

# FINANCE COMMITTEE AGENDA

June 3, 2020

7:30 AM

Zoom Virtual Meeting Room

Meeting ID: 399-700-0062 / Password: LCBOC

<https://zoom.us/j/3997000062?pwd=SUdLYVFFcmozWnFxbm0vcHRjWkVIZz09>

Pages

**1. CALL MEETING TO ORDER**

**2. ROLL CALL**

**3. APPROVAL OF MINUTES**

3

Meeting minutes dated: May 20, 2020

**4. TABLED ITEMS FROM PREVIOUS MEETINGS**

**5. APPROVAL OF AGENDA**

**6. CALL TO THE PUBLIC**

**7. REPORTS**

**8. RESOLUTIONS FOR CONSIDERATION**

**8.1 Central Services**

9

Resolution Authorizing Submission of the Fiscal Year 2021 Community Corrections Grant Application, Agreement, and other Support Documents and Acceptance of Funding Award

**8.2 Equalization**

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Resolution to Levy 2020 Allocation Millage

**8.3 Facility Services**

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Resolution Authorizing the Exception to the Hiring Freeze Policy

**8.4 Information Technology**

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Resolution Authorizing the Purchase of a DELL Hyperconverged System from Access-Interactive to Expand and Unify the County's Server Architecture

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	Resolution Authorizing the Purchase of a CISCO Network Core Switch to Mitigate the County's Exposure to Data Loss	
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	Resolution Authorizing the Entrance into a Participating Addendum Through the NASPO Valuepoint Cooperative Purchasing Program and the Authorization of a Stock Hardware Order	
<b>9.</b>	<b>ANNUAL REPORTS</b>	
<b>9.1</b>	<b>Courts</b>	<b>184</b>
<b>10.</b>	<b>CLAIMS</b>	
	Dated: June 3, 2020	
<b>11.</b>	<b>PREAUTHORIZED</b>	
	Dated: May 15 through May 28, 2020	
<b>12.</b>	<b>CALL TO THE PUBLIC</b>	
<b>13.</b>	<b>ADJOURNMENT</b>	

# FINANCE COMMITTEE

## MEETING MINUTES

May 20, 2020, 7:30 a.m.

Zoom Virtual Meeting Room

Meeting ID: 399-700-0062 / Password: LCBOC

<https://zoom.us/j/3997000062?pwd=SUdLYVFFcmozWnFxbm0vcHRjWkVIZz09>

Members Present Carol Griffith, Douglas Helzerman, Kate Lawrence , William Green , Wes Nakagiri, Robert Bezotte, and Jay Gross  
Members Absent Gary Childs

### 1. CALL MEETING TO ORDER

The meeting was called to order by Commissioner Lawrence at 7:30 a.m.

### 2. ROLL CALL

Indicated the presence of a quorum.

### 3. APPROVAL OF MINUTES

Meeting minutes dated: May 6, 2020

Motion to approve the minutes as presented.

**Moved by:** C. Griffith

**Seconded by:** W. Green

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte, and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

### 4. TABLED ITEMS FROM PREVIOUS MEETINGS

None.

### 5. APPROVAL OF AGENDA

Motion to approve the Agenda as presented.

**Moved by:** C. Griffith

**Seconded by:** J. Gross

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte, and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

**6. CALL TO THE PUBLIC**

None.

**7. CLOSED SESSION**

Discuss Written Legal Opinion Pursuant to MCL 15.268(h)

Motion to recess to Closed Session at 7:34 a.m.

**Moved by:** W. Green

**Seconded by:** R. Bezotte

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte, and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

Motion to return to Open Session at 8:22 a.m.

**Moved by:** C. Griffith

**Seconded by:** D. Helzerman

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte, and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

**8. REPORTS**

**8.1 Livingston County Meals on Wheels Community Development Block Grant**

Kathleen Kline-Hudson, Planning Department Director, provided a summary of the grant process and program. Clinton Moore and Bridget Ajemian, were present to answer questions on behalf of Meals on Wheels and COSC. Bridget provided information regarding funding provided by the CARES Act.

**9. RESOLUTIONS FOR CONSIDERATION**

**9.1 Administration**

Resolution Authorizing Livingston County's Annual Budget Process and Calendar

Recommend Motion to the Board of Commissioners.

Commissioner Green exited at 9:08 a.m. and returned at 9:14 a.m.

