FINANCE COMMITTEE
March 6, 2019
Minutes

Members Present: Grebner, Crenshaw (arrived at 6:03 p.m.), Maiville, Morgan, Polsdofer, Schafer and Tennis.

Members Absent: None.

Others Present: Sheriff Scott Wriggelsworth, Treasurer Eric Schertzing, Tim Dolehanthy, Russel Church, Alan Fox, Andy Bouck, George Strander, Michael Townsend, Linda Vail, Tim Morgan, Tyler A Smith, and others.

The meeting was called to order by Chairperson Grebner at 6:00 p.m. in Conference Room D & E of the Human Services Building, 5303 South Cedar Street, Lansing, Michigan.

Approval of the February 20, 2019 Minutes

WITHOUT OBJECTION, CHAIRPERSON GREBNER STATED THE FEBRUARY 20, 2019 MEETING MINUTES WERE APPROVED AS PRESENTED. Absent: Commissioner Crenshaw.

Additions to the Agenda

6. Health Department
   c. Jail Medical Reorganization

Chairperson Grebner stated that Agenda Item 1c contained a typographical error and that the effective date of April 1, 2018 would be corrected to April 1, 2019.

Limited Public Comment

None.

Commissioner Crenshaw arrived at 6:03 p.m.

MOVED BY COMM. MAIVILLE, SUPPORTED BY COMM. SCHAFER, TO APPROVE A CONSENT AGENDA CONSISTING OF THE FOLLOWING ACTION ITEMS:

1. Treasurer’s Office
   a. 3rd Quarter Investment Report
   b. 4th Quarter Investment Report
2. **Sheriff’s Office**
   a. Resolution to Authorize Contracts with Identified Service Providers as Authorized by the Justice Millage
   b. Resolution to Allow the Ingham County Sheriff’s Office to Enter into a Subcontract Agreement with the City of Lansing for the 2019 Byrne JAG State Grant

3. **Public Defenders Office**
   b. Resolution to Authorize a Lease Agreement with 320 North Washington Partners and Ingham County

4. **Community Corrections** – Resolution to Authorize a Contract with Prevention and Training Services for MRT Programming as Authorized by the Justice Millage

5. **9-1-1 Dispatch Center**
   a. Resolution for the Renewal of the 9-1-1 Telephone Support Agreement with Carousel Industries Inc.
   b. Resolution to Authorize Software Purchase Agreement with Tritech for Inform CAD Routing Server and Implementation Services to Enhance the 9-1-1 Center Computer Aided Dispatch (CAD) System
   c. Resolution to Authorize Purchase of Scheduling Software/Services for the 9-1-1 Center
   d. Resolution to Approve a Contract and Join the MPSCS (Michigan Public Safety Communications System) to Include System Monitoring and Infrastructure Maintenance

6. **Health Department**
   a. Resolution to Amend Agreement with MDHHS for HIV Care Coordination
   b. Resolution to Authorize an Agreement with Graphic Sciences, Inc. for the Transport, Storage, and Retrieval of Health Department Files

7. **Parks Department**
   a. Resolution to Establish Additional Guidelines for Trails and Parks Millage Grant Recommendations
   b. Resolution to Amend Resolution #19-047, Resolution to Authorize Contracts for Trails and Parks Millage Applications

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

9. **Farmland and Open Preservation Board** – Resolution to Approve Proceeding to Close Permanent Conservation Easement Deeds
10. **Equalization Department**
   a. Resolution to Award a Contract for Monumentation and Remonumentation Project Representative
   c. Resolution to Award Contracts for Peer Review Group Members

11. **Innovation and Technology Department**
   a. Resolution to Approve the Purchase of Wireless Access Points and Associated Licenses from Sentinel Technologies, Inc.
   b. Resolution to Authorize Planned Annual Continuing Education Program from MUNIS

12. **Human Resources Department** – Resolution to Approve a Collective Bargaining Agreement with the Capital City Labor Program, Inc. Supervisory Unit

13. **Probate Court** – Resolution to Authorize an Agreement with Tel Systems to Upgrade Technology and Provide Maintenance Support for the Probate Court Courtrooms

14. **Controller/Administrator’s Office**
   a. Resolution Establishing the Budget Calendar for 2020
   b. Resolution to Approve an Inter-Local Agreement Granting Limited Waiver of Exemption of Property Taxes from Capture by Meridian Charter Township Downtown Development Authority
   c. Resolution Approving Transfer of Reimbursement Agreement from Ingham County Brownfield Redevelopment Authority to Meridian Township Brownfield Redevelopment Authority

THE MOTION CARRIED UNANIMOUSLY.

THE MOTION TO APPROVE THE ITEMS ON THE CONSENT AGENDA CARRIED UNANIMOUSLY.

1. **Treasurer’s Office**
   c. Resolution to Authorize a Reorganization within the Ingham County Treasurer’s Office

MOVED BY COMM. TENNIS, SUPPORTED BY COMM. MAIVILLE, TO APPROVE THE RESOLUTION AS AMENDED.

Commissioner Schafer stated that this was a $300,000 increase in personnel costs, and that he needed to hear a great explanation why the Treasurer’s Office was not using the budget process.

Chairperson Grebner stated that the reclassification system by definition happened outside of the budget process.

Treasurer Eric Schertzinger stated that the resolution was a reorganization and an addition of several positions. He further stated that it had been a long process, and thanked Alan Fox, Chief Deputy Treasurer, for his contributions.
Treasurer Schertzing stated that his Office had issues in 2017 with staffing, which were his responsibility, but had cleaned up those problems. He further stated that there had been major challenges with the Lansing office, which currently operated with a staff of one person, and which would be more adequately staffed under the reorganization.

Treasurer Schertzing stated that his Office had approached the reorganization in accordance with the best advice it had received. He further stated that he had transferred a position from the Treasurer’s Office to Financial Services in order to resolve the 2017 issues, which had added stress on Treasury staff.

Treasurer Schertzing stated that several Treasury employees were consistently working five to fifteen hours of overtime, and that the Foreclosure Prevention Specialist position was an elevation of a current position. He further stated that two part-time positions were eliminated under the reorganization to help control costs.

Treasurer Schertzing stated that he had been encouraged by Human Resources to reorganize the Treasurer’s Office after several reorganizations had occurred in other departments over several years. He further stated that his Office had worked with the bargaining units involved, and could now bring existing positions up to par with other departments.

Mr. Fox stated that the Treasurer’s Office job descriptions still had language about the old tax system from 1999, and that none of the job descriptions had anything to do with reality. He further stated that it was interesting to hire a clerk under a job description that did not actually describe the job.

Mr. Fox stated that the Office had seen almost everything it did get more complicated over time. He further stated that customers felt it should not be hard to take tax receipts, but that these transactions required background, preparation, and some social services work in trying to reduce the amount collected.

Mr. Fox stated that the foreclosure prevention office had been a great success, and that it took a lot of time to figure out why people were in trouble and to direct them on how they could fix it.

Commissioner Schafer stated that the reorganization increased County costs by $300,000. He further asked where the funds were meant to come from.

Chairperson Grebner stated that it would be built into the budget in the coming year, and that the Controller would find ways to fund it during the current year.

Commissioner Scherfer asked if the increased costs would be paid from the fund balance.

Michael Townsend, Budget Director, stated that the funds basically would come from fund balance. He further stated that there were various adjustments that could be made, so the budget would be monitored throughout the year, and the fund balance adjusted if needed.
Commissioner Schafer stated that he understood what the Treasurer’s Office needed to do, but that lots of money was being spent on Jail Medical, the Public Defenders Office, and with the Treasurer’s Office reorganization, almost $1 million more was being added to the budget. He further stated that he would vote against the resolution, to make sure someone was pointing that out.

Chairperson Grebner stated that this was a 30-35% increase to the Treasurer’s Office base. He further stated that on the other hand, the Treasurer’s Office had not tinkered with positions in 20 years.

Treasurer Schertzing stated that the number of positions had remained static, but that tax foreclosure changes had changed how the positions were used.

Chairperson Grebner stated that the reclassification process was relatively rare, unless the position was already at the top step. He further stated that overall, 1% to 3% of all positions in the County get reclassified every year, and that some got reclassified down.

Chairperson Grebner stated that he could only talk about reclassification on the average, and that the average position got reclassified every 20-40 years. He further stated that the Treasurer’s Office had not had a reclassification in many years.

Chairperson Grebner stated that he felt very close to Treasurer Schertzing and Mr. Fox, so he felt uncomfortable. He further stated that he wanted the minutes to reflect that he had a close professional relationship with Mr. Fox.

Discussion.

Commissioner Maiville stated that several departments had experienced cuts in the 2008-09 timeframe.

Treasurer Schertzing stated that some things in his Office were just like 20 years ago, like the Land Bank and tax foreclosure. He further stated that lots of complexity had been added to the work due to changes made by federal, state and local authorities.

Treasurer Schertzing stated that he had had employees demanding more resources over the years, and that there was a lot of work to be done, more than staff could ever get to. He further stated that dog licensing had recently earned over $10,000, but that it could not be done without people.

Treasurer Schertzing stated that many of his Office’s problems were a function of not having enough people to do everything the Office was required to do.

Discussion.

Treasurer Schertzing stated that licensing one-third of the dogs in the County would bring in $400,000 in revenue.
THE MOTION CARRIED.  **Yeas:** Crenshaw, Grebner, Maiville, Morgan, Polsdofer, Tennis  
**Nays:** Schafer  
**Absent:** None.

Commissioner Crenshaw left at 6:19 p.m.

3. **Public Defenders Office**  
a. **Resolution Creating Positions for the Public Defenders Office**

MOVED BY COMM. TENNIS, SUPPORTED BY COMM. SCHAFER, TO APPROVE THE RESOLUTION.

Chairperson Grebner stated that there was a market for entry-level defense attorneys, and that there were two law schools in the County pumping out graduates, who learned on the fly from judges ruling against them. He further stated that there was nothing in the positions created for incoming, unskilled attorneys.

Russel Church, Chief Public Defender, stated that he had set up a specific category for attorneys with less than four years of experience.

Chairperson Grebner asked whether that category included clueless new attorneys.

Mr. Church stated that that was one of his challenges at the time, and that he had eight to nine applicants who were graduating in May, taking the bar in July, and maybe starting in August. He further stated that this was problematic as far as getting up and running by April or May of 2019.

Commissioner Crenshaw returned at 6:22 p.m.

Chairperson Grebner stated that he had misunderstood, and had thought that the lowest level of Public Defender attorneys would need four or more years of experience. He further stated that he hoped the door would be open to lawyers who were new and did not know what they were doing.

Discussion.

Mr. Church stated that the number of law school graduates was down 30% in the present year.

Chairperson Grebner stated that it was probably down more than that at Western Michigan University Thomas M. Cooley Law School.

Mr. Church stated that that depended on what year you measured it from, but that the numbers had definitely gone down. He further stated that things were generally improving for attorneys, and that the County court-appointed list had a problem because attorneys were voluntarily removing themselves because they did not need the money, and had other matters to handle.
Mr. Church stated that he was still wrestling with how to get enough people in place in time to start taking cases by the end of March, or in early April. He further stated that new attorneys would be placed with teams of experienced attorneys in order to help them get up to speed.

Chairperson Grebner asked whether there would be a probationary period for newly-hired attorneys.

Mr. Church stated that Public Defender employees would be at-will, but that he would not fire them unless they appeared not to be trying after several months.

Chairperson Grebner stated that the existence of the Public Defender meant that if an attorney was not hired by the Public Defender, there would be no court appointment list anymore for them to get on.

Mr. Church stated that he had watched a young attorney do a child support bench trial without having slept at all the night before, because she was working third shifts at a factory in order to get by.

THE MOTION CARRIED UNANIMOUSLY.

6. Health Department
c. Jail Medical Reorganization

Commissioner Tennis stated that the Human Services Committee had examined Jail Medical for months now, and that Sheriff Wrigglesworth and Health Officer Linda Vail had originally proposed a privatization model where the County would hire a contractor to provide jail medical services. He further stated that the privatization plan had been unpopular.

Commissioner Tennis stated the Human Services Committee had instructed the Health Department to draft a reorganization proposal in order to provide the necessary services. He further stated that that was the resolution the Human Services Committee had passed unanimously at its March 4, 2019 meeting.

Commissioner Tennis stated that County Services Committee Chairperson Celentino had asked that the resolution be pulled, and had asked if there were time restraints on the resolution. He further stated that County Services Committee Chairperson Celentino had been told there were not time constraints, probably by mistake.

Commissioner Tennis stated that the Jail Medical Reorganization was already a bit behind, and that it needed to be in front of the full Board of Commissioners at its March 12, 2019 meeting. He further stated that County Services Committee Chairperson Celentino had stated that he was in agreement with that.

Commissioner Tennis stated that because the resolution had been pulled from the County Services Committee agenda, it was automatically pulled from the Finance Committee agenda. He
further stated that Board of Commissioners rules stated that as long as one Committee approved a resolution, it could go to the full Board of Commissioners unless another Committee objected.

Chairperson Grebner stated that it would not be in order to move the resolution, because there was no resolution.

Commissioner Tennis stated that the Jail Medical proposal created additional costs, but that costs would have increased by a similar amount under the privatization plan. He further stated that the reorganization would cost a little more than privatization, and that the first year would be funded out of settlement funds from a settlement with Blue Cross Blue Shield (BCBS).

Commissioner Tennis stated that after the first year, Jail Medical would be part of 2020 budget discussions.

Tim Dolehanty, Controller, stated that Ms. Vail was running off copies of the resolution in order to provide them to the Committee.

Chairperson Grebner stated that the question was the policy now. He further stated that the BCBS settlement had occurred because someone at the Sheriff’s Office many years ago did not update the database of BCBS identification cards.

Chairperson Grebner stated that when people who received medical services while in custody of the Sheriff’s Office found that they came up in BCBS’s system as having full coverage, which cost the county a lot of money.

Commissioner Tennis stated that the County had continued to reimburse health costs to people after they were released from County custody, in an unspecified total amount.

Commissioner Schafer stated that Chairperson Grebner often talked about the level of service the County wanted in terms of cars. He further asked whether the services would be a Cadillac, or more like a Kia.

Chairperson Grebner stated that over decades there had been many issues with Jail Medical, including preventable deaths. He further stated that the County had lurched from one solution to another many times, but that there was no danger of anyone being provided a Cadillac.

Chairperson Grebner stated that outside contractors provided barely-adequate care to people who had no access to services from any other provider, and that a contractor who provided barely-adequate services in Alabama would provide the same level of service here. He further stated that the level of care that would be provided under the reorganization would be a 12-year old used Kia with duct tape on it.

Chairperson Grebner stated that providing jail medical services in-house would cost more, because the County would be trying to hire people who actually cared, and who could work elsewhere if they wanted to. He further stated that this would mean better care, but would cost more.
Commissioner Tennis stated that the jail medical care under the reorganization would not be a Cadillac.

Chairperson Grebner stated that if one talked to someone who had actually spent time in jail, they mainly just wanted a pillow more than one inch thick to use while sleeping on their concrete bunk.

Sheriff Wriggelsworth stated that bunks were steel now, but the pillows were still one inch thick.

Chairperson Grebner stated that the question was whether to pay extra because the County was actually concerned about these people and was willing to put in time and effort. He further stated that the closest thing to a “Cadillac” in Jail Medical service was people giving care who wished things were better for these inmates.

Ms. Vail distributed copies of the resolution.

Commissioner Tennis stated that the reorganization focused more on the management side, and that staff would be essentially the same. He further stated that the key change was having a manager working in the jail full time.

Ms. Vail stated that the reorganization also added a nurse and a medical assistant. She further stated that the Health Department had allocated about 0.15 FTE to the jail.

Ms. Vail stated that things did not remain steady or status quo for long in jail medical, and that a manager was needed to handle vacancies and staffing issues, and to backfill, hire and recruit. She further stated that full-time work was required to do that.

Ms. Vail stated that the County needed to bring up the standard of care, and bringing in a full-time manager was much better than having someone doing it part-time, being distracted by other responsibilities. She further stated that the current manager was trying to drive forward Health Centers and jail medical services.

Ms. Vail stated that there was currently a nurse practitioner in the jail, and that under the reorganization, that person would be an employee of the Health Department instead of a contractor. She further stated that it would be very difficult to find a replacement on short notice if a contract not renewed, and that bringing the nurse practitioner on as a County employee created job security without being at the mercy of contract employees.

Ms. Vail stated that it was perfectly within MSU Nursing’s rights to terminate its contract, but that it had put the County in a difficult place. She further stated that addition of the manager made it unnecessary to have a senior nurse, so all jail nurses would be registered nurses.

Ms. Vail stated that all three unions involved had emailed their support, and that she had provided copies to the Committee.
Commissioner Crenshaw stated that he did not know if should move the resolution. He further stated that one of the issues in the past had been salaries for people in the jail.

Commissioner Crenshaw asked whether the new positions in jail medical would be a better draw.

Ms. Vail stated that the new positions would be a better draw, but that there were still five registered nurse positions that the County struggled to fill. She further stated that the salary range at the County was $51-62,000, but the average entry-level salary nationwide was $66,000.

Ms. Vail stated that hospitals always paid registered nurses more than the jail would, and that jail nurses would also have difficult shifts to work. She further stated that the Health Department could not refactor those positions without reclassifying the position, and that she was hoping to look at the market exception to increase salary.

Ms. Vail stated that the contract with Cross-Country Staffing would provide backfill so the County could get the rest of it all together. She further stated that the reorganization would not fix everything, and that the County needed to look at increasing registered nurse salaries.

Commissioner Tennis stated that this was a starting point, not a finish line, and that more work would be needed to deal with staffing issues. He further stated that there were several vacancies now.

Commissioner Tennis stated that he had spoken with Ms. Vail and the Health Center Board to try and make connections, and to suggest a reentry program to transfer inmates to doctors outside the jail system. He further stated that the reorganization resolution was basically what the Human Services Committee had asked the Health Department to do.

Chairperson Grebner stated that originally Jail Medical positions were under the Sheriff’s Office, and doctors were accountable to jail staff. He further stated that the previous Sheriff fought to keep control back then, but the Health Department now administered the whole program.

Chairperson Grebner stated that now, the medical needs of these people would outrank the needs of jail management in moving them around securely. He further stated that the boundary between jail and medical would be further explored due to more presence of the Health Department in the jail.

MOVED BY COMM. MORGAN, SUPPORTED BY COMM. SCHAFER, TO APPROVE THE RESOLUTION.

Commissioner Morgan stated that in the Human Services Committee meeting, he had spoken about the hiring process and salary questions. He further stated that the Committee had built in a reporting requirement requiring Ms. Vail to return and update the Committee on new developments.

Commissioner Morgan stated that he and Commissioner Tennis agreed that they wanted to stay on top of that.
Chairperson Grebner stated that, like the Public Defender, there was lots of learning to be done.

Ms. Vail stated that she wanted to apologize that this all came through in a chaotic fashion. She further stated that the Health Department was not chaotic about it, and that once the resolution passed the Human Services Committee, it mistakenly was not placed on the County Services Committee agenda.

THE MOTION CARRIED UNANIMOUSLY.

10. Equalization Department
    b. Resolution to Award Contracts for Remonumentation Project Surveyors

MOVED BY COMM. CRENSHAW, SUPPORTED BY COMM. SCHAFER, TO APPROVE THE RESOLUTION.

Chairperson Grebner stated that remonumentation was a little program for many years, and was routinely rubber-stamped. He further stated that he had complained for many years that it was set up not to be bid out, but to allocate the same amount of money at the same prices to several firms.

Chairperson Grebner stated that that had always seemed to be the wrong way to do it, and that a former Equalization Director had openly told firms what to bid. He further stated that he told the Equalization Director that that was a crime, and that he might have stopped, but the bids still came in at the same amount, for the same hours.

Chairperson Grebner stated that Ron Lester, Representative for Remonumentation, had stated that none of the firms wanted any more work than that, and that for many years, Mr. Lester told them how to bid things out.

Chairperson Grebner stated that the bids always came back in the same proportion, at the same amount, resulting in six firms doing the work inefficiently instead of just one or two. He further stated that he had suggested tabling the resolution at the County Services Committee meeting.

Chairperson Grebner stated that if the Finance Committee tabled the resolution, Bill Fowler, Equalization Director, and perhaps Mr. Lester would figure out an alternative to bid out the work competitively.

Commissioner Maiville stated that there were several facets to this, and that the low bid for each facet of the work set the pay rate for all contractors.

Chairperson Grebner stated that the actual proposals actually were all a little different. He further stated that he truly believed that if this was not rigged ahead of time, someone would do all or a lot of the work, because the overhead would be the same, but the pay would be greater.
Commissioner Crenshaw asked whether the Board of Commissioners could ask what the true cost of doing the work would be to each firm.

Chairperson Grebner stated that presumably each firm was making money under its own bid, but that it was not a question of internal costs. He further stated that no one would hire six firms to build a house or paint it because they would all be doing the same thing side-by-side.

Chairperson Grebner stated that it would be different if the County were hiring for different functions, but this contract was for the same service in different places around the County. He further stated that he had been trying to stop this for decades.

Commissioner Tennis stated that the Committee had already adopted Agenda Item 10c, which named several individuals to the remonumentation peer group.

Mr. Fowler stated that the peer group was paid to review work that would be conducted, and received per diems.

Commissioner Tennis asked whether the contractors would review their own work.

Mr. Fowler stated that they would not, because if one party submitted the work, all other parties would review it.

Chairperson Grebner stated that the Committee could go ahead and do this, and with no corners to review, the peer group would not meet.

Mr. Fowler stated that the Committee had appointed and given salary to the County Representative, and had approved membership for the peer group, but had eliminated anything they would do or review.

Commissioner Tennis stated that it did not make sense to have the same group reviewing the work of group members. He further stated that remonumentation had never really come up before in a big way while he had been a Commissioner.

Chairperson Grebner stated that he had tried in many ways to stop this, and that if Mr. Lester continued as Representative, he would need to find a way to do this that passed the Board of Commissioners. He further stated that the Committee had determined who would review the corners, and that if only one firm would up doing the work, all the losing bidders would review it.

Commissioner Maiville stated that Mr. Fowler had experience with this from his time in Genesee County.

Mr. Fowler stated that he was Director up there, but remonumentation was handled by the County Planning Department.
Chairperson Grebner stated that remonumentation was a fascinating topic. He further stated that if the Committee sent them away and told them that the way things had worked in the past did not work, they would find a different way.

MOVED BY COMM. MORGAN TO TABLE THE RESOLUTION.

COMM. MORGAN WITHDREW THE MOTION.

Commissioner Schafer stated that it did not seem reasonable to have passed the peer group resolution without also passing the remonumentation plan.

Commissioner Morgan stated that they would have nothing to do.

Chairperson Grebner stated that if Mr. Fowler recommended that the Finance Committee not pass 10a or 10c, the Committee would listen.

Mr. Fowler stated he would be meeting with Mr. Lester the following day, and that it appeared Chairperson Grebner had had a lengthy discussion with him after the March 5, 2019 County Services Committee meeting. He further stated that he needed to address things with Mr. Lester and the peer group, and that Agenda Items 10a and 10c lacked foundation because 10b had been tabled.

Chairperson Grebner asked whether Mr. Fowler would recommend tableing Agenda Items 10a and 10c.

Mr. Fowler stated that he understood that Agenda Items 10a and 10c had no foundation without Agenda Item 10b.

Chairperson Grebner asked whether Mr. Fowler would recommend that if Agenda Item 10b was not adopted, that Agenda Items 10a and 10c were not adopted as well.

Mr. Fowler stated that he would ask respectfully to withhold any approval.

MOVED BY COMM. SCHAFER TO RECONSIDER AGENDA ITEMS 10A AND 10C, AND TO TABLE AGENDA ITEMS 10A, 10B, AND 10C.

Discussion.

COMM. SCHAFER WITHDREW THE MOTION.

MOVED BY COMM. MORGAN, SUPPORTED BY COMM. TENNIS, TO TABLE THE RESOLUTION.

THE MOTION TO TABLE THE RESOLUTION CARRIED UNANIMOUSLY.

(13)
MOVED BY COMM. SCHAFER, SUPPORTED BY COMM. TENNIS, TO RECONSIDER AGENDA ITEMS 10A AND 10C.

THE MOTION CARRIED UNANIMOUSLY.

MOVED BY COMM. SCHAFER, SUPPORTED BY COMM. TENNIS, TO TABLE AGENDA ITEMS 10A AND 10C.

THE MOTION CARRIED UNANIMOUSLY.

14. **Controller/Administrator’s Office**  
d. Resolution to Authorize an Independent Review of MUNIS Software and County Processes

MOVED BY COMM. CRENSHAW, SUPPORTED BY COMM. TENNIS, TO APPROVE THE RESOLUTION.

Commissioner Maiville stated that the County Services Committee had tabled this resolution at its March 5, 2019 meeting.

Discussion.

Mr. Dolehanty stated that this proposal would have had Plante Moran come in to look at how the County was utilizing the MUNIS system. He further stated that this would be like giving the system a tune up.

Mr. Dolehanty stated that he had walked away from the County Services Committee meeting with a few ideas, and might be able to improve the plan. He further stated that it had been born out of meeting of representatives of six departments which had all experienced frustrations over the years with the way the system functions: Controller, Budget Office, Treasurer, Health Department, IT, and Human Resources.

Mr. Dolehanty stated that it should not take two hours to print out budget projections, and that the department heads wanted independent analysis from Plante Moran, not MUNIS, which had the incentive to sell the County more products rather than optimize what it already had.

Mr. Dolehanty stated that the committee of department heads would invite County Clerk Barb Byrum to the table to discuss the matter with them.

Chairperson Grebner stated that there had been an interesting but inconclusive discussion at the County Services Committee meeting, and that MUNIS was a big system with many parts and a lot of money invested in it. He further stated that it would take three to four years to replace it, and that MUNIS was not yet failing.

Chairperson Grebner stated that this was not something that the County could easily shift away from, and that maintaining and upgrading MUNIS was a major undertaking. He further stated
that from his experience watching many large software projects in many different governments, the only way to make them work was to put someone in charge who was competent, give them a lot of money, and let them suffer through all the problems.

Chairperson Grebner stated that the alternative was to hire someone who was not competent, have the whole thing fail, and write it off.

Commissioner Morgan stated that since 2004, the Board of Commissioners had approved $1.3 million in annual expenditures for MUNIS.

Mr. Dolehanty stated that the 2004 installation costs were almost $1 million.

Commissioner Morgan stated that he had misunderstood, and that $1.3 million was the total expenditure on MUNIS since it was installed in 2004.

Mr. Dolehanty stated that MUNIS had said that Version 11.3 was the newest version that could be implemented at the County, and that they had stated that the County’s system could not handle newer versions until other problems were fixed.

Chairperson Grebner stated that the County did not spend much on IT, and was not cutting-edge, but that it tried to stay within hailing distance of the cutting edge. He further stated that the goal was not to have the system completely fail and be written off the way Lansing Community College did, and that the County had not had a complete meltdown since 1980.

Commissioner Maiville stated that the County had serious issues printing out W-2 tax forms.

Mr. Dolehanty stated that that was an issue every year, and that some kind of tweaking was needed to the system every year.

Mr. Townsend stated that various workarounds were needed every year to get the forms to print. He further stated that for the 2016 tax year, the system needed an update before it would print W-2s, and in the 2017 tax year another workaround was required.

Commissioner Maiville asked why the County needed Plante Moran to tell it what it already knew.

Mr. Dolehanty stated that Plante Moran would get into what was going on inside the system that was causing issues. He further stated that in 2004, MUNIS was built to mirror the old system, and everything since then had built from there.

Mr. Dolehanty stated that lots of things were still going forward based on the thinking of a system that had been gone for 15 years, and that the County needed to rearrange how it parked and utilized its data. He further stated that there had been lots of talk at the County Services Committee meeting about electronic timecards, that upgrades a few years ago allowed for that, but that the system was built in a way that did not allow the County to get what it needed.
Commissioner Maiville asked whether Mr. Dolehanty felt that Plante Moran was more capable than MUNIS.

Mr. Dolehanty stated that MUNIS representatives would want to sell the County more products, and that Plante Moran was the only company that knew the County and MUNIS, both very well. He further stated that MUNIS could do it, and that if it worked well for one department, the County could go forward from there.

Mr. Townsend stated that Plante Moran worked with MUNIS as well as other systems, and that because they were impartial and knowledgeable, they would recommend another system if it would work better for the County. He further stated that Plante Moran worked with the output as well as the system internally.

Commissioner Polsdorfer stated that when the State had updated from the Data Collection Distribution System (DCDS) to the Statewide Integrated Governmental Management Application (SIGMA) years ago, there had been issues, and the contracting firm supplying SIGMA had to be on call, on the phone constantly. He further stated that if MUNIS was taking two hours to print a basic document, they needed to be more responsive to this instead of making the County go to ridiculous lengths to make it work.

Commissioner Polsdorfer stated that if MUNIS wanted the County’s continued business, it needed to respond to requests for tweaks.

Chairperson Grebner stated that MUNIS was a big system, which had been created and customized to suit the County, and was originally set up in a way that was not a good idea by modern standards. He further stated that MUNIS can tell us how MUNIS works, but what the County has done with the program was not MUNIS’s responsibility.

Chairperson Grebner stated that Plante Moran could come in and get departments to agree on changes to make, and what to get rid of. He further stated that that kind of work was complicated, but it was mainly a bug in the County’s 15-year-old set-up, not MUNIS itself.

Commissioner Morgan left at 7:21 p.m.

Chairperson Grebner stated that it was not a question of IT’s responsibility, but rather the County’s.

Mr. Dolehanty stated that Chairperson Grebner was correct, and that he wished he was more articulate on the technical part. He further stated that the customer service from MUNIS had been terrible.

Mr. Dolehanty stated that the County received support email from MUNIS with broken links in them, and that County officials had been told that technicians were booked for the next three months.

Commissioner Morgan returned at 7:22 p.m.
Commissioner Crenshaw stated that during the County Services Committee meeting, it appeared that MUNIS was not responsive to some, but that County Clerk Barb Byrum felt they were generally responsive. He further stated that MUNIS had some features meant to make things work more smoothly, but users chose not to use them.

Mr. Dolehanty stated that what had been said about Former Financial Services Director Jill Rhode did not seem fair, and that he never knew her to do anything without a reason. He further stated that she probably did not want to implement new software because doing so would break three other things.

Mr. Dolehanty stated that the County currently had the Road Department using an entirely different system that did not communicate with MUNIS, making it a manual system.

Chairperson Grebner stated that this was why it would be better to have top-level meetings between department heads to agree on what practices to use. He further stated that that process was never pretty, and required many meetings.

MOVED BY COMM. CRENshaw, SUPPORTED BY COMM TENNIS, TO TABLE THE RESOLUTION.

THE MOTION TO TABLE THE RESOLUTION CARRIED UNANIMOUSLY.

Announcements

None.

Public Comment

Sheriff Scott Wriggelsworth stated that he meant no offense to Treasurer Schertzing, but was surprised to learn that the reorganization of the Treasurer’s Office passed through the committees easily. He further stated that in 2018, the Sheriff’s Office had reclassified in order to add a position, and that they had worked hard to find the money to fund the position internally.

Sheriff Wriggelsworth stated that it was a shame he had not simply asked for money from the general fund, and that the upcoming budget discussions would be several departments fighting for a couple of positions, while the Treasurer would be all set already.

Sheriff Wriggelsworth asked whether the money to fund the reclassifications came from the fund balance.

Chairperson Grebner stated that during the year in which the reclassification took effect, it was funded from the fund balance. He further stated that unless there was some other source of revenue, the position would be built into the general fund base for the next year’s budget.
Sheriff Wriggelsworth stated that there were some comments earlier about how the Treasurer’s Office had stayed static since 1999, and that he would love to go back to 1999 because the Sheriff’s Office had a lot more positions at that time. He further stated that it was a shame that he had not made the same kind of “big ask” that the Treasurer’s Office had.

Sheriff Wriggelsworth stated that some departments had been doing it like the Sheriff’s Office, and some like the Treasurer’s Office, and he wanted to know how these things were supposed to work.

Adjournment

The meeting was adjourned at 7:29 p.m.

[Signature]

BARB BYRUM, CLERK OF THE BOARD