

COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011

THE BOARD OF COMMISSIONERS OF DELAWARE COUNTY MET IN REGULAR SESSION ON THIS DATE WITH THE FOLLOWING MEMBERS PRESENT:

Present:
Dennis Stapleton, President
Ken O'Brien, Vice President
Tommy Thompson, Commissioner

RESOLUTION NO. 11-857

IN THE MATTER OF APPROVING THE ELECTRONIC RECORD OF THE PROCEEDINGS FROM REGULAR MEETING HELD AUGUST 11, 2011:

It was moved by Mr. Thompson, seconded by Mr. Stapleton to approve the following:

WHEREAS, the Board of Commissioners of Delaware County, Ohio (the "Board") met in regular session on August 11, 2011; and

WHEREAS, the Clerk of the Board has certified, pursuant to section 305.11 of the Ohio Revised Code, that the entire record of the proceedings at that meeting is completely and accurately captured in the electronic record of those proceedings;

NOW, THEREFORE, BE IT RESOLVED that the Board hereby approves the electronic record of proceedings at the previous meeting.

Vote on Motion Mr. Thompson Aye Mr. Stapleton Aye Mr. O'Brien Abstain

PUBLIC COMMENT

ELECTED OFFICIAL COMMENT

PRESENTATION
CHIEF TIMOTHY JENSEN AND CAPTAIN PIWTORAK
BUSINESS FIRST AWARD
DELAWARE COUNTY AND LIBERTY TOWNSHIP FOR SPECIAL NEEDS REGISTRY

RESOLUTION NO. 11-858

IN THE MATTER OF APPROVING PURCHASE ORDERS, THEN AND NOW CERTIFICATES, AND PAYMENT OF WARRANTS IN BATCH NUMBERS CMAPR0812:

It was moved by Mr. O'Brien, seconded by Mr. Thompson to approve Then And Now Certificates, payment of warrants in batch numbers CMAPR0812 and Purchase Orders as listed below:

<u>Vendor</u>	<u>Description</u>	<u>Account</u>	<u>Amount</u>
PO' Increase			
Janton	Janitorial Supplies	10011105-5201	\$ 7,500.00
Siemens	Bioxide Chemical Scioto Reserve	66211907-5290	\$ 10,000.00

Vote on Motion Mr. Stapleton Aye Mr. Thompson Aye Mr. O'Brien Aye

RESOLUTION NO. 11-859

IN THE MATTER OF APPROVING TRAVEL EXPENSE REQUESTS:

It was moved by Mr. O'Brien, seconded by Mr. Thompson to approve the following:

The Auditor's Office is requesting that Melissa Lobdell attend a URISA GIS-Pro Conference in Indianapolis, Indiana November 1-4, 2011, at the cost of \$1,425.00 (REA Funds).

The Commissioners Office is requesting that Commissioner Stapleton, Commissioner Thompson, Commissioner O'Brien, Teri Morgan, Tim Hansely and Gus Comstock attend the Delaware Area Chamber of Commerce Meeting in Delaware, Ohio on August 18, 2011; at the cost of \$120.00. (Fund Number 10011101).

Vote on Motion Mr. O'Brien Aye Mr. Thompson Aye Mr. Stapleton Aye

RESOLUTION NO. 11-860

IN THE MATTER OF APPROVING CONTRACT AMENDMENT NO.1 BETWEEN THE

**COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011**

**DELAWARE COUNTY BOARD OF COMMISSIONERS AND B&K LEHNER EXCAVATING LLC
FOR THE DUTCHER SCOTT DRAINAGE IMPROVEMENT PROJECT:**

It was moved by Mr. Thompson, seconded by Mr. Stapleton to approve the following:

Whereas, The County Engineer Recommends Approval Of The Contract Amendment NO.1 Between The Delaware County Commissioners And B&K Lehner Excavating Llc For The Dutcher Scott Drainage Improvement Project;

Now Therefore Be It Resolved, That The Delaware County Board Of Commissioners Approve The Contract Amendment NO.1 Between The Delaware County Commissioners And B&K Lehner Excavating Llc For The Dutcher Scott Drainage Improvement Project.

**CONTRACT AMENDMENT NO. 1
DUTCHER #477/SCOTT #604 DRAINAGE
IMPROVEMENT PROJECT**

This Amendment No. 1 is made and entered into this 15th day of August, 2011, by and between B&K Lehner Excavating, LLC, 2356 Troy Road, Delaware, Ohio 43015 (hereinafter called the "Contractor") and the Delaware County Commissioners, 101 North Sandusky Street, Delaware, Ohio 43015 (hereinafter called the "Owner") (hereinafter collectively referred to as the "Parties"), and shall amend, in its entirety, the original Agreement entered into by and between the Parties on June 27, 2011.

The Contractor and the Owner, for the consideration stated herein mutually agree as follows:

ARTICLE 1. Statement of Work:

The Contractor shall furnish all supervision, technical personnel, materials, machinery, tools, equipment, labor, and services, including utility and transportation services, and perform and complete all work required for the construction of the improvements embraced in the project called Dutcher #477/Scott #604 Drainage Improvement Project (the "Project") and required supplemental work for the Project all in strict accordance with the Contract Documents. The Contractor agrees to complete the Project promptly and in a good, substantial and workmanship manner, under the direction of the Delaware County Engineer and Delaware Soil and Water Conservation District.

ARTICLE 2. The Contract Price:

The Owner will pay the Contractor for the total quantities of work performed at the unit prices stipulated in the Bid for the respective items of work completed for the sum not to exceed Fifty-Two Thousand Eight Hundred Eighty-Seven Dollars and Twenty Cents (\$52,887.20), subject to additions and deductions as provided in the Contract Documents. This amount constitutes an increase of Four Thousand Eight Hundred and Sixty Dollars and Zero Cents (\$4,860.00) from the original Agreement Contract Price, due to unforeseen surface and subsurface tile connections and associated pavement repair and surface grading.

ARTICLE 3. Contract Time:

The Contractor agrees to complete the Project on or before August 24, 2011, which constitutes an extension of sixteen (16) days from the original Agreement completion date, due to the unforeseen conditions set forth herein and unforeseen weather delays.

ARTICLE 4. Contract:

The Contract Documents shall consist of the following:

- a. This Agreement
- b. Invitation to Bid
- c. Instructions to Bidders
- d. Signed Copy of the Bid
- e. Work Specifications (including all plans, drawings, etc.)
- f. Specifications – General Provisions
- g. Federal and State Requirements

This Agreement, together with other documents enumerated in this ARTICLE 4, which are, by this reference, fully incorporated herein, forms the entire Agreement between the Parties. In the event that any provision in any component part of this Agreement conflicts with any provision of any other component part, the provision of the component part first enumerated in this ARTICLE 4 shall govern, except as otherwise specifically stated.

Further Be It Resolved, that the Board of Commissioners approve a Purchase Order Increase to B&K Lehner in the amount of \$4,887.20.

Vote on Motion Mr. Thompson Aye Mr. O'Brien Abstain Mr. Stapleton Aye

COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011

RESOLUTION NO. 11-861

IN THE MATTER OF RENEWING THE CONTRACT WITH B & L PACKRAT LLC FOR SNOW REMOVAL SERVICES FOR DELAWARE COUNTY:

It was moved by Mr. O'Brien, seconded by Mr. Thompson to approve the following:

WHEREAS, Delaware County awarded the bid and contracted with B & L Packrat LLC effective on November 1, 2009 for snow removal services; and

WHEREAS, per the terms of the bid contract, it may be renewed if agreed upon by both parties for two (2) additional one (1) year periods; and

WHEREAS, per the terms of the bid contract an increase in costs may be negotiated upon renewal;

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners of Delaware County, State of Ohio, authorizes the renewal of the contract with B&L Packrat, LLC, for snow removal services for Delaware County for the first one (1) year period at the following rates:

County Court House 91 North Sandusky, Commissioners office rear lot:
Plowing \$85.00 salt 160#

Old Jail and Parking lot N. Franklin St.
Plowing \$85.00 salt 160#

Wolf Building
Plowing \$85.00 salt 80#

Old church lot and old Elks lot
Plowing \$120.00 salt 220#

Rutherford B Hayes Building
Plowing \$300.00 salt 500#

Sheriff DTU Maintenance facility
Plowing \$175.00 salt 320#

EMS 1
Plowing \$85.00 salt 80#

EMS 2
Plowing \$110.00 salt 160#

EMS 3
Plowing \$80.00 salt 80#

EMS 5
Plowing \$95.00 salt 160#

EMS 8
Plowing \$120.00 salt 160#

EMS 9
Plowing \$125.00 salt 160#

New Station 7 North Gate Dr.
Plowing \$90.00 salt 160#
This bid on new station only is for location around building and parking area.

Sheriff Office/ Jail
Plowing \$335.00 salt 340#

Alum Creek Sub
Plowing \$95.00 salt 160#

Dog Shelter
Plowing \$140.00 salt 160#

Wills Building
Plowing \$375.00 salt 680#

**COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011**

Salt prices are going to be \$200.00 per ton
Calcium Magnesium mix \$800.00 per ton

Total per plowing		\$2,500.00
Salt	3740#	374.00
Cal Mag. Pavers & concrete	100#	50.00
		\$2,924.00

Vote on Motion Mr. Stapleton Aye Mr. O'Brien Aye Mr. Thompson Aye

RESOLUTION NO. 11-862

IN THE MATTER OF AUTHORIZING THE SUBMITTAL OF THE REVOLVING LOAN FUND AND PROGRAM INCOME SEMI-ANNUAL REPORTS WITH THE OHIO DEPARTMENT OF DEVELOPMENT, OFFICE OF HOUSING AND COMMUNITY PARTNERSHIPS:

It was moved by Mr. Thompson, seconded by Mr. O'Brien to authorize the submittal of RLF report:

WHEREAS, the Ohio Department of Development provides financial assistance to Delaware County under the Community Development Block Grant (CDBG) Program; and

WHEREAS, Delaware County has a Revolving Loan Fund and Program Income Fund, which is capitalized with Community Development Block Grant (CDBG) funds, with use of these funds having a National Objective of assisting eligible low-moderate income households; and

WHEREAS, Office of Housing and Community Partnerships (OHCP) in the Ohio Department of Development (ODOD) has requested that Delaware County significantly reduce its Revolving Loan Fund (RLF) balance by spending said funds on eligible CDBG activities meeting a CDBG National Objective; and

WHEREAS, the Ohio Department of Development requires the County to submit a report of the RLF/Program Income funds for their review.

NOW THEREFORE, PURSUANT TO THE FOREGOING, BE IT HEREBY RESOLVED by the Board of Commissioners, County of Delaware, State of Ohio as follows:

Section 1. The Delaware County Board of Commissioners hereby authorizes to accept and submit the Semi-Annual RLF/Program Income Reports for the period January 1, 2011 – June 30, 2011, to Ohio Department of Development, Office of Housing and Community Partnership.

Section 2. The Board of Commissioners authorizes the President of the Board to sign the ED RLF Semi-Annual Report and the Program Income Report for January 1, 2011 – June 30, 2011.

<u>Housing Semi-Annual Program Income Report</u>			
<u>1. Housing Program Income Status:</u>	<u>CDBG Funds</u>	<u>HOME Funds</u>	<u>Receipts/Disbursements (Since Last Report)</u>
=	\$ 50,516.30	\$0.00	Balance as of <u>12/31/10</u> (Beginning of Report Period)
+	\$ 0.00	\$0.00	Program Income Received
+	\$ 0.00	\$0.00	Bank Interest Received
-	\$ 9,927.05	\$0.00	Program Costs (must match total in section 2)
-	\$ 0.00	\$0.00	Administrative Costs
=	\$ 40,589.25	\$0.00	Available Cash Balance as of <u>6/30/11</u>
	\$ 0.00	\$0.00	Balance Reserved for CHIP Programs

COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011

2. Detailed Activity Information for Housing Program Income:

<u>Program Activity</u>	<u>CDBG Funds</u>	<u>Outcomes*</u>	<u>HOME Funds</u>	<u>Outcomes*</u>
Downpayment Assistance (DPA):	\$ 0.00	0	\$0.00	0
DPA/Private Rehabilitation	\$ 0.00	0	\$0.00	0
Private Rehabilitation:	\$ 0.00	0	\$0.00	0
Home Repair:	\$ 8,000.00	1 unit	\$0.00	0
Private Rental Rehab:	\$ 0.00	0	\$0.00	0
New Construction	\$ 0.00	0	\$0.00	0
Tenant Based Rental Assist:	\$ 0.00	0	\$0.00	0
Other Program Costs:	\$ 1,927.05	0	\$0.00	0
Total Program Costs:	\$ 9,927.05		\$0.00	

On an additional sheet, identify any issues or concerns with the above listed program costs and outcomes. Include all costs but only list as an outcome if the unit/project has been completed and reviewed by local program staff.
*Outcomes should be reported in total Units Completed in this Reporting Period.

1. Loan Portfolio Status Report:

Receipts/Disbursements (Since Last Report)

Balance as of 12/31/10 (Beginning of Report Period)	=	\$ 814,286.01	
	+	\$ 72,452.47	Repayment of Funds- Vlg. Sunbury
	+	\$ 8,546.88	Principal Received
	+	\$ 1,947.53	Loan Interest Received
	-	\$ 0	Fees Received
	-	\$ 0	Administrative Costs
	-	\$ 7,020.99	Powell Business Incubator Project
	-	\$ 139,230.85	Central Ohio Mental Health-Public Rehab
	-	\$ 17,640.00	AccuPro-Delaware Creative Housing
	-	\$ 5,358.50	Formula 2010-Public Service
	-	\$ 5,735.25	Delaware Community Housing Improvements
	-	\$ 18,900.00	Columbus Zoo Impact Study
	-	\$ 5,625.00	Andrews House ADA
	-	\$ 40,000.00	I-71/US 36 Study
Available Cash Balance as of 6/30/11	=	\$ 657,722.30	
Amounts Reserved for Loan Guarantees or Amounts of Other RLF Liabilities		\$418,765	See Attached Report

2. Portfolio Status on all Loans (From your attached loan list, insert the total number, and amount of loans in the Appropriate Categories)

Loan Status	(#)	CDBG Loan Balance	(#)	< 30	(#)	>30 <60	(#)	>60
Delinquent:	(1)	\$ 12,779.85	(0)		(1)	\$ 12,779.85	(0)	\$
Default:	(2)	\$ 95,156.68	(0)		(0)		(2)	\$95,156.68
Current:	(0)	\$ 22,691.57						
Total Loans	(0)	\$ 130,628.10						

On an additional sheet, identify by name all loans reported in section 2 as being delinquent or defaulted, and describe efforts to resolve these delinquent or defaulted loans. Loans later than 60 days are considered Non Performing Assets.

RLF SEMI-ANNUAL LIST OF LOANS
CDBG Funds
January 1, 2011- June 30, 2011

**COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011**

Business Name	Loan	CDBG loan	CDBG loan	Amt. Paid 1/1/11 – 6/30/11		Payment
	Date	Amount	Balance	Principal \$	Interest \$	Status
3rd Degree Tanning	6/1/2004	\$50,000	13,708.98	4,057.85	227.15	C
Absolute Impressions	5/1/2004	\$37,250	8,982.59	1,688.77	232.19	C
Dr. David Zehnder	05/21/1999	\$ 45,000	12,779.85	1,524.19	314.26	Delinquent 2 mos.
Quality Assured Products, Inc.	03/15/1999	\$ 60,000	20,291.19	0	0	Default
State Farm Insurance	04/15/1998	\$ 30,000	0	0	0	Completed
The Coop Restaurant	2/1/05	\$127,600	74,865.49	1,276.07	1,173.93	Default
TOTALS	xxxxx		130,628.10	8,546.88	1,947.53	xxxx

Vote on Motion Mr. Stapleton Aye Mr. Thompson Aye Mr. O'Brien Aye

RESOLUTION NO. 11-863

IN THE MATTER OF CONTINUING THE MOU WITH WORKFORCE DEVELOPMENT AREA 7 REGION; DELAWARE/KNOX/MARION/ MORROW SUB REGION, AND THE OHIO DEPARTMENT OF JOB AND FAMILY SERVICES:

It was moved by Mr. Thompson, seconded by Mr. O'Brien to approve the following:

Whereas, the Area 7 Workforce Development Consortium constitutes a jurisdiction designated by the Governor as a Workforce Investment Area, and

Whereas, the Area 7 Workforce Investment Policy Board has the responsibility for Planning, Policy Development, Monitoring, Audits and Audit Resolution, One Stops, Grant Application, Business Relations, and Youth Council, and

Whereas, Delaware County is a member of the Area 7 Workforce Development Region, and, the Delaware/Knox/Marion/Morrow Sub-Region, and,

Whereas a Memorandum of Understanding is necessary to delineate the cost of operating a One Stop Employment and Training Center and to specify services offered by partner agencies, and

Whereas, The Ohio Department of Job and Family Services is a partner agency at the Delaware Area Career Center South One Stop Employment and Training Center and the Job and Family Services Resource Room, and

Now, therefore, be it resolved that Delaware County will continue to participate in the Area 7 One Stop MOU for fiscal year 2012 and 2013.

**Local Workforce Investment Area #7
MEMORANDUM OF UNDERSTANDING
Between the
Delaware County Commissioners
DKMM Workforce Investment Board
and the
Delaware Job Network**

I. PURPOSE OF MEMORANDUM OF UNDERSTANDING

A. PURPOSE: The purpose of this Memorandum of Understanding (MOU) is to provide information about the relationship between the above mentioned parties regarding their respective roles, duties, obligations and responsibilities for implementation of the provisions of section 121(c)(2) of Title I of the Workforce Investment Act (WIA) of 1998. This MOU is also intended to contribute to a cooperative and mutually beneficial relationship between the Chief Local Elected Officials, Local Workforce Investment Board, and the various partners, to coordinate resources to prevent duplication and ensure the effective and efficient delivery of workforce services, and to establish joint processes and procedures that will enable partners to integrate the current service delivery system resulting in a seamless and comprehensive array of job matching, education, family services, job training and other workforce development services. Parties to this document propose to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services and agencies. This MOU also documents the importance of WIA performance

**COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011**

measures and continuous improvement initiatives.

B. PERIOD OF RELEVANCE: This MOU was designed to serve as a record of the relationship of the signatories from July 1, 2011 until June 30, 2013 unless modified by the partners. The Period of Relevance for each partner will commence upon the date of that partner's signature. A review will be conducted annually for modification and/or amendment. Upon agreement by the parties, the MOU will be renewed for each State Fiscal Year biennium period based on the annual reviews and subsequent modification and/or amendment.

II. INTRODUCTION/BACKGROUND

A. BACKGROUND: The DKMM Workforce Investment Board , and the DELAWARE JOB NETWORK partners developed this memorandum of understanding to ensure that the following principles of the Workforce Investment Act of 1998 are implemented:

Universal Eligibility: All customers, including those with special needs and barriers to employment, will have access to a core set of services at each one-stop site , designed to provide information to make career and labor market decisions. Core, intensive, training and support services will be made accessible on-site.

One-Stop Approach: All customers may explore work preparation and career development services and have access to information on a range of employment, training and adult and occupational education programs.

Services will be made available through available WIA Title I federal workforce investment funds .

Individual Choice: Customers will have access to a multitude of career, skill, employment and training information to obtain the services and skills they need to enhance their employment opportunities, based on their individual needs.

Regional Development: To develop a workforce development system that upgrades the regional area workplace skills and enhances the economic development of the area. Services such as tax credits and labor market information will be made accessible on-site.

Cost Effective: All customers will have access to a system that minimizes costs, enhances the participation of employers and job seekers served through the system and does not duplicate services.

III. PARTIES TO THE MEMORANDUM OF UNDERSTANDING

A. PARTIES AND THEIR ROLES: The Workforce Investment Act clearly identifies the one-stop system as the service delivery system for programs funded under the Act and its partner programs. The DELAWARE JOB NETWORK is a collaboration of site partners that are responsible for administering workforce investment, educational and other human resource programs and funding streams. The following parties are involved in the administration of the WIA and the DELAWARE JOB NETWORK:

1. Delaware County Commissioners who oversee the local workforce development system and represent the local governing authorities.

2. DKMM Workforce Investment Board , designated to work in partnership with the Delaware County Commissioners and to establish policies and oversee the workforce development system.

3. Montgomery CDJFS designated by the Delaware County Commissioners as the fiscal agent for Title I WIA funds and other related funding sources allocated for workforce development activity.

4. DELAWARE JOB NETWORK is designated by the DKMM Workforce Investment Board as the one-stop operator responsible for administration, management and coordination of activities at the physical one-stop site.

5. Required One-Stop System partners:

a. Delaware County Department of Job and Family Services (DCDJFS) is designated as the administrative entity for WIA Title I federal workforce investment programs (WIA adult, dislocated worker and youth programs).

b. Delaware County Department of Job and Family Services (DCDJFS) is responsible for Temporary Assistance to Needy Families (TANF) services, which include the Ohio Works First (OWF) program, Prevention, Retention and Contingency (PRC) program, child care, transportation and other support services.

c. Delaware Area Career Center is the grant recipient and administrative entity of WIA Title II funds for Adult Education and Family Literacy Programs.

d. Ohio Rehabilitation Services Commission is the recipient of funds under WIA Title IV for the administration and provision of vocational rehabilitation services and employment assistance to eligible individuals with disabilities.

f. Ohio Department of Job and Family Services is the recipient of funds under WIA Title I and Title III for the administration and provision of Wagner-Peyser program activities, Unemployment Insurance, Worker Re-employment Services, Trade Adjustment Assistance, NAFTA Transitional Adjustment Assistance and Veterans

**COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011**

Employment and Training Programs (under Chapter 41, Title 38 U.S.C.)

IV. PARTNER RESPONSIBILITIES – RESOURCE AND COST SHARING

A. RESOURCE SHARING - SERVICES TO BE PROVIDED: Each partner is responsible for the provision of services associated with the One-Stop system site. The levels of service begin with a core set of services available to the universal population. Further assessments may necessitate the need for more intensive and/or training services. These services, customized and based upon DKMM needs are described in a detailed narrative and is outlined in matrix format in the Attachment A documents.

1. Partner Services Responsibilities and Shared Services Pool Matrices: Attachment A includes, in addition to the master matrix of partner service responsibilities, a sub-matrix that outlines shared service responsibilities that all partners participate in to ensure that integration and non-duplication of services is addressed. These matrices are identified in Attachment A as Partner Service Responsibilities and Shared Services Pool. The Shared Services Pool also reflects common services provided by specific partners that all partners may benefit from.

2. Methods of Referral: The referral process provides convenience of services to individuals and businesses using the DELAWARE JOB NETWORK and makes available all Core Services at the system site(s). This process also provides for a continuum of services and follow-up to ensure individual and business needs have been met. All partners agree to follow the DELAWARE JOB NETWORK referral process outlined in Attachment A via the following documents:

a. Customer Work Flow: A diagram of the DELAWARE JOB NETWORK customer work flow and descriptions of referral methods is attached (Attachment A-2: Customer Work Flow Diagram (local area generated attachment))

b. Partner Referrals: Referrals will be tracked using the DELAWARE JOB NETWORK common intake/referral form. The form is attached (Attachment A-3: Common Intake/Referral Form and the processes of referral are described below.
(The local area processes of referral are detailed below)

The Delaware CDJFS is responsible for ensuring the consistency of the common intake referral process, maintenance of records and quarterly reporting to the DKMM WIB.

B. COST SHARING – ONE-STOP OPERATIONAL COSTS: The provision of direct services to individuals and businesses is a key component in the DKMM one-stop system. Each partner serves various segments of the population and provides services that benefit those individuals. Each partner is responsible for the funding of their direct program services.

The DKMM One-Stop System includes operational expenses at the comprehensive site Delaware Job Network located at the Delaware Area Career Center, 4565 Columbus Pike and other locations as listed in Attachment B. All partners will share proportionate responsibility for the costs of the operational expenses of the DKMM One-Stop site(s).

1. Operational Budget: The total operational budget for the DKMM (s) is \$1,058,971. Each partners' proportionate fair share was calculated using the following methodology:
See Attachment B for details.

2. Cost Sharing Agreement: An overview of each partners' fair share of the operational costs is outlined in Attachment B - Cost Sharing Agreement. Included in the attachment is a narrative describing the cost sharing expense items and the contributions of the partners.

The Delaware CDJFS is responsible for record keeping, accounting and maintenance of this budget and will do so on a quarterly basis. A quarterly reconciliation of budget and actual costs will be conducted and cost sharing budgets will be adjusted based on this reconciliation.

V. GENERAL PROVISIONS

PERFORMANCE GOALS: All partners have agreed to work together to meet and exceed the WIA Performance Measures for the DELAWARE JOB NETWORK one-stop system. These measures are for Adult, Dislocated, Older and Younger Youth Services and Customer Satisfaction. The Delaware CDJFS will report quarterly on the progress of these measures and all partners agree to discuss ways of mutually attaining these performance measures to reach shared outcomes. The WIA Performance Measures are included as Attachment C. A partner that is an Eligible Training Provider will post the Eligible Training Provider performance information at their service delivery location. All partners also agree to work collaboratively on attaining the DOL Common Performance Measures which became effective July 1, 2006 and involve a number of required partners. This collaboration includes strategizing on approaches to attain these measures and providing data to the performance reporting system

PERFORMANCE REPORTING: All partners have agreed to participate in a common intake, referral and

**COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011**

individual tracking system operating through the DELAWARE JOB NETWORK . Whenever WIA funds are expended in part or whole for service on an individual, all partners agree to enter/maintain that individual information into the State mandated automated system. In addition, all partners agree to refer and/or enter all job openings. Partners agree to work together in implementing data collection processes to address the DOL Common Performance Measure reporting needs for One-Stop Systems.

CONTINUOUS IMPROVEMENT: All partners will participate in a process of program review and continuous improvement to offer the best possible services and seize opportunities for further integration. To assure that services are responsive to the needs of the community, partners will survey customers to obtain feedback on customer satisfaction. All partners will participate in the ongoing development and improvement of the DELAWARE JOB NETWORK procedures, policies and operational management. All partners will be part of a joint planning process that will continuously review the needs of the DKMM workforce and business community and refine the services of the one-stop system based upon those needs.

In addition, the partners will encourage, accommodate staff, and/or provide training and cross training, as deemed appropriate, to ensure that all partner staff are familiar with all programs represented within the DELAWARE JOB NETWORK One-Stop System in order to integrate services, reduce duplication, and improve overall service delivery.

Continuous improvement will also be addressed through the use of the One-Stop System Certification Continuous Improvement Tracking Tool and Gold Standard Continuous Improvement Program. In collaboration with ODJFS, areas of continuous improvement are/will be noted and goals and timelines set for activities. This will be an ongoing effort through all phases of One-Stop System Certification.

INFORMATION SHARING/CONFIDENTIALITY: All partners agree that any information considered public assistance information pursuant to section 5101.26 of the Ohio Revised Code received by partners pursuant to their involvement with the One-Stop will be used only for the purposes set out in this MOU and will not be re-released to anyone except as allowed by section 5101.27 of the Ohio Revised Code or any other state or federal law which governs release of the information. The parties also agree that the sharing of unemployment compensation claim, wage, employer or employment and training information will be for the purpose of providing employment and training programs and services pursuant to the provisions contained in sections 4141-43-01 and 4141-43-02 of the Ohio Administrative Code. Additionally, the parties agree that the use of confidential information obtained through and with the Ohio Rehabilitation Services Commission will be governed under Section 3304-2-63 of the Ohio Administrative Code.

AMENDMENTS:

(1) (a) Except as set forth in paragraph (2), the information contained in this MOU may be modified or amended by written consent of all of the partners. Any request to amend a provision should be made in writing to the DKMM WIB and must be agreed to by all partners. The DKMM WIB will notify the other partners of the details of any modification request.

(b) The MOU may be modified from time to time to add new one-stop partners. These new members may sign the MOU in its existing form as of the time that they are being added. All partners to the MOU will be notified in writing of additional parties joining in the MOU. Any adjustment of resource/cost sharing items will be reviewed prior to adding additional partners.

(2) It is understood by the parties that each should be able to fulfill its One-Stop role in full accordance with any federal and state laws and policies which govern or affect their activities. If at any time any party is unable to perform its functions under this MOU consistent with federal, state or local statutory, regulatory or policy mandates, the affected party should immediately provide written notice to all other parties of their intent to amend or modify the Agreement at least 30 days in advance of effectuating the amendment or modification. No consent from the other parties will be requested if an amendment or modification is made pursuant to this provision.

(3) Periodically the Resource/Cost Sharing Agreement (Attachment B) may require adjustments based upon reconciliation of projected costs to actual expenses and/or minor adjustments to cost sharing items. In addition, other non-substantive modifications to the MOU, such as grammatical corrections, clarifications, etc., may be needed from time to time. Minor adjustments/modifications of this type will not require a formal amendment signed by all partners to the MOU but it is agreed partners will be notified by Delaware CDJFS of any such written amendments/modifications.

SUPPLEMENTAL AGREEMENTS: To ensure utmost flexibility for all partners, it is understood that the DKMM WIB may enter into separate legally enforceable agreements with each partner, or a combination of partners, which will specify the rights and obligations of that particular partner and the DKMM WIB . The One-Stop operator will provide copies of any such agreements to all other partners.

IMPASSE RESOLUTION: In the event that an impasse should arise between the partner(s) and/or the DKMM WIB regarding terms and conditions, the performance, or administration of this MOU, the following procedure will be initiated:

(1) A written document detailing the impasse will be submitted to the Delaware CDJFS. The Delaware CDJFS will attempt to resolve the issue. The DKMM WIB and the partner(s) should document the negotiations and efforts that have taken place to resolve this issue.

(2) If the impasse is not resolved, the Executive Committee of the DKMM WIB will appoint a special committee to review and attempt resolution of the impasse.

(3) In the event an agreement cannot be reached, the DKMM WIB Chairperson will meet with the local elected

**COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011**

official(s) and/or the partner(s) and/or the Delaware CDJFS based on the nature of the impasse to resolve the issue and will make a recommendation within thirty (30) working days of receiving the dispute. The whole process should be completed within ninety (90) days.

(4) Impasses involving state level partners will have the participation of their respective executive director/administrator, or their designees, in all resolution activities.

WITHDRAWAL: Partners having legally enforceable agreements relating to their participation in the One-Stop may be bound by the terms contained therein, but since this is an informational document, any partner to this MOU may withdraw as a signatory from this MOU. It is requested that written notice be provided to all other parties setting forth their intent to withdraw at least thirty (30) days prior to their last anticipated day as a signatory. Withdrawal by one or more partners to the MOU will only result in withdrawal of the MOU for the remaining partners if the service or funds provided by the withdrawing partner(s) is/are essential to the continuing viability of the DKMM, and the withdrawing partner(s) cannot be easily replaced.

NON-DISCRIMINATION: All partners to this MOU are equal opportunity employers. All understand they must comply with 29 C.F.R. 37.30 which states it is against the law for a partner to discriminate on the following basis: against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I financially assisted program or activity, including Section 188 of the WIA. The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIA Title I financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

MISCELLANEOUS:

1) **NO INDEMNIFICATION AND LIABILITY:** By executing this MOU each partner agrees to work together to deliver DELAWARE JOB NETWORK one-stop services for employers, employees and those seeking employment. However, the partners are not legally "partners" to the extent that term encompasses joint and several liability. Each partner under this MOU is responsible for its own employees, representatives, agents and subcontractors.

2) **MUTUAL RESPECT OF ORGANIZATIONAL PRACTICES:** All partners identified in this MOU or in supplemental agreements to this MOU will respect each others' organizational practices and management structures in the provision of services under the MOU.

3) **RECORDS MAINTENANCE:** The Delaware CDJFS is responsible for all records pertaining to the administration and operation of the DELAWARE JOB NETWORK. This includes all fiscal and accounting records, budgets, performance measures, referral tracking records, customer service surveys and any other pertinent records. In addition, the Delaware CDJFS will provide all partners with an annual report that outlines budget expenditures/reconciliations, services provided and populations served and performance information. These records will be made available to all partners upon request. When a partner's record retention policies are not equal the most stringent of these policies should be applied to all partners in regard to any DELAWARE JOB NETWORK One-Stop costs. (Reference 29 CFR 97.42)

4) **CROSS-TRAINING:** The partners will encourage, accommodate staff and/or provide training and cross-training, as deemed appropriate, to ensure that all partner staff are familiar with all programs represented within the DELAWARE JOB NETWORK one-stop system in order to integrate services, reduce duplication and improve overall service delivery.

5) **VETERANS PREFERENCE:** All U.S. Dept. of Labor funded programs administered by any One-Stop partner will ensure veteran preference and priority of service to provide maximum opportunities to veterans and/or covered person(s) within each targeted group as established by Title 38 U.S.C., Ch. 42, §4215 and the Jobs for Veterans Act, P.L. 107-288.

6) **ONE-STOP POLICIES AND PROCEDURES:** The DELAWARE JOB NETWORK partners have agreed to maintain operational control and responsibility for staff assigned to the DELAWARE JOB NETWORK one-stop, while assuring staff adhere to policies and procedures of the DKMM system. Any partner specific variances with the DELAWARE JOB NETWORK one-stop policies and procedures should be documented in an supplemental agreement separate to this MOU. The DELAWARE JOB NETWORK One-Stop Policies and Procedures as outlined the Local Workforce Investment Area 7 board. All partners will follow the DELAWARE JOB NETWORK One-Stop Policies and Procedures. Where there is a conflict between those policies and procedures and those of a partner agency, the partner agency's policies and procedures shall take precedence. The partner agencies and the DELAWARE JOB NETWORK shall work together to minimize such conflicts.

VI. SIGNATURE PAGE

By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Delaware Job Network One-Stop System.

**COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011**

Vote on Motion Mr. O'Brien Aye Mr. Thompson Aye Mr. Stapleton Aye

RESOLUTION NO. 11-864

IN THE MATTER ESTABLISHING A LETTER OF INTENT BETWEEN THE DELAWARE COUNTY BOARD OF COMMISSIONERS; THE DELAWARE COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES AND THE OHIO DEPARTMENT OF JOB AND FAMILY SERVICES OFFICE OF INFORMATION SERVICES REGARDING THE COLLABOR8 PILOT PROJECT CALL CENTER SOLUTION:

It was moved by Mr. Thompson, seconded by Mr. O'Brien to approve the following:

Whereas, the Director Of Jobs & Family Services recommends approval of the letter of intent between the Delaware County Board Of Commissioners; The Delaware County Department Of Job And Family Services And The Ohio Department Of Job And Family Services Office Of Information Services regarding the Collabor8 Pilot Project Call Center Solution;

Therefore, be it resolved that the Delaware County Board Of Commissioners approve the letter of intent between the Delaware County Board Of Commissioners; The Delaware County Department Of Job And Family Services And The Ohio Department Of Job And Family Services Office Of Information Services regarding the Collabor8 Pilot Project Call Center Solution.

**COLLABOR8 PILOT PROJECT
CALL CENTER
LETTER OF INTENT**

This Letter of Intent (LOI) is agreed to by and between Delaware County Job and Family Services (CDJFS) and the Ohio Department of Job and Family Services (ODJFS) Office of Information Services (OIS) regarding the Collabor8 Pilot Project Call Center solution.

This LOI defines the ongoing maintenance and support arrangement for the Collabor8 Pilot Project Call Center solution deployed for the Collabor8 Pilot Project and specifically as it relates to Delaware CDJFS and ODJFS OIS.

ODJFS OIS will provide the following maintenance and support services for the Collabor8 Pilot Project Call Center solution:

Availability/Changes/Maintenance

- 24/7 monitoring and troubleshooting services through the ODJFS OIS Network Operations Center – monitoring and notification of circuit and telephony issues
- ODJFS is to ensure that the Collabor8 Call Center solution will be available during normal business hours of Monday – Friday, 8 AM until 4 PM.
- ODJFS will not be responsible for components outside of its control, such as outside carrier phone lines, Centrex telephone systems, non-ODJFS phone sets, non-ODJFS VoIP systems; non-ODJFS network connections, etc.
- Availability to be measured utilizing reporting and monitoring tools based on the Memorandum of Understanding (MOU) criteria established by the Collabor8 Pilot.
- Basic change (Emergency) service will allow for basic alterations to be made to the logic or content of the Collabor8 ACD, Virtual Hold or Predictive Dialer components of the Call Center solution in an emergency situation. An example of this change classification would be moving agents between agent groups. ODJFS agrees to provide the ability of Collabor8 Call Center managers to make changes on an “as needed” basis without impacting production service.
- Basic change (Scheduled) service will allow for basic alterations to the logic or content of the Collabor8 ACD, Virtual Hold or Predictive Dialer components of the Call Center solution. An example of this change classification would be changing the name of an agent. ODJFS will ensure a 48 hour completion date from the time the change is identified/defined by the Collabor8 Call Center managers and ODJFS OIS telephony support staff.
- The Complex Change service will allow for complex alterations to the logic or content of the Collabor8 ACD, Virtual Hold or Predictive Dialer components of the Call Center solution. An example of this change classification would be adding an additional menu option. Complex changes will involve additional development and implementation costs to the Collabor8 Pilot Project and will need to be negotiated by the Collabor8 Project Sponsor, ODJFS CIO and the seven participating CDJFS’ – Delaware, Hancock, Knox, Marion, Morrow, Sandusky and Wood. ODJFS agrees to schedule and make changes as needed without impacting production service within a mutually agreed upon time to be

**COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011**

determined by the Collabor8 Project Sponsor, ODJFS CIO and the seven participating CDJFS' – Delaware, Hancock, Knox, Marion, Morrow, Sandusky and Wood.

- Emergency Maintenance is intended for system correction and recovery for the Collabor8 Call Center solution. All reasonable attempts will be made to perform emergency maintenance outside regular business hours. Emergency maintenance may require changes during regular business hours; however, service interruptions will be kept to a minimum.
- Scheduled Maintenance will also allow for updates, clean-up and changes to the Collabor8 Call Center Solution outside of logic or content. ODJFS agrees to provide Collabor8 Call Center managers reasonable notice prior to any scheduled maintenance event. Scheduled maintenance is to be pre-determined by ODJFS at a standard time each month. However, this maintenance is to occur outside of regular business hours of Monday – Friday, 8 AM through 4 PM.

Cost Structure

The Collabor8 Call Center technical architecture provides an Automated Call Distribution (ACD), Virtual Hold, and Predictive Dialer solution which is currently in use by various ODJFS offices and external entities. Costs for the Collabor8 Call Center solution are distributed across the seven participating CDJFS' – Delaware, Hancock, Knox, Marion, Morrow, Sandusky and Wood.

Overall expenses related to the Collabor8 Call Center are established based on the total number of county agents and anticipated call volumes. Cost is distributed between the counties based on the number of agents per county.

The Collabor8 CDJFS' will be responsible for the following Pilot Year and Annual Ongoing Costs associated with this project:

- Circuit/Data Lines Pilot Year cost - \$55,860.00
- Circuit/Data Lines Annual Ongoing cost - \$111,720.00
- Call Center ACD Pilot Year cost - \$12,528.00
- Call Center ACD Annual Ongoing cost - \$25,056.00
- Virtual Hold/Auto Callback Pilot Year cost - \$16,540
- Virtual Hold/Auto Callback Annual Ongoing cost - \$33,079
- Predictive Dialer/Auto-Outbound Dialer Pilot Year cost - \$932
- Predictive Dialer/Auto-Outbound Dialer Annual Ongoing cost - \$1,865

The total Collabor8 Call Center Pilot Year cost for the CDJFS' equates to \$85,860.00. The total Collabor8 Call Center Annual Ongoing cost for the CDJFS' equates to \$171,720.00. The majority of the ongoing costs are related to software maintenance agreements. These agreements are renewed on a periodic basis and may experience cost increases consistent with industry trends. These cost increases will be passed to the counties should they occur.

Specifically, Delaware CDJFS will be responsible for the following costs:

- Circuit/Data Lines Pilot Year cost - \$7,980.00
- Circuit/Data Lines Annual Ongoing cost - \$15,960.00
- Call Center ACD Pilot Year cost - \$1,833.00
- Call Center ACD Annual Ongoing cost - \$3,667.00
- Virtual Hold/Auto Callback Pilot Year cost - \$2,420.00
- Virtual Hold/Auto Callback Annual Ongoing cost - \$4,841.00
- Predictive Dialer/Auto-Outbound Dialer Pilot Year cost - \$136.00
- Predictive Dialer/Auto-Outbound Dialer Annual Ongoing cost - \$272.93

The total Collabor8 Call Center Pilot Year cost for Delaware CDJFS equates to \$12,369.00. The total Collabor8 Call Center Annual Ongoing cost for Delaware CDJFS equates to \$24,740.93.

ODJFS is responsible for the capital expenses related to the Collabor8 Call Center solution for the ACD, Virtual Hold, and Predictive Dialer. ODJFS is responsible for the installation costs and \$400.00/month/county costs for the data lines associated with the Collabor8 Pilot Project.

Terms of Payment

Delaware CDJFS agrees to be invoiced by ODJFS OIS through the Technology and Service Support Policy (TSSP) at a rate of \$2061.50/month for the Pilot Year costs and at a rate of \$2,061.74/month for the Annual Ongoing Costs for the above Collabor8 services, and is committed to pay these charges for services rendered.

Billing for the Pilot Year Call Center services will commence in January, 2012. The Collabor8 Call Center Annual Ongoing billing will begin on July 1, 2012.

The TSSP invoicing process is as follows:

- OIS will create a Collabor8 Call Center TSSP invoice for the costs (either Pilot Year Cost or Annual Ongoing Cost, depending on the timing (see above)).

**COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011**

- The TSSP Coordinator will review and verify financial responsibilities. Whenever financial responsibilities are determined to be different from those submitted by through the Collabor8 Pilot Project, the TSSP Coordinator will notify the County Agency and obtain their consent before continuing the invoicing process.
- Once a Collabor8 Call Center service period has been fulfilled, OIS will forward the invoice for services rendered to ODJFS' Office of Fiscal and Monitoring Services.
- Based upon the information received from OIS, Fiscal and Monitoring Services will finalize an invoice and mail it to the County Agency.
- County Agencies will pay an invoice by sending a check, made payable to the Treasurer, State of Ohio, along with a copy of the invoice to the following address:

Ohio Department of Job and Family Services
P.O. Box 714834
Columbus, OH 43271-4834
- If a County Agency fails to submit payment, Fiscal and Monitoring Services will notify the County Agency of the outstanding invoice via memo at 60 days.
- If a County Agency fails to submit payment within 90 days, Fiscal and Monitoring Services will recover the funds via an adjustment to the County Agency's advance. Fiscal and Monitoring Services will notify an affected County Agency via a memo when the 90 day period has expired.

To contact TSSP Team Members please call 614-387-TSSP (8777) or reach them via email at TSSP@jfs.ohio.gov
The TSSP fax number is 614.387.8127.

Term of Letter of Intent

This Letter of Intent is in effect from January 1, 2012, through June 30, 2013, unless this Letter of Intent is suspended or terminated pursuant to Procedures for Withdraw from the Collabor8 Pilot Project.

In the event of termination, any equipment and software associated with the Collabor8 Call Center solution will remain the property of ODJFS.

Delaware CDJFS and ODJFS OIS each agree that they have individually read and agree to the terms of this Letter of Intent for FY 12-13.

By this reference, the Collabor8 Pilot Project Memorandum of Understanding (MOU) and all its terms, provisions, conditions and attachments are incorporated herein.

Vote on Motion Mr. Thompson Aye Mr. O'Brien Aye Mr. Stapleton Aye

RESOLUTION NO. 11-865

IN THE MATTER THE DELAWARE COUNTY BOARD OF COMMISSIONERS AND THE DELAWARE COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES ACCEPTING THE PROPOSALS FROM THE OHIO DEPARTMENT OF JOB AND FAMILY SERVICES OFFICE OF INFORMATION SERVICES REGARDING VOICE OVER INTERNET PROTOCOL TELEPHONY SERVICES FOR THE COLLABOR8 PILOT PROJECT CALL CENTER SOLUTION:

It was moved by Mr. O'Brien, seconded by Mr. Thompson to approve the following:

Whereas, the Director Of Jobs & Family Services recommends accepting the proposals from The Ohio Department Of Job And Family Services Office Of Information Services Regarding Voice Over Internet Protocol Telephony Services For The Collabor8 Pilot Project Call Center Solution;

Therefore, be it resolved that the Delaware County Board Of Commissioners accept the proposals from The Ohio Department Of Job And Family Services Office Of Information Services Regarding Voice Over Internet Protocol Telephony Services For The Collabor8 Pilot Project Call Center Solution.

Technology At Work For You

CONNECTING YOUR BUSINESS TO THE TECHNOLOGY RESOURCES YOU NEED

The Ohio Department of Job and Family Services (ODJFS), through the Office of Information Services (OIS), is in a position to provide extended services to local county agencies in the form of Voice over Internet Protocol (VoIP) telephony. The VoIP telephony solution is being offered to provide county agencies with a telephone service option that is available across the ODJFS secure network with which they are already connected. Local county agencies can take advantage of the ODJFS VoIP telephony solution as opposed to designing, procuring

**COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011**

and implementing a solution on their own. Through the ODJFS VoIP telephony solution, recurring cost savings could be recognized as well as having highly trained and expert technicians to maintain the system.

OIS has been identified as an efficient and effective provider of VoIP telephony services to other State of Ohio agencies and is now offering this service to local county agencies.

Flexible solutions for your business needs

ODJFS PROVIDES A TOTAL END TO END SOLUTION.

IT VoIP TELEPHONY SOLUTION – CISCO CALLMANAGER EXPRESS WITH CISCO UNITY EXPRESS

Cisco CallManager Express provides call processing for Cisco IP phones. Cisco Unity Express offers voice-mail and automated attendant capabilities for IP phone users connected to Cisco CallManager Express. The voice mail and automated attendant capabilities are fully integrated into the Cisco access router using a network module. With this solution, the router delivers features similar to those of a key system or hybrid private branch exchange (PBX) plus the rich data and routing capabilities expected on the new Cisco® integrated services routers designed specifically for voice services and multi-service routers.

With this solution, ODJFS can now deliver IP Telephony to county sites and other ODJFS remote locations with a solution that is very simple to deploy, administer, and maintain. Cisco CallManager Express with Cisco Unity Express provides our customers with a cost-effective, highly reliable, feature-rich solution for an office deployment of up to 200 users.

WHY VoIP?

Why VoIP for local county agencies? It is because VoIP combines voice, data and video into a single, easy to manage service. VoIP allows local county agencies to focus on what matters: providing services to their clients. VoIP can increase productivity by combining and simplifying communication tools and support.

WHAT IS VoIP?

VOICE OVER INTERNET PROTOCOL (VOIP) ALLOWS FOR TELEPHONE LINES ON A NETWORK. IT IS A FORM OF VOICE COMMUNICATION THAT USES DATA NETWORKS TO TRANSMIT VOICE SIGNALS. THE SIGNAL IS APPROPRIATELY ENCODED AT ONE END OF THE COMMUNICATION CHANNEL, SENT AS PACKETS THROUGH THE DATA NETWORK, THEN DECODED AT THE RECEIVING END AND TRANSFORMED BACK INTO A VOICE SIGNAL.

ODJFS VoIP TELEPHONY BENEFITS

- IMPROVED BUSINESS PROCESSES
- UPTIME SIMILAR TO EMAIL
- COST SAVINGS
- ON-SITE SUPPORT
- EXPERIENCED IT STAFF
- 24/7 MONITORING
- ON DEMAND LIVE RECORDING TO VM

POTENTIAL FUTURE OPPORTUNITIES

- LEAST COST ROUTING
- CALL CENTER TECHNOLOGIES
 - ACD
 - Outbound Dialer
 - CTI Integration (screen pops)
 - Quality Monitoring
 - Reporting
 - Self-Service

RECURRING VoIP TELEPHONY COSTS FOR THE COUNTY

With any new service, there are ongoing, recurring costs for maintenance, support and professional services. The ODJFS Office of Information Services provides the following ongoing support and will bill Delaware CDJFS through TSSP on an ongoing basis for the following:

ODJFS TOTAL SUPPORT - \$15/phone/month

- 24/7 monitoring and troubleshooting services through the ODJFS OIS Network Operations Center – monitoring and notification of circuit and PBX issues
- PBX software upgrades
- Telephone software upgrades
- Break/fix support for telephones and peripherals
- Troubleshooting assistance with the local LEC for circuit issues

**COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011**

- PBX troubleshooting and replacement
- Telephone troubleshooting and replacement
- Peripheral telephony equipment troubleshooting and replacement
- Voice mail password resets
- Add, moves, deletes, and changes for the telephones
- Add, deletes, and changes for voice mail
- Basic Auto-Attendant modifications up to 4 per year. (Additional \$1000 for advanced requests)
- PBX configuration back-up nightly
- Unity Express module configuration back-up nightly
- Second and Third Level Maintenance support

If Delaware County would like additional training, the following will be billed separately through TSSP.

- On-site Training - \$880 per day + travel expenses for training on system (limited to 10 individuals)

ODJFS has also assumed the following costs for County VoIP Telephony Option.

- PBX system - \$13,500.00 (provided at no cost to county)

By this reference, the Collabor8 Pilot Project Memorandum of Understanding (MOU) and all its terms, provisions, conditions, and Attachments are incorporated herein.

Delaware County Job and Family Services (CDJFS) has reviewed this Telephony Services proposal provided by the Ohio Department of Job and Family Services (ODJFS) Office of Information Services (OIS), and is in agreement with moving forward on this initiative.

Delaware CDJFS agrees to be invoiced by ODJFS OIS through the Technology and Service Support Policy (TSSP) at the rate of \$15.00/phone/month for the above services, and is committed to pay these charges for services rendered. It is estimated, based on 89 VoIP telephones, the average monthly rate will be \$1335.00.

Billing for VoIP services will commence the next full month following the VoIP solution implementation and a two month grace period. The TSSP invoicing process is as follows:

- OIS will create a VoIP TSSP invoice by collecting a sampling of systems in use during the subject billing period for determination of the quantity of phone units eligible for billing. To gather an accurate count, a report listing the phone unit MAC address residing within the agency router will be collected from the PBX systems.
- The TSSP Coordinator will review each report and verify financial responsibilities. Whenever financial responsibilities are determined to be different from those submitted by county TSSP requests, the TSSP Coordinator will notify the County Agency and obtain their consent before continuing the invoicing process.
- Once a VoIP service period has been fulfilled, OIS will forward a list of equipment and services rendered to ODJFS' Office of Fiscal and Monitoring Services. Where appropriate, the list will indicate county financial responsibilities.
- Based upon the information received from OIS, Fiscal and Monitoring Services will generate an invoice and mail it to the County Agency.
- County Agencies will pay an invoice by sending a check, made payable to the Treasurer, State of Ohio, along with a copy of the invoice to the following address:
Ohio Department of Job and Family Services
P.O. Box 714834
Columbus, OH 43271-4834
- If a County Agency fails to submit payment, Fiscal and Monitoring Services will notify the County Agency of the outstanding invoice via memo at 60 days.
- If a County Agency fails to submit payment within 90 days, Fiscal and Monitoring Services will recover the funds via an adjustment to the County Agency's advance. Fiscal and Monitoring Services will notify an affected County Agency via a memo when the 90 day period has expired.

To contact TSSP Team Members please call 614-387-TSSP (8777) or reach them via email at TSSP@jfs.ohio.gov. The TSSP fax number is 614.387.8127.

Delaware CDJFS is committed to this project effort to provide Voice over Internet Protocol (VoIP) telephony services for the agency as described in this proposal. Delaware CDJFS agrees to be billed through TSSP for the documented costs associated with this project. The parties agree that no billing shall begin until after January 1, 2012.

COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011

PRICING

The following is the base VoIP (Cisco CallManager Express and Cisco Unity Express) solution provided and funded by ODJFS for Delaware CDJFS through the Collabor8 project.

START UP – Analysis, Design, Implementation and Equipment

Part #	Qty	Unit Price	Total Price	Description
VoIP Phones				
CP-6941-C-K9=	85	\$145.75	\$12,388.75	Cisco Unified IP Phone 6941, Charcoal, Standard Handset
CP-6961-C-K9=	4	\$162.25	\$649.00	Cisco Unified IP Phone 6961, Charcoal, Standard Handset
CP-WMK-C-6901=	4	\$49.50	\$198.00	Charcoal Locking Wallmount Kit for 6900 Series
Telephone Adapters				
ATA187-I1-A=	3	\$165.00	\$495.00	Cisco ATA 187 with configurable impedance
VIC2-2FXO	1	\$220.00	\$220.00	Two-port Voice Interface Card - FXO (universal)
Unity Voice Mail				
NME-CUE	1	\$1,650.00	\$1,650.00	Cisco Unity Express Network Module Enhanced (8 Ports Incl.)
Additional Items				
Professional Service	1	\$4,400.00	\$4,400.00	
PD-3524/AC	4	\$774.23	\$3,096.92	24 port midspan module Page 3506 of Anixter contract
Patch cables	1	\$250.00	\$250.00	
Memory & Flash upgrade	1	\$100.00	\$100.00	Recommended Flash for IOS 15.x.x and CME 8.0.0
SmartNet				
CON-SNT-41WK	85	\$6.80	\$587.00	SMARTNET 8X5XNBD Cisco Unified IP Phone 6941, ArcWht, STD
CON-SNT-61WK	4	\$6.80	\$27.20	SMARTNET 8X5XNBD Cisco Unified IP Phone 6961, ArcWht, STD
CON-SNT-CP7962	4	\$6.80	\$27.20	SMARTNET 8X5XNBD Cisco Unified IP Phone 7962
CON-SAU-NMECUE	1	\$229.50	\$229.50	SW APP SUPP + UPGR Cisco Unity Express Network Module
Licensing				
SW-CCME-UL-6941=	85	\$82.50	\$7012.50	Cisco Communications Manager Express License - 6941 IP Phone
SW-CCME-UL-6961=	4	\$82.50	\$330.00	Cisco Communications Manager Express License - 6961 IP Phone
SW-CCME-UL-6901=	4	\$55.00	\$220.00	CCME PHONE LICENSE FOR 6901 IP PHONE
FL-CUE-PORT-2	3	\$275.00	\$825.00	Unity Express License - 2 Port
FL-CUE-MBX-5	18	\$55.00	\$990.00	Unity Express License - 5 Mailbox - CUCM and CUCME
			\$33,696.07	VoIP Solution Total for Delaware CDJFS

Vote on Motion Mr. Stapleton Aye Mr. O'Brien Aye Mr. Thompson Aye

RESOLUTION NO. 11-866

IN THE MATTER OF APPROVING SUPPLEMENTAL APPROPRIATIONS FOR ELECTION SETTLEMENT SERVICES:

It was moved by Mr. O'Brien, seconded by Mr. Thompson to approve the following:

Supplemental Appropriation

50211119-5375	CFOA Bond Retirement	\$	750.00
21411306-5375	911 Operations	\$	2,000.00
50911126-5375	Olentangy Crossings TIF	\$	45.00
51311130-5375	Basigner Ditch Improvement	\$	47.00

Vote on Motion Mr. Thompson Aye Mr. Stapleton Aye Mr. O'Brien Aye

COMMISSIONERS' COMMITTEES REPORTS

Commissioner O'Brien

-No Additional Comments At This Time

Commissioner Thompson

- Report From Teri Morgan, Communications And Employee Relations Manager, Who Represented The Commissioners At The Hartford Fair

Commissioner Stapleton

-Attended A CORSA Meeting On Friday For Property Insurance And Liability

COMMISSIONERS JOURNAL NO. 56 - DELAWARE COUNTY
MINUTES FROM REGULAR MEETING HELD AUGUST 15, 2011

-A CEBCO Representative Was Also Present, Expect A Future Announcement On A 3-6% Increase For Health Insurance
-Notice In The Paper On The AEP Public Hearing For The Sub-Station Improvement In Berkshire/Trenton Townships

RESOLUTION NO. 11-867

IN THE MATTER OF ADJOURNING INTO EXECUTIVE SESSION FOR CONSIDERATION OF APPOINTMENT, EMPLOYMENT, DISMISSAL, DISCIPLINE, PROMOTION, DEMOTION OR COMPENSATION OF A PUBLIC EMPLOYEE OR PUBLIC OFFICIAL; FOR PENDING OR IMMINENT LITIGATION AND TO CONSIDER THE PURCHASE OF PROPERTY FOR PUBLIC PURPOSES:

It was moved by Mr. O'Brien, seconded by Mr. Thompson to adjourn into Executive Session at 10:07AM.

Vote on Motion Mr. Stapleton Aye Mr. Thompson Aye Mr. O'Brien Aye

RESOLUTION NO. 11-868

IN THE MATTER OF ADJOURNING OUT OF EXECUTIVE SESSION:

It was moved by Mr. O'Brien, seconded by Mr. Thompson to adjourn out of Executive Session at 11:07AM.

Vote on Motion Mr. O'Brien Aye Mr. Thompson Aye Mr. Stapleton Aye

There being no further business, the meeting adjourned.

Ken O'Brien

Dennis Stapleton

Tommy Thompson

Jennifer Walraven, Clerk to the Commissioners