Cindy Catanach, Acting Administrator, and Hilery DeHate, Acting Finance Officer, presented the resolution and answered questions from Commissioners.

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte, and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

## **9.2 Emergency Management**

Resolution Authorizing Participation in Mutual Non-Congregate Housing for Livingston County First Responders and an Agreement with North Star Reach Campground

Recommend Motion to the Board of Commissioners.

Therese Cremona, Emergency Manager, presented the resolution.

**Moved by:** D. Helzerman

**Seconded by:** J. Gross

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte, and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

## **9.3 Fiscal Services**

Resolution Authorizing CARES Act Provisions for Nationwide Retirement Solutions \$457 Participants

Recommend Motion to the Board of Commissioners.

Jennifer Palmbo, Human Resources Department Director, presented the resolution.

**Moved by:** W. Nakagiri

**Seconded by:** C. Griffith

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte, and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

## **9.4 Sheriff**

Resolution Authorizing the JAG Grant Purchase of Night Vision Equipment

Recommend Motion to the Board of Commissioners.

Lt. M. Nast presented the resolution and answered questions from Commissioners.

**Moved by:** R. Bezotte

**Seconded by:** W. Green

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte, and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

#### 9.5 Treasurer

Resolution Authorizing the County Treasurer to Establish the 2019 Delinquent Tax Fund  
Recommend Motion to the Board of Commissioners.

Jennifer Nash, County Treasurer, presented the resolution and answered questions from Commissioners.

**Moved by:** C. Griffith

**Seconded by:** D. Helzerman

Yes (6): C. Griffith, D. Helzerman, K. Lawrence , W. Nakagiri, R. Bezotte, and J. Gross

No (1): W. Green

Absent (1): G. Childs

**Motion Carried (6-1-1)**

#### 9.6 Administration

Resolution Extending the Temporary Emergency Telecommuting Arrangement in  
Response to COVID-19

Recommend Motion to the Board of Commissioners.

Jennifer Palmbos, Human Resources Department Director, presented the resolution and answered questions from Commissioners.

**Moved by:** C. Griffith

**Seconded by:** R. Bezotte

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte,  
and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

#### 9.7 Administration

Resolution Approving the Livingston County COVID-19 Preparedness and Response Plan

Recommend Motion to the Board of Commissioners.

Cindy Catanach, Acting Administrator, Dianne McCormick, Public Health Department  
Director, and Matt Bolang, Environmental Health Department Director, presented the  
resolution and answered questions from Commissioners.

**Moved by:** C. Griffith

**Seconded by:** R. Bezotte

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte,  
and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

## **9.8 Board of Commissioners**

Resolution Approving the Employment Agreement with Nathan Burd for County Administrator

Recommend Motion to the Board of Commissioners.

**Moved by:** C. Griffith

**Seconded by:** R. Bezotte

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte, and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

## **10. CLAIMS**

Dated: May 20, 2020

Recommend Motion to the Board of Commissioners.

**Moved by:** C. Griffith

**Seconded by:** W. Green

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte, and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

## **11. PREAUTHORIZED**

Dated: May 1 through May 14, 2020

Recommend Motion to the Board of Commissioners.

**Moved by:** C. Griffith

**Seconded by:** J. Gross

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte, and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

## **12. CALL TO THE PUBLIC**

Chad Chewning, 911 Central Dispatch Director, provided an update on floods in Midland, Livingston County has begun answering questions regarding availability for possible assistance.

## **13. ADJOURNMENT**

Motion to adjourn the meeting at 10:45 a.m.

**Moved by:** C. Griffith

**Seconded by:** D. Helzerman

Yes (7): C. Griffith, D. Helzerman, K. Lawrence , W. Green , W. Nakagiri, R. Bezotte, and J. Gross

Absent (1): G. Childs

**Motion Carried (7-0-1)**

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Natalie Hunt, Recording Secretary

UNAPPROVED

RESOLUTION

NO: [Title]

LIVINGSTON COUNTY

DATE: Click or tap to enter a date.

