

FRANKLIN COUNTY COMMISSIONERS

Briefing Minutes  
June 15, 2017

Commissioner Brown  
Commissioner Boyce

The purpose of the meeting was to review resolutions submitted for the June 20, 2017 General Session, to vote on certain resolutions and to discuss other matters pertaining to the programs of the agencies. These notes are a synopsis of the meeting.

Commissioner Brown convened the meeting at 9:22 A.M.

RESOLUTION TO BE PASSED

Commissioner Brown: We have an important thing to do. We have to vote and swear in a new Acting County Engineer, very important because we've been without a County Engineer for nine plus hours (Laughter). Not a good thing.

Commissioner Boyce: There are probably bridges that are shaking right now, all kinds of issues (Laughter).

**Resolution No. 435-17**, Resolution appointing Cornell R. Robertson, P.E., P.S., as Acting Engineer of Franklin County (Board of Commissioners), presented by Commissioner Brown.

Commissioner Boyce moved to approve Resolution 435-17, seconded by Commissioner Brown.

The Resolution was adopted by roll call vote.

(Round of applause)

Commissioner Boyce: Wait a minute, we've got to take the Oath, and he's still not there yet (Laughter).

Commissioner Brown: Not quite official yet (Laughter).

Mr. Robertson: I was wondering if I could say a few words before we got started.

Commissioner Brown: Absolutely.

Mr. Robertson: I would like to introduce my family; this is my lovely bride of 20 years Jill, our youngest daughter Catherine she is 10. She loves to bake and garden. Blake our middle son is 16

and this is probably one of the hardest working individuals I've ever been around. He is a scholar athlete and he works extremely hard in Lacrosse, I'm very proud of him. Our oldest son, Hayden is 19. He's away for his first deployment in Afghanistan; he's in the Army through the National Guard. He's an excellent soldier, he's working very hard and he'll do an excellent job for us over there. Also Carla Marable, Project Assistant is with us today, Carla's my partner in Briefing and General Session, co-worker and a great friend.

Mr. Robertson: Interesting fact for the day, exactly twenty-five years ago on June 15, 1992 was my very first day working at the County Engineer's Office. Last I would like to say, that I'm committed to work very hard, I want to carry on Dean' good work and I look forward to working with all of you in that new capacity, assuming I get through the oath ok (Laughter). I brought a Bible that Hayden had when he was in basic training and I thought if that would be ok, I could use that.

Commissioner Brown: Absolutely.

Commissioner Brown administered the Oath of Office.

(Round of applause)

### JOB AND FAMILY SERVICES

Amiee Bowie Noble, Administrator and Corey Wybensinger, Finance Administrator, Job and Family Services, offered a resolution authorizing a non-general fund supplemental appropriation for social services contracts.

Ms. Bowie reviewed information found in documents submitted with this proposed resolution.

Commissioner Brown: This is money we had already anticipated and encumbered, we are just releasing it to you at this time.

Ms. Bowie: Yes.

Mr. Wybensinger: It's an addition of The Ohio Youth Works allocation. So instead of receiving a fifty percent reimbursement, we're receiving a seventy-five percent reimbursement, so that makes up the additional allocations coming in.

Commissioner Brown: What's going to happen after the State Budget passes with that allocation; do you anticipate losing that reimbursement rate, for Medicaid specifically?

Mr. Wybensinger: I think it would depend on how they come out for this next year. We haven't been given any inclination on how that's going to change. It is just a shift towards the Ohio Benefit Project utilizing the new software. We hope it continues.

Commissioner Brown: We really do too.

Kenneth Wilson, County Administrator: The agency is assuming that these funds will carryover federal fiscal year 17.

Commissioner Brown: We really hope it remains. We'll be watching. We are glad you're doing what you're doing.

Juan Torres, Deputy Director of Technology, Job and Family Services, offered a resolution approving an agreement for software support and maintenance between the Franklin County Department of Job and Family Services and Northwoods Consulting Partners, Inc. (\$308,843).

Mr. Torres reviewed information found in documents submitted with this proposed resolution.

Commissioner Brown: If we could make this easier for our clients, I'm all for it. Will this make it easier?

Mr. Torres: This is a renewal; we actually have some initiatives right now focused around customer service on behalf of the director. It's a big push to use technology to streamline the process. We have some new initiatives that we're seeking.

Commissioner Brown: Great.

Mr. Wilson: This has been reviewed and approved by both Purchasing and Prosecutor's Office. That was confirmed yesterday.

Commissioner Brown: I know it's been a long time in coming, so thank you.

Commissioner Boyce: I really appreciate this as well. Commissioner Brown was saying the whole customer service aspect; I had the opportunity to tour Job and Family Services recently. I really look at their customer service software in terms of how, when someone calls, they can only be in the queue for so long and if there's a whole screen where the supervisors can watch and make sure that people are being attended to and that you're not on hold too long. I know there's a capacity issue though, because once it fills up to a certain amount, I think it's sixty calls in a queue and the sixty-first caller, then you get bumped out of the system all together. I know we're working to address those issues, right?

Mr. Torres: That's a separate application, but what you're referring to is what we call a general queue. We have multiple queues beyond that, so there are sixty callers on general. We also have a childcare queue that has another capacity for thirty. Right now we have an initiative for what we call Medicaid Central which is really targeting our Medicaid clients and that has a separate queue as well. Our call center operations, we are really focusing on training agents that target that Medicaid population along with handling our cases on the back end processing. So there's actually five other queues and the capacity is actually higher beyond just hold. We have one hundred twenty-five staff on the phones. So you can have one hundred twenty staff plus the those on hold, plus those trying to get into the queue so there's about two hundred and five lines available for clients to come in.

Mr. Wilson: The last count I knew of, we received about 600,000 calls.

Mr. Torres: In comparison, the State of Ohio has been launching their call center and here in Franklin County we are on track to receive more calls in just Franklin County than the entire shared services queues right now.

Commissioner Boyce: But at the end of the day, it's really about providing access to the services we provide to our citizens that need assistance. I'm grateful that we have the multiple queues and I recognize the importance of this type of legislation in an agency like Job and Family Services (JFS) because of the people that we serve. I've had several conversations with the Director about really working to eliminate any kind of bumping out of the queue no matter what. I hope I'll see something soon and it takes us in that path because you have to think of the people we serve, those are our most vulnerable, they're trying to access resources, it is our job to provide that and so we want to make sure it's as easy as a phone call to get started. We appreciate the work that we put into technology over there.

Mr. Torres: If I can comment to address that. Just two weeks ago we rolled out a call back feature to allow customers to get off the queue and have them placed in a hold. That is our first group on the appointment side and so that is in place as of right now for our inbound appointments. We are piloting that and hopefully we roll out that to the additional queues so that way you're not getting rejected, you're actually getting placed where you can continue on throughout your day and we'll call you back.

Commissioner Brown: Good, thank you.

## ECONOMIC DEVELOPMENT AND PLANNING

James Schimmer, Director, Economic Development and Planning Economic Development and Planning, offered a resolution for the review of petition to annex 4.0 +/- acres from Jackson Township to the City of Grove City - Case #ANX-09-17.

Mr. Schimmer reviewed information found in documents submitted with this proposed resolution.

## CHILD SUPPORT ENFORCEMENT

Lori Torriero, Assistant Director Child Support Enforcement, offered a resolution authorizing an IV-D contract with the Franklin County Clerk of Courts (\$197,826.10).

Ms. Torriero reviewed information found in documents submitted with this proposed resolution.

Commissioner Brown: This is good and it's good to know the effort you did to get this done.

Ms. Torriero: I think from both sides.

Commissioner Brown: Yes, absolutely and it took time for both sides to get it together and its working. You never know when it's going to really pay off in ways that you can see the difference you hope it's going to make. So thank you for letting us know that.

Ms. Torriero: We have quarterly meetings with the Courts including the Domestic Clerk's Office and so we're doing very well. Things are very even and we're progressing.

Commissioner Brown: This is good. Thank you.

### COMMUNITY PARTNERSHIPS

Dayna McCrary, Community Partnership Coordinator, Office of Management and Budget, offered a resolution authorizing a one-year contract with the Capital Area Humane Society to investigate cases of animal cruelty, neglect, and abandonment in Franklin County (\$35,000).

Ms. McCrary reviewed information found in documents submitted with this proposed resolution.

Ms. McCrary offered a resolution authorizing a one-year contract with the Center for Family Safety and Healing to provide assistance to victims of family violence (\$230,000).

Ms. McCrary reviewed information found in documents submitted with this proposed resolution.

### HUMAN RESOURCES

Jerry Bower, Risk Manager, Human Resources, offered a resolution authorizing the binding of excess (stop gap) coverage with Midwest Employers Casualty Company (MECC) for Franklin County's Self-Insured Workers Compensation Program (\$354,288).

Mr. Bower reviewed information found in documents submitted with this proposed resolution.

Commissioner Brown: Was this bid out?

Sue Hamilton: There are not a lot of people that actually carry those, so it was bid out. The company that responded offered two bids of various deductibles and then the other company declined to bid.

Commissioner Brown: Ok.

Mr. Bower: It's marketed through our insurance consultant Willis Towers Watson.

Mr. Wilson: Jerry, how did we land at \$600,000 in receipt of quotes with a minimum of one million dollars of self-insured retention?

Mr. Bower: I do not understand your question.

Mr. Wilson: Did you say \$600,000?

Mr. Bower: Our self-insured retention will remain at \$650,000.

Mr. Wilson: Ok.

Mr. Bower: Which is what it was last year and the year before that.

Mr. Wilson: The resolution summary indicates that we seek quotes with a minimum of one million dollars self insured retention. I'm trying to see the difference between \$650,000 and what's stated in the resolution summary. Did we seek that, but we weren't offered that?

Mr. Bower: Ace Group and Arch Insurance Group would only quote a million dollar retention.

Mr. Wilson: Ok

Mr. Bower: The carriers that were approached were Midwest, US Specialty/Safety National, Ace and Arch. Ace and Arch wouldn't put anything under a million dollars self-insured retention, US Specialty Safety National declined to quote because of capacity and Midwest Employers' Casualty quoted and lowered our rate by two percent.

Mr. Wilson: Ok.

Sue Hamilton, Assistant Director, Human Resources, offered a resolution approving Personnel Actions.

Ms. Hamilton reviewed information found in documents submitted with this proposed resolution.

## PURCHASING

Karl Kuespert, Director, Purchasing, offered a resolution approving purchases for various Franklin County agencies (Purchasing) (\$703,046.38)

Mr. Kuespert reviewed information found in documents submitted with this proposed resolution.

Ms. Long: Commissioners with your permission, we would like to add one purchase order for Public Facility Management. It would advance one of the construction fees that needs to be paid to the City of Columbus for the jail construction project. It's for \$20,000.

Commissioners: Ok.

BOARD OF COMMISSIONERS

Tabled Resolution No. 433-17 - Tabled on June 13, 2017 appointing Derek Anderson to the Franklin County Children Services Board.

Commissioner Boyce: I'm waiting to hear back on some things.


Kris Long, Deputy County Administrator: It's always at your discretion to table again or table indefinitely while additional information is coming forward.

Commissioner Boyce: Ok.

Having no further business, the meeting was adjourned at 9:46 A.M.

**(Signature page follows.)**


These minutes are a summary of the Commissioners' Briefing Session for June 15, 2017.



**JOHN O'GRADY, PRESIDENT**



**MARILYN BROWN**



**KEVIN L. BOYCE  
BOARD OF COUNTY COMMISSIONERS  
FRANKLIN COUNTY, OHIO**

Submitted by: Victoria Caldwell, Acting Clerk