



Roger A. Bergman
Chairperson

Matthew R. Fenske
Vice-Chairperson

Ottawa County

Board of Commissioners

To All Ottawa County Commissioners:

The Ottawa County Board of Commissioners will meet on **Tuesday, March 9, 2021 at 1:30 PM** for the regular March meeting of the Board at the Ottawa County Fillmore Street Complex in West Olive, Michigan and via Zoom.

The Agenda is as follows:

1. Call to Order by the Chairperson
2. Invocation – Commissioner DeJong
3. Pledge of Allegiance to the Flag
4. Roll Call
5. Presentation of Petitions and Communications
 - A. Public Health Update, Lisa Stefanovsky
 - B. GCSI Update, Bob Devries
6. Public Comments
7. Approval of Agenda
8. Actions and Reports
 - A. Consent Resolutions:

From the County Clerk/Register

- I. Board of Commissioners Meeting Minutes
Suggested Motion:
To approve the Minutes of the [February 23, 2021 Board of Commissioners meeting](#).

Francisco C. Garcia Joseph S. Baumann Douglas R. Zylstra Allen Dannenberg Randall J. Meppelink
Kyle J. Terpstra James H. Holtvluwer Philip D. Kuyers Gregory J. DeJong

From Administration

2. [Accounts Payable for February 15-26, 2021](#)

Suggested Motion:

To approve the general claims in the amount of \$5,696,964.38 as presented by the summary report for February 15-26, 2021.

3. [Post-Execution Ratification of Contracts under Section IV\(D\)\(2\) of the Ottawa County Contracting Authorization and Form Policy](#)

Suggested Motion:

To ratify all contracts currently pending on the post-execution ratification list as authorized under Section IV(D)(2) of the Ottawa County Contracting Authorization and Form Policy that was adopted on April 14, 2020.

B. Public Hearings: None

C. Action Items:

From Administration

1. [Lease Agreement with the Historic Ottawa Beach Society](#)

Suggested Motion:

To approve and authorize the Board Chairperson and Clerk/Register to sign the lease agreement with the Historic Ottawa Beach Society for the use of the Pump House building at the Historic Ottawa Beach Parks through March 31, 2041.

2. [Ottawa County Department of Health and Human Services 2020 Annual Report](#)

Suggested Motion:

To receive for information the Ottawa County Department of Health and Human Services 2020 Annual Report.

3. [Michigan State University Extension 2020 Annual Report](#)

Suggested Motion:

To receive for information the Michigan State University Extension 2020 Annual Report.

4. [Ottawa County Innovation and Technology 2020 Annual Report](#)

Suggested Motion:

To receive for information the Ottawa County Innovation and Technology 2020 Annual Report.

5. [Ottawa County Community Action Agency 2020 Annual Report](#)

Suggested Motion:

To receive for information the Ottawa County Community Action Agency 2020 Annual Report.

D. Appointments: None

E. Discussion Items:

1. [Ottawa County Department of Health and Human Services 2020 Annual Report](#)
Presented by Kendra Spanjer, Director, DHHS
2. [Michigan State University Extension Service 2020 Annual Report](#)
Presented by Erin Moore, District Coordinator, MSU Extension
3. [Ottawa County Innovation and Technology 2020 Annual Report](#)
Presented by Paul Klimas, Innovation and Technology Director
4. [Ottawa County Community Action Agency 2020 Annual Report](#)
Presented by Jennifer Brozowski, CAA Program Director

9. Report of the County Administrator
A. 2020 State of the County

10. General Information, Comments, and Meetings Attended

11. Public Comments

12. Adjournment

**PROPOSED
PROCEEDINGS OF THE OTTAWA COUNTY
BOARD OF COMMISSIONERS
FEBRUARY SESSION – SECOND DAY**

The Ottawa County Board of Commissioners met on Tuesday, February 23, 2021, at 1:30 p.m. and was called to order by the Chair.

Commissioner Dannenberg pronounced the invocation.

The Chief Deputy Clerk led in the Pledge of Allegiance to the Flag of the United States of America.

Present at roll call: Francisco Garcia (by zoom), Joseph Baumann, Douglas Zylstra (by zoom), Allen Dannenberg, Randall Meppelink (by zoom), Kyle Terpstra (by zoom), James Holtvluwer (by zoom), Gregory DeJong (by zoom), Philip Kuyers, Roger Bergman, Matthew Fenske. (11)

Presentation of Petitions and Communications

A. Public Health Update – Dr. Paul Heidel, Medical Director, and Derel Glashower, Epidemiologist, presented a COVID-19 update.

B/C 21-044 Matthew Fenske moved to approve the agenda of today as presented. The motion passed as shown by the following votes: Yeas: Joseph Baumann, Francisco Garcia, Randall Meppelink, James Holtvluwer, Gregory DeJong, Douglas Zylstra, Kyle Terpstra, Philip Kuyers, Allen Dannenberg, Matthew Fenske, Roger Bergman. (11)

B/C 21-045 Matthew Fenske moved to approve the following Consent Resolutions:

1. To approve the Minutes of the February 9, 2021 Board of Commissioners meeting.
2. To approve the general claims in the amount of \$8,843,800.44 as presented by the summary report for February 1 – 12, 2021.
3. To approve the FY2020 and FY2021 budget adjustments per the attached schedule.
4. To receive for information the Correspondence Log.

The motion passed as shown by the following votes: Yeas: Kyle Terpstra, James Holtvluwer, Douglas Zylstra, Philip Kuyers, Gregory DeJong, Randall Meppelink, Joseph Baumann, Matthew Fenske, Allen Dannenberg, Francisco Garcia, Roger Bergman. (11)

- B/C 21-046 Philip Kuyers moved to approve and authorize the Board Chair and Clerk/Register to sign the modification to the existing agreement with Prein & Newhof engineers for design and engineering of the Stearns Bayou Connector segment of the Idema Explorers Trail in the amount of \$281,317.35. The motion passed as shown by the following votes: Yeas: Philip Kuyers, James Holtvluwer, Francisco Garcia, Allen Dannenberg, Gregory DeJong, Douglas Zylstra, Kyle Terpstra, Randall Meppelink, Joseph Baumann, Matthew Fenske, Roger Bergman. (11)
- B/C 21-047 Philip Kuyers moved to approve and authorize the Board Chair and Clerk/Register to sign the easement and construction agreements with Chad and Tami Ebel for the Idema Explorers Trail route along the shoreline of the Grand River at the purchase price of \$85,000.00. The motion passed as shown by the following votes: Yeas: Francisco Garcia, Matthew Fenske, Douglas Zylstra, Allen Dannenberg, Kyle Terpstra, Randall Meppelink, James Holtvluwer, Joseph Baumann, Philip Kuyers, Gregory DeJong, Roger Bergman. (11)
- B/C 21-048 Philip Kuyers moved to approve and authorize the Board Chair and Clerk/Register to sign the purchase of real estate with E & B Development CO., L.L.C. for the purchase of 5.5 acres in Holland Township at a price of \$125,000.00 as part of the Macatawa Greenway and abutting Hawthorn Pond Natural Area. The motion passed as shown by the following votes: Yeas: Allen Dannenberg, Joseph Baumann, Matthew Fenske, Randall Meppelink, Kyle Terpstra, Francisco Garcia, Gregory DeJong, James Holtvluwer, Douglas Zylstra, Philip Kuyers, Roger Bergman. (11)
- B/C 21-049 Joseph Baumann moved to approve the 2022 Budget Calendar. The motion passed as shown by the following votes: Yeas: Philip Kuyers, James Holtvluwer, Randall Meppelink, Kyle Terpstra, Francisco Garcia, Douglas Zylstra, Matthew Fenske, Allen Dannenberg, Gregory DeJong, Joseph Baumann, Roger Bergman. (11)
- B/C 21-050 Joseph Baumann moved to approve the budget transfers between appropriations approved by the Administrator for \$50,000 or less through 9/30/2020. The motion passed as shown by the following votes: Yeas: Matthew Fenske, Douglas Zylstra, Philip Kuyers, Francisco Garcia, James Holtvluwer, Joseph Baumann, Gregory DeJong, Randall Meppelink, Allen Dannenberg, Kyle Terpstra, Roger Bergman. (11)
- B/C 21-051 Joseph Baumann moved to approve an addendum to the County's tuition reimbursement policy to include Cadets employed by the Sheriff's Office. The motion passed as shown by the following votes: Yeas: Douglas Zylstra, Matthew Fenske, Joseph Baumann, Philip Kuyers, Francisco Garcia, Randall Meppelink, Allen Dannenberg, Gregory DeJong, James Holtvluwer, Kyle Terpstra, Roger Bergman. (11)

B/C 21-052 Joseph Baumann moved to approve the proposal for a pilot deputy sponsorship program to include Non-Sworn Recruit positions to be filled by qualified candidates as they attend the GVSU police academy sponsored by the Sheriff’s Office. The motion passed as shown by the following votes: Yeas: Joseph Baumann, Francisco Garcia, Randall Meppelink, James Holtvluwer, Gregory DeJong, Douglas Zylstra, Kyle Terpstra, Philip Kuyers, Allen Dannenberg, Matthew Fenske, Roger Bergman. (11)

B/C 21-053 Joseph Baumann moved to approve the request from CMH to make the following position additions and changes to a total cost of \$790,855.44.

1. Add a new Program Coordinator (COSSAP) at a 1.0 FTE
2. Add a new Mental Health Clinician (COSSAP) at a 1.0 FTE
3. Add a new Peer Recovery Coach (COSSAP) at a 1.0 FTE
4. Increase a Clerk position from 19.5 to 20 hrs
5. Increase the Autism Supports Coordinator from .5 FTE to 1.0 FTE
6. Increase the Registered Nurse for the Developmental Disabilities from .75 FTE to 1.0 FTE
7. Increase the Senior Reach Case Manager from .5 FTE to .75 FTE
8. Increase the Intellectual and Developmental Disabilities Clerk from .5 FTE to 1.0 FTE
9. Increase the IDD Supports Coordinator Aide from .5 FTE to .6 FTE
10. Increase the IDD Supports Intensity Scale Mental Health Specialist/Assessor from .5 FTE to 1.0 FTE
11. Add a new Program Coordinator Integrated Health at a 1.0 FTE
12. Add a new Program Coordinator Autism Services at a 1.0 FTE
13. Add a new Supports Coordinator Autism Services at a 1.0 FTE
14. Add a new Family Services Community Living Supports Program Aide at a 1.0 FTE

The motion passed as shown by the following votes: Yeas: Kyle Terpstra, James Holtvluwer, Douglas Zylstra, Philip Kuyers, Gregory DeJong, Randall Meppelink, Joseph Baumann, Matthew Fenske, Allen Dannenberg, Francisco Garcia, Roger Bergman. (11)

The County Administrator’s report was presented.

Several Commissioners commented on meetings attended and future meetings to be held.

B/C 21-054 Joseph Baumann moved to adjourn at 2:18 p.m. subject to the call of the Chair. The motion passed.

JUSTIN F. ROEBUCK, Clerk/Register
Of the Board of Commissioners

ROGER A. BERGMAN, Chairman
Of the Board of Commissioners

Action Request



Committee: Board of Commissioners

Meeting Date: 03/09/2021

Requesting Department: Fiscal Services

Submitted By: Karen Karasinski

Agenda Item: Accounts Payable for February 15 - 26, 2021

Suggested Motion:

To approve the general claims in the amount of \$5,696,964.38 as presented by the summary report for February 15 - 26, 2021.

Summary of Request:

Approve vendor payments in accordance with the Ottawa County Purchasing Policy.

Financial Information:

Total Cost: \$5,696,964.38	General Fund Cost: \$5,696,964.38	Included in Budget:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
----------------------------	-----------------------------------	---------------------	---	-----------------------------	------------------------------

If not included in budget, recommended funding source:

Action is Related to an Activity Which Is: Mandated Non-Mandated New Activity

Action is Related to Strategic Plan:

Goal: Goal 1: To Maintain and Improve the Strong Financial Position of the County.

Objective: Goal 1, Objective 1: Maintain and improve current processes and implement new strategies to retain a balanced budget.

Administration: Recommended Not Recommended Without Recommendation

County Administrator:

Committee/Governing/Advisory Board Approval Date:

Total CHECKS | EFTs | WIRES



Dates: February 15, 2021
to February 26, 2021

I hereby certify that to the best of my knowledge the List of Audit Claims, a summary of which is attached, constitutes all claims received and audited for payment. The amount of claims to be approved totals:

\$5,696,964.38

=====

1,198 INVOICES

=====

5,696,964.38

=====

Karen Karasinski
Fiscal Services Director

3/1/21

Date

We hereby certify that the Board of Commissioners has approved the claims on Tuesday, March 9, 2021

Roger Bergman, Chairperson
Board of Commissioners

Justin Roebuck
Clerk/Register of Deeds

Total CHECKS | EFTs | WIRES



Dates: February 15, 2021


to February 26, 2021

Total of all funds: \$5,696,964.38

0000	TREASURY FUND	0.00
1010	GENERAL FUND	1,190,750.48
1500	CEMETERY TRUST	0.00
2081	PARKS & RECREATION	53,426.25
2160	FRIEND OF COURT	2,115.00
2180	OTHER GOVERNMENTAL GRANTS	57,383.53
2210	HEALTH	29,286.79
2220	MENTAL HEALTH	1,306,738.75
2221	MENTAL HEALTH MILLAGE	145,984.47
2225	SUBSTANCE USE DISORDER	131,288.95
2271	SOLID WASTE CLEAN-UP	34,015.96
2272	LANDFILL TIPPING FEES	3,625.68
2340	FARMLAND PRESERVATION	758.00
2430	BROWNFIELD REDEVELOPMENT	0.00
2444	INFRASTRUCTURE FUND	0.00
2550	HOMESTEAD PROPERTY TAX	0.00
2560	REGISTER OF DEEDS AUTOMATION FUND	0.00
2600	PUBLIC DEFENDERS OFFICE	4,207.99
2620	FEDERAL FOREITURE	0.00
2602	WEMET	23,828.13
2630	SHERIFF GRANTS & CONTRACTS	2,067.97
2631	CONCEALED PISTOL LICENSING	0.00
2901	DEPT OF HUMAN SERVICES	0.00

2920	CHILD CARE - PROBATE	20,548.52
2970	DB/DC CONVERSION	0.00

Total CHECKS | EFTs | WIRES

 Ottawa County <i>Where You Belong[®]</i>	Dates: February 15, 2021 to February 26, 2021	
Total of all funds:		\$5,696,964.38

3010	DEBT SERVICE	0.00
4020	CAPITAL IMPROVEMENTS	173,482.82
4690	BUILDING AUTHORITY CONSTRUCTION PROJECT	8,571.00
5160	DELINQUENT TAXES	1,544.15
5360	LAND BANK AUTHORITY	0.00
6360	INNOVATION & TECHNOLOGY	379,645.38
6450	DUPLICATING	0.00
6550	TELECOMMUNICATIONS	49,789.96
6641	EQUIPMENT POOL	512,990.54
6770	PROTECTED SELF-FUNDED INSURANCE	0.00
6771	EMPLOYEE BENEFITS	1,029,292.06
6772	PROTECTED SELF-FUNDED UNEMPL INS.	11,378.05
6775	LONG-TERM DISABILITY INSURANCE	9,492.13
6780	OTTAWA CNTY-INSURANCE AUTHORITY	0.00
6810	DB/DC CONVERSION FUND	0.00
7010	TRUST & AGENCY	362,354.95
7015	TRUST & AGENCY JUVENILE COURT	3,422.78
7040	IMPREST PAYROLL	24,564.75
7210	LIBRARY PENAL FINE	0.00
7360	OPEB TRUST	46,968.15
8010	SPECIAL ASSESS. DRAINS	77,441.19
8011	DRAINS-CAPITAL PROJECTS FUND	0.00
8020	DRAINS-REVOLVING	0.00

8510	DRAINS-DEBT SERVICE FUND	0.00
8725	INLAND LAKE IMPROVEMENT	0.00
8800	BROWNFIELD REDEVELOPMENT AUTHORITY	0.00

Action Request



Committee:	Board of Commissioners
Meeting Date:	03/09/2021
Requesting Department:	Corporation Counsel
Submitted By:	Doug Van Essen
Agenda Item:	Post-Execution Ratification of Contracts under Section IV(D)(2) of the Ottawa County Contracting Authorization and Form Policy

Suggested Motion:

To ratify all contracts currently pending on the post-execution ratification list as authorized under Section IV(D)(2) of the Ottawa County Contracting Authorization and Form Policy that was adopted on April 14, 2020.

Summary of Request:

Ottawa County has adopted a Contracting Authorization and Form Policy to handle the thousands of contracts that require the approval of the Ottawa County Board of Commissioners each year. Section IV (D)(2) of this Policy enables contracts of the courts and community mental health, contracts under \$70,000 in total, emergency contracts, grants renewals and other contracts that require prompt execution under exceptional circumstances to be signed by the Board Chairperson and County Clerk and then to be ratified after execution by the Board of Commissioners at its next meeting. The attached list is a collection of these contracts and is being approved in total pursuant to the consent rules of the Board.

Financial Information:

Total Cost: \$0.00	General Fund Cost: \$0.00	Included in Budget:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
--------------------	---------------------------	---------------------	------------------------------	-----------------------------	---

If not included in budget, recommended funding source:

Action is Related to an Activity Which Is: Mandated Non-Mandated New Activity

Action is Related to Strategic Plan:

Goal: Goal 1: To Maintain and Improve the Strong Financial Position of the County.

Objective: Goal 1, Objective 1: Maintain and improve current processes and implement new strategies to retain a balanced budget.

Administration: Recommended Not Recommended Without Recommendation

County Administrator:

Alan S. Vansuberg

Committee/Governing/Advisory Board Approval Date:

Board Ratification Contracts

Report Start Date: 02/01/2021

Report End Date: 02/28/2021

Total Amount of Contracts: \$808,350.78

CONTRACT #	REQUESTED DATE	APPROVED DATE	REQUESTING AGENCY	VENDOR/3RD PARTY	CONTRACT AMOUNT	FISCAL OBJECT CODE
1146	01/28/2021	02/04/2021	COUNTY CLERK	CITY OF GRAND RAPIDS ARCHIVES& RECORDS CENTER	\$30,000.00	808000
1147	01/29/2021	02/04/2021	JUVENILE COURT	INGHAM COUNTY	\$400,000.00	676016
1148	02/01/2021	02/04/2021	COMMUNITY ACTION AGENCY	MSHDA/GOOD SAMARITAN	\$186,860.00	808000
1152	02/04/2021	02/08/2021	HUMAN RESOURCES	PRIORITY HEALTH WELLNESS	\$155,998.00	808000
1154	02/09/2021	02/10/2021	ADMINISTRATOR	GRANICUS	\$35,492.78	808000

LEASE

Ottawa County, a Michigan county, 12220 West Fillmore Street, West Olive, MI 49460, the “Lessor,” and **Historic Ottawa Beach Society, Inc.**, a Michigan nonprofit corporation, P.O. Box 8462, Holland, MI 49422-8462, the “Lessee,” enter into this lease subject to the following conditions:

1. Premises. The Lessor leases to the Lessee the portion of the Pump House property and building located at 2282 Ottawa Beach Road, Holland, Michigan 49424 (“Premises”), as depicted in the diagram attached as Exhibit A. The Lessor also confers a nonexclusive license to the restrooms and deck area depicted on Exhibit B.

2. Term. The initial term of this lease shall be twenty (20) years, commencing on April 1, 2021, and ending on March 31, 2041, subject to termination as provided herein or to renewal for successive three (3) year terms if neither party gives the other written notice at least sixty (60) days before the end of the then current term. Lessor shall have the right to terminate the lease upon thirty (30) days notice, if Lessee’s is in default of a material term of this Lease, including but not limited to the obligation to operate the Pump House as a museum and has failed to cure the defect after thirty (30) days written notice given by Lessor. Notwithstanding the preceding, either party shall have the right to terminate the lease or any successive term, upon three (3) years advance written notice.