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**Resolution Authorizing Submission of the Fiscal Year 2021 Community Corrections Grant Application, Agreement, and other Support Documents and Acceptance of Funding Award – Central Services**

**WHEREAS,** The Livingston County Community Corrections Advisory Board approved the Community Corrections Plan and Application for Fiscal Year 2021 on May 28, 2020; and

**WHEREAS,** The Community Corrections Plan and Application for FY 2021 was submitted to the Michigan Department of Corrections (MDOC), Office of Community Corrections on June 1, 2020; and

**WHEREAS,** The Community Corrections Plan and Application for FY 2021 requests funding the following services:

Administration including a fully grant funded .50 FTE, supplies, travel, training; and Group Programming including cognitive behavioral therapy; and

Outpatient treatment specifically substance use disorder and trauma focused treatment services through assessments, intake, group therapy, individual therapy, and other evidence-based treatment modalities; and

Pretrial services including risk assessment, pretrial supervision, and electronic monitoring; and

**WHEREAS,** The total amount requested for the comprehensive plan and services is \$158,984.00.

**THEREFORE, BE IT RESOLVED** that the Livingston County Board of Commissioners hereby authorize the Community Corrections program to submit the Plan and Application for Fiscal Year 2021 and accept funding awarded by MDOC Office of Community Corrections.

**BE IT FURTHER RESOLVED** that the Chairperson of the Livingston County Board of Commissioners is hereby authorized to sign all forms, assurances, contracts/agreements, and future amendments for monetary and contract language adjustments related to the above upon review of Civil Counsel.

**BE IT FURTHER RESOLVED** that the Livingston County Board of Commissioners hereby authorize any budget amendment necessary to effectuate this grant award.

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**MOVED:  
SECONDED:  
CARRIED:**



## Memorandum

**To: Livingston County Board of Commissioners**

**From: Megan Kerekes, Community Corrections Manager**

**Date: 5/26/2020**

**Re: Community Corrections Grant Application Approval for Fiscal Year 2021**

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The Livingston County Advisory Board (CCAB) will approve submission of the Community Corrections Plan and Application for FY 2021 on Thursday, May 28<sup>th</sup>.

The Community Corrections Plan and Application requests \$158,984.00 in funding for the comprehensive plan and services.

Included in the Plan and Application is funding to support administration. This includes a fully grant funded .50 FTE position responsible for development, implementation, and monitoring of the Community Corrections Plan. This position acts as an advisor to CCAB and liaison to the state. It oversees agency employees and/or contracted individuals that provide funded services. The position also monitors program utilization, progress toward meeting objectives and expenditures. The total amount requested includes salary and wages, supplies, travel, and training.

Also included in the Plan and Application is funding to support group programming. Thinking Matters provides participants with evidence-based cognitive restructuring that has been proven to positively impact Prison Commitment Rates (PCR). The focus of this program is to reduce PCR and recidivism by providing skills to develop prosocial behavior and by impacting criminal behavior by teaching how to identify, monitor, and change the thinking that is fundamental to these behaviors.

Also included in the Plan and Application is funding to support outpatient treatment programming, specifically trauma services. Treatment services may include assessment, intake, group therapy individual therapy, or other evidence-based treatment modalities that have been proven successful in the facilitation of trauma recovery. This program will reduce PCR and reduce recidivism by providing offenders with techniques for development of positive coping skills and social support. This program addresses the impact of victimization which can include mental health symptoms related to post-traumatic stress disorder and substance use disorders.

Also included in the Plan and Application is funding to support outpatient programming, specifically for substance use disorder treatment services. Treatment services may include assessment, intake, group therapy, individual therapy, or other evidence-based treatment modalities that have been proven successful in treatment of substance use disorders. This program will reduce PCR and reduce recidivism by helping offenders understand, recognize, and accept addiction; identify and interrupt addictive thoughts, feelings and actions; and learn positive, healthy coping skills that negate the need for prison commitment.

Thank you for the opportunity to present this matter to you. If you have any questions, please contact me directly.

# MICHIGAN DEPARTMENT OF CORRECTIONS

*“Committed to Protect, Dedicated to Success”*



## Office of Community Corrections

Community Corrections Plan and Application  
Fiscal Year 2021

CCAB Name: Livingston County  
Annual/Full

Application Type:

Email the application to:

1. [MDOC-OCC@michigan.gov](mailto:MDOC-OCC@michigan.gov)
2. Grant Coordinator

**DUE DATE: May 1, 2020**

**SECTION I: COMMUNITY CORRECTIONS ADVISORY BOARD INFORMATION****Name of CCAB:** Livingston County**Federal I.D. Number:** 36-6005819**A: General Contact Information:**

	Contact Person (Manager)	Manager's Direct Supervisor	CCAB Chairperson	Fiscal Agent
<b>Name:</b>	Megan Kerekes	Roberta L. Sacharski	Mike Murphy	Cindy Catanach
<b>Title:</b>	CCAB Manager	Court Admin	Sheriff	Chief Financial Officer
<b>Address:</b>	210 S. Highlander Way	204 S. Highlander Way	150 S. Highlander Way	304 E. Grand River Ave.
<b>City:</b>	Howell	Howell	Howell	Howell
<b>State:</b>	MI	MI	MI	MI
<b>Zip:</b>	48843	48843	48843	48843
<b>Phone:</b>	517-540-7661	517-540-7814	517-546-9111	517-540-8720
<b>Fax:</b>	517-545-9637			
<b>Email:</b>	MKerekes@livgov.com	rsacharski@livgov.com	mmurphy@livgov.com	ccatanach@livgov.com

Type of Community Corrections Board: County Advisory Board

Counties/Cities Participating in the CCAB: Livingston County

Date application was approved by the local CCAB: May 28, 2020

Date application was approved by county board(s) of commissioners and/or city council: Tentative

Date application was submitted to OCC: June 1, 2020

**B: CCAB Membership**

Representing:	Name	Email
County Sheriff:	Murphy, Michael	mmurphy@livgov.com
Chief of Police:	Russell, Chief David S.	drussell@unadillapolice.org
Circuit Court Judge:	Hatty, Hon. Michael P.	mhatty@livgov.com
District Court Judge:	Bain, Hon. Daniel	dbain@livgov.com
Probate Court Judge:	Cavanaugh, Hon. Miriam A.	mcavanaugh@livgov.com
County Commissioner(s):	Lawrence, Kate	klawrence@livgov.com
Service Area (Up to 3):	Conklin, Connie	cconklin@cmhliv.org
County Prosecutor:	Vaillencourt, Bill	bvaillencourt@livgov.com
Criminal Defense:	Groenhout, Karen	kgroenhout@livgov.com
Business Community:	Griffin, Curtis	curtisdgriffin@yahoo.com
Communications Media:	VACANT	NA
Circuit/District Probation:	Zahon, Tom	zahont@michigan.gov
City Councilperson:	VACANT	NA
Workforce Development:	Awrey, Dawn	dawrey@mwse.org

1. Does your CCAB have Bylaws? Yes If yes, have they been revised within the last 2 years? Yes
2. What steps does your CCAB take to orientate new CCAB members ensuring the understanding of their roles and responsibilities? Introduction and brief orientation by Chairperson, review of bylaws with Manager

## SECTION II: ANALYSIS & STRATEGIC PLAN

### **Introduction and Instructions for Strategic Plan:**

Michigan Public Act 511, also known as the Community Corrections Act, was established in 1988 in an effort to improve the State's prison commitment rates (PCR) through the development and utilization of evidence-based, community corrections programming that targets Group 2 straddle cell offenders, OUIL-3<sup>rd</sup> offenders, and probation violators assessed as moderate to high in risk and or needs. Counties and regions establishing a Community Corrections Advisory Board (CCAB) appoint member stakeholders as required by PA-511 to identify and target local criminogenic needs that impact prison commitments and recidivism. CCABs are obligated to abide by PA-511 and Michigan Office of Community Corrections (MOCC) requirements when receiving MOCC funding, including but not limited to data tracking and analysis, as well as minimum program eligibility and utilization requirements.

This Application serves as your CCAB's Comprehensive Plan. To be considered for funding, it must include specific and detailed explanation as to how your plan will impact State Board Priorities, local prison commitment rates, recidivism, and local priorities/initiatives through identified key objectives. Strategies to obtain key objectives as well as outcome/performance indicators must also be identified. For the purpose of this application, the following terms and definitions apply:

- 1) Key Objectives – Overall PCR Objective, Group 2 Straddle Objective, and Recidivism Objective(s) - your CCAB may identify other objectives in addition to these required objectives.
- 2) Supportive Strategies – Proposed OCC funded programming and/or services that are intended to support the objectives identified.
- 3) Strategic Issues – Felony disposition, recidivism, and local priority information that, when combined, form your CCAB's target areas for your Comprehensive Plan.

### **Felony Data Analysis:**

OCC will provