$3,900 which includes support and unlimited applicant testing for both supervisor and dispatcher/telecommunicator. There will also be a one-time setup fee of \$250.

See memo for details.

4c. *9-1-1 Dispatch Center – Resolution to Authorize the Renewal of Quality Performance Review with Priority Dispatch for the Ingham County 9-1-1 Center*

This resolution will authorize a renewal of the contract with Priority Dispatch for Quality Performance Review services in an amount not to exceed \$10,735 for the time period October 23, 2022, through March 31, 2023. The Center uses the Priority Dispatch Emergency Medical Dispatch (EMD) program for processing all medical calls. One of the program requirements is that a percentage of calls where ProQA EMD is used be evaluated in a quality assurance program. This resolution seeks approval to renew the Quality Performance Review (QPR) program used with Priority Dispatch.

The 2023 budget includes a new position to, among other things, research and review these medical calls. The six month renewal period will give the Center time to fill the gap until the new staff member is hired and trained.

See memo for details.

4d. *9-1-1 Dispatch Center – Resolution to Terminate License Agreement between Michigan State University and Ingham County for Tower Access*

This resolution will authorize an Agreement on Conclusion of the Tower License Agreement with Michigan State University (MSU). In 2014, the Board of Commissioners authorized leases for the necessary communication towers for the Ingham County Radio Communication System Project, including one located on the campus of MSU. Upon implementation of the new Michigan Public Safety Communication System, this tower is no longer needed by Ingham County. All property of use to the County has been removed from the tower location, and MSU can make use of the remaining property. The agreement includes a provision that Ingham County will not be required to remove any property still remaining on the premises and that such property will be transferred to MSU.

The other tower leases held by private companies where shelter and equipment removal has been completed are in the process of being terminated with the help of our legal counsel.

See memo for details.

5. *Sheriff's Office – Resolution to Enter Agreement with Smart Communications to Provide Inmate Communication at the Ingham County Jail*

This resolution will authorize an agreement with Smart Communication to provide inmate communication and technology in the Ingham County Correctional Facility at the new Justice Complex for three years beginning on the date of contract execution with an auto renew for an additional two – one year extensions if desired by the County and agreed to by the vendor.

Ingham County has a contract with Securus Technology for inmate communication technology within the Ingham County Jail that is expiring. Through the County's RFP process, the Sheriff's Office has selected Smart Communication as its preferred vendor.

Smart Communication's proposal includes a reduction in the price per minute (\$0.20 per minute) over the current rate (\$0.21 per minute with Securus Technology) and offers the lowest per minute rate for premium content on their other platforms, including inmate tablets. In addition, Smart Communication has included two free messages per week for every inmate. This contract will generate revenue for the County to offset the cost of operating the jail at an estimated \$300,000 annually.

See memo for details.

UPDATES:

1. *Animal Control and Shelter – Update on Animal Neglect Trial*

4a. *9-1-1 Dispatch Center – 9-1-1 Dispatch Center Update*

Agenda Item 2

TO: Board of Commissioners Law & Courts and Finance Committees

FROM: Mike Cheltenham, Chief Assistant Prosecuting Attorney

DATE: August 18, 2022

SUBJECT: Resolution to Authorize an Agreement between the Michigan Department of Health and Human Services and the Ingham County Prosecutor's Office under the 2023FY STOP Violence against Women Grant
For the September 15th and September 21st Agendas

BACKGROUND

The Michigan Department of Health and Human Services (MDHHS) has awarded the Ingham County Prosecutor's Office (ICPO) a grant for up to \$104,215 under the STOP (Services, Training, Officers, and Prosecutors) Violence against Women Act of 1994. This is the fourth year that ICPO has received the grant. The STOP Grant is awarded to county prosecutors to develop and strengthen the criminal justice system's response to violence against women. This particular grant is for a focused, coordinated, and multidisciplinary approach to holding domestic violence offenders accountable. To that end, ICPO has collaborated with the Lansing Police Department (LPD) and the 54-A District Court to accomplish the goals of this grant. Under this grant, ICPO currently employs a full-time assistant prosecuting attorney assigned solely to the prosecution of domestic violence and intimate partner violence.

ALTERNATIVES

None.

FINANCIAL IMPACT

The STOP grant award is for a total of \$138,953. However, actual funding is \$104,215 for the salary and benefits of the full-time assistant prosecuting attorney assigned to the grant. There is an "in kind" contribution requirement of ICPO for \$34,738 that will be accomplished by matching salaries and fringes of supervising attorneys for the project. Hence, the total value of the agreement is \$138,953. There is no monetary contribution required of the county.

OTHER CONSIDERATIONS

The grant requires meaningful coordination and collaboration with other criminal justice agencies. To accomplish this goal, the 54-A District Court, LPD, and ICPO have engaged in a "focused deterrence" approach for domestic violence offenders in the City of Lansing. Focused deterrence aims to deter acts of intimate partner violence by imposing specific sanctions for engaging in criminal acts and specific benefits for not offending.

RECOMMENDATION

Based on the information provided, I respectfully request approval of the attached resolution.

Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION TO AUTHORIZE AN AGREEMENT BETWEEN THE MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES AND THE INGHAM COUNTY PROSECUTORS OFFICE UNDER THE 2023FY STOP VIOLENCE AGAINST WOMEN GRANT

WHEREAS, the Ingham County Prosecutor's Office (ICPO) has been approved to receive grant funds up to an amount of \$104,215 from the STOP (Services, Training, Officers, and Prosecutors) Violence Against Women Grant program administered by the Michigan Department of Health and Human Services (MDHHS) for the period of October 1, 2022 through September 30, 2023; and

WHEREAS, the primary goal of the STOP Grant is to develop and strengthen the criminal justice system's response to violence against women and to enhance victim services; and

WHEREAS, the total grant award of \$138,953 will be broken down as follows: \$104,215 of the grant award will fund the salary and fringe benefits for a full-time assistant prosecuting attorney dedicated to the prosecution of domestic violence and intimate partner violence; there is a \$34,738 in kind contribution requirement of ICPO which will be fulfilled by matching salary and fringe benefits from supervising attorneys for the grant; and

WHEREAS, in achieving the goals and objectives of the grant program, the ICPO will work in collaboration with the 54-A District Court for the City of Lansing and the Lansing Police Department, both of whom also received grant awards under this program, to utilize a focused deterrence approach to the issue of domestic violence and intimate partner violence within the City of Lansing.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners has accepted \$138,953 awarded by the STOP Grant program which begins on October 1, 2022 and ends on September 30, 2023.

BE IT FURTHER RESOLVED, that the Controller/Administrator is authorized to make any necessary adjustments to the 2023 budget consistent with this resolution.

BE IT FURTHER RESOLVED, that the Board Chairperson is authorized to sign any necessary contracts/subcontracts consistent with this resolution subject to approval as to form by the County Attorney.

Agenda Item 3a

TO: Board of Commissioners Law & Courts and Finance Committees
FROM: Sara Deprez, Juvenile Programs Director
DATE: September 6, 2022
SUBJECT: Resolution Authorizing entering into a three year contract with Peckham, Inc.

BACKGROUND

The resolution attached with this memo is requesting authorization for the Circuit Court Juvenile Division to enter into a three-year contract with Peckham for to provide vocational programming to the youth assigned to Ingham Academy. If approved, the contract will be October 1, 2022 to September 30, 2025.

The Juvenile Division contracts with three partner agencies for programming at the Ingham Academy. In July, 2022, a request for proposals was sent to solicit qualified and experienced vendors to conduct a community-based, comprehensive, vocational training program for students, ages 14-18, attending the Ingham Academy. Peckham, the current service provider, submitted a proposal and the Court would like to continue services at Ingham Academy with them.

ALTERNATIVES

If the resolution is not approved, there will not be vocational programming provided to the youth assigned to the Ingham Academy.

FINANCIAL IMPACT

Funds for this contract have been approved in the Juvenile Division's 2023 budget. However, the amount approved was \$319,542. This amount was recommended prior to the conclusion on the RFP process. In their proposal, Peckham submitted a budget of \$356,828.34, as it would be providing additional vocational programming. The Court and Peckham met to review the contract services and negotiated an annual contract amount of \$326,626.55. The funds for this contract come from the Juvenile Justice Millage, and are matched minimally at 50% by the State Child Care Fund.

STRATEGIC PLANNING IMPACT

This supports the overarching long-term objective of providing appropriate evidence-based treatment and sanctions for at-risk youth and juveniles.

OTHER CONSIDERATIONS

None.

RECOMMENDATION

The County enter into a three-year agreement with Highfields for behavioral support services at Ingham Academy at a cost not to exceed \$326,828.34 annually.

Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

**RESOLUTION TO AUTHORIZE A CONTRACT WITH PECKHAM FOR VOCATIONAL SERVICES
AT THE INGHAM ACADEMY AND AN ADJUSTMENT TO THE 2023 BUDGET**

WHEREAS, the Ingham Academy is a day treatment program for delinquent youth under the jurisdiction of the Ingham County Circuit Court's Juvenile Division; and

WHEREAS, Ingham County made a Request for Proposals in July of 2022, soliciting qualified and experienced vendors to enter into a contract to conduct a community-based, comprehensive, vocational training program for students, ages 14-18, attending the Ingham Academy; and

WHEREAS, the current contracted vendor for vocational services, Peckham, Inc., submitted a proposal in response to the County's request; and

WHEREAS, given the County has a longstanding relationship working collaboratively with Peckham on various programs, including the Ingham Academy, Peckham was the vendor selected; and

WHEREAS, Peckham, Inc. will provide vocational services for the youth assigned to Ingham Academy at a cost of \$326,626.55, per year, for a total of three years; and

WHEREAS, the funding for Ingham Academy comes from the Juvenile Justice Millage and is reimbursed minimally at 50% by the State's Child Care Fund; and

WHEREAS, \$319,542 was requested for this contract in the 2023 budget.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes an agreement between the 30th Circuit Court Juvenile Division and Peckham, Inc. for the time period of October 1, 2022 through September 30, 2025, at a cost not to exceed \$326,626.55 per year.

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

BE IT FURTHER RESOLVED, that the Chairperson of the Ingham County Board of Commissioners is authorized to sign any contract documents as prepared by or approved as to form by the County Attorney consistent with this resolution.

Agenda Item 3b

TO: Board of Commissioners Law & Courts and Finance Committees
FROM: Sara Deprez, Juvenile Programs Director
DATE: September 6, 2022
SUBJECT: Resolution Authorizing entering into a three year contract with Highfields

BACKGROUND

The Juvenile Division contracts with three partner agencies for programming at the Ingham Academy. In July, 2022, a request for proposals was sent to solicit qualified and experienced vendors to provide behavioral intervention and support services at the Ingham Academy for a period of three years. Since the onset of the Ingham Academy, Highfields has been the community partner providing these services and the Court would like to enter into a three-year contract for Highfields to continue the services.

If approved, the contract will be October 1, 2022 to September 30, 2025.

ALTERNATIVES

If the resolution is not approved, there will not be behavioral support services or transportation provided to the youth assigned to the Ingham Academy.

FINANCIAL IMPACT

Funds for this contract have been approved in the Juvenile Division's 2023 budget. However, the amount approved was \$722,405. This amount was recommended prior to the conclusion on the RFP process. In their proposal, Highfields submitted a budget of \$755,168.05; however this was based on serving up to 80 youth. As the program is not at capacity, the Court elected to reduce the capacity and negotiated an annual contract amount with Highfields for \$729,684. The funds for this contract come from the Juvenile Justice Millage, and are match minimally at 50% by the State Child Care Fund.

STRATEGIC PLANNING IMPACT

This supports the overarching long-term objective of providing appropriate evidence-based treatment and sanctions for at-risk youth and juveniles.

OTHER CONSIDERATIONS

None.

RECOMMENDATION

The County enter into a three-year agreement with Highfields for behavioral support services at Ingham Academy at a cost not to exceed \$729,684 annually.

Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

**RESOLUTION TO AUTHORIZE A CONTRACT WITH HIGHFIELDS FOR
BEHAVIORAL SUPPORT SERVICES AT THE INGHAM ACADEMY
AND AN ADJUSTMENT TO THE 2023 BUDGET**

WHEREAS, the Ingham Academy is a day treatment program for delinquent youth under the jurisdiction of the Ingham County Circuit Court's Juvenile Division; and

WHEREAS, Ingham County made a Request for Proposals in July of 2022, soliciting qualified and experienced vendors to provide annual behavioral intervention and support services for to up to 80 youths assigned to Ingham Academy for a time frame of three years; and

WHEREAS, the current contracted vendor for behavioral services, Highfields, submitted a proposal in response to the County's request; and

WHEREAS, given the County has a longstanding relationship working collaboratively with Highfields on various programs, including the Ingham Academy, Highfields was the vendor selected; and

WHEREAS, Highfields, Inc. will provide behavioral support and transportation for the youth assigned to Ingham Academy at a cost of \$729,684, per year, for a total of three years; and

WHEREAS, the funding for Ingham Academy comes from the Juvenile Justice Millage and is reimbursed minimally at 50% by the State's Child Care Fund; and .

WHEREAS, \$722,405 was requested for this contract in the 2023 budget.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes an agreement between the 30th Circuit Court Juvenile Division and Highfields for the time period of October 1, 2022 through September 30, 2025, at a cost not to exceed \$729,684 per year.

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

BE IT FURTHER RESOLVED, that the Chairperson of the Ingham County Board of Commissioners is authorized to sign any contract documents as prepared by and approved as to form by the County Attorney consistent with this resolution.

Agenda Item 3c

TO: Board of Commissioners Law & Courts and Finance Committees
FROM: Sara Deprez, Juvenile Programs Director
DATE: September 6, 2022
SUBJECT: Resolution Authorizing an Amendment to the Agreement with Ingham Intermediate School District

BACKGROUND

The Juvenile Division contracts with three partner agencies for programming at the Ingham Academy. The educational services are done by Ingham Intermediate School District (IISD). During the County's budget process, the Juvenile Division requests budgets for the upcoming year from each of the vendors. IISD provides a detailed line item budget to the Juvenile Division, which is a breakdown of the total costs expected for the year, less the per pupil revenue, which off sets the bottom line cost to the County.

The per pupil count (often referred to as "count day") occurs after the submission of their budget, which assumes the program will be at capacity and we will be able to get the full reimbursement for each student. This year the program was under capacity, which created a significant shortfall. While this has occurred in previous years, IISD is often able to cut costs and still invoice the County at or under the contract amount through responsible fiscal management. However, this year the shortfall was too extensive as the program was significantly under capacity.

ALTERNATIVES

None.

FINANCIAL IMPACT

The additional cost to the Juvenile Division to amend the contract with Ingham Intermediate School District for educational services at Ingham Academy may be as much as \$128,314. There was \$501,686 budgeted and approved during the 2022 fiscal year, however, the cost will be much closer \$630,000. These funds will come from the Juvenile Justice Millage, matched by the Child Care Fund. The additional monies will come from line item transfers in the existing Juvenile Division Budget.

STRATEGIC PLANNING IMPACT

This supports the overarching long-term objective of providing appropriate evidence-based treatment and sanctions for at-risk youth and juveniles

OTHER CONSIDERATIONS

None.

RECOMMENDATION

The County amend the agreement with Ingham Intermediate School District for educational services at Ingham Academy at a cost not to exceed \$630,000.

Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

**RESOLUTION TO AUTHORIZE AN AMENDMENT TO THE 2022 CONTRACT WITH
INGHAM INTERMEDIATE SCHOOL DISTRICT FOR EDUCATIONAL INSTRUCTION
AT THE INGHAM ACADEMY**

WHEREAS, the Ingham Academy is a day treatment program for delinquent youth under the jurisdiction of the Ingham County Circuit Court's Juvenile Division; and

WHEREAS, the Ingham Intermediate School District provides educational services for the youth attending the Ingham Academy; and

WHEREAS, the Board approved entering into a contract with Ingham Intermediate School District at of cost of \$501,686 for the 2022 budget year in Resolution #21-578; and

WHEREAS, while the total cost of education services for the Ingham Academy greatly exceeds the contracted amount, it is offset by the per pupil allowance from the State; and

WHEREAS, the contract amount assumes the maximum revenue will be received for all students and that the program will be at capacity on the per pupil count day; and

WHEREAS, the program was not at capacity, creating a shortfall in the funds used to offset the total cost for Ingham Intermediate School District; and

WHEREAS, in the fiscal years 2021 and 2020, the contractual services line item was underspent by a total of \$468,315.60, 50% of which was returned to the Juvenile Justice Millage fund balance; and

WHEREAS, the funding for Ingham Intermediate School District's services, beyond the State revenue, comes from the Juvenile Justice Millage and is reimbursed minimally at 50% by the State's Child Care Fund; and

WHEREAS, the cost of services for Ingham Intermediate School District for the 2022 budget year will not exceed \$630,000; and

WHEREAS, the additional funds needed will come from other line items in the Juvenile Division's Budget which prevented a request for new dollars.

THEREFORE BE IT RESOLVED, the Ingham County Board of Commissioners authorizes an amendment to the agreement between the 30th Circuit Court Juvenile Division and Ingham Intermediate School District for the fiscal year of October 1, 2021 through September 30, 2022, to increase the maximum allowable expenditure from \$501,686 to \$630,000.

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

BE IT FURTHER RESOLVED, that the Chairperson of the Ingham County Board of Commissioners is authorized to sign any contract documents as prepared by or approved as to form by the County Attorney consistent with this resolution.

Agenda Item 4a

To: Board of Commissioners Law and Courts Committee

From: Barb Davidson, 911 Director

Date: September 6, 2022

Ref: 9-1-1 Center Update

Our main focus continues to remain on hiring and retention. Attached to this is a more comprehensive report on our plan and the ideas that are being explored. We are currently at 11 vacancies. Most recently, we have also added TikTok to our social media plan/approach.

As of September 7, we will have been on the new MPSCS radio system for one year. We are still in the process of completing the final acceptance of the new system with Motorola and the State of Michigan. The hold-up is the work that continues on the location services project. Work also continues to decommission the old radio system and terminate unnecessary leases.

Technology enhancements and updates are another focus of the Center. Bringing already existing technology to its most current version was a priority. We are in the process of conducting another upgrade to our Computer Aided Dispatch (CAD) system which will bring us up to the most current version. We have also looked at other technologies that can be used in conjunction with our already existing technology to give the dispatchers another tool in the toolbelt, so to speak. A demonstration of this technology will be provided.

We appreciate the continued support and collaboration with our public safety partners. This was highlighted with the preparation for the opening Michigan State University (MSU) football game.

I look forward to answering any questions you may have. Thank you.

To: All Staff

From: Barb Davidson

Ref: Recruiting and retention

Industries across the United States have been coming to terms with the Great Resignation. While the October 2021 national jobs report had some good news — 531,000 jobs were created, and the labor force grew by roughly 104,000 individuals — the labor force participation rate remained stuck at 61.6%, among the lowest levels seen since the 1970s. To successfully respond to the labor-related challenges we face in the wake of COVID-19, we need to ensure our recruitment processes enable us to move nimbly in hiring qualified staff, and second, to do everything within our power to improve employee retention.

I believe 9-1-1 centers, and specifically we, are feeling the full impact of these employment trends. While this is certainly not the only reason for our short staffing as we have never achieved full staffing in my tenure, recent trends have certainly increased already difficult hiring, recruiting, and retention issues. Chronic understaffing of our department has contributed to eroding employee morale and has also led to turnover. Our plan needs to be comprehensive. The plan needs to look at these issues from all angles and not just focus on the more tangible and traditional solutions usually deployed- higher pay, more job fairs, and posting on Indeed. While these solutions have value, our plan is to look at all aspects of the jobs and work environment in the 9-1-1 Center with the belief that to mitigate these issues, we need to explore our new reality and bring people-focused options forward.

The plan is broken down into two areas- improving our recruitment process and improving our retention.

Improving our recruitment process

9-1-1 centers are competing not only with each other for talent, but also with industries outside of public safety more than ever before. Most job candidates will form their first impressions of an organization through the recruitment process, and any bottlenecks or other problems in that process can compound the difficulties of hiring in an extremely tight labor market. We have done and continue to do an internal assessment to identify potential problems within our recruiting function. Problems areas examined include the following:

- *Talent sources: how/where are potential candidates?* What efforts should be focused on to attract them? Job fairs? Indeed?
- *Passive recruitment:* are community engagement activities and active social media a way to promote the Center in general which could in turn promote interest in working here?
- *Recruiters - how will the duties of handling the volume of recruiting be divided?*
- *Application/hiring process:* how do we compete with the suggested two weeks from the application to hire window that is recommended with the nature of the work and additional checks that need to be done?

Improving retention

Pressure on the recruiting process can be alleviated by strong employee retention efforts. At the organization-wide level, we have considered a range of strategies to improve retention, including the following:

- *Enhancing review of compensation and benefits.* Wage growth is certainly contributing to turnover rates. We need to be competitive and stop losing staff to better-paying positions with more robust benefits. Bonuses need to be reviewed.
- *Identifying and addressing management issues.* Investing in leadership development can give support to managers who may have had little formal training in management and leadership skills. Strong leadership can promote and inspire a change in organizational culture to make it more rewarding for staff and the public.
- *Developing new career pathways.* We have internal career pathways in place but they can be limited. Clear pathways to advancement, professional development, and continuing education opportunities can encourage employees to remain and grow within the organization.
- *Implementing remote-workforce policies.* One benefit of the pandemic has been confirmation that some positions can be performed in a remote work environment. This is a newer idea for 9-1-1 but an option that deserves exploration. Adopting remote workforce positions could expand the talent pool significantly and improve employee satisfaction.

We must continue to examine our new reality. The Great Resignation may be a temporary phenomenon that will improve as schools reopen, personal savings decrease, and supplemental unemployment payments end, or it may prove to be a long-term restructuring of the labor market. Leaders should assume the latter. An efficient recruitment process and focused efforts to improve retention are essential tools in building and sustaining the essential workforce that our 9-1-1 Center will need to meet the needs of the communities we serve. The attached report has a more detailed explanation and progress of each item but below is a general breakdown.

I look forward to our discussion and your ideas.

Thank you,

Barb Davidson

Goal #1 - Enhance Staffing & Workforce Development

Workforce Development is a continuous process. It is imperative that, as a Dispatch Center, we grow and develop current and future employees. Our staff members will determine our success or failure. Areas that we must consider are training and education components that promote forward thinking, which brings about new and challenging perspectives to consider. Additionally, we must develop and offer skills-based training to ensure our personnel is prepared for the ever-changing environment in which they work. The combination of education and training, which centers on our core values and mission, will ensure that we recruit, hire, and retain the best employees. Then, it is our responsibility to create and implement a development process that educates and prepares them to accept the challenges they face, while preparing them for leadership positions.

Objective 1: Develop personnel evaluation systems for monitoring and identifying areas for training, coaching, and celebrating achievements.

1.1.1 Review and assess the current evaluation system while assessing future needs for developing a more robust Quality Assurance (QA) program.

- We are in the process of developing a QA program that captures all aspects of the dispatcher's job, not just emergency medical dispatch. Forms have been developed. The policy review is ongoing. The sheer volume of calls that is recommended by industry standards is going to be a challenge. With our Freedom of Information Act requests

(FOIA) demand and additional QA audio, consideration for adding a position to the Center to tackle this work needs to be revisited.

UPDATE. This position was presented as a service enhancement in the 2023 budget process and has tentative approval. The belief is that this feedback with quality assurance will continue to re-enforce our values and mission of exemplary service. It will allow management to talk with staff about the great work they are doing, coach and train through issues, and give the staff an opportunity to ask questions.

- 1.1.2. Research and identify software to track, search, analyze, and create standard and custom reports for evaluation purposes while keeping time management as a priority.
 - In consideration of this objective, we have upgraded our NICE recorder. This software offers us a platform to perform our QA evaluations, FOIAs, and an intelligence center to track statistics and metrics. Training on the Evaluator (used for QA), Organizer (used to compile information including CAD), and Reconstruction (used for editing) portion of the software had been delayed. Training on Organizer now has been accomplished. The forms necessary to use the Evaluator module have been developed. The next steps will be to upload forms and train this component. While we are in search of the QA coordinator position, we can still complete training and start this process.
- 1.1.3 Identify benchmarks to measure and celebrate organizational and employee success.
 - We will recognize our staff with the awards as described in our awards policy. This policy is being evaluated for additional categories. Daily successes need to be championed more. There are examples every day. Maybe it's not the big call but the impact of the work is obvious. Actions that align with our mission, values, and operational philosophy need to be celebrated more.

Objective 2: Develop a robust recruiting process to attract, hire, and retain qualified employees.

- 1.2.1. Conduct a review of the current hiring process to determine positive attributes and areas of opportunity.
 - This was done but will be a continuous process. We have rearranged when we ask for information from candidates to shorten the timeframe of the process. We have eliminated on-site testing and continued our contract with NTN which proctors a fully online version, which also allows us to provide flexibility and shorten timeframes. We are continuing to interview candidates via Zoom. This has helped with scheduling internal staff to participate in the interview process. After conversations with HR, we now get applications much more frequently. We can start this process quicker and the new flexibility has gotten us down to a hiring timeframe from months to one month typically.

UPDATE. We are continuing to review the hiring process. Recent new hires were interviewed about their experience navigating the hiring process. Some were critical of the testing process being cumbersome with too many rules. Currently, we are evaluating other testing products. One that is showing promise is called Select Advantage. We are in the process of trying it and have asked different members of the staff to try it out and see what they think of it. The feedback has been positive. We also have received feedback

that although we are sending information to our new hires via email, they have very little personal contact with us before starting. We are exploring the option of having people come to the Center for testing but to use the Select Advantage product and then have a typing test done here as well. This would allow us to be available for questions and then an opportunity to review the expectations of the job with each candidate.

1.2.2. Analyze current hires to determine current activities and events that produce successful candidates.

This was done and will be ongoing, and we have found that the traditional methods utilized are not gleaning the desired results. Job fairs, while still an avenue that we will continue to use, have produced limited interest especially when the event is held virtually. With the current staffing landscape, we will continue to attend job fairs regardless of how the event is held. Any success, even if small, is a success. We also continue to post our openings on Indeed and continually on the Ingham County website. We are seeing a large number of applications but not much follow-through by the candidates as we would like. Metrics show that we are typically hiring about 2% of the applications received. The majority of people fail to respond to our requests to test and interview or do not show up (47%). The next highest percentage of people fail the test, interview, or background check (25%). The remaining 26% are still in the process. We have posted on 9-1-1 professional websites but with no results. We have expanded which job fairs we attend, some farther away than we have done prior. We will continue to evaluate if these fairs farther from Ingham County should continue to be attended.

1.2.3. Analyze exit interviews to determine areas of potential improvement to help retain staff.

- Not much information here yet. Human Resources (HR) does forward the exit interviews they receive but I'm told that most chose not to participate. We will continue to review the ones that are received.

1.2.4. Leverage public safety partnerships and community contacts to seek additional opportunities to attract and hire employees.

- MSU. We reached out to their Communication Department in hopes that they could help us draft a communication campaign. This relationship bloomed into additional opportunities. A senior communication class took us on as an assignment. In December, we were presented with projects. Their recommendations included but were not limited to: engaging an intern to champion our social media, recruiting retired persons, championing grassroots campaigns to get Telecommunicators reclassified, and recruiting at community colleges. They also suggested merchandising the profession to promote ourselves in the public and as a reward to our staff. After the classwork was completed, we continued with the professor and department chair. They are offering opportunities with WKAR, helping recruit the appropriate intern, and continuing to help us develop a media campaign.

UPDATE. We have developed the intern position including the job description. The intern position will be posted on Handshake. We had posted it earlier but got little interest and MSU's opinion was to wait until just before the fall semester starts and post again because more students will be seeing the posting.

- LCC - We had reached out similarly to LCC. Their proposal was very different. We are in the process with them of developing a 2-week certification class about dispatching. We will be helping develop content and doing some of the instruction.
UPDATE. Missy has been hired as an adjunct instructor for the dispatch class. I am still in the hiring process but we are hoping that it will be official soon so we can begin the planning process and schedule the class. LCC has had some changing of positions internally which has slowed this process down.
- Wilson Talent Center - We reached out to the instructors of their Law Enforcement curriculum. We were then invited to present to both of their classes. There was interest with their students. We also discussed a sit-along program or intern-type program. With COVID, we were not comfortable starting this now, but will continue to engage with them in hopes of starting this soon.
UPDATE. We have continued our relationship with Wilson Talent Center and I was asked to participate in the mock interviews of their law enforcement class. One of the students interviewed that day has applied and has been hired by the Center.
- National Night Out -We have continued to participate with our public safety partners during these events. These events help with our visibility and promote people thinking about us as a potential employer.
UPDATE. We just participated and the feedback is that this is the largest one we have participated in since the onset of COVID. Good interaction with the community and bringing us out in front of them.
- Elementary school presentations - There is quite a bit of interest when we reached out to the schools. That has stalled with the uptick in COVID cases but we will continue to develop this relationship. We believe that, again, this will promote people to consider us and see us as an option as well as develop robust community relationships. **UPDATE.** We were able to give about a dozen presentations at local schools with more scheduled. These exposures are designed to benefit the children but also to continue to get us out there.
- Community meetings - We have been attending and planning to prepare more township, city, and village meetings. Quite a few goals we believe can be achieved by attending these meetings and one of those is again, promoting ourselves as an option for a rewarding career.
UPDATE. These continue and have seen positive results with good interactions.

1.2.5. Evaluate current pay and benefits.

- We are currently negotiating with the CCLP on this topic.
UPDATE. The contract was ratified with multiple topics that are believed to enhance hiring and retention. These include an increase in pay, recruiting bonus, retention bonus, and an agreement to hire relevant previous experience up to step 6 on the pay scale.

1.2.6. Create and implement a comprehensive career development plan that identifies skills, knowledge, and competencies necessary to prepare employees for advancement.

- While researching the staffing shortages that are being experienced in most workforces, one area that has caused people to leave a job was the inability to achieve advancement. The 9-1-1 Center does have these opportunities, but not in the quantity that some may seek. There are certifications and other programs within the profession that few people

hold. We would like to develop a program to help our staff interested in achieving these goals as well as explore training that will help support it.

Objective 3: Create a comprehensive workforce planning and development program. Creating a plan that is forward thinking and can anticipate the additional needs of the community and staff and not leave us in a reactionary mode, could also help with job satisfaction, organizational culture, and ultimately retention of staff.

1.3.1. Utilize historical data and planning information to project potential growth in call volume and service demands.

- As the public safety landscape changes, so will the demands on 9-1-1. We are looking at options within technology as well as the reorganization of tasks.

1.3.2. Create a long-range process to identify future needs and requirements of existing and potential partners

- Some of our public safety partners are looking at technology, as are we, which will provide additional information. It will be important to keep in mind how these requests affect the staff and their work responsibilities.

1.3.3. Develop a communication mechanism to assure advance notification and planning for significant special events.

- This area has improved. As we continue to build relationships and leverage technology, this will continue to improve.

1.3.4. Examine current procedures for implementing and communicating organizational change and develop a process for future changes and change improvements.

- This is still a challenge. We put out a weekly communication on Fridays to the staff, have an internal ticketing system to report and track issues, and continue to communicate an open-door policy for concerns. With the changes in leadership at the Center and other factors, trust between management, supervisors, and the dispatchers is still being worked on. Changing the culture of the Center has been worked on prior with the Cardinal Group. Strides were made but a lack of commitment and follow-through stalled the efforts. The base is there. The beginnings are there. Initial meetings with Cardinal to see how to revive this process have occurred.

UPDATE. The administration's training has occurred with action items forthcoming. The supervisory group will be attending training next. Much more to come.

Goal #2 - Enhance Partnerships

Enhancing partnerships relies on developing innovative ways to make participation for a wide range of stakeholders possible in efforts toward providing excellent service. It is imperative that we encourage an active, organized, and informed public safety community and citizenry that will provide us insight into their needs related to 9-1-1 service provision. This allows us to be a more responsive organization that can effectively align services with customer expectations by continuously adapting and improving our operations. This requires open communication and collaboration with our stakeholders. Through this system of active engagement, we will cultivate ideas and solve common problems, which will, in turn, improve the quality of public safety provision

for all whom we serve. Having this feedback and the ability to have our staff recognized by our public safety partners and community should improve job satisfaction and reaffirm job importance and impact. We believe this is a way to continue to highlight this as a career that would hopefully attract more people to consider working with us.

Objective 1: Create programs that involve customers and encourage stakeholder participation.

- 2.1.1 Schedule coordinated neighborhood/township/village/City meetings to provide information and gain feedback.
 - This is ongoing. This is something that, at least for the initial meetings, will be handled by the Director with other management team members observing to help with this process as they feel more comfortable. The belief is that the more exposed to our staff, the more they will appreciate the complexity of their work. Our mileage was recently renewed but this is an ongoing process and more communication should help us navigate that in the future.
- 2.1.2. Develop a multi-functional educational component to include customers and the public for awareness and input.
 - One of the big takeaways from our interactions with MSU is that our website and social media need work. We have begun this process. Our goal with our website is to be seen as a source of information. We have linked public safety partners' websites so our staff can direct callers with questions. We have hiring information, our Facebook feed, Smart911, and Everbridge links on our page as well as other information about engaging us. We have also developed more social media including Twitter and Instagram. These are platforms we have had minimal or no presence on. Our goal is to post often with relevant topics and boost our following. We are currently at 3,400 followers with a goal of over 5,000 before the end of the year. We have found that the quantity of posting required to improve our following has been difficult. We consulted MSU and decided to post on Handshake for an intern position. This position's responsibility would be to drive traffic to our website and social media and highlight us as a community resource for information, craft messages to promote community awareness of the hard work the dispatchers do, and highlight the jobs at the Center as careers. The posting is currently up and we are hoping to find a good candidate.
- 2.1.3. Coordinate with partner agencies to disseminate organized information at existing community forums/events.
 - We have reached out to our public safety partners before attending any of the township/village/City meetings to see if they are going to attend as well. Calls have been made to coordinate messages and ask if they have information on a specific topic that may be prudent to discuss.
- 2.1.4. Re-engage the County's Citizen's Academy to engage community members and partner agencies (including all emergency services).
 - This was put on hold with some due to COVID. The workaround at this point is just not having them at the Center. When it is appropriate to do so, we would like to have these

groups come to the Center for a presentation and tour. Again, showcasing the work of the dispatchers and promoting ourselves.

UPDATE. More of these academies are scheduled in the next few months. We are doing the presentations without the tour in most cases.

2.1.5. Expand communications documents to highlight activities, processes, and organizational changes.

- While we are typically in the background, we need to continue to promote the good works and accomplishments of the staff. We have gotten permission from some of them, after achievements and awards were given, to post it on social media. During our communications with MSU, their recommendation, which is being explored, is to develop a media campaign that humanizes the work. We specifically discussed using a format similar to the below links for Apple Watch and OnStar.

UPDATE. We did develop, with the help of FOX47, a commercial that had this tone to it. We saw positive results. This relationship also got us noticed by the station's show Good Neighbors where one of the dispatchers was highlighted for talking a caller through CPR. The dispatcher got to meet the caller, his wife on whom the CPR was performed, and their family. The episode was well done. Many comments on how impactful it was from the community and other 9-1-1 Centers.

- We also discussed with MSU doing personal impact stories like the #Iam911 campaign. The #Iam911 movement is an effort to assist in the reclassification of public safety telecommunicators from "clerical" to "protective". While this topic has been slow moving at the National level, the State 9-1-1 Office, with the support of Michigan PSAP Directors, is exploring options to get this classification changed in Michigan. Currently, the work is focused on trying to find a definition of first responder or classification of telecommunicators specific to Michigan aside from Public Health Code MCL 333.20981 which defines 9-1-1 telecommunicators as first responders specifically regarding Critical Incident Stress. More to come and legislative research continues.

Objective 2: Foster strong community partnerships. Developing these relationships to help find solutions to our common problems is very important. The opportunity to network and discuss ideas that may not have been considered before is valuable.

2.2.1. Expand regional leadership groups to discuss research and assess technologies, growth, and regional challenges affecting Ingham County and surrounding communities (PSAP mgrs., etc.).

- We have had, and will continue to have, meetings with other PSAP directors, deputy directors, and staff to discuss issues that arise. We want to foster these relationships and continue to be a resource for each other.

2.2.2. Join additional user groups and potential partners to gain mutual understanding, suggestions, and needs.

- We have done this and will continue to seek out opportunities. Our Staff Services Managers have or are seeking positions on State Boards, which center around training and dispatch center certification. Our team has attended and will be attending conferences about interoperability, emerging technology, and State and National conferences.

- 2.2.3. Develop regularly scheduled meetings among all user agencies to discuss challenges and issues involving line-level personnel.
- This is ongoing. I regularly attend the Police Chiefs' monthly meetings. We also attend a monthly meeting with our Metro Fire partners. We have asked and been invited to some of the monthly Fire Chiefs' meetings. We will continue to explore opportunities with our public safety partners.

Objective 3: Increase inter-agency involvement and interaction. The belief is this will also promote job satisfaction and increase the feeling of a team.

- 2.3.1 Conduct field exercises and training scenarios involving multi-disciplines and agencies.
- With our continued efforts to engage our partners, we are seeing more invitations to be involved in their exercises and scenarios. We will continue to ask and work around staffing obstacles to get as many involved as possible.
- 2.3.2. Develop opportunities to connect public safety organizations' staff with Center personnel.
- This is being developed. COVID did delay us from inviting our public safety partners to come to the Center and sit along. We believe that it is important for our responders and staff to interact in a face-to-face fashion while the dispatchers can demonstrate the work they do. We've seen a considerable uptick in requests recently. We are also going to be working on sending our dispatchers back out to do ride-a-longs.
- 2.3.3. Create communication processes to share information and build relationships and knowledge.
- This is in process. My experience is we infrequently corresponded with our agencies unless there is a problem. The goal is to continue to provide them with the information we, as 9-1-1 experts, are putting out to the public. I would give the decommissioning of the 3G network as an example. We maintain relationships with other 9-1-1 professionals who frequently have information that is relevant to them, which we are also sharing.

Goal #3: Enhance Efficiencies through Technology

Effective and efficient use of technology is critical to providing the highest quality emergency communications for public safety provision. Accordingly, we must utilize technologies wisely, through leveraging existing technologies and maximizing their capabilities, while also researching emerging technologies for potential future enhancements, which will bring about greater efficiencies in operations. Additionally, the staff needs to know the technology works. We need to focus on improving our existing technology to make it as dependable as possible while exploring new options that will continue to assist the staff in performing their jobs. Having cutting-edge and reliable technology, we believe, is also a component of retention.

Objective 1: Research technologies to enhance service delivery.

- 3.1.1. Conduct SWOT (strength, weakness, opportunity, and threat) analysis to identify areas that are ripe for improvement.

- This has begun and will be ongoing annually. Initial assessments have identified areas that are already being addressed. Focus on timely assessments with realistic timeframes which can be communicated to all is the goal.
- 3.1.2. Utilize results of SWOT analysis to prioritize the highest needs and potential solutions.
- Identified upgrades that needed to be performed with our CAD product and our phone system were the top items on the list. These are tools that are utilized almost every moment in the Center. Their reliability is paramount to our level of service and also to mitigate unneeded stress for the staff.
- 3.1.3. Leverage existing technologies by ensuring system integration and maximizing capabilities.
- We have begun to explore this more and more. Bringing RapidSOS and What3words on board are just more tools in the toolbox. We are also exploring other existing technologies to help streamline the staff's workflow. Curbside SOS is being brought onboard to streamline the process of requesting a tow, the work associated with it, and the search after the tow is complete.
- 3.1.4. Attend training and education programs to learn about emerging trends and patterns dealing with security protocols, innovations, and privacy considerations.
- Assuming available funding, our goal is to have a minimum of one representative at a minimum of two communications-related conferences per year. These conferences may include APCO National Conference, NENA National Conference, NENA Development Conference, NENA Critical Issues Forum, Computer Aided Dispatch (CAD) vendor conference, or International CAD Consortium.

Objective 2: Explore options to make work from home a possible option

- 3.2.1 Develop a work group to explore options with technology in place and how it can be leveraged.
- After speaking with representatives from PFN, there is interest in exploring this option. Work has been done to reach out to centers that have already achieved this and set up meetings to discuss policy, procedure, pitfalls, and cost. While this is a new idea, there is a center in Virginia that has been helpful and is willing to share policy and procedure. More meetings need to be had on the tech side of this before more progress can be made. Questions about policy, procedure, and staff selection are just the beginning. Technology is only the first hurdle.

TO: Board of Commissioners Law & Courts and Finance Committees
FROM: Barb Davidson, Director 9-1-1
DATE: September 6, 2022
SUBJECT: Resolution to authorize the purchase of pre-employment testing from Select Advantage for the 911 Center
For the meeting agenda of Law & Courts Sept. 15, 2022, and Finance Sept. 21, 2022

BACKGROUND

The Board approved the purchase and contract with Ergometrics/NTN on September 18, 2012, and we have regularly extended this contract. Pre-employment testing is a valuable part of the hiring process used by the 9-1-1 Center. As we interviewed our newest hires about our hiring process to evaluate it, they explained how cumbersome they found this testing process. We have also run into some issues with billing. We are charged on a per-test basis and if the process/rules of setting up the test are not met or there is a problem, we are charged for that test regardless of whether someone takes it or not. While NTN has worked with us on problems, we decided to look for other alternatives. After reviewing multiple products, we selected Select Advantage. With this product, we will still be able to test remotely if needed but without such a cumbersome process. We had some of our current employees take this test with positive feedback. It's a flat rate regardless of the number of applicants we put through the process and there is a component included for a supervisor position. We currently have a vacant supervisor position and would like to put this into the selection process for a supervisor.

ALTERNATIVES

We could continue with NTN. We also can continue to seek other options. Others were rejected because they came at a higher price and we lose the ability to continue to test remotely, if needed. If we aren't seeing desired results, we can reevaluate.

FINANCIAL IMPACT

The annual cost for Select Advantage testing is \$3,900 which includes support and unlimited applicant testing for both supervisor and dispatcher/telecommunicator positions. There will also be a one-time setup fee of \$250.

OTHER CONSIDERATIONS

None.

RECOMMENDATION

Based on the information presented, I respectfully recommend approval of the attached resolution to utilize Select Advantage for our pre-employment testing.

Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION TO AUTHORIZE THE PURCHASE OF PRE-EMPLOYMENT TESTING SERVICES FROM SELECT ADVANTAGE

WHEREAS, the Ingham County Board of Commissioners operates the 9-1-1 Emergency Telephone Dispatch System through the Ingham County 9-1-1 Central Dispatch Center; and

WHEREAS, pre-employment testing is a valuable part of the hiring process used by the 9-1-1 Center; and

WHEREAS, Ingham County Central Dispatch needs to continue to have the option to test dispatcher applicants virtually while doing so with a process that isn't cumbersome and is a tool we can use to evaluate candidates for possible employment with our agency; and

WHEREAS, the cost for this testing service is an annual fee of \$3,900 which includes an unlimited number of applicants and online support; and

WHEREAS, there is an additional one-time setup fee of \$250; and

WHEREAS, the 9-1-1 Director is recommending that the Ingham County Board of Commissioners fund this request from the 9-1-1 Emergency Telephone Dispatch Services 9-1-1 fund.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes an expenditure not to exceed \$4,150 from the 9-1-1 Emergency Telephone Dispatch Services fund for testing of dispatch applicants with Select Advantage.

BE IT FURTHER RESOLVED, that the Controller/Administrator is authorized to make the necessary budgetary transfers that are consistent with this resolution.

BE IT FURTHER RESOLVED, that the Chairperson of the Ingham County Board of Commissioners is authorized to sign any necessary contract/Purchase Order documents consistent with this resolution and approved as to form by the County Attorney.

TO: Board of Commissioners Law & Courts and Finance Committees
FROM: Barbara Davidson, Director 9-1-1
DATE: September 6, 2022
SUBJECT: Renewal of Quality Performance Review for EMD with Priority Dispatch
For meeting agendas of Law & Courts Sept. 15, 2022, and Finance Sept. 21, 2022

BACKGROUND

We use the Priority Dispatch Emergency Medical Dispatch (EMD) program for processing all medical calls received at the 9-1-1 Center. We use the ProQA EMD software and back that up with EMD cards. One of the program requirements is that a percentage of calls where ProQA EMD is used be evaluated in a quality assurance program. This resolution seeks approval to renew the Quality Performance Review (QPR) program we use with Priority Dispatch. The terms of this renewal are from October 23, 2022 to March 31, 2023 and involve their evaluators reviewing 25 medical calls per week during that term of service.

ALTERNATIVES

The alternative was to create a full-time position within the 9-1-1 Center to research and review these medical calls. This additional position has been approved for the 2023 budget. We believe this renewal period will give us the opportunity to fill the gap while we find, hire, and train this new staff member.

FINANCIAL IMPACT

This is a 5% increase from the previous year. The renewal term is priced at \$10,735.

OTHER CONSIDERATIONS

None.

RECOMMENDATION

Based on the information presented, I respectfully recommend approval of the attached resolution to renew our Quality Performance Review with Priority Dispatch.

Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION TO AUTHORIZE THE RENEWAL OF QUALITY PERFORMANCE REVIEW WITH PRIORITY DISPATCH FOR THE INGHAM COUNTY 9-1-1 CENTER

WHEREAS, the Ingham County Board of Commissioners operates the 9-1-1 Emergency Telephone Dispatch System through the Ingham County 9-1-1 Central Dispatch Center; and

WHEREAS, the Ingham County Board of Commissioners previously authorized the acquisition of Priority Dispatch's Emergency Medical Dispatch ProQA Program, under Resolution #14-081, and ProQA continues to be used for all medical calls received; and

WHEREAS, the program standards for the Priority Dispatch, ProQA EMD program require a percentage of all medical calls be reviewed for quality assurance, and Ingham County 9-1-1 meets these standards by using the Priority Dispatch Quality Performance Review services; and

WHEREAS, a quote for renewal of Quality Performance Review services from Priority Dispatch has been provided by Priority Dispatch for a term of October 23, 2022, through March 31, 2023, at a cost of \$10,735.

THEREFORE, BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes a renewal of the contract with Priority Dispatch for Quality Performance Review services in an amount not to exceed \$10,735, as outlined by the Proposal/Sales quotation, #Q-62482.

BE IT FURTHER RESOLVED, that the Ingham County Board of Commissioners authorizes an appropriation of up to \$10,735 from the 9-1-1 Fund balance for the total cost of this contract.

BE IT FURTHER RESOLVED, that the Chairperson of the Ingham County Board of Commissioners is authorized to sign a Quality Performance Review services agreement with Priority Dispatch consistent with this resolution and approved as to form by the County Attorney.

TO: Board of Commissioners Law & Courts Committee
FROM: Teri Morton, Deputy Controller
DATE: September 7, 2022
SUBJECT: Resolution Authorizing an Agreement on Conclusion of Tower License Agreement and Transferring Property to Michigan State University
For the meeting agenda of September 15

BACKGROUND

Resolution #04-115 authorized leases for the necessary communication towers for the Ingham County Radio Communication System Project, including one located on the campus of Michigan State University (MSU). Upon implementation of the new Michigan Public Safety Communication System, this tower is no longer needed by Ingham County. All property of use to the County has been removed from the tower location, and MSU can make use of the remaining property.

The attached resolution will authorize an agreement to conclude the Tower License Agreement with MSU, including a provision that Ingham County will not be required to remove any property still remaining on the premises and that such property will be transferred to MSU.

ALTERNATIVES

The County could auction this shelter on GovDeals.

FINANCIAL IMPACT

There has been limited interest in the shelter auctions. The highest price received for a shelter of a similar size to this one was \$555.00. The process to remove a shelter is very involved and expensive for the buyer which is why we aren't seeing higher sales prices.

OTHER CONSIDERATIONS

This shelter weighs about 20,000 pounds and will require a crane to be moved if purchased by another party. A tractor-trailer will be needed to transport it to its final location. There is also the potential risk of property damage to MSU's property with the removal process and the heavy equipment required to do the job.

MSU has been a good community partner to us. They have an interest in the building. The lease cost charged to Ingham County was only the cost of the electricity to power the building. They did not charge Ingham County any additional fees.

The other tower leases held by private companies where shelter and equipment removal has been completed are in the process of being terminated with the help of our legal counsel.

RECOMMENDATION

Based on the information presented, I respectfully recommend approval of the attached resolution.

Introduced by the Law & Courts Committee of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION TO AUTHORIZE AN AGREEMENT ON CONCLUSION OF TOWER LICENSE AGREEMENT AND TRANSFERRING PROPERTY TO MICHIGAN STATE UNIVERSITY

WHEREAS, Resolution #04-115 authorized leases for the necessary communication towers for the Ingham County Radio Communication System Project, including one located on the campus of Michigan State University (MSU); and

WHEREAS, with the implementation of the new Michigan Public Safety Communication System, this tower is no longer needed by Ingham County; and

WHEREAS, Ingham County 9-1-1 has removed all property of use to the County from the tower location, and MSU can make use of the remaining property.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes an Agreement on Conclusion of the Tower License Agreement with Michigan State University, which includes a provision that Ingham County will not be required to remove any property still remaining on the premises and that such property will be transferred to MSU.

BE IT FURTHER RESOLVED, that the Ingham County Board of Commissioners authorizes the Board Chairperson to sign any necessary documents that are consistent with this resolution and approved as to form by the County Attorney.

Agenda Item 5

TO: Law & Courts, and Finance Committees of the Ingham County Board of Commissioners
FROM: Captain Robert Earle, Jail Administrator
DATE: September 2, 2022
SUBJECT: Resolution to Authorize an Agreement with Smart Communications to Provide Inmate Communication at the Ingham County Jail
For the meeting agenda of September 15 and September 21, 2022

BACKGROUND

Ingham County has a contract with Securus Technology for inmate communication technology within the Ingham County Jail that is expiring. The Sheriff's Office worked with the Purchasing Department and sought proposals from vendors through the RFP Process. The Sheriff's Office has selected Smart Communication as it's preferred vendor.

ALTERNATIVES

The Sheriff's Office is obligated to provide lines of communication for inmates within the Ingham County Jail. Smart Communication offers the most robust and comprehensive proposal to meet the requirement while increasing educational and other programming options. Selecting a different vendor could reduce programming opportunities, potential for increase in cost to family/friends, increase of contraband into the Jail and/or increase workload of Corrections Staff.

FINANCIAL IMPACT

Smart Communication's proposal includes a reduction in the price per minute (\$0.20 per minute) over the current rate (\$0.21 per minute with Securus Technology) and offers the lowest per minute rate for premium content on their other platforms, including inmate tablets. In addition, Smart Communication has included two free 'SmartInmate' messages per week for every inmate. Smart Communication's proposal includes profit sharing and commission rates for Ingham County higher than the current vendor. This commission revenue will offset the of operating the jail at an estimated \$300,000 annually. This is an average of \$150,000/year higher than present.

STRATEGIC PLANNING IMPACT

This agreement with Smart Communication supports the objectives of the County's 5 year strategic plan by increasing ways for those incarcerated to communicate with the outside world, increasing opportunities for rehabilitation, and reduction in recidivism. This agreement also enhances safety and security of the Correctional Facility through expanded technology all while improving impact on the County's annual budget.

OTHER CONSIDERATIONS

The Sheriff's Office is obligated to provide ways for incarcerated individuals to communicate with the outside world. The industry has greatly expanded these opportunities to include more than just phone services. Video visitation, e-messaging, electronic mail, and visit-now options increase these opportunities for connection. Studies have shown a strong connection to family/friends is an important part of rehabilitation and re-entry into our community. Along with these connections, the industry has expanded this technology to include educational and entertainment content.

We are seeking a three (3) year contract with Smart Communications with an auto renew for an additional two – one (1) year extensions if desired by the County and agreed to by the vendor.

The timing of the current contract expiration along with the preliminary schedule of occupancy of the new Ingham County Justice Complex provides an opportunity for new equipment and this new technology to be installed and ready for use by those incarcerated. Awarding the contract now will ensure an easy and smooth transition to the new vendor with this new technology equipment.

RECOMMENDATION

Based on the information presented, I respectfully recommend approval of the attached resolution to support an agreement with Smart Communications.

Agenda Item 5

TO: Darin Southworth, Chief Deputy, Sheriff's Office
FROM: James Hudgins, Director of Purchasing
DATE: July 28, 2022
RE: Memorandum of Performance for RFP No. 46-22 Inmate Communications

Per your request, the Purchasing Department sought proposals from vendors experienced in providing communication products and services for internal and external inmate communications, inmate education, and recreation.

The scope of work includes, but is not limited to, installing all new and time-tested equipment and software for inmate telephones, hand held devices, video visitation equipment, recording, software and all public pay video visitation equipment, maintaining and repairing equipment, in addition to generating reports for tracking, investigations, operations management, and budget management.

The Purchasing Department can confirm the following:

Function	Overall Number of Vendors	Number of Local Vendors
Vendors invited to propose	21	1
Vendors responding	9	0

Summary of vendors submitting proposals and local preference:

Vendor Name	Local Preference
Turnkey Corrections	No, River Falls WI
Stellar Services LLC	No, Stoughton WI
Viapath Technologies	No, Mobile AL
IC Solutions	No, San Antonio TX
Securus Technologies LLC	No, Carrollton TX
CTEL Consolidated Telecom	No, Irving TX
APDS Corporate	No, New York NY
Combined Public Communications	No, Highland Heights KY
Smart Communications	No, Seminole FL

You are now ready to complete the final steps in the process: 1) evaluate the submissions; 2) confirm funds are available; 3) submit your recommendation of award along with your evaluation to the Purchasing Department; 4) write a memo of explanation; and, 5) prepare and submit a resolution for Board approval.

This Memorandum is to be included with your memo and resolution submission to the Resolutions Group as acknowledgement of the Purchasing Department's participation in the purchasing process.

If I can be of further assistance, please do not hesitate to contact me by e-mail at jhudgins@ingham.org or by phone at 676-7309.

Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

**RESOLUTION TO AUTHORIZE A CONTRACT WITH SMART COMMUNICATION TO PROVIDE
INMATE COMMUNICATION TECHNOLOGY WITHIN THE INGHAM COUNTY
CORRECTIONAL FACILITY**

WHEREAS, the Sheriff's Office has a responsibility and duty to provide avenues of communication for those incarcerated at the Ingham County Correctional Facility; and

WHEREAS, the current contract with Securus Technology is set to expire for the current facility on January 31, 2023; and

WHEREAS, the Sheriff's Office will be occupying the new Ingham County Justice Complex on or about December 2022 or January 2023; and

WHEREAS, through the RFP process, Smart Communications was selected as the preferred vendor; and

WHEREAS, the agreement will reduce the amount family/friends/inmates will pay for phone calls from the Ingham County Correctional Facility; and

WHEREAS, the agreement will expand availability of technology for those incarcerated; and

WHEREAS, Smart Communication is proposing a contract for three (3) years with an auto renew for an additional two – one (1) year extensions if desired by the County and agreed to by the vendor; and

WHEREAS, the agreement with Smart Communication has zero cost to the County.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes an agreement with Smart Communication to provide inmate communication and technology in the Ingham County Correctional Facility for three (3) years beginning on the date of contract execution with an auto-renew for an additional two one-year (1) extensions, if desired by the County and agreed to by the vendor.

BE IT FURTHER RESOLVED, that the Ingham County Board of Commissioners authorizes the Board Chairperson to sign any necessary documents that are consistent with this Resolution and approved as to form by the County Attorney.