3. Rent.

- a. Base rent. The Lessor’s consideration for the leasehold shall be Lessee’s operation of a community museum within the Pump House, dedicated in part to the history of West Michigan, Park Township and Ottawa Beach areas, which museum will be open to the public without or upon reasonable admission fees at least three (3) hours on the Saturdays and Sundays between Memorial Day and Labor Day weekends, federal holidays excluded.
- b. Additional rent. Consistent with the provisions in Exhibit A, the Lessor shall be responsible for the delivery of all utility services for the Premises, including water, sewer, gas, electricity, heat, delivered to the Premises, but shall have the right to charge a reasonable monthly fee for utilities to the Premises to offset the Lessor’s actual costs. The Lessee shall pay for such utilities within thirty (30) days after invoice is presented so that no past due accounts arise. In addition, any reasonable fees, costs, or expenses incurred by the Lessor for enforcing the Lessee’s obligations under this lease, including reasonable attorney fees, shall be additional rent owing under the lease and shall be immediately due and payable by the Lessee.

c. Insurance. Lessor shall be responsible for insuring the Premises, except for content insurance pertaining to Lessee's property and general liability pertaining to Lessee's activities, which shall be the obligation of Lessee.

4. Signs. All exterior signs placed on the Premises shall be in keeping with the character and decor of the Premises and must be approved in writing in advance by the Lessor's Parks Department.

5. Acceptance of Occupancy. The Lessee shall commence occupancy of the Premises on the commencement date and begin paying rent as required by this lease. The Lessee acknowledges that the Premises are in a state of repair that is acceptable for the Lessee's intended use of the Premises. The Lessee accepts the Premises as they are.

6. Vacation of the Premises. The Lessee shall not vacate or abandon the Premises during the term of this lease. If the Lessee does abandon or vacate the Premises or is dispossessed by process of law or otherwise, any of the Lessee's personal property that is left on the Premises after ninety (90) days shall be deemed abandoned by the Lessee, at the option of the Lessor.

7. Use. The Premises are to be used and occupied by the Lessee for museum, community meeting or private meeting or wedding purposes only. No hazardous waste may be brought onto or stored on the Premises and any service or consumption of alcohol is subject to the rules and regulations of the Ottawa County Parks Commission as unilaterally developed and updated from time to time. The Lessee's and its invitees' use of the restrooms and deck area in Exhibit B shall be subject to the rules and regulations of the Ottawa County Parks Department as unilaterally developed and updated from time to time. Notwithstanding any other provision in this Lease, the West Michigan Park Association ("WMPA") shall have the right to hold its meetings free of charge at the Pump House. The Lessee shall take responsibility for coordinating such meeting dates directly with WMPA.

8. Repairs and Maintenance. Consistent with Exhibit A, the Lessee shall be responsible for securing and repair of normal wear and tear and janitorial expenses within the Premises. The Lessee pledges to keep the premises in good and safe condition, including the electrical wiring, the plumbing, and other system or equipment on the Premises. The Lessor shall maintain the surrounding building and grounds, depicted in Exhibit B, and shall be responsible for repairing the exterior of the Pump House building.

9. Surrender of the Premises. The Lessee shall surrender the Premises to the Lessor when this lease expires in broom clean condition and shall have a sixty (60) day license, thereafter to work with the Lessor to access the Premises to restore it to the same condition as on the commencement date, except for normal wear and tear, unless the Lessor waives such obligation.

10. Entry and Inspection. The Lessee shall permit the Lessor or the Lessor's agents to enter the Premises at reasonable times and with reasonable notice, to inspect and repair the Premises.

11. Taxes and Assessments. The Lessor shall pay all real and personal property taxes and assessments levied against the Premises during the term of this lease. All taxes levied on personal property owned or leased by the Lessee are the sole responsibility of the Lessee.

12. Alterations. The Lessee may preform minor remodeling and improvements to the Premises at its own expense, but only after requesting and obtaining express, specific, written advance approval by the Lessor. Any improvements constructed on the Premises shall become the property of the Lessor when this lease, including any extensions, terminates. Any improvements with a cost in excess of \$10,000 shall be considered "major" and require architectural plans, composed by a licensed architect, that must be expressly approved by the Ottawa County Parks and Recreation Commission. Such major projects must be supervised by the Parks Department and shall be considered a public project, even though all out of pocket costs and expenses shall be paid for by the Lessee.

13. Assignment and Subletting. Absent event leases of no more than twenty-four (24) hours, the Lessee may not assign, sublet, or otherwise transfer or convey its interest or any portion of its interest in the Premises without written consent from the Lessor. The Lessor shall have total discretion on its approval of proposed assignments or subleases. In any fund raising or other public representations, Lessee must delineate that it is a lessee of the Premises and not the owner. Any naming rights associated with such fundraising must be expressly approved by the Lessor, whose discretion in approving or rejecting will be total.

14. Trade Fixtures. All trade fixtures and movable equipment installed by the Lessee in connection with the business it conducts on the Premises shall remain the property of the Lessee and shall be removed when this lease expires. The Lessee shall repair any damage caused by the removal of such fixtures, and the Premises shall be restored to the original condition. For purposes of this Paragraph, "trade fixtures" means removable personal property such as exhibits or display counters and other like property used in the museum operations.

15. Insurance. The Lessor shall insure the Premises, including all buildings and improvements, for the replacement cost of the buildings and improvements, against loss or damage under a policy or policies of fire and extended coverage insurance, including additional perils. The Lessee shall obtain and maintain in full force general liability and personal property damage insurance with coverage of not less than \$1,000,000 for injury or death to any one person, \$1,000,000 for injury or death to more than one person, and \$100,000 for personal property damage, covering all claims for injuries to persons occurring on or around the Premises. Each insurance policy shall also contain a provision exempting the Lessor from any loss of coverage as an insured due to the acts of the Lessee. The Lessee shall give the Lessor customary insurance certifications evidencing that the insurance is in effect during the term of the lease. All policies must also provide for notice by the insurance company to the Lessor of any termination or cancellation of a policy at least thirty (30) days in advance. All policies shall name both the Lessee and the Lessor as insured parties.

16. The Lessee's Liability. All the Lessee's personal property, including trade fixtures, on the Premises shall be kept at the Lessee's sole risk, and the Lessor shall not be responsible for any loss of business or other loss or damage that is occasioned by the acts or omissions of persons occupying adjoining Premises or any part of the Premises adjacent to or connected with the Premises.

17. Destruction of the Premises. If the Premises are partially damaged or destroyed through no fault of the Lessee, the Lessor shall, at its own expense, promptly repair and restore the Premises. If the Premises are partially damaged, rent shall not abate in whole or in part during the period of restoration. If the Premises are totally destroyed through no fault of the Lessee or if the Premises cannot be repaired and restored within one hundred and eighty (180) days, either party may terminate this lease effective the date of the destruction by giving the other party written notice of termination within thirty (30) days after the destruction. If such a notice is given within that period, this lease shall terminate, and rent shall be adjusted between the parties to the date of the surrender of possession. If the notice is not given within the required period, this lease shall continue, without abatement of rent, and the Lessor shall repair the Premises.

18. Mutual Releases. The Lessor and the Lessee, and all parties claiming under them, release each other from all claims and liabilities arising from or caused by insurance in connection with property or activities on the Premises, regardless of the cause of the damage or loss. The Lessor and the Lessee shall each include appropriate clauses waiving subrogation against the other party, consistent with the mutual release in this provision, in their insurance policies on the Premises.

19. Condemnation. If any part of the Premises is taken for any public or quasi-public purpose pursuant to any power of eminent domain, or by private sale in lieu of eminent domain, either the Lessor or the Lessee may terminate this lease, effective the date the public authority takes possession. The Lessor recognizes and stipulates to the right of the Lessee to challenge the necessity of any eminent domain. All damages for the condemnation of the Premises, or damages awarded because of the taking, shall be payable to and the sole property of the Lessor.

20. Liability, Loss, Demand Suit, Indemnity. The Lessee agrees to indemnify and defend the Lessor for any damage, cost, or expense (including attorney fees) based on any claim, or action by any party with respect to any personal injury (including death) or property damages, from any cause resulting from the rental of the Premises to Lessee, except for liability resulting from the intentional acts or gross negligence of the Lessor or its employees, agents, invitees, or business visitors.

21. Default and Reentry. If the Lessee fails to pay rent when due; if the Lessee fails to perform any other obligations under this agreement within thirty (30) days after receiving written notice of the default from the Lessor; if the Lessee makes any assignment for the benefit of creditors or a receiver is appointed for the Lessee of its property; or if any proceedings are instituted by or against the Lessee for bankruptcy (including reorganization) or under any insolvency laws, the Lessor may terminate this lease, reenter the Premises, and seek to relet the Premises on whatever terms the Lessor thinks advisable. Notwithstanding

reentry by the Lessor, the Lessee shall continue to be liable to the Lessor for rent owed under this lease and for any rent deficiency that results from reletting the Premises during the term of this lease. Notwithstanding any reletting without termination, the Lessor may at any time elect to terminate this lease for any default by the Lessee by giving the Lessee written notice of the termination. In addition to the Lessor's other rights and remedies as stated in this lease, and without waiving any of those rights, if the Lessor deems necessary any repairs that the Lessee is required to make or if the Lessee defaults in the performance of any of its obligations under this lease, the Lessor may make repairs or cure defaults and shall not be responsible to the Lessee for any loss or damage that is caused by that action. The Lessee shall immediately pay to the Lessor, on demand, the Lessor's costs for curing any defaults, as additional rent under this lease.

22. Notices. Any notices required under this lease shall be in writing and served in person or sent by registered or certified mail, return receipt requested, to the addresses of the parties stated in this lease or to such other addresses as the parties substitute by written notice. Notices shall be effective on the date of the first attempted delivery.

23. The Lessee's Possession and Enjoyment. As long as the Lessee pays the rent as specified in this lease and performs all its obligations under this lease, the Lessee may peacefully and quietly hold and enjoy the Premises for the term of this lease.

24. Holding Over. If the Lessee does not vacate the Premises at the end of the term of this lease, the holding over shall constitute a month-to-month tenancy at a monthly rental rate to be set by the Lessor at its sole discretion.

25. Entire Agreement. This Agreement, together with its Exhibits, contains the entire agreement of the parties with respect to its subject matter. This Agreement may not be modified except by a written document signed by the parties.

26. Waiver. The failure of the Lessor to enforce any condition of this lease shall not be a waiver of its right to enforce every condition of this lease. No provision of this lease shall be deemed to have been waived unless the waiver is in writing.

LESSOR
Ottawa County

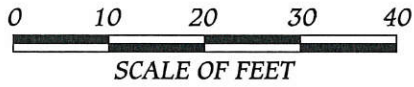
LESSEE
Historic Ottawa Beach Society, Inc.

By: _____
Roger Bergman, BOC Chair

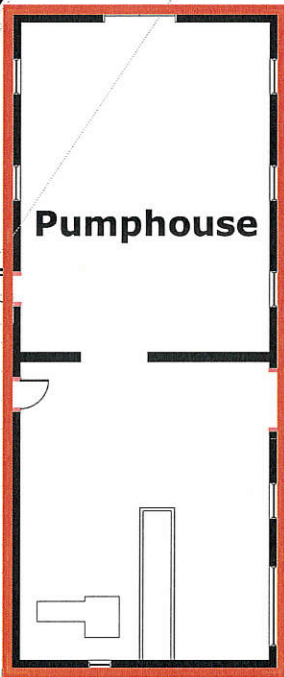
By: _____
_____, President

By: _____
Justin F. Roebuck, Clerk

March __, 2021



Ottawa Beach Road



Pumphouse



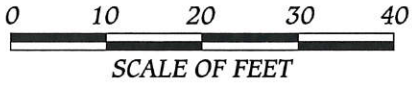
**Pumphouse
Addition/
Restrooms**

Plaza

Shelter

Lake Macatawa

EXHIBIT A



Ottawa Beach Road

Pumphouse

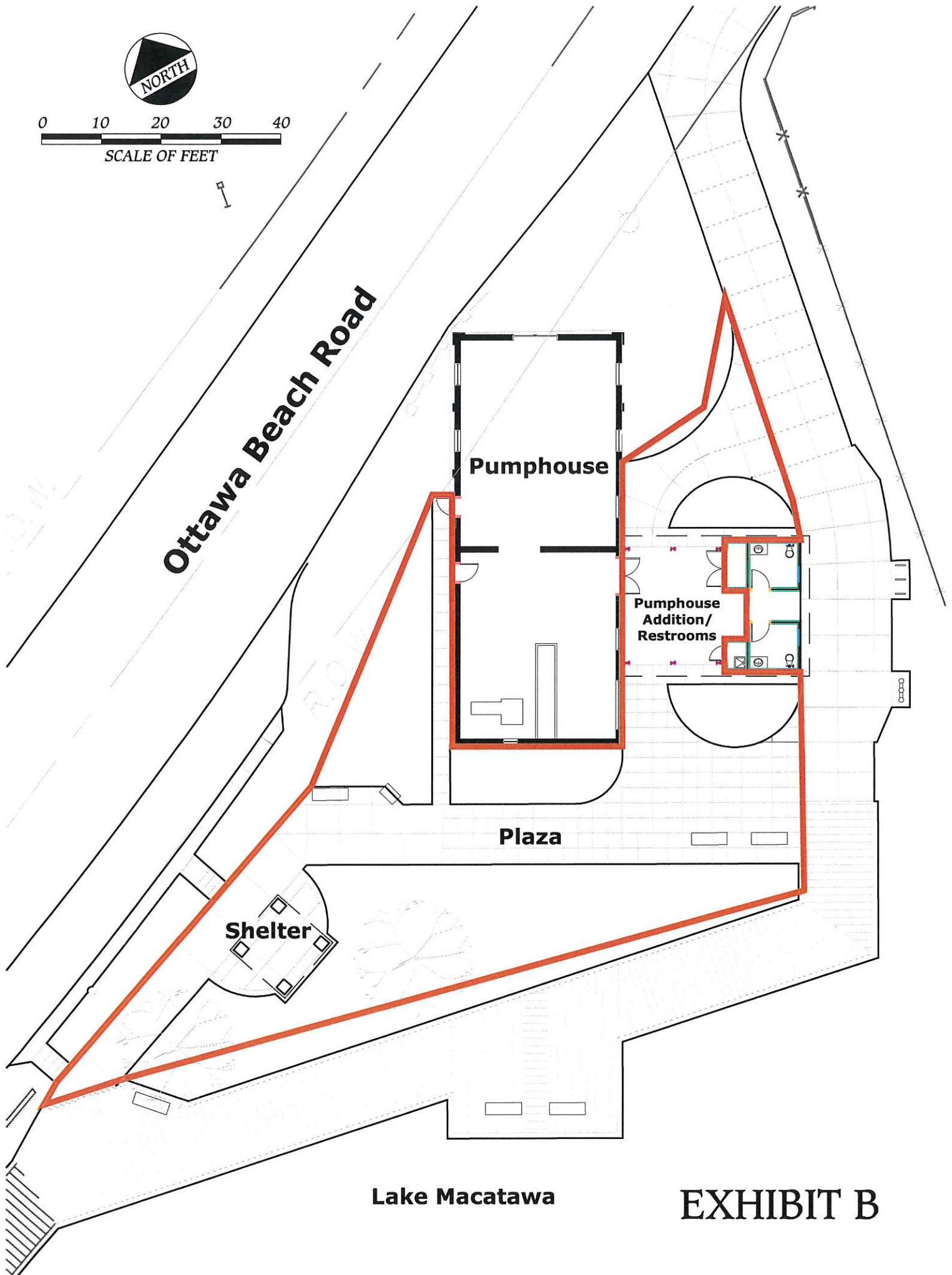
Pumphouse
Addition/
Restrooms

Plaza

Shelter

Lake Macatawa

EXHIBIT B



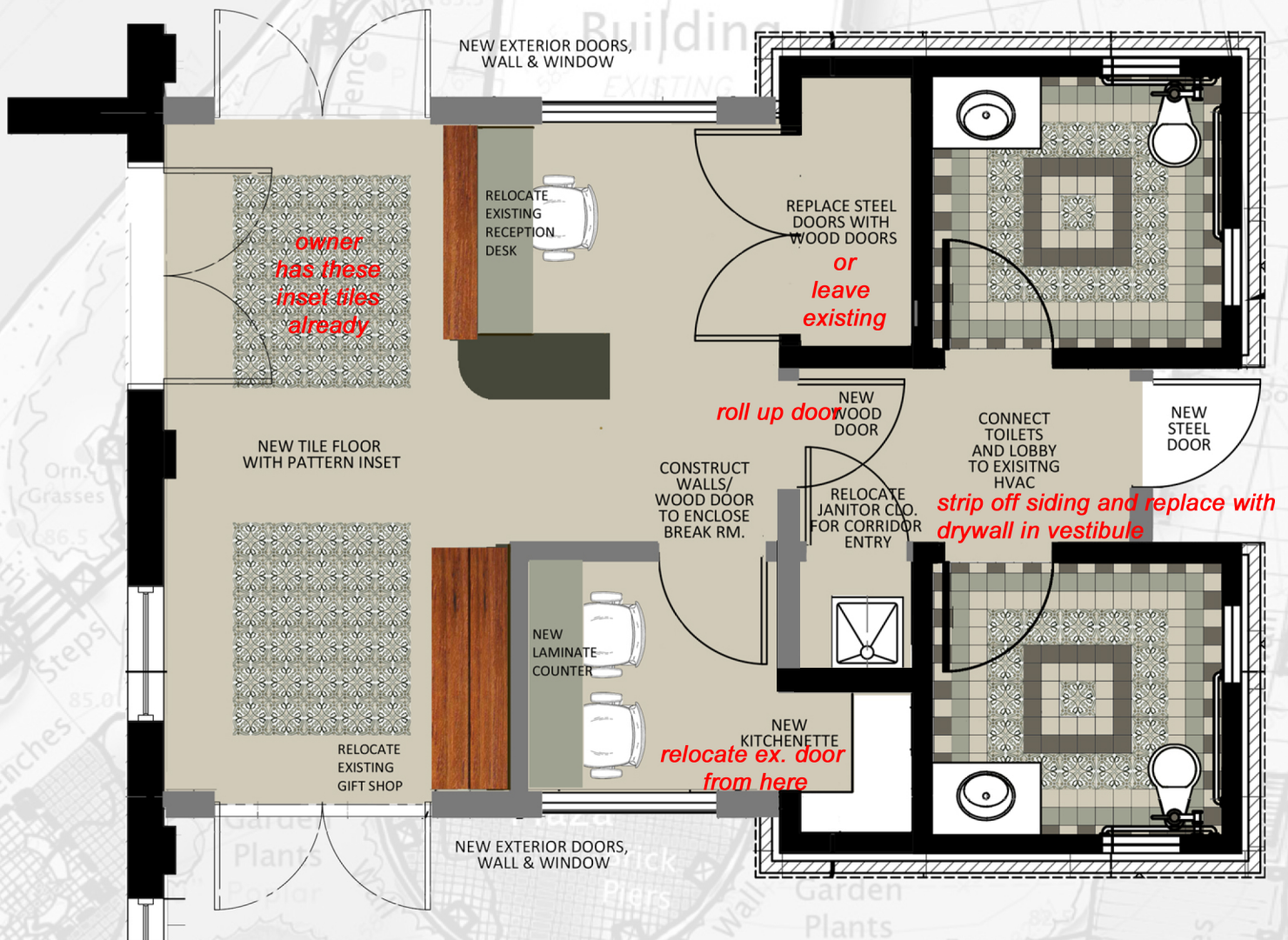


PROPOSED NEW LOBBY BUDGET

CONSTRUCTION WORK:

1. Add new walls as noted in gray.
2. Two new aluminum storefronts with glass doors
Code calls for 7" doors, but clearance under roof overhang might not allow.
3. New solid 1 x 1 tiles direct lay on concrete with inset tiles as drawn.
4. Paint new construction walls.
5. Change ceiling fixture switches so inside switch can control all lights.
6. 1 new exterior door, 1 new roll up door
7. relocate one metal door from existing to new janitor closet.
8. move slop sink and install new kitchen cabinets and sink.
9. Either extend existing HVAC unit or supply new HVAC unit above ceiling to heat/cool lobby and toilets.

Client will supply counter and chairs for break room



PROPOSED COSTS: Architectural, engineering, and construction: To be determined.....



LAKWOOD PILLAR

This concrete pillar was discovered along the beach at the former Lakewood Farm and Zoo owned by George F. Getz from 1910 - 1938.

In 1928 George Getz enhanced the public entry promenade to his property by installing pillars at the end of Lakewood Boulevard (still in place) and a pair of similar pillars at the top of the bluff flanking a public access stair to the beach. Getz's manager Andy Peterson custom designed and cast the pillars.

George Getz was one of several businessmen who owned the Ottawa Beach Hotel and its water pump house at the time the hotel was destroyed by fire in 1923, so its is significant that the column now resides here.

Ottawa County and the Historic Ottawa Beach Society recognize the following people and companies for their assistance relocating the column here.

Apex Construction
Marine contractors
Ken and Patt Bing
Jim and Jill Denherder
Bob and Diana Garlinghouse
Valerie van Heest

Action Request



Committee:	Board of Commissioners
Meeting Date:	03/09/2021
Requesting Department:	Department of Health and Human Services
Submitted By:	Regina MacMillan
Agenda Item:	Ottawa County Department of Health and Human Services 2020 Annual Report

Suggested Motion:

To receive for information the Ottawa County Department of Health and Human Services 2020 Annual Report.

Summary of Request:

In accordance with the 2021 Rules of the Ottawa County Board of Commissioners:

Section 4.6 - Annual Reports From Departments of County Government - It is the policy of the Board of Commissioners to receive annual, written and oral Reports from all Departments of County government. Written reports shall be in a form approved by the County Administrator and shall, in the ordinary course, be submitted directly to the Board of Commissioners through the County Administrator's Office.

Financial Information:

Total Cost: \$0.00	General Fund Cost: \$0.00	Included in Budget:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
--------------------	---------------------------	---------------------	------------------------------	-----------------------------	---

If not included in budget, recommended funding source:

Action is Related to an Activity Which Is: Mandated Non-Mandated New Activity

Action is Related to Strategic Plan:

Goal: Goal 3: To Maintain and Enhance Communication with Citizens, Employees, and Other Stakeholders.

Objective: Goal 3, Objective 1: Regularly review and update communication strategies that guide the work of the County in this goal area.

Goal 3, Objective 4: Evaluate communication with other key stakeholders.

Administration: Recommended Not Recommended Without Recommendation

County Administrator:

Committee/Governing/Advisory Board Approval Date:



Ottawa County

2020 Annual Report

Changes and Highlights in 2020...

2020 proved to be a year of thinking outside the box as we were faced with many challenges that came with COVID-19, we adapted to new processes and worked hard as a team to be able to continue to provide first class service to our clients in need, keep our aging and vulnerable adults safe and protect children at risk in our community.

- In March, per executive orders we were required to move as many staff as possible out of the office to work from home. We transitioned our open lobby with assistance from the county to have items for clients to pick up and drop off in the outer lobby of the DHHS/County building.
 - From April - July we operated with CPS field teams with a small team of six CPS staff that rotated weeks to be out in the field with PPE to conduct interviews with families.
- For 10 weeks starting May 1st line staff and supervisors were furloughed one day a week decreasing the work week by 8 hours while still receiving the same caseloads as working 40 hours; COVID unemployment was provided to staff to provide additional financial resources.
- Administrative support staff volunteered to participate on the COVID hotline and contact tracing.
- In July, a collaboration was formed with the courts and agency partners to assist with the Eviction Moratorium and funds allocated to our community through the Eviction Diversion Program.
- In August, our partnership/contract with The Source out of Kent County where we provided an ERN worker to be stationed at Herman Miller ended.

Following safety measures, we were able to hold several fun events to show our appreciation and support:

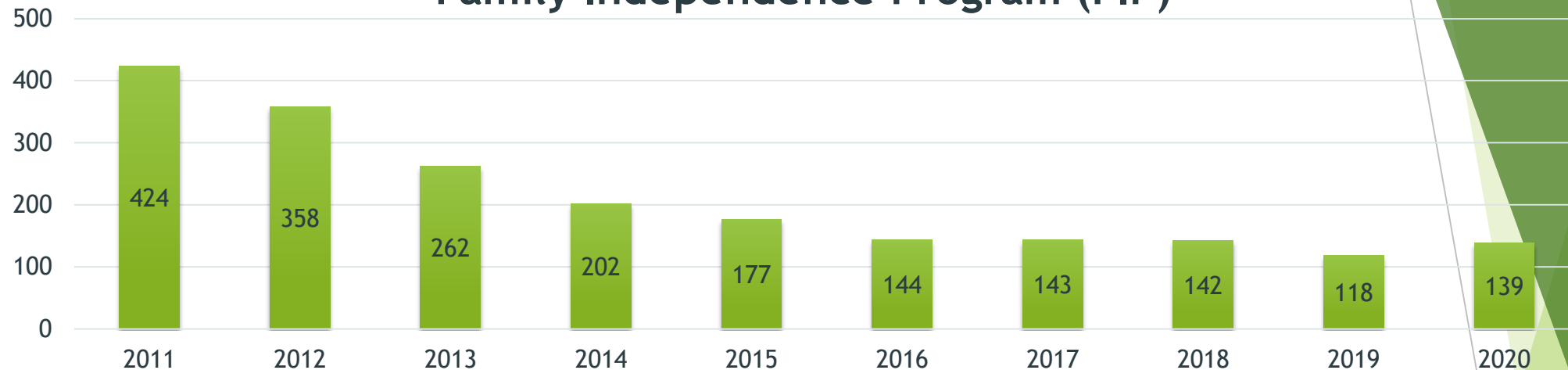
- In September, our Licensing Staff hosted a Taco Drive-in Night, foster families drove to our office and were provided with take-out taco dinners and prizes.
- In December, our staff assisted with a Food Boxes for Seniors and our APS staff handed them out to seniors in need in our community.
- In December, our Licensing Staff executed an “Operation Donut Drop” and delivered Donuts and Cookies to the doorsteps of our foster homes.
- We participated in a Statewide MI Mask Aid project for facemask distribution and distributed over 19,000 Surgical and KN95 masks to community partners, we also have a supply in our outer lobby for the general public to access.

Ottawa County DHHS provides Assistance Programs



- Family Independence Program (FIP)
- Food Assistance Program (FAP)
- Child Development and Care (CDC)
- State Disability Assistance (SDA)
- State Emergency Relief (SER)
- Medicaid (MA)

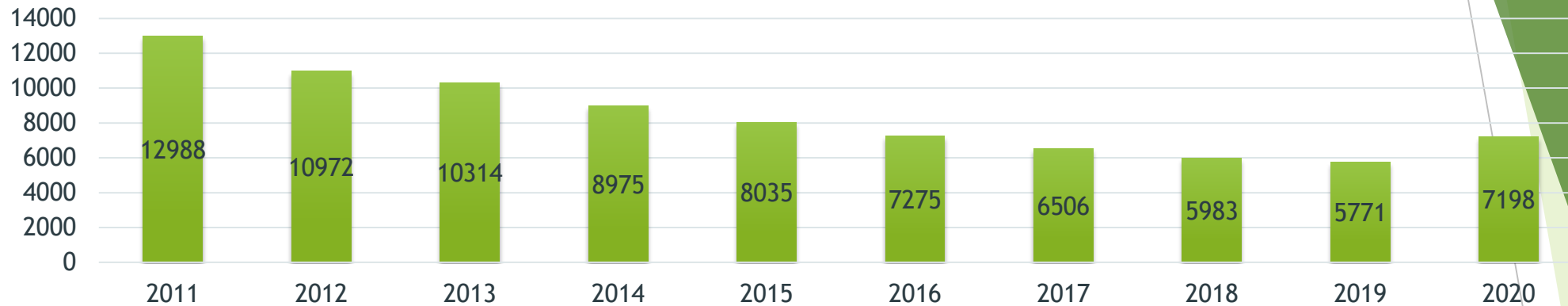
Family Independence Program (FIP)



- The Family Independence Program (FIP) provides financial assistance to families with children. The goal of FIP is to help maintain and strengthen family life for children and the parent(s) or other caretaker(s) with whom they are living, and to help the family attain or retain capability for maximum self support and personal independence. FIP provides a monthly cash assistance grant to assist in covering personal needs costs. Families with children and pregnant women must meet income and asset requirements to qualify as well as other eligibility standards including (but not limited to): time on assistance, work participation requirements, school attendance and child support requirements.
- Applicants for cash assistance are required to take part in a robust, results-oriented work participation program in conjunction with Michigan Works called PATH (Partnership, Accountability, Training & Hope). The program features a 21-day assessment period during which barriers to employment are identified and caseworkers work individually with clients to connect them with resources to address these barriers.
- **The average number of cases for 2020 was 139; the average number of recipients was 341 (264 last year), the average household size was two.**
- **The average FIP payment per family in Ottawa County in 2020 was \$384 per month.**
- **Ottawa County families received \$657,622.00. in total FIP payments during 2020 compared to \$541,667.00 in 2019.**

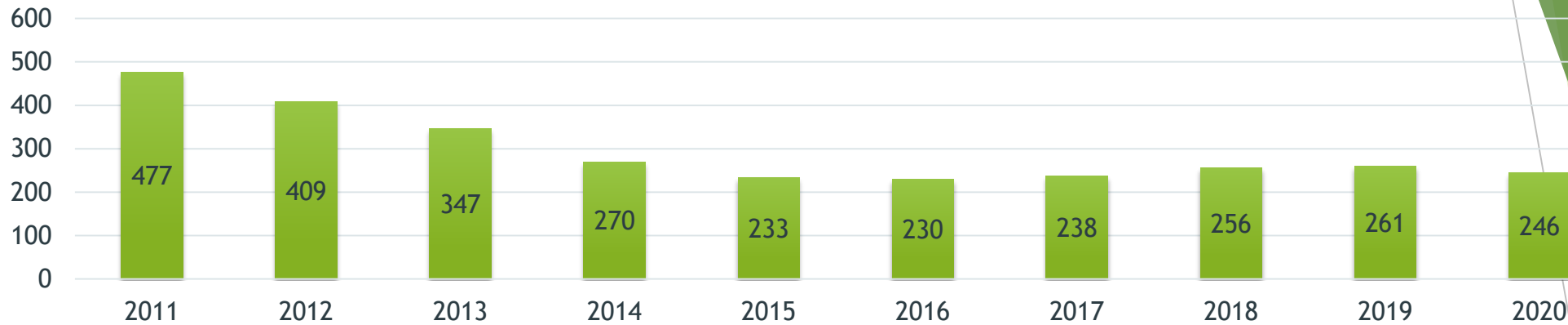


Food Assistance Program (FAP)



- The Food Assistance Program (FAP) provides financial assistance to increase the food purchasing power of eligible low-income households. Families obtain their benefits through the Bridge Card.
- FAP is a federal safety net program and benefits are 100% federally funded with administrative costs shared equally between the state and the federal government.
- Eligibility is based on the financial situation of all members in a household. Everyone who lives together and purchases and prepares food together is considered a member of the same household group. A review of expenses, assets, and income to determine what, if any, benefits for which an individual may be eligible.
- Throughout 2020, Emergency FAP allotment payments were issued to those clients not currently receiving the maximum FAP benefit amount for their group size. Also, the State of Michigan was the first state to provide food benefits to children who could no longer take advantage of free and reduced lunches because they were staying home due to COVID-19.
- Michigan households who receive food assistance are now able to buy food online from [Amazon.com](https://www.amazon.com) and [Walmart.com](https://www.walmart.com) using their Bridge Cards. Purchases can be made on eligible food items just as one would use a credit or debit card for an online purchase
- In December, FAP clients who are either 60 years and older, disabled or homeless were able to use their EBT cards at authorized restaurants.
- **The average number of cases for 2020 was 7198; the average number of recipients was 13,968 and the average household size was two.**
- **In 2020, monthly FAP benefits averaged \$158 per person in Ottawa County.**
- **Ottawa County residents received \$26,696,641.49 compared to \$14,685,072.00 FAP benefits issued in 2019.**

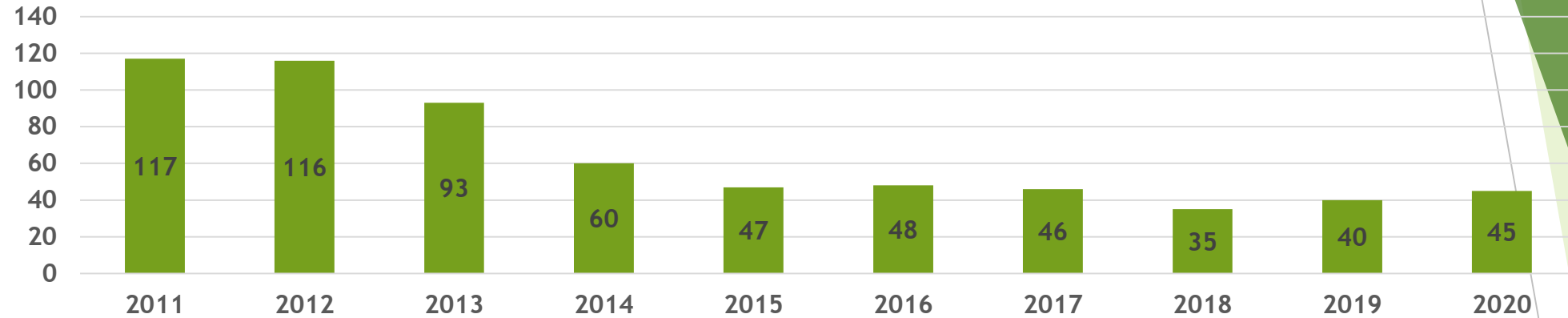
Child Development and Care (CDC)



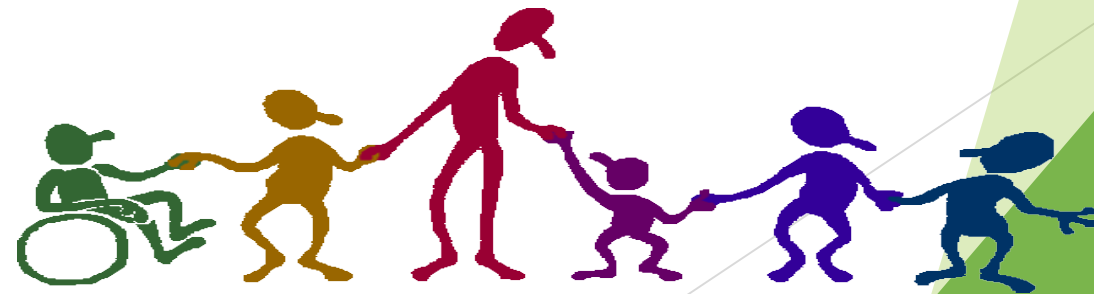
- The Child Development and Care program provides funding for all or a portion of child day care expenses when the parent, legal guardian, or other caretaker is unavailable to provide childcare due to employment, attending high school, GED, or training classes; and/or a health/social condition for which treatment is being received. This program provides payments for children up to age 13. (Note: Children ages 13-18 may receive childcare under certain circumstances.) MDHHS partners with the Michigan Department of Education to provide resources on providers <http://www.michigan.gov/childcare>
- **Ottawa County provided CDC payments to an average of 246 families (385 recipients) per month during 2020.**
- **The average monthly childcare payment per family was \$866.44 per month.**
- **The Total Child Day Care payments for 2020 in Ottawa County was \$2,521,885.02 compared to \$2,352,199.53 in 2019.**



State Disability Assistance (SDA)



- The State Disability Assistance Program (SDA) is a cash assistance program for disabled individuals without dependent children. To be eligible for this program, the individual must be disabled and unable to work for at least 90 days due to a physical or mental disability, be enrolled in special education classes or be a caretaker for an individual who is disabled for at least 90 days and unable to care for themselves as verified by a medical provider.
- Average number of individuals on SDA per month for 2020 was 45; with average monthly payments of \$200.59.
- Total funds spent on SDA in Ottawa County for 2020 was \$110,030.00 compared to \$96,507.50 in 2019.

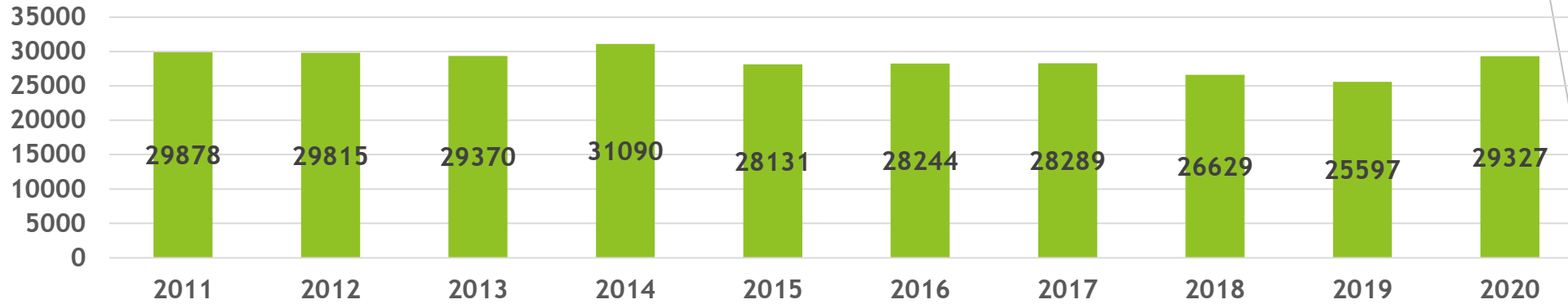


State Emergency Relief (SER)

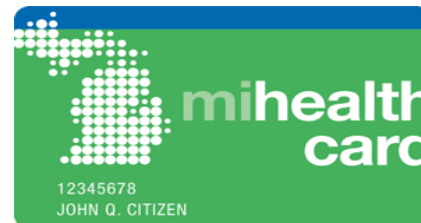
State Emergency relief is funded both by state and federal funds. Emergency support is designed to maintain low-income households that are normally able to make ends meet but occasionally need help when unexpected emergency situations arise. Emergency support is not an appropriate solution to ongoing or chronic financial difficulties. Expenses for last year include the following:

SER PAYMENT	
Rental Assistance/Relocation	\$ 15,895
Home Ownership (mortgage foreclosures, tax sales)	\$ 6,756
Utilities (water & sewer) & Deposits	\$ 6,141
Burial Assistance	\$ 13,825
Heat Assistance	\$119,941
Electric Assistance	\$297,316
Furnace Repair and Replacement	\$ 26,570
Total SER payments for 2020	\$486,444

Individuals on Medicaid



- Medicaid provides necessary health care services to cash and SSI recipients and other low-income, medically-needy persons who are; under the age of 21; pregnant; disabled; blind; or age 65 and older. Medicaid eligibility is determined by MDHHS according to an individual's or family's income and assets. There are over 30 different Medicaid categories in Michigan to help low-income families and individuals access the medical care they need. Coverage may begin three months before an application month. Eligible clients receive a MI-Health Card, which verifies Medicaid eligibility for medical providers. This is a federal and state funded program.
- **The number of recipients that were active on Medicaid in Ottawa County for 2020 was 29,327 compared to 25,597 in 2019.**



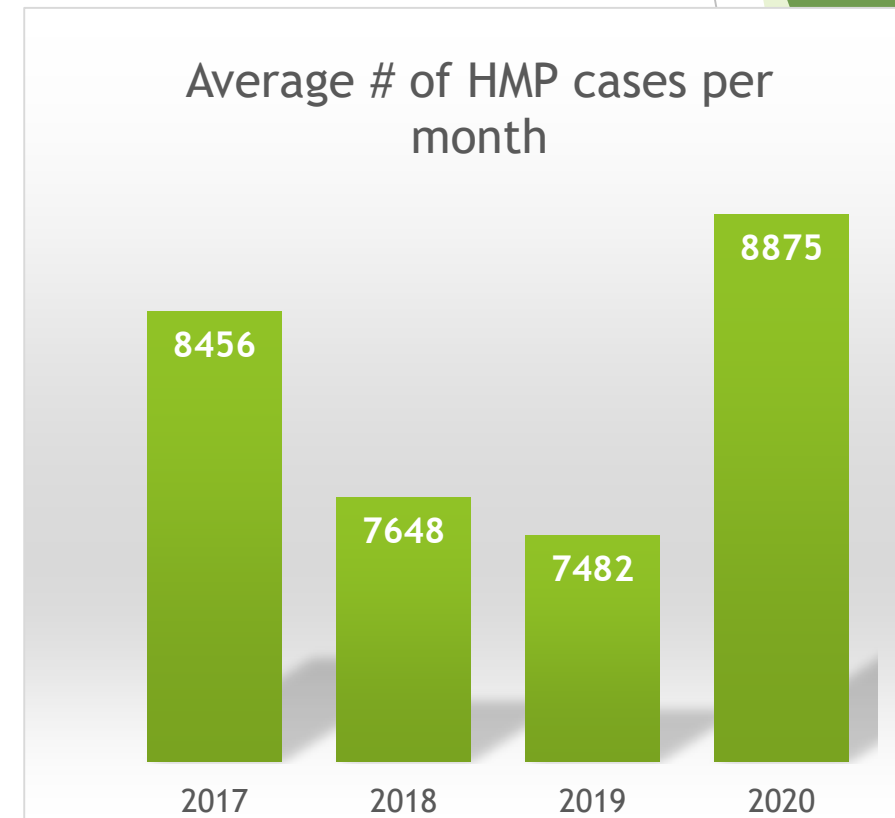


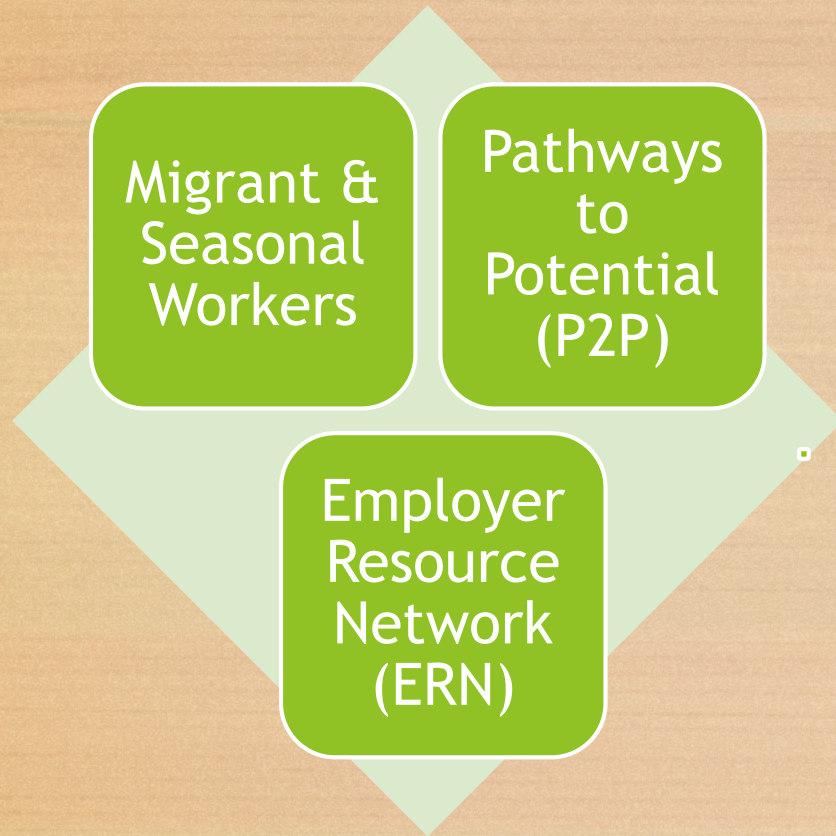
The Healthy Michigan Plan (HMP) started in April 2014 to provide health care coverage for individuals who:

- Are age 19-64 years
- Have income at or below 133% of the federal poverty level under the Modified Adjusted Gross Income methodology
- Do not qualify for or are not enrolled in Medicare
- Do not qualify for or are not enrolled in other Medicaid programs
- Are not pregnant at the time of application
- Are residents of the State of Michigan

Eligibility for the Healthy Michigan Plan is determined through the Modified Adjusted Gross Income methodology, coordinated through the MDHHS. All criteria for the Modified Adjusted Gross Income eligibility must be met to be eligible for the Healthy Michigan Plan.

HMP participants may be subject to cost-sharing obligations.



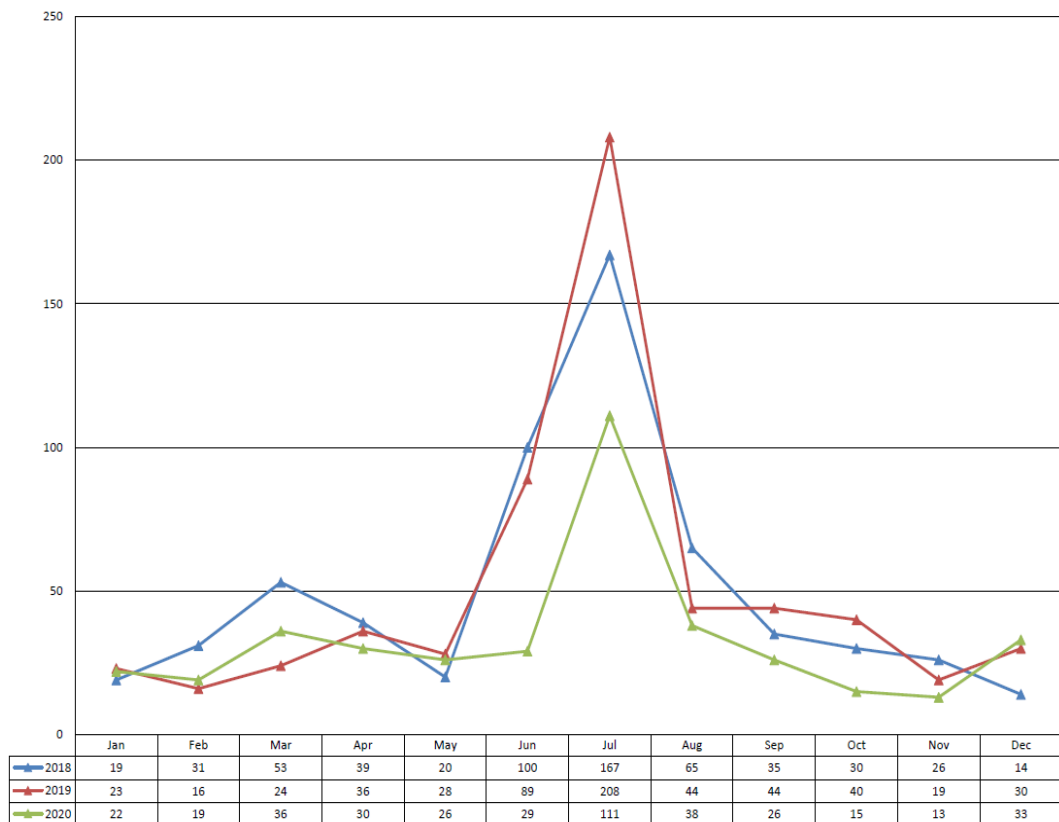


Ottawa
County
DHHS
provides
Outreach

Migrant and Seasonal Farmworkers Outreach



Ottawa New Migrant Registrations by Month



Farmworkers serve a vital role in Michigan's economy. Our migrant program works with a number of organizations to provide services for migrant and seasonal farmworkers. Our mission is to deliver public benefits, provide assistance, and coordinate services that meet the economic and cultural needs of migrant and seasonal farmworkers. When unmet needs are discovered collaboration amongst other Migrant service providers and agencies is another part of our mission.



PATHWAYS to POTENTIAL

A Success Coach is placed in Five Ottawa County Schools:

- Holland Public Schools
 - Holland Heights, Jefferson Elementary (covered by Allegan County)
- West Ottawa Public Schools
 - Pine Creek, Woodside & Great Lakes Elementary
- Schools are selected based on Free & Reduced Lunch rates, Truancy rates & Third Grade Reading Proficiency.
- The Pathways approach targets five outcome areas: attendance/truancy, education, health, safety and self-sufficiency. It also relies on a number of support networks and partnerships to wrap their arms around children and families to help them succeed.

Employer Resource Network (ERN)

Employer Resource Networks are private-public consortia whose purpose is improved workforce retention through employee support and training.

ERN innovations are business engagement, cross-sector collaboration among employers, human services and educators, workplace-based employee success coaching and real-time referrals to community resources.

ERN Stakeholders include: Small to mid-sized companies, public human services and workforce development, private non-profits, community colleges and vocational training organizations, local, regional and national foundations and Untied Ways.

Lakeshore Employer Resource Network (LERN)

Companies participating:

- 01/2010 - Light Corporation
- 01/2010 - Holland Hospital
- 01/2017 - Tennant
- 12/2018 - EBW Electronics
- 03/2019 - Techno-Coat
- 10/2020 - Anderson Tech
- 10/2020 - Automatic Spring Products Corporation (ASPC)
- 10/2020 - West Michigan Molding



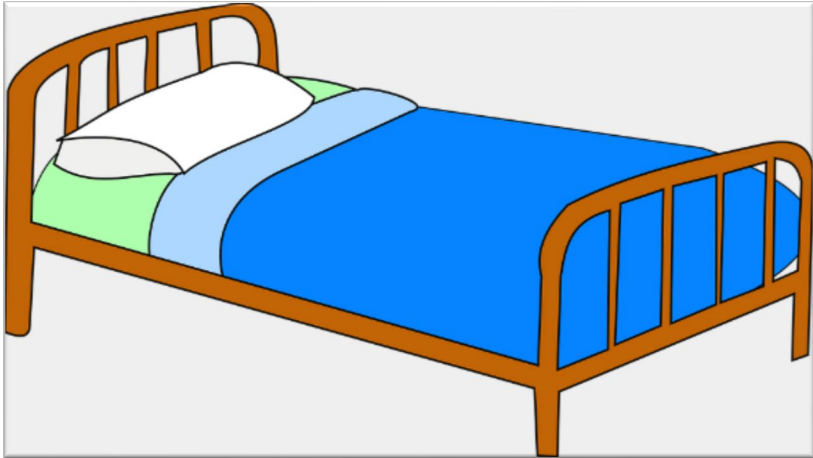
Flexible Spending Accounts & Contracts

- Ottawa County DHHS has flexible spending accounts for various programs which can be used for services and goods. These services/goods include but are not limited to clothing, household items, prescriptions, vehicle repairs, vehicle purchases, transportation and/or supplies for youths transitioning out of foster care. Our contracts for services allow clients to receive counseling, evaluations and assessments to assist in the creation of treatment plans and direct family in-home services.
- In Fiscal year 2020 (Oct 2019-Sept 2020) Ottawa County DHHS provided services and goods in the following amounts for the programs listed:

<u>Flexible Spending Accounts:</u>		<u>Contracts:</u>	
Direct Support Services	\$26,438	Counseling Services	\$71,174
Emergency Services	\$12,297	FTBS	\$102,394
Volunteer Services	\$5,343	Direct Family Assistance	\$22,478
Youth in Transition	\$20,103	Parenting Time*	\$45,870

- this contract included money from Allegan and Berrien for the end of the FY only

Beds4Kids



- MDHHS and MDOC's partnership to provide the Beds4kids program ended in 2020 due to funding ending for the program.
- Ottawa County DHHS received a Grant of \$3,000 from the Holland/Zeeland Community Foundation to assist with beds for families in the 49424/49423 and Zeeland areas.
- Ottawa County uses other funding sources (Emergency Services, SF/SC, CRP) to assist with purchasing mattresses and mattress protectors to accompany these bed frames.
- In 2020 Ottawa County DHHS provided 31 children's beds to families.

Ottawa County DHHS provides Individual and Family Services



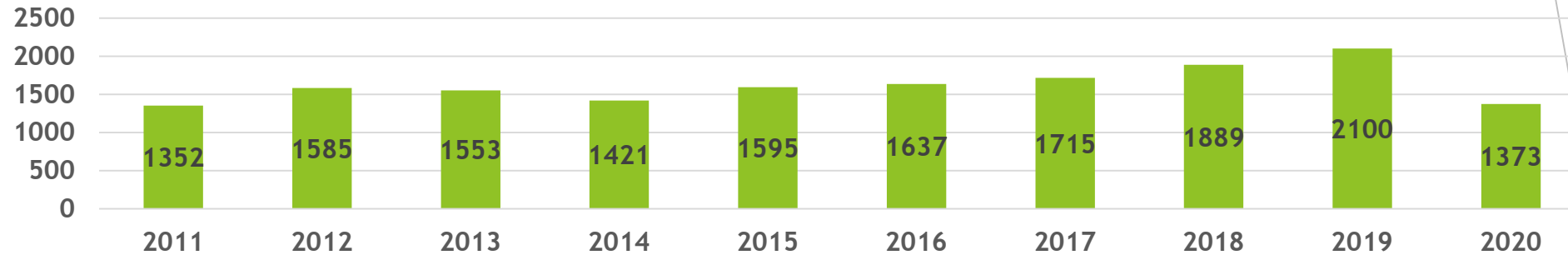
Children's Protective Services



Foster Care &
Foster Home
Licensing

Michigan Youth
Opportunity Initiative
(MYOI)
Young Adult
Voluntary Foster Care
(YAVFC)

Children's Protective Services Investigations



Our Children's Protective Services (CPS) program is responsible for investigating allegations of child abuse and neglect. **The Michigan Child Protection Law** provides the framework for what CPS must do. **Child Abuse:** Harm or threatened harm to a child's health or welfare that occurs through non-accidental physical or mental injury, sexual abuse, sexual exploitation, or maltreatment, by a parent, a legal guardian, or any other person responsible for the child's health or welfare or by a teacher, a teacher's aide, or a member of the clergy. **Child Neglect:** Harm or threatened harm to a child's health or welfare by a parent, legal guardian, or any other person responsible for the child's health or welfare that occurs through either of the following: Negligent treatment, including the failure to provide adequate food, clothing, shelter, or medical care. Placing a child at an unreasonable risk to the child's health or welfare by failure of the parent, legal guardian, or other person responsible for the child's health or welfare to intervene to eliminate that risk when that person is able to do so and has, or should have, knowledge of the risk.

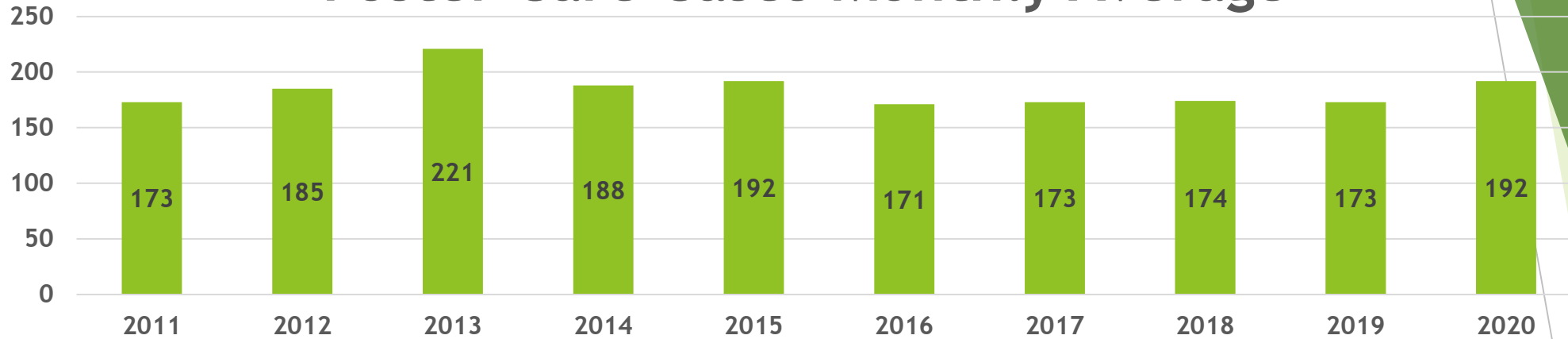
Anyone can contact CPS Centralized Intake 24/7 by calling 1-877-444-3911; they review the allegations to decide if the case should be assigned to the local county for investigation. MDHHS has investigative authority, enforcement authority is with the police and the courts.

In 2020, Ottawa County DHHS received 3,378 CPS referrals; a 16% decrease from 2019.

Of that number, 1,373 (41%) were assigned for abuse/neglect investigations, 668 (48%) of the investigations were substantiated and of those substantiated 206 (31%) were petitioned to the court. Of the 3,378 assigned cases, 6% were petitioned to the court.



Foster Care Cases-Monthly Average



The Children's Foster Care staff provides placement, supervision and monitoring services for children in foster care who cannot remain in their own homes due to abuse or neglect. A primary goal of the foster care staff is to reunite children with their families. If this is not possible, workers will petition the courts to have parental rights terminated and adoption may become the goal. Funding is provided by a combination of federal, state and/or county appropriations depending on the family's eligibility.

In 2020, Ottawa County DHHS averaged 109 children in direct foster care plus PAFC's averaged 83 children in foster care for a combined average of 192.

In 2020, 25 adoptions were completed to exit kids out of foster care and provide permanency.



Foster Home Licensing

Goals of Retention and Recruitment of families willing to open their homes and their hearts to Ottawa Counties foster youth.

- DHHS licenses foster homes and partners with Private Agency Foster Care (PAFC)'s to attempt to meet the needs for foster homes.
- In 2020, DHHS licensed 21 (up 4) new foster homes. With the assistance of PAFC's 44 (up 5) total non-related foster homes between all agencies were licensed in Ottawa County.
- We are always actively recruiting more foster homes. There is a targeted need for caring families that are willing to take in sibling groups, teenagers and children with disabilities. In addition, 2 of our regular foster homes converted their beds to TPP (transitional placement program) for a total of 6 beds. This program allows for short-term (14 days) placement of kids when all other options have been exhausted and additional time to find a long-term option is needed. Continued efforts are being made to recruit additional TPP beds as well.

RAISE HOPE &
FOSTER DREAMS

BECOME A FOSTER PARENT
1-855-MICHKIDS
MICHIGAN.GOV/HOPEFORAHOME





Eligibility for participation in MYOI:

- Spent at least one day in foster care after their 14th birthday.
- Are currently 14 – 24 years old.

Youth participate on a Youth Board, are provided Asset & Financial Literacy training and Banking (IDA accounts), along with independent living skills/support

Michigan Youth Opportunities Initiative

- At the end of 2020 there were 26 enrolled MYOI youth.
- Ottawa had 3 graduating MYOI seniors in 2020 and the graduates were recognized virtually at a local youth board meeting. Although we could not recognize the graduates at an in-person event the virtual event was a great success in demonstrating support to our youth that are/have aged out of the foster care system.
- We continue to look for volunteers to assist in supporting the program through teaching Independent living skills, donations, transportation support and providing a meal.



Department of Health and Human Services Board

Robert VanderZwaag.....Chairperson - County appointment
Barbara VanHorsen.....Member - County appointment
Sandra Metcalf.....State appointment

Administration

Kendra Spanjer.....Director
Michelle Souders.....Program Manager
Fiona Wicks....Executive Secretary

Office Location

12185 James Street - Suite 200
Holland, MI 49424

MISSION

The Michigan Department of Health and Human Services provides opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient.

VISION

Develop and encourage measurable health, safety and self sufficiency outcomes that reduce and prevent risks, promote equity, foster healthy habits and transform the health and human services system to improve the lives of Michigan families.

Action Request



Committee:	Board of Commissioners
Meeting Date:	03/09/2021
Requesting Department:	Michigan State University Extension
Submitted By:	Regina MacMillan
Agenda Item:	Michigan State University Extension 2020 Annual Report

Suggested Motion:

To receive for information the Michigan State University Extension 2020 Annual Report.

Summary of Request:

In accordance with the 2021 Rules of the Ottawa County Board of Commissioners:

Section 4.6 - Annual Reports From Departments of County Government - It is the policy of the Board of Commissioners to receive annual, written and oral Reports from all Departments of County government. Written reports shall be in a form approved by the County Administrator and shall, in the ordinary course, be submitted directly to the Board of Commissioners through the County Administrator's Office.

Financial Information:

Total Cost: \$0.00	General Fund Cost: \$0.00	Included in Budget:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
--------------------	---------------------------	---------------------	------------------------------	-----------------------------	---

If not included in budget, recommended funding source:

Action is Related to an Activity Which Is: Mandated Non-Mandated New Activity

Action is Related to Strategic Plan:

Goal: Goal 3: To Maintain and Enhance Communication with Citizens, Employees, and Other Stakeholders.

Objective: Goal 3, Objective 1: Regularly review and update communication strategies that guide the work of the County in this goal area.

Goal 3, Objective 4: Evaluate communication with other key stakeholders.

Administration: Recommended Not Recommended Without Recommendation

County Administrator:

Committee/Governing/Advisory Board Approval Date:



Ottawa County

2020 ANNUAL REPORT

BY THE NUMBERS



4,604 Ottawa County youth participated in 4-H youth programming



488 Ottawa County adults and youth benefited from health and nutrition programs



465 Ottawa County residents participated in agriculture or agribusiness related workshops or sessions



1,148 Ottawa County families utilized the MSU Extension Remote Learning resources website



44,408 MSU Extension webpage visits from Ottawa County residents

MESSAGE FROM THE DISTRICT DIRECTOR

Once again I am delighted to share the results of another successful year of partnership between Ottawa County and Michigan State University (MSU) Extension. Because of your continued support, we've been able to make a difference in the lives of youth, families, businesses, and communities.



The 2020 programming year has been like none other. As the novel coronavirus entered Michigan and the state put protections in place in the form of the Stay Home, Stay Safe order, MSU Extension staff went to work to adapt their classes to a virtual setting. Within a week, MSU Extension launched the Remote Learning and Resources website and set to work to create resources that individuals, businesses and families needed. MSU Extension is proud to have continued its strong partnership with Ottawa County.

Local MSU Extension staff and the statewide network of Educators provided information and expertise to local farmers, government officials, local and state employees, as well as, county youth and adult residents. This annual report gives examples of some of MSU Extension's accomplishments and the impact that we continue to have in the County. Thank you for the opportunity to share our most valuable resource – our people who strive to provide answers to questions that help solve real problems right here in Ottawa County.

Our partnership with you makes this all possible. On behalf of the MSU Extension team serving Ottawa County, thank you for another great year. We look forward to your continued support and hope you'll be able to join us during one of our upcoming programs.

Erin Moore, District 7 Director

MICHIGAN STATE
UNIVERSITY

Extension

Program Highlights



Wade Syers, joined the MSU Food Safety team this year and looks forward to growing partnerships in Ottawa County.



Learning lessons for healthy eating habits are invaluable and strengthen the foundation for a healthy lifestyle.



Community Nutrition Instructor, Christian Kleinjans, teaches youth skills in the kitchen and the importance of healthy choices by using the portable kitchen at Holland Middle School.

FOOD SAFETY

In 2020, MSU Extension brought on a new Food Safety Educator. Starting only a month before the state went into the Stay Home, Stay Safe order, Wade Syers was able to quickly adjust programming to an online setting. In Ottawa County, over 120 Ottawa County residents took advantage of the different courses that the Food Safety team had to offer. These course included cottage food law, cooking for crowds, waste reduction through freezing and, the most popular of all, home food preservation. With more time at home, Michiganders set out to preserve more of their summer harvest. The series brought over 3,800 residents of Michigan to its sessions.

SHOW ME NUTRITION

While 2020 brought new challenges for the cooking demonstrations run by our nutrition team, their passion for service did not falter. In 2020, Christian Kleinjans and Amy Prins served over 350 Ottawa County residents with nutrition education. Partners included Harbor House, Goodwill, Georgetown Senior Center, Love Inc., and Ottawa Area Integrated School District. During the year, MSU Extension adapted these nutrition programs to a virtual format. They were able to promote their programs to multiple partners through case coordinator meetings, Ottawa Food, and the Loutit District Library.

VIRTUAL SUCCESS STORY

One virtual success was when Community Nutrition Instructor Christian Kleinjans was able to successfully virtually train a crew of six middle school students on how to use and maintain the portable kitchen that MSU Extension assisted Holland Middle School in acquiring. Christian took these students from being quite raw in the kitchen, to doing presentations and food demonstrations for their peers! The students went on to train their peers with what they had learned. Not only was this an opportunity for the six students to practice their leadership skills, but the impact of this has the potential to effect all 250+ students in the school!

Program Highlights

GREENHOUSE INDUSTRY

Greenhouses were presented with tough challenges in 2020. Although the production and maintenance of plant material was allowed under the "Stay Home, Stay Safe" order, wholesale and retail greenhouses were prohibited from selling product. Mid-March through June is a peak production period and their time is consumed by crop management and shipping activities. The MSUE ornamental horticulture team sought to preserve the industry by providing factually-supported information and recommendations that prioritized employee and consumer safety, promoting an empathetic social media marketing and communications strategy for retailers.



MSU Extension's educational and applied research programs help improve greenhouse crop production and business management by providing trusted information.

APICULTURE EDUCATION

The MSUE Apiculture Team delivered a series of webinars for new and experienced beekeepers. The group reached over 2,000 people across the state of Michigan, including 113 in Ottawa County. The team covered topics such as preparing for swarm season, early season management, and first year colonies. MSUE provides robust education on beekeeping. The College of Natural Science runs the Michigan Pollinator Initiative which houses many resources for experienced and aspiring beekeepers. Additionally, all the MSUE webinars are housed with the initiative to provide continual and ongoing education for the growing interest in beekeeping.



MSU Extension Veteran Liaison, Adam Ingrao, holding up a hive. To access, please visit: <https://pollinators.msu.edu/resources/beekeepers/>

ADULTING 101

Adulting 101 programming allows youth and young adults to gain skills and knowledge of useful information that will help them to be successful in an everchanging world. This exciting series of Adulting 101 was offered for high school youth and with topics that included Household Tasks, Developing a Spending Plan, Cooking 101, Debt vs. Credit and Being an Informed Renter. This webinar series had multiple states represented with over 1,000 registrations and 20 Ottawa County residents participating. This program will continue to expand in 2021 and we look forward to continuing to prepare young people in our community for success with vital life skills.



The Adulting 101 program accommodated the need to offer this series via zoom. MSU Extension was able to reach young people in Ottawa County as well as in other states.

Featured County Story: Ottawa County Virtual 4-H Fair

With the cancellation of the Berlin Fair due to COVID-19, it was important to both the 4-H community and the fair board to provide an opportunity for youth to be able to showcase their 4-H projects. The 2020 Ottawa County 4-H Virtual Showcase - Berlin Fair took place from July 6-11. Over 225 virtual entries were submitted where youth could receive feedback from judges and receive awards for their projects. In addition to offering the virtual show, Ottawa County 4-H was the first county 4-H program in Michigan to provide the virtual auction offered and run by MSU Extension. Through the auction, 4-H youth sold their projects for a combined total of over \$26,000.

The Ottawa County 4-H Virtual Showcase was truly a partnership between 4-H Volunteers, the Berlin Fair Board and the MSU Extension Ottawa County 4-H staff. Many 4-H volunteers dedicated numerous hours helping to build the virtual platform and getting it ready for 4-H youth. Collectively, all parties involved helped to create a successful event for the youth of the Ottawa County 4-H program.

Stephanie Nelson, a mother of a 4-H participant said “I am a nurse who has been working crazy hours and my kids having something to work towards has been a blessing. I feel this was the true spirit of 4-H.”



Program Highlights



4-H is Michigan's largest youth development program serving over 200,000 youth each year.



This project allows Michigan anglers the opportunity to share information on the balance of stocked and wild fish showing up in the catch to researchers.



MSU Extension provides tools to help parents and caregivers get children ready for school and offer programs that promote social and emotional health in young children.

4-H LIVESTOCK LEARNING

Livestock Learning for the Ottawa 4-H youth was scheduled to take place in-person in the spring of 2020. As always, our 4-H community rose and met the challenges of 2020 with the same dedication and spirit as reflected in previous years of participation. 4-H leaders and educators were committed to offering programming to our Ottawa County youth and quickly adapted the training to virtual. There were 7 hour long sessions in total with 21 Ottawa County 4-H members attending. Topics included nutrition, showmanship, biosecurity, selection and daily care. 4-H participants throughout the state, moved through the year with resilience and adjusted to new virtual learning opportunities.

STEELHEAD PROJECT

The DNR has been marking all stocked fish since 2018. Tracking those fish is an important step in learning more about the health of our Michigan rivers and Great Lakes as well as the balance between stocked and wild fish. In 2020, MSU Extension educated anglers on how to use the Great Lakes Angler Diary. The diary is a joint effort by MSU, Michigan Sea Grant and the Detroit Area Steelheaders. This project allows Michigan anglers an opportunity to provide important information on stocked and wild fish by registering and recording their catches in the diary.

PARENTING EDUCATION

While there were many downsides to pandemic programming, the lack of geographic boundaries offered some upsides as well. In 2020, Ottawa County residents were able to access parenting courses that were originally only available in a face-to-face format. As these courses were adapted to a virtual setting, they became a popular option for parents, and childcare settings. Ottawa County residents took courses in "Building Early Emotional Skills (BEES)" as well as the "Guiding Principles for Highly Successful Parenting" series. In total, 23 people from Ottawa took these courses. These trainings will continue to be offered virtually.

Program Highlights

MASTER GARDENER

The MSU Extension Master Gardener Training Program is a long standing program that trains Michigan residents to share science-based, environmentally-sound gardening knowledge. In 2020, Ottawa County hosted its first training, which was made virtual due to the pandemic. Educators from around the state stepped up to teach the various classes virtually. These sessions included plant science, soil science, integrated pest management, and water quality among others. The 2020 Ottawa County Extension Master Gardener Program had 30 participants who participated via the virtual format, 16 of which reside in Ottawa County.



Ottawa County is the home to a variety of beautiful gardens with residents learning from MSU Extension experts.

FINANCE AND HOMEBUYER EDUCATION

It was an economically tough year for many. In 2020, MSU Extension offered courses in financial management as well as homebuyer education. Ottawa residents took advantage of classes such as informed renter, money management, credit craze, tips for successful savings, retire on track and student loans. In all, 43 residents of Ottawa County took advantage of these courses. To learn more about the program offerings of the FHE team, please visit: mimoneyhealth.org



MSU Extension provides resources and education on money management, foreclosure prevention, buying your own home, retirement planning and more.

SMALL FRUIT EDUCATION

The MSUE Small Fruit Team hosted a total of three webinar series to update local growers on issues related to the early portion of the blueberry season. These webinars delivered information on research and extension subjects of interest during the pre-bloom, bloom and pre-harvest period. Topics ranged from Michigan pollinator protection plans and guidelines to insect pests and diseases. An exciting addition to the webinar was Dr. Marisol Quintanilla-Tornel, an MSU Entomology Nematologist. Dr. Quintanilla-Tornel provided direct assistance to the Michigan blueberry industry, specifically around nematodes. Nematodes are a serious problem of blueberries. In total, 60 Ottawa County growers participated in this series.



Michigan blueberry growers produce about 100 million pounds of blueberries every year, making Michigan a leader in blueberry production.

Program Highlights



MSU Extension has a menu of programs that offer education in mental health awareness, anger management and reducing stress.



Michigan Water School helps elected and officials increase their knowledge about water management and gain access to tools and resources to help impact their local economy.



Please visit: <https://www.canr.msu.edu/agriculture/Rapid-Response-for-Agriculture/covid-19-pandemic-response-for-agriculture>

SOCIAL & EMOTIONAL HEALTH

The need to work from home and keep our distance from others has put a strain on everyone's mental health. MSUE is very proud to have offered mindfulness, anger management and caregiver training to Michigan residents. Within a week of the Stay Home, Stay Safe state order, Holly Tiret, MSUE Educator, was teaching virtual Mindfulness classes to not only residents of Ottawa County and Michigan but also reached participants around the country and even abroad. Her classes in breathing, laughter and anger management have been met with great success. In Ottawa County, 182 residents took advantage of classes such as Relax: Alternatives to Anger classes and Mindfulness. Overall, these classes reached over 3,000 Michigan residents.

MICHIGAN WATER SCHOOL

2020 saw the launch of the MSU Extension Water School. This program is policy-neutral, fact-based and designed to provide local decision-makers, appointed and elected officials, and municipal staff with critical, relevant information needed to understand Michigan's water resources. Topics covered include the fundamentals of water science, how to support sound water management decisions and awareness of current and future local and state water issues. The program had 116 registrants with 16 identifying as Ottawa County residents.

RAPID RESPONSE TO AGRICULTURE

At the onset of the pandemic in 2020, there were many unknowns in the Agriculture Sector. MSU Extension went to work to develop a resource page that housed a COVID-19 response for Ag producers. This resource page became a one stop place for Ottawa County farmers to learn how to adapt their businesses in the pandemic. Topics included translated information for the workers about stopping the spread, housing information for incoming migrant workers, a risk reduction tool, loan information and interpretation among many other issues.

MSU Extension staff located in Ottawa County

Marial Borgman	Community Foods Educator	989-506-3922	mborgm@msu.edu
Katelyn Brolick	Sea Grant Support	616-994-4542	brolickk@msu.edu
Carlos Garcia-Salazar	Small Fruit Educator	616-994-4545	garcias4@msu.edu
Charles Gould	Renewable Energy Educator	616-994-4547	gouldm@msu.edu
Jane Gould	Program Support Staff	616-994-4548	jagould@msu.edu
Melissa Haug	4-H Program Coordinator	616-994-4582	haugmeli@msu.edu
Kelli Headley	Senior Extension Clerk	616-994-4544	kelli.headley@affiliate.msu.edu
Christian Kleinjans	Community Nutrition Instructor	616-994-4549	kleinj22@msu.edu
Heidi Lindberg	Greenhouse & Nursery Educator	616-994-4701	wollaege@msu.edu
Martin Mangual	Dairy Educator	616-994-4581	carrasq1@msu.edu
Erin Moore	District 7 Director	616-994-4573	mooree16@msu.edu
Daniel O'Keefe	Sea Grant Educator	616-994-4572	okeefed@msu.edu
Amy Prins	Community Nutrition Instructor	616-994-4541	prinsamy@msu.edu
Angela Van Order	Master Gardener Program	616-994-4580	vanorde7@msu.edu

Through successful partnership and collaboration with Ottawa County, MSU Extension is able to continue its local presence and to provide vital educational resources and programming in such areas as community and economic development, agriculture, land use, health and nutrition, and youth development.

Thank you Ottawa County!



MISSION:

Michigan State University Extension helps people improve their lives through an educational process that applies knowledge to critical issues, needs and opportunities.

MSU is an affirmative-action, equal-opportunity employer, committed to achieving excellence through a diverse workforce and inclusive culture that encourages all people to reach their full potential. Michigan State University Extension programs and materials are open to all without regard to race, color, national origin, gender, gender identity, religion, age, height, weight, disability, political beliefs, sexual orientation, marital status, family status or veteran status. Issued in furtherance of MSU Extension work, acts of May 8 and June 30, 1914, in cooperation with the U.S. Department of Agriculture. Jeffrey W. Dwyer, Director, MSU Extension, East Lansing, MI 48824. This information is for educational purposes only. Reference to commercial products or trade names does not imply endorsement by MSU Extension or bias against those not mentioned. The 4-H Name and Emblem have special protections from Congress, protected by code 18 USC 707.

Action Request



Committee:	Board of Commissioners
Meeting Date:	03/09/2021
Requesting Department:	Innovation and Technology
Submitted By:	Regina MacMillan
Agenda Item:	Ottawa County Innovation and Technology 2020 Annual Report

Suggested Motion:

To receive for information the Ottawa County Innovation and Technology 2020 Annual Report.

Summary of Request:

In accordance with the 2021 Rules of the Ottawa County Board of Commissioners:

Section 4.6 - Annual Reports From Departments of County Government - It is the policy of the Board of Commissioners to receive annual, written and oral Reports from all Departments of County government. Written reports shall be in a form approved by the County Administrator and shall, in the ordinary course, be submitted directly to the Board of Commissioners through the County Administrator's Office.

Financial Information:

Total Cost: \$0.00	General Fund Cost: \$0.00	Included in Budget:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
--------------------	---------------------------	---------------------	------------------------------	-----------------------------	---

If not included in budget, recommended funding source:

Action is Related to an Activity Which Is: Mandated Non-Mandated New Activity

Action is Related to Strategic Plan:

Goal: Goal 3: To Maintain and Enhance Communication with Citizens, Employees, and Other Stakeholders.

Objective: Goal 3, Objective 1: Regularly review and update communication strategies that guide the work of the County in this goal area.

Goal 3, Objective 4: Evaluate communication with other key stakeholders.

Administration: Recommended Not Recommended Without Recommendation

County Administrator:

Committee/Governing/Advisory Board Approval Date:



Ottawa County
Where You Belong

Innovation & Technology Department Fiscal Year 2020 Annual Report





Ottawa County

Where You Belong[®]

The activities and programs of this
Department are brought to you by the
Ottawa County Board of Commissioners.

Roger A. Bergman, Chairperson
Matthew R. Fenske, Vice Chairperson
Joseph S. Baumann
Allen Dannenberg
Francisco C. Garcia
James H. Holtvluwer
Philip D. Kuyers
Randall J. Meppelink
Kyle J. Terpstra
Doug R. Zylstra
Gregory J. DeJong

TABLE OF CONTENTS

Director’s Note.....	1
Organization Chart.....	2
In a Nutshell.....	3
Improvement Projects.....	8
Planned Projects.....	18
Risks.....	24
The Lighter Side.....	27

Your Innovation and Technology team continue to engage several key strategies that sustain IT use at Ottawa County. These include:

- a) Moving away from custom solutions and adopting Commercial-Off-The-Shelf (COTS) solutions to remain operationally sustainable;
- b) Promoting a co-ownership governance approach with departments – technology deployment and engagement is a combination of technical engineering and business process reengineering, this collaboration with business units promotes their strategic evolution of ‘leveraging technology to effect change’ while equally adopting technology standards and industry best practices;
- c) Considering a total cost of ownership approach when evaluating innovation and change – not just the initial setup costs, but continued maintenance, training needs, business process change, etc.

Then there are several technology strategies being engaged:

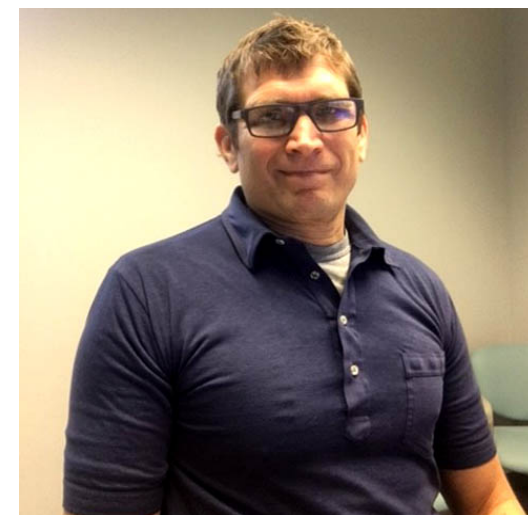
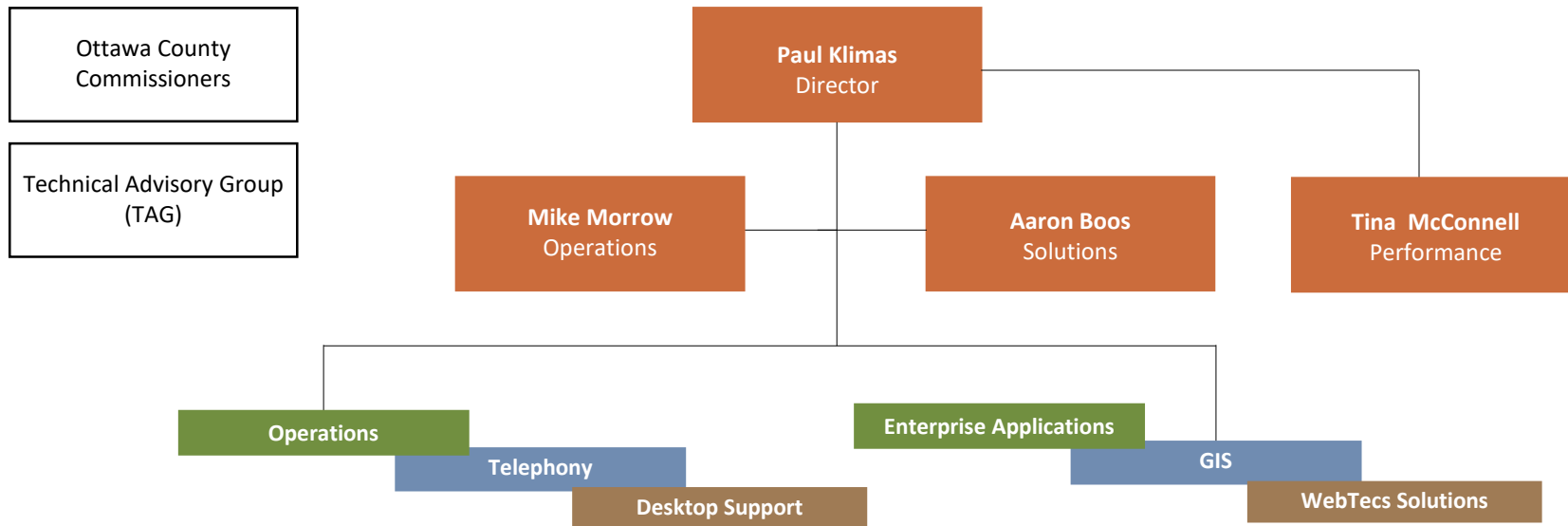
- a) The cloud – the County continues to embrace Software as a Service (SaaS), cloud computing and storage, and all the evolutions associated.
- b) The ‘stack’ – we are a Cisco, Microsoft, VMWare – etc. environment. We need to embrace and align with the tech-industry – for example engaging Microsoft Office 365 and Azure cloud server and support. The end result will be desktop and office automation products that are current and standard throughout the County.
- c) Security – continually improving our security profile with certified professionals and operational industry best practices (SIEM, NAC, networks segmentation).
- d) Operational Maturing – establishing a Project Management Office (PMO), embracing industry Best Practices, and open procurement and competition of all professional services.

This in conjunction with all the solution framework challenges (Justice Case Management, document workflow management, enterprise content management, online digital signature processes, and ERP), is all keeping us very busy.

Our plans for further innovations – mostly in the area of business intelligence and introducing the organization to operational performance dashboards, Infrastructure as a Service (IaaS), and transactional integrations (iPass) continue.

It is my experience that Boards want to be kept aware of what we are doing, what we planning to do, and risks that challenge the sustainably of the County's IT operation.

ORGANIZATIONAL CHART





In a Nut Shell

We are a Cisco, Microsoft, VMWare operation, following industry standards and practices. With a goal to remain aligned with the IT industry as it changes, remaining sustainable, strategic, and valued.



•Overview	1060 Users	1198 Clients	246 Servers	107 network switches
	Many-many applications	2 data centers (Fillmore/Grand Haven)	VoIP telephony	24/7 support
	Governance (TAG)	Transparent - Published	Litigation-FOIA	
•Sustainable	Microsoft-Cisco-VM (Mainstream COTS)	Talent on premise, local, and national support.	ITIL – Best Practices	SLA (Meeting and Maturing)
	Aligned with the industry (industry driven)	5% Turnover (Normal)	DR to Muskegon County	Response – Resolution (SEV 30m/2h IMAC 8h*)- Escalation
•Valued	\$4.3M Operation	3.6% of County Budget		\$3.1M equipment
	Allocated based on use (enhance 2020)	Comparable benchmarks – spending and performance	Hardware capital management	88% Departmental Approval (Survey)
•Strategic	Balanced Cloud/Premise	SaaS 30% of all Solutions	IaaS 0% File Stores, Backup/DR	Secured

•What we do:

- ✓ Follow industry capital management programming on all equipment
- ✓ Follow best practice for continual software maintenance
- ✓ Follow operational best practices with supplemented resources to accommodate defined SLAs, talent management, resource availability / retention, and continual operational improvement
- ✓ Follow competitive IaaS practices to accommodate continual growth in data storage and computing needs
- ✓ Follow appropriate SaaS use to support continual functional development of solution frameworks supported by IPaaS
- ✓ Follow best practices in systems, data, and network security with regular review
- ✓ Follow established best practices supporting ITIL operations, data retention, business continuity, and change management
- ✓ Maintain regional and national vendor relations to provide expertise in support of all IT frameworks
- ✓ Provide ‘Good Neighbor’ services to other local governments

Best Practices

The Department publishes all requests for service as well as project priorities.

IT has adopted and published a series of best practices that inform County users of how we perform daily tasks.

IT has also refined our Service Level Agreements (SLAs) to reflect detailed service delivery categories, with responsiveness expectations, as well as resolution goals.

The Technology Strategic Plan has also transformed to a 'living document' updated into a Next Step Plan, that is regularly updated and continuously shared online.

The result of these changes is a more agile operation, transparent in all activities.

Quality Metrics	Target	Actual
Response Time Compliance	95%	99%
Resolution Time Compliance	95%	95.1418540658507%
Operational Metrics		Incidents
Service Requests/Incidents logged		10539
Service Requests/Incidents resolved		10266
Service Requests/Incidents closed		10459

IT Best Practices

[Home](#) / [IT Best Practices](#)



IT Best Practices

- [After Hours Support \(PDF\)](#)
- [Cloud Services \(PDF\)](#)
- [Critical Incident Communication \(PDF\)](#)
- [Enterprise GIS Logins \(PDF\)](#)
- [Expectations of Users \(PDF\)](#)
- [GIS Addressing Guide \(PDF\)](#)
- [GIS Data Access \(PDF\)](#)
- [GIS Data Delivery and Integration \(PDF\)](#)

Service Level Agreements

[Home](#) / [Service Level Agreements](#)



Service Level Agreements

- [Data Center Operations SLA \(PDF\)](#)
- [Desktop Support SLA \(PDF\)](#)
- [Enterprise Applications Support & Consulting SLA \(PDF\)](#)
- [Network Service SLA \(PDF\)](#)

IT Next Step Plan

[Home](#) / [IT Next Step Plan](#)



Next Step Plan 2020

The document linked below is the IT Next Step Plan. An original Technology Plan was published in 2017 and updated annually. This new format is a continuous next step plan, which offers agility and viability as IT progresses, providing concise communication of the state of IT and our efforts going forward. This plan will be updated throughout the year as IT evolves.

Next step planning revolves around shared core missions and strategies, but doesn't get bogged down in long-term future planning that fall prey to constant evolution. Rather this is a 'living' plan that embraces the constant innovation and change that is technology. It also aligns with industry standards, frameworks, and growth/engagement both online in a partial web-first approach, as well as stabilizing on premise architectures and security profile.

- [IT Next Step Plan 2020 \(PDF\)](#)

Alignment

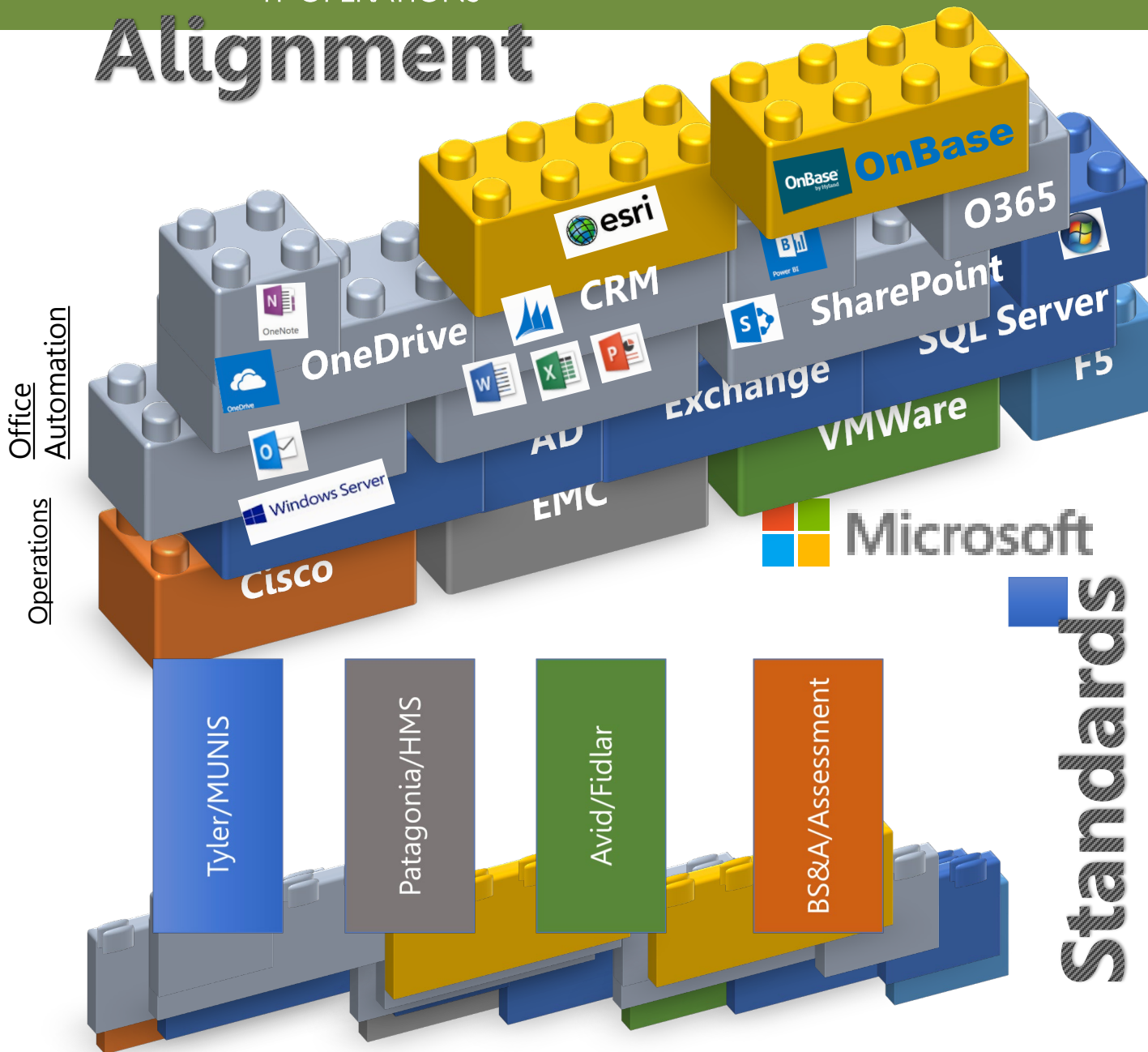
Industry Alignment

County IT is built on a 'stack' of proven solutions and technologies.

This foundation is initially built on Microsoft, Cisco, VMWare solutions. These suits of tools are all designed to work together and support most of our IT operational needs (servers, storage, and telecommunication) and also frame the office automation, collaboration, and enterprise content management needs.

The Stack also includes a few key frameworks shared by the entire organization supporting GIS (ESRI) and Document Workflow Management (OnBase).

Built on top of the Stack are standard 'swim lanes' of solutions these include our ERP (Tyler Munis) and several BS&A products.



Partners

Ottawa County IT continues to develop partnerships with supported townships, GIS partners, other local governmental units such as Kent County, Muskegon County, and City of Grand Rapids.

IT provides cloud hosting and supports applications and equipment for **10** local governmental units, and provides GIS support for 23.

Reaching out to other local government IT departments, such as Kent County and City of Grand Rapids, is also a benefit in sharing best practices, knowledge and experiences.

IT continues to develop new relationships with vendors, both regional and national. We rely on these partnerships to supplement our knowledge, augment our staff as needs arise, and assist with new technology initiatives.

IT Supported Local Units

Allendale Charter Township	• 187 devices • 33 users
Blendon Township	• 62 devices • 11 users
Chester Township	• 41 devices • 10 users
City of Ferrysburg	• 50 devices • 21 users
Polkton Charter Township (new)	• 15 devices • 6 users
Coopersville - Polkton Fire Authority (new)	• 14 devices • 5 users
Park Township	• 99 devices • 29 users
Port Sheldon Township	• 37 devices • 7 users
Spring Lake Township	• 158 devices • 65 users
Spring Lake Village	• 39 devices • 11 users

GIS Partners

- Allendale Charter Twp
- Blendon Twp
- Chester Twp
- Georgetown Twp
- Grand Haven Twp
- Holland Twp
- Jamestown Twp
- Olive Twp
- Park Twp
- Robinson Twp
- Spring Lake Twp
- Spring Lake Village
- Tallmadge Twp
- Wright Twp
- Zeeland Twp
- City of Coopersville
- City of Ferrysburg
- City of Grand Haven
- City of Zeeland
- City of Grand Rapids
- OCRC
- Holland BPW



CUSTOMER SERVICE

The IT department strives to create provide positive customer interactives, and provide service in a timely, and professional manner. During this past year, the IT department has had four employees nominated for the County's internal Customer Service Award. Those employees were:

- Steve Namenye
- George Stewart
- Jonathan Walters
- Rob Mertz



George Stewart was awarded the Outstanding Internal Customer Service Award for the 3rd Quarter of 2020.



IMPROVEMENT PROJECTS

The following projects represent strategic efforts aligned to remain sustainable and strategic.

Self-Service Capabilities

One of the big initiatives of 2020 from a customer service perspective was to implement some self-service capabilities to assist our customers in helping themselves and to give customers another option to submit incidents and requests to the IT Service Desk.

Password Self-Service – A password self-service solution was implemented, during the COVID-19 pandemic, in order to assist workers with the ability to reset their own passwords and unlock their own accounts at any time of day or night and from any device.

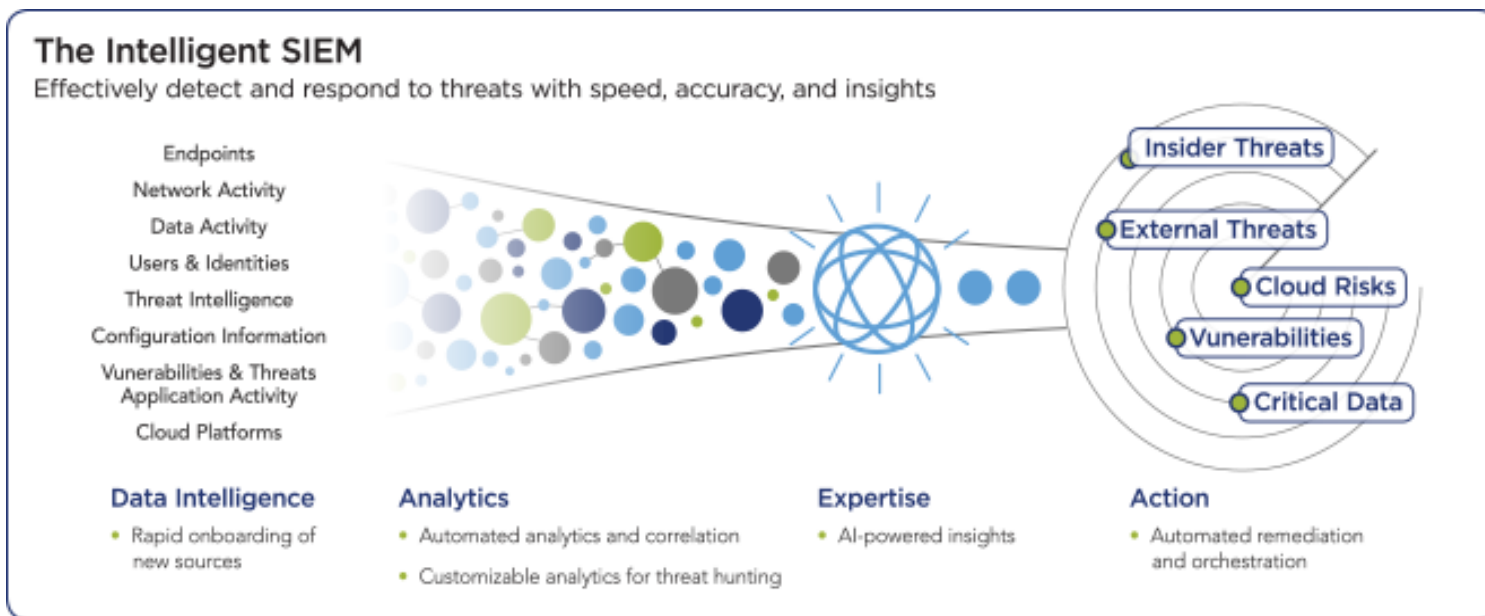
IT Self-Service Portal - This portal allows a person to submit issues to the IT Service Desk, see the status of any tickets they have submitted, and add additional information to existing tickets. Currently the portal includes the following features:

- My Submitted Issues and Requests – this list shows that any incidents or requests that you have submitted. You can see the progress (full green bar = closed, orange bar means still open). You can double-click on a line to see the details including the resolution, and if the ticket is still open, can add an update.
- My Assigned IT Devices – this list shows you which assets IT has assigned to you, and shows some basic information about each asset.
- All Open Issues – this list shows all open issues that the Service Desk is working on, most recently submitted list first. You will only be able to see the list (no other details). If you are having an issue, this is a great place to go to see if others are currently reporting the same issue.
- Report an Issue – this button allows you to submit a new ticket. Please include as much detail as possible in your issue, including OC number if applicable, wording of error messages, and there is a place to add attachments, such as documents or screenshots. Because you have logged into the portal, the system will automatically add your name and email address to the ticket when submitted. If you would like to be contacted at a different phone number (cell phone, for example) than your desk phone, you can add an alternative phone number.



Managed SIEM and SecOps/SOC

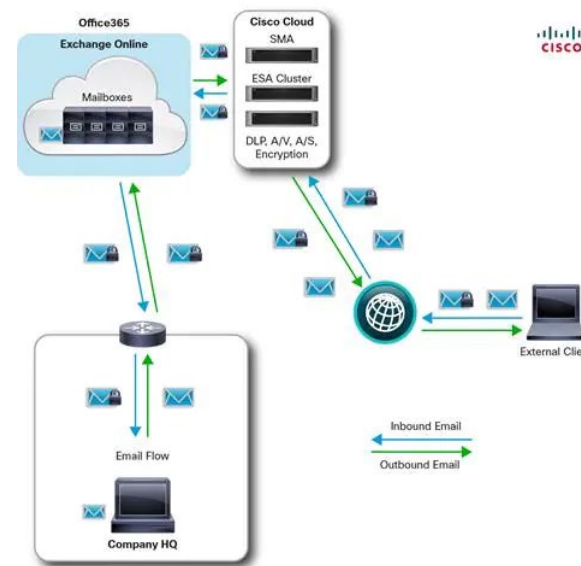
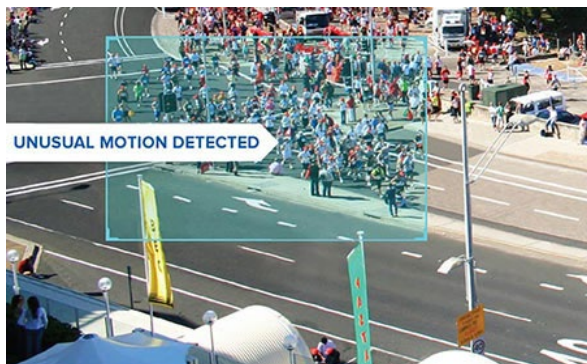
The Infrastructure team is deploying a Managed SIEM and SecOps/SOC. An Information Security Operations Center (SOC) is a facility where security staff monitor enterprise systems, defend against security breaches, and proactively identify and mitigate security risks. Analysts continuously inform IT staff about threats to the organization's systems, and actual incidents. Analysts proactively seek out security gaps and work with IT to close them. The SIEM is built on a big data platform and includes machine learning and advanced behavioral analytics, threat hunting, built-in incident response and SOC automation. It performs Network Traffic Analysis (NTA) and Application Performance Monitoring (APM) tools, Endpoint Detection and Response (EDR), which helps detect and mitigate suspicious activities on hosts and user devices, User and Entity Behavior Analytics (UEBA), which uses machine learning to identify suspicious behavioral patterns. Not only do these technologies drastically increase Ottawa's security posture but they also put us into compliance for CJIS (criminal justice information systems, IRS Pub. 1075, along with meeting HITECH and HIPAA regulations.



Infrastructure

Innovation and Technology made several enhancements to provide secure flow of data in between the cloud/internet and Ottawa County

- **Firewalls/Intrusion Prevention Solution** - Infrastructure implemented next generation firewalls for our diverse internet connections to maintain a secure ingress/egress for County applications and data.
- **CESA** The Infrastructure Team deployed a Cloud Email Security Appliance (CESA) to fight against phishing, business email compromise (BEC), malware, and ransomware, provide DMARC authentication and brand protection, data loss prevention and content encryption capabilities to safeguard sensitive information and protect outgoing email. Assisting us to meet our government and industry regulations.
- **Password Self-Service** – A password self-service solution was implemented, during the COVID-19 pandemic, in order to assist workers with the ability to reset their own passwords and unlock their own accounts at any time of day or time and from any device.
- **Campus wide security camera project** – IT in conjunction with Adult & Juvenile Detention leadership, and Facilities staff, completed the roll-out an industry leading solution for IP video camera surveillance. 445 cameras were installed along with 6 servers to handle retention of high-definition camera feeds.



Microsoft Office 365 and SaaS

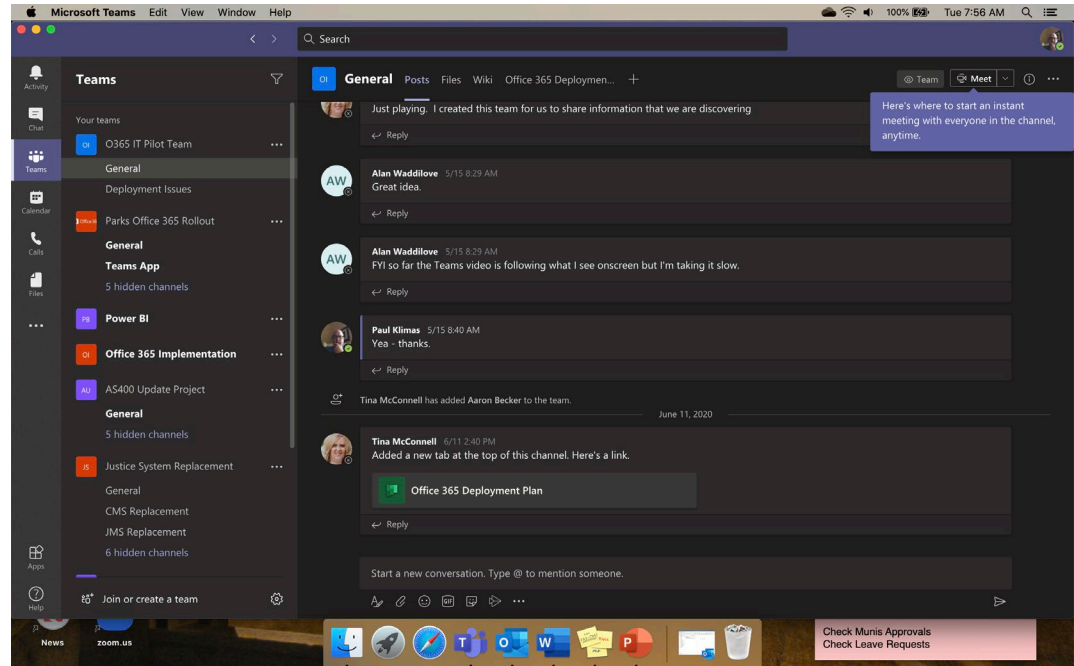
Microsoft Office 365 deployment continues with currently 60% of the users engaged and actively using familiar tools, such as Word, Excel, PowerPoint and Outlook. The 365 suite of tools also brings some new tools:

Collaborate: With tools such as OneDrive and Teams, County employees are creatively sharing information, using workspace chat, video conferencing, and file storage.

Sharing: SharePoint is being used to create internal operational websites (Intranet) where business units are storing, organizing, and sharing information/documents.

As these tools are in the cloud they can be used anywhere at anytime on virtually on any device.

When fully engaged, the County will be operating on the most current software – with all users on the same version of software – which is continuously evolving and improving.



To the Cloud

Software as a Service (SaaS) is a form of cloud computing - the on-demand availability of computer system resources, especially data storage and computing power, without direct active management by the user.

The County is embracing a strategy that adopts both cloud computing and on-premise computing benefiting from both and improved flexibilities.



PERFORMANCE IMPROVEMENT PROJECTS SOLUTIONS

Focused Projects		Dept Request				
Stabilize CMS AS400	100% Complete: Production use	Financials and MUNIS	Exchange Outlook	Imaging / Onbase	PR16911: PA - Indexing When Printing Documents into OnBase 6/18 PA	MICA
Deprecate Domino/Lotus Notes	85%: Test Mental Health Pickup orders and Search Warrants	PR16213 MUNIS e-Procurement 10/17 F	PR17990: Office 365 Implementation 1/20 IT	PR15404: OnBase Informal Hearings Scheduled in OnBase 10/16 DC GH	PR17065: New OnBase Workflow & Forms: Juvenile Court 10/18 JC	PR15883: Judicial Data Warehouse Integration 3/17 CC DC
Digital Signatures	90%: Administrator's Office testing in production	PR16405 MUNIS Contract Module 12/17 F	Justice/ AS400	PR15589: Create the ability for Sheriff and PAs to track Subpoena's and Mental Health Pick-Up Orders 12/16 SH (95%)	PR17246: Workflow update Bond Violation Complaint Document DCP	PR18053: Create new database with SSRS reports to satisfy retention requirements for MICA PHE data 7/20
PHE Replacement	10%: Working with Tyler for Time and Attendance Execu Time. Discovery Phase	PR16556: MUNIS - Purchasing Plus Migration 2/18 F		PR15692: New World Systems (AS400) HR Data and Property data archiving 1/17 HR	PR16134: Patrol to Jail communication method 8/17 SH	PR17265: Onbase new workflows to better assist departments: workflows County Clerk 1/19 Clerks
CMS Replacement	5%: Vendor Selection Phase. Project Manager Search	PR16984: Tyler Cashiering Integration Multi 8/18 TR	PR17569: AS400 - Build Talon file creation for Circuit Court criminal and civil 9/19 CC	PR16342: Batch Index for Hudsonville District Court 11/17 DC HUD	PR17647: Set up Kofax batches 5/19 Clerks	PR16618: Topyx HR would like to revisit SSO trying SSO with Zoom as well 3/18 HR
SmartBench Mentis	10%: Hardware set-up IT to provide Data Pull Scripting	PR17567: Tyler Upgrade 2019.1 4/19 TR	PR17904: Time Attendance Software 8/19	PR16411: Electronic OnBase Bond Violation Form 12/17 SH	PR17801: Move Clerk (ROD records to Fidar Apex 7/19 Deeds (Wait Vendor)	PR17032: Envision Connect custom reports for our homepage view 8/18 PH EH
Munis/Tyler Upgrade	75%: User Testing working through enhancements	PR17953: MUNIS - Governmental Chart of Accounts Redesign 10/19 F	PR17968: MUNIS - Upgrade to 2019.1 10/19 F	PR16719: OnBase form for the use of Narcan for drug overdoses 3/18 SH	PR17964: Create OnBase Forms for Hudsonville DC to replace pin-fed printers forms 10/19 DC HUD	PR17116: Deploy DataWorks Plus Fingerprinting and Mugshot Functionality 11/18 Jail
E-Filing	60%: Probate and Circuit Court in production, District Court next	PR17970: MUNIS - Fixed Assets module 11/19 F	PR17992: AS400 Amend Talon Export file to include SID 1/20 HUD	PR16751: OnBase: Inbox Filtering 4/18 PA	PR17996: Replace Search Warrant Application in Lotus Notes 1/20 SH	PR17912: Server 2008 update patching project 8/19 IT
Office 365 Implementation	50%: IT Pilot complete, Department rollouts	PR17994: MUNIS Upgrade to 2019.1 - Icon Push for Testing 1/20	PR18008: Modify JUN1EFR to Pre-Populate Judge's P-Number for Juvenile Cases 2/20 Clerks (MICA Dep)	PR16805: Sheriff's Office Discipline-Onbase 4/18 SH/HR	PR18000: OnBase LEIN Docs Automating Keywords Add to DC Requests 1/20 DC GH	PR17958: Active Directory Redesign & Best Practices Project 10/19 IT
PH Covid 19 Tracker	80%: OnBase Team (Marshall Boyd) Covid 19 Case Tracker information	PR18042: MUNIS Integrations - 2019.1 4/20	System Software	PR18039: OnBase Upload Water Resources Libr Books 4/20 WR	PR18012: Administrative Office Paperless Transition 2/20 Admin	PR17987: CISoaaS Project 1/20 IT
		PR16239 Server Upgrade 2016/19 10/17 IT	PR18009: AS400: Update the Notice to Appear AS400 form 2/20 CC	PR18040: Board of Commissioners contract process as an OnBase solution 4/20 Admin (95%)	PR18014: OnBase: E-filed Motion Bundle Processing Change 2/20 Clerks	
		PR18057: Replace all FTP sites with other solutions 8/20 IT	PR18019: Source Judge Calendar and dockets from the AS400	PR18052: PPO's Electronic Routing in Onbase Clerks	PR18030: Request to Create Word Templates in OnBase 3/20 PA	
			PR18055: Update to 17-year-old data 8/20 JC	PR18054: Juvenile Services Workflow merge 7/20 JC		

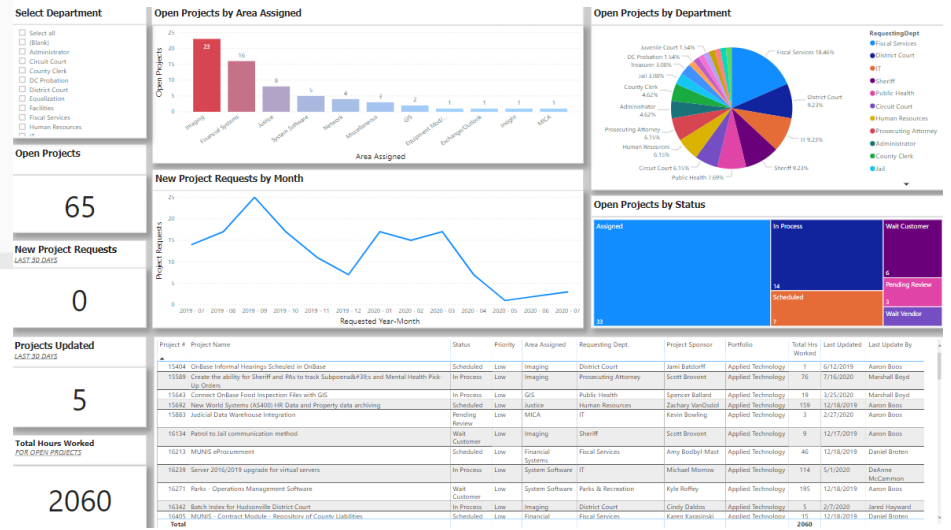
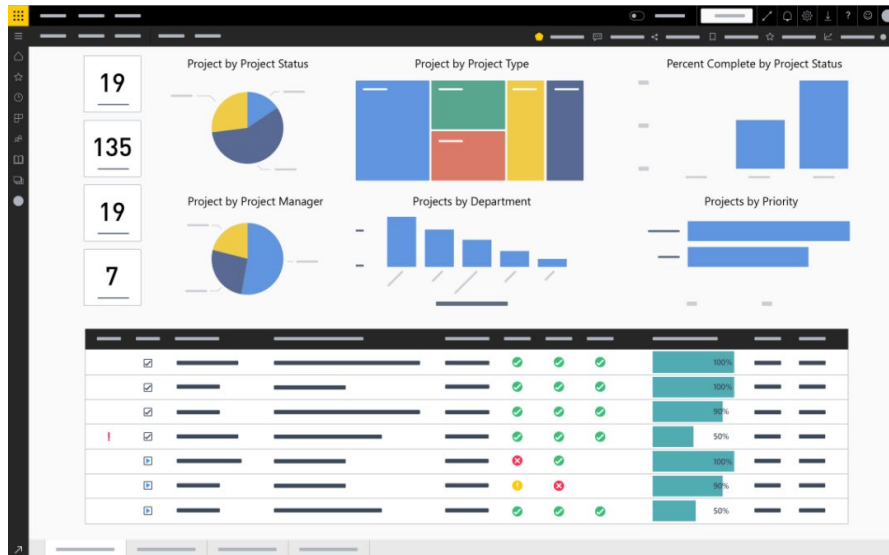
Project Transparency KATA:

The IT Department is striving for continuous communication and transparency using online tools, dashboards and displays to keep users informed of progress on requests as well as resource availability and capability. Recently, Ottawa County has initiated use of Office 365 products making transparency and on-demand updates more accessible to users.

In 2019, IT completed a KATA project providing an insight into Projects, Department Request and Tickets submitted throughout the County. Number of resources (IT and Vendor) / Number of Request, accounting for Impact, total Level of Effort and Internal Capability.

IT has explored a broad range of software and methods to ensure County Departments have an up-to-date insight on request. We strive to inform users of request status and the availability of resources to provide solutions. With tools currently available to us, we'll have the ability to provide departments with an insight into status.

This has already started with the use of Microsoft Power BI (Dashboard) linked to IT's request tracking software. As we progress through new tools, departments will have the ability to view project status.



Digital Signatures:

Enhanced and Expanded digital signature process implemented into existing technology, creating efficiencies in previous manual paper driven processes.

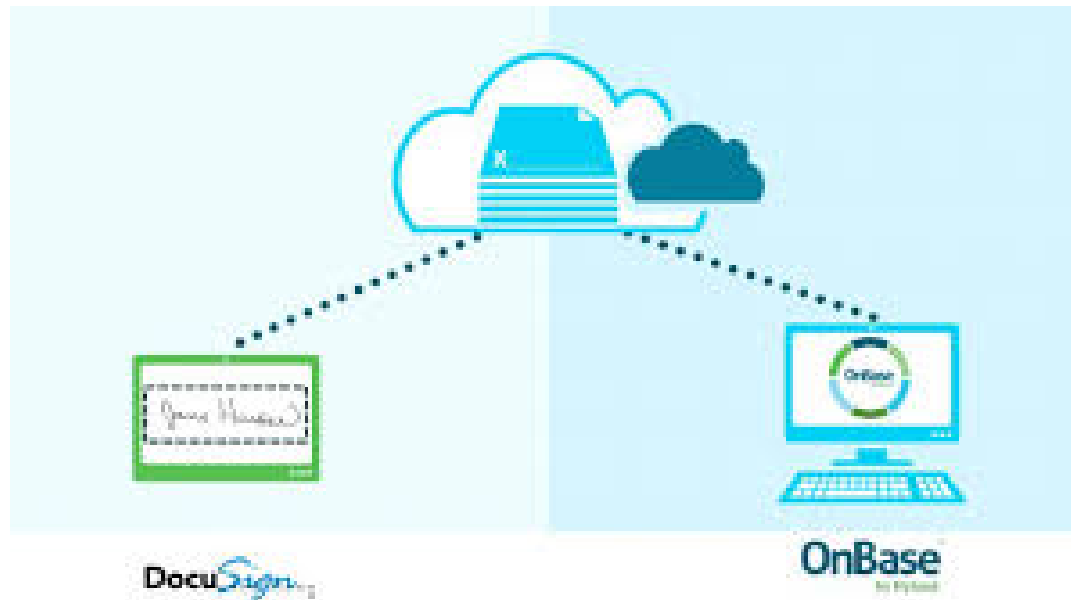
Pilot Projects:

Administrator's Office: OnBase and TrueSign Next integrated into board contracts allowing for an automated seamless contract approval process.

Juvenile Court: Parental Consent. Automated digital document signature process without the travel.

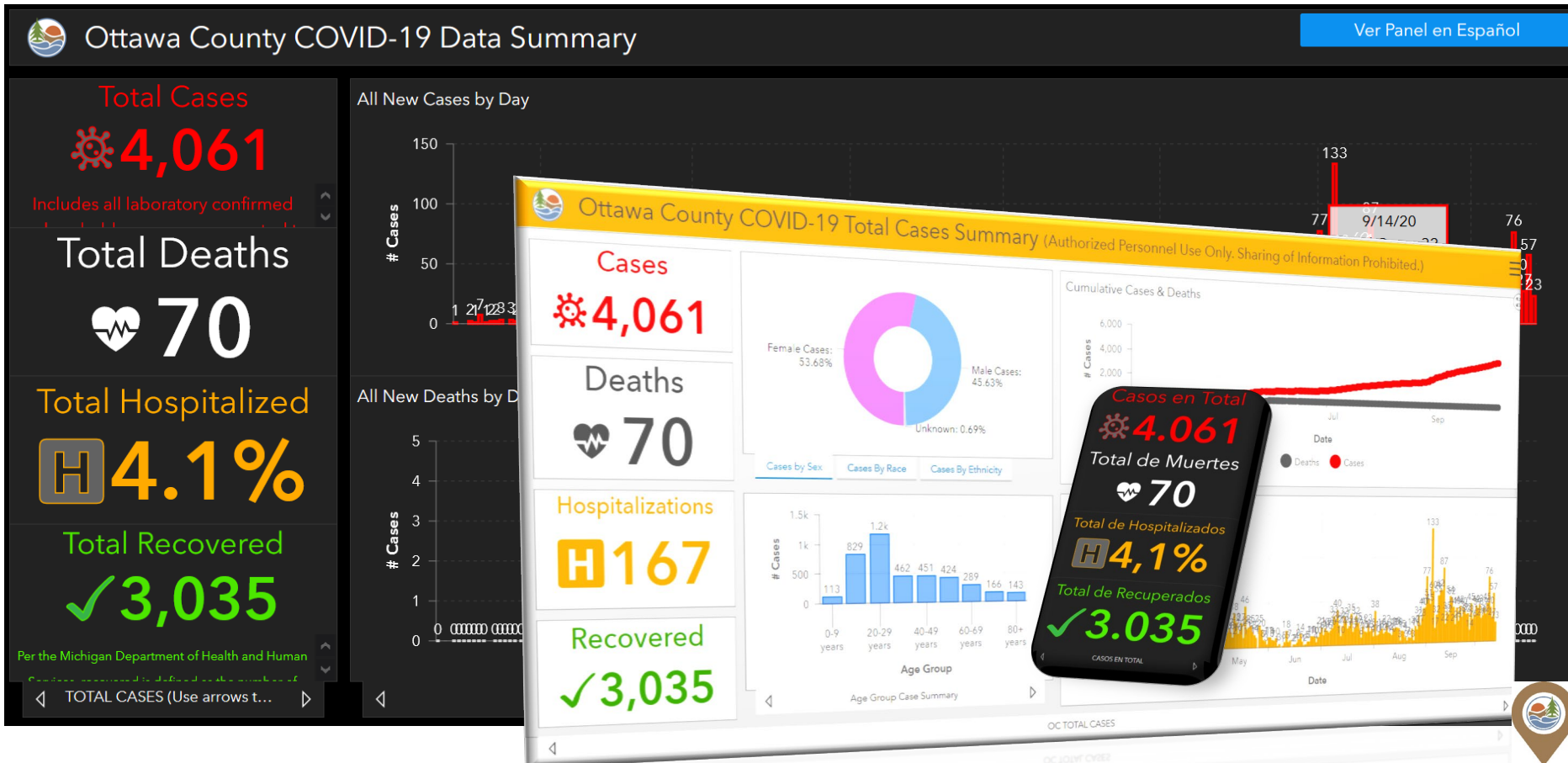
As we start to expand capability, IT has evaluated a variety of Digital Signature platforms including TrueSign and DocuSign. Our plan is to implement DocuSign as the main Digital Signature Platform through the State's "MiDeals" contract allowing the county to maintain and expand with future initiatives.

Digital Signatures integrated with event driven automated workflow:



Geospatial Insights & Solutions (GIS)

During the COVID-19 pandemic, the GIS team, on behalf of Public Health, developed a powerful, public communication tool using ArcGIS Dashboard. The dashboard site is available in Spanish and is mobile-friendly. There is an additional internal version with additional metrics for Public Health use-only. The public-facing dashboard site went live on April 8th, 2020 and has been viewed over 1 million times.

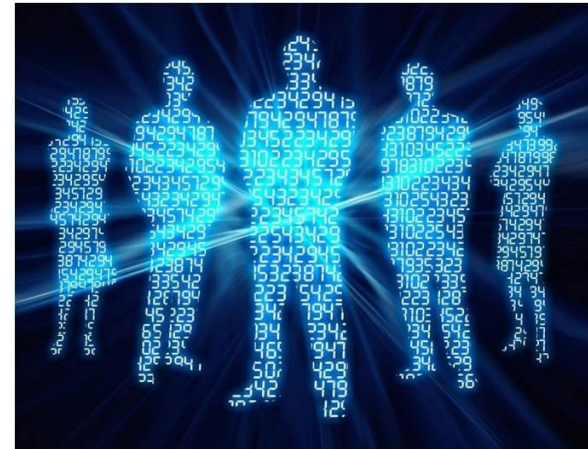


Virtual Workforce

The COVID-19 pandemic brought an abrupt change in how County operations used technology.

Over the course of days nearly half the County's users began working remote, this required some agile adjustments/enhancement to securely access systems such as rolling out multifactor authentication (MFA) to users that were required to use MFA to remain compliant with HIPAA and CJIS.

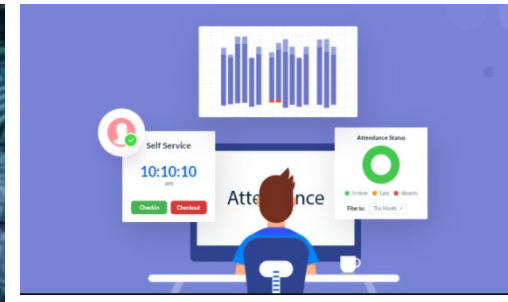
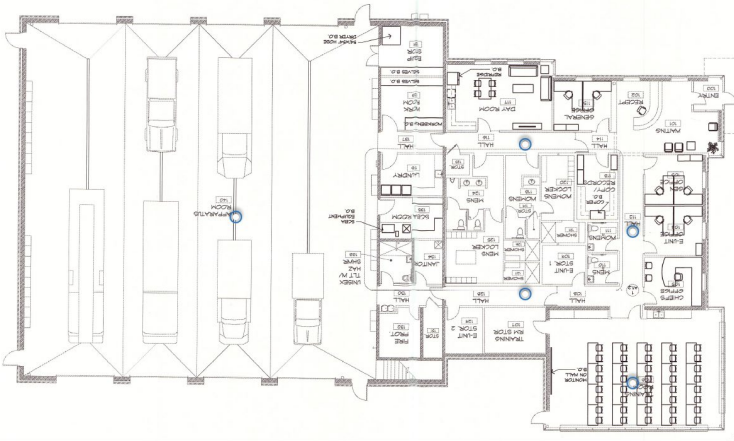
County operations also needed to leverage creative communication and collaboration channels – such as Zoom and Microsoft Teams for virtual meetings. These capabilities quickly became main-stream to daily management as well as socially.



Other

The department continued supporting other business units and local units in their technical deployment-engagement of:

- **Patagonia** (Public Health)
- **ExecuTime** (Human Resource Time and Attendance)
- **aiSmartBench** (Courts Digital Engagement)
- **BGP** implemented between our two internet connections allowing failover in the event of an outage. Maintaining connectivity to County cloud solutions.
- **Substantial Speed** and connectivity upgrades were performed to our diverse internet services.
- **Expanded** secure remote access to County information with tools from Cisco and VMware.
- **Project Management** for all things technical at the new Coopersville-Polkton Fire Authority joint construction project for their new fire station.
- **SMS** texting solution that integrates with phone system/Jabber for the Public Defender and Public Health to reach clients more effectively.
- **Windows 10 VDI Rollout** Successfully rolled out Windows 10 to our virtual desktop infrastructure. Taking advantage of the inherent security upgrades with the new operating system and replaced an end-of-life operating systems with potential security risks.



PLANNED PROJECTS

Looking at the horizon several innovation projects are being considered.

Wireless Pilot Project

Infrastructure plans to deploy a pilot wireless refresh project for the Administration and Detention buildings to create template to be used to implement at the other Ottawa County campuses.

Switch Infrastructure Refresh

As part of our Infrastructure capital management project for switching replacements, we will be installing over 52 access and distribution switches throughout the County along with our main core switching. Network redesign will ease administration and increase security capabilities.



SIEM/SOC

Infrastructure is deploying a Managed SIEM and SecOps/SOC solution where security staff monitor enterprise systems, defend against security breaches, and proactively identify and mitigate security risks.

NAC

IT is partnering with a vendor to implement a Network Access Control (NAC) platform. The NAC enables the creation and enforcement of security and access policies for endpoint devices connected to the County's routers and switches. The purpose is to simplify identity management across diverse devices and applications.

EDR

IT is rolling-out an Endpoint Detection and Response (EDR) solution that detects threats across our environment. It investigates the entire lifecycle of the threat, provides insights into what happened, how it got in, where it has been, what it's doing now, and how to stop it. By containing the threat at the endpoint, the EDR solution helps eliminate the threat and prevent it from spreading.

Digital Signatures:

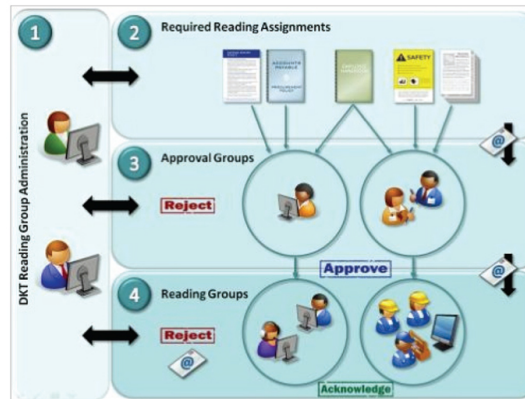
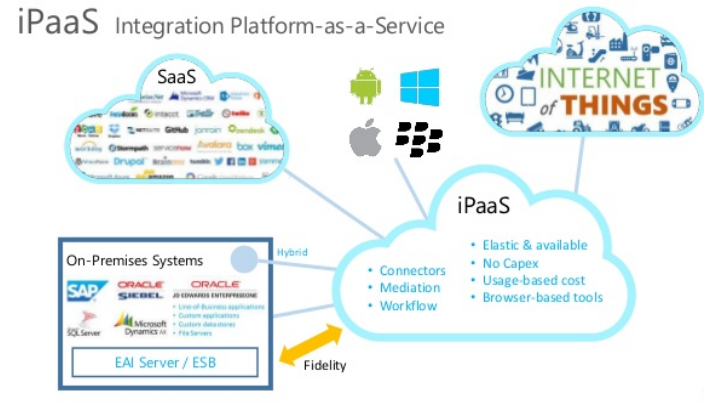
As we start to expand capability, IT has evaluated a variety of Digital Signature platforms including TrueSign and DocuSign. Our plan is to implement DocuSign as the main Digital Signature Platform through the State's "MiDeals" contract allowing the county to maintain and expand with future initiatives. Hyland (OnBase) provides a module for DocuSign. The OnBase integration for DocuSign adds value to the signature cycle by automatically packaging documents and signer information, sending this information securely to DocuSign, and collecting the completed documents for storage, retention, and further processing in OnBase.



IPaaS:

Integration Processes as a Service

Ottawa County IT has been evaluating iPaaS (Integration Platform as a Service) technology to ensure that many department data integration needs are met. iPaaS will allow the County to create new data connections from a variety of data platforms, Software as a Service (SaaS) to on-premise legacy applications and vice-versa. As the County has a variety of data assets, iPaaS gives us the ability to connect across software platforms as well as manage governance of integration workflows in real time.



RISKS

The evaluation of risks is a key part of remaining operational sustainable.

Security and More Security

Security Threats: There are plenty of headlines in this area – from Baltimore having several security breaches to a major casino’s computer systems being hacked through security holes in the operation of a lobby fish tank. This involves both malware with very complex-pesky crypto locker file encryption and ransomware events (which have infected local West Michigan governments), online disruption of services attacks (which also have become regular occurrences to local West Michigan governments) originating from such places as Poland/Ukraine/Africa. I share these observations to show that we (Ottawa County) are not isolated from the world around us.

What are we doing: The County has engaged certified professionals to evaluate and remediate our security profile. This involves a great many improvements from continuous online monitoring, patching, network segmentation and network access controls, but this also involves continuous efforts in security awareness training. More advanced companies are introducing AI-based protection systems to be able to contain any such attacks introduced by a next-generation of tech. I am watching to see how these new systems might benefit the County – especially as we engage IaaS (Infrastructure as a Service), SaaS (Software as a Service), and IoT (Internet of Things).

Data Protection: The policies and practices to protect the privacy of data come in a close second on our list. With regulation continuously advancing, IT operations need to consider data protection advancements before any regulations are even enacted. My personal information has been on the dark web for years. This was the result of security breach between the State of Michigan and a local West Michigan government – not though the nefarious action of foreign agent. Information was exposed, captured and unemployment benefits were issued via a debit card to a location in Florida. I share this story to show that identify theft doesn’t always show up on a credit report or as an unwanted credit card purchase.

What are we doing: This area requires constant perseverance. I encourage anyone handling personal information or really any information to ask questions, especially in the area of information sharing outside of our networks.



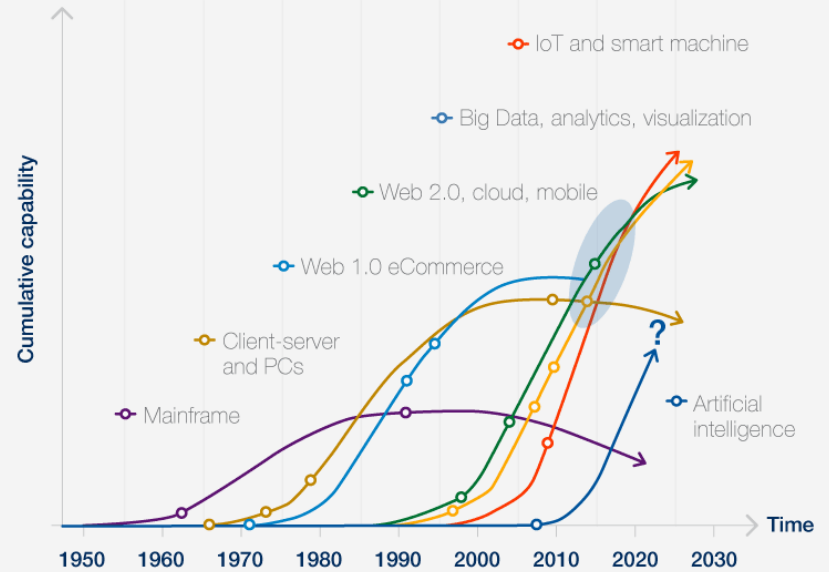
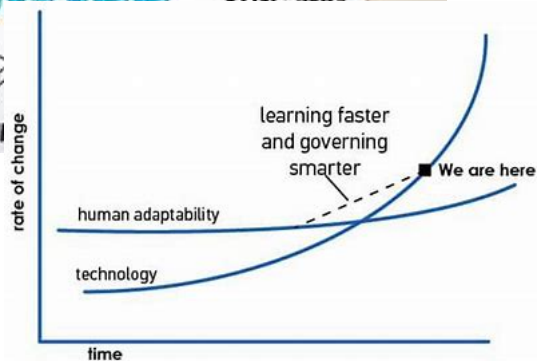
Multi-cloud Security: For many years Ottawa County has relied primarily on on-premise IT operations – in my opinion the County has missed out a vast array of capabilities in the cloud. Not that I’m promoting a cloud-first strategy, but rather a balanced on-premise/off-premise operation where capabilities and capacities make sense. This evolution of IT presents a number of challenges; more reliance on Internet access and securities, experience in setting up and administrating single sign-on operations, encryption technologies, data collaboration practices, cloud-agnostic security platforms, and even iPaaS (Integration Platform as a Service).

What are we doing: The IT team is setting up ADFS (Active Directory Federated Services) – a Microsoft single sign-on solution that allows our user security practice to be shared to many SaaS frameworks. We are working with our security team to assure cloud engagement is solid-compliant-sustainable. IT is also researching iPaaS as a means to stitch data integration-interface needs between software solutions going forward. Keep in mind we are only on number 4 here – this is a lot to take in and resulting in a lot of change. The proposed engagement of Microsoft Office 365 alone impacts multi-cloud security operation alone.

Talent Management

Having technical expertise available when you need it is a challenge throughout the IT industry. The IT industry continues to be in negative unemployment and will remain so for decades – there simply isn't enough talent to go around. The technical skills needed today are also far different than those 10 years ago – or even last year. IT skills have gone into specialties – such as network security. The ability for the County to build and sustain specialized talent is next to impossible.

The department has embraced professional service management to supplement and have a greater depth and array of talent which we could otherwise not maintain. For example, our Chief Security Officer is very much a part of strategic operations, but is not an employee, same for a database administrator.



Pace of Change

- The 2018 CIO survey shows there is no doubt in CIOs' minds that their workload **will** continue to **accelerate**. The majority of CIOs are suggesting fatigue: 48 percent said they were concerned about their ability to **keep pace** with the **change** required.

Innovation and Digital Transformation: The pace of change in innovation is tremendous, the feeling that if you don't evolve and transform means you are losing ground has some merit. Don't despair there is a plan. In short, we are talking about Artificial Intelligence: IoT, application in security, voice interactive response, knowledgebase development, block chain, oh my. But where, how, who, what is the business impact, will it work and remain sustainable? IT believes this all begins with (BI) business intelligence – making informed data driven decisions, deep algorithm data analysis will follow. This area also requires proactive thought on data and operational governance.



Ottawa County
Where You Belong

Action Request



Committee:	Board of Commissioners
Meeting Date:	03/09/2021
Requesting Department:	Community Action Agency
Submitted By:	Regina MacMillan
Agenda Item:	Ottawa County Community Action Agency 2020 Annual Report

Suggested Motion:

To receive for information the Ottawa County Community Action Agency 2020 Annual Report.

Summary of Request:

In accordance with the 2021 Rules of the Ottawa County Board of Commissioners:

Section 4.6 - Annual Reports From Departments of County Government - It is the policy of the Board of Commissioners to receive annual, written and oral Reports from all Departments of County government. Written reports shall be in a form approved by the County Administrator and shall, in the ordinary course, be submitted directly to the Board of Commissioners through the County Administrator's Office.

Financial Information:

Total Cost: \$0.00	General Fund Cost: \$0.00	Included in Budget:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
--------------------	---------------------------	---------------------	------------------------------	-----------------------------	---

If not included in budget, recommended funding source:

Action is Related to an Activity Which Is: Mandated Non-Mandated New Activity

Action is Related to Strategic Plan:

Goal: Goal 3: To Maintain and Enhance Communication with Citizens, Employees, and Other Stakeholders.

Objective: Goal 3, Objective 1: Regularly review and update communication strategies that guide the work of the County in this goal area.

Goal 3, Objective 4: Evaluate communication with other key stakeholders.

Administration: Recommended Not Recommended Without Recommendation

County Administrator: 

Committee/Governing/Advisory Board Approval Date:



OCCAA Annual Report to:
Ottawa County Board of Commissioners
March 2021

OCCAA Mission:

OCCAA exists to reduce the effects of poverty in Ottawa County by promoting self-sufficiency and economic independence.

Common Causes:

- Health problems resulting in missed work/pay.
- Unexpected costly car repairs.
- High housing costs.
- Low wages – not enough to cover basic bills.
- Older housing contributing to high utility bills.
- Relationship split that occurs in the household.
- Gaps in child support payments.
- Fluctuating work hours leading to unsteady pay.
- Living on a tight fixed income (seniors & disabled).
- A.L.I.C.E. (Asset Limited, Income Constrained, Employed) households.
- COVID-related needs

A blue ribbon graphic with a white border, containing the text "COVID-19 Related Funding in 2020".

**COVID-19
Related
Funding in
2020**

- CARES
- Emergency Services (Transportation Program)
- Migrant Farmworker Program
- Water and Plumbing Repair
- Quarantine Kit Program
- Additional MSHDA grants

2020 Walk for Warmth



- Total donations: \$17,310.59
- Approximately 230 walkers



2021 WEB Walk for Warmth

Donations to date: \$7,408.31

Program Information/Report OCCA 2020

Program	Households Assisted
Utility Assistance	199 households/assists
Housing/Weatherization	26 Households
Food Assistance: Monthly	394 Households/month (seniors)
Food Assistance: Quarterly	889 Households/quarter
Migrant Services	21 households
Tax Assistance	218 households

OCCAA Annual Budget

Year	Budget	Program Staff (* partial staffing is fiscal position)
2015/16	\$1,300,000	6
2016/17	\$1,400,000	7.4
2017/18	\$1,350,000	7.3
2018/19	\$1,375,000	7.3
2019/20	\$1,300,000	6.3
2020/21	\$4,170,000	6.3

2020 OCCAA Funding Sources

Grant/Source	% of Budget
Covid Grants	60%
Weatherization	11%
Community Services Block Grant	10%
Food Commodity Programs	2%
Home Rehabilitation	2%
Utility Assistance Programs & Walk For Warmth	1%
Other: various funding streams	9%

2020 Federal Poverty Guidelines

Persons in Family/Household	100%	150%	200%
1	\$12,760	\$19,140	\$25,520
2	\$17,240	\$25,860	\$34,480
3	\$21,720	\$32,580	\$43,440
4	\$26,200	\$39,300	\$52,400
5	\$30,680	\$46,020	\$61,360
6	\$35,160	\$52,740	\$70,320
7	\$39,640	\$59,460	\$79,280
8	\$44,120	\$66,180	\$88,240

Selected Demographics OCCA 2020

Category	%	%
Housing Type	31% homeowners	60% rent
Family Type	7%: Two-parent households 58%: Single adults	13%: Single parent/kids 15%: 2 adults; no children
Education	22%: Less than HS 30%: HS/GED only	5%: Some College 8%: 2 or 4 year college graduates
Health	57% have health insurance (including Medicaid/Medicare)	9% have a disability

Selected Demographics 2020

Category	%	%
Age	25%: 17 & below 32%: 18 - 54	13%: 55 – 64 30%: 65+
Work Status	13%: Employed (FT or PT) 20%: Unemployed	11%: Not in labor force 19%: Retired 4%: Migrant/Seasonal
% of Poverty Level for Household Income	31%: Up to 50% 35%: 51% – 100% 19%: 101% – 125%	7%: 126% – 150% 3%: 151% – 200% 2%: 201% and over

Customer Story

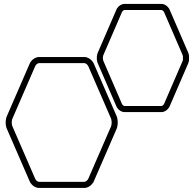
“Cheryl” and “Craig” and their 6 children were without water, due to their well drying up with little warning. The family was using a garden hose running from the neighbor’s house for dishes, laundry, and other essential needs. With the help of the Water and Plumbing Repair Program, a company drilled a new well and the family had access to running water again.



Customer Story

“Rob”, a 62-year-old man lived on a fixed Social Security income. He was battling skin cancer but did not have a working vehicle to get to his medical appointments. With the help of the COVID Emergency Services grant, Rob was able to get new brakes and a new exhaust on his car and get to necessary medical appointments.





Weatherization Program

The following photos are of a large home in Holland that needed quite a bit of air sealing and insulation to help the homeowners with heat loss and to reduce the energy bills. The glass block window was installed but left an opening into the foundation that could cause cold air and moisture to enter the basement and cause heat loss to the upper levels. The band joist area shows an area around the perimeter where there is no protection of the outside and this area is a large source of heat loss.



Weatherization Program

- The after photos show the window same area after being treated with spray foam. Spray foam works great as an infiltration sealant and can help lower utility usage. The contractors installed a windowsill to stop cold air from coming into the house from the exposed spaces.



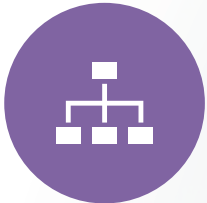
2021 & Beyond



Continued training of new Program Director.



Continue successful partnerships with other community agencies.



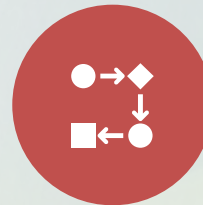
High performance on State monitoring and Organizational Standards



State agency Risk Assessment – continuation of low-risk score for OCCAA.



Quality management of multiple funding streams.



Continue to successfully navigate the complex grant requirements for multiple programs.

Jennifer Brozowski, Program
Director

Ottawa County Community
Action Agency

12251 James Street,
Suite 300
Holland, MI 49424
616.494.5499

jbrozowski@miottawa.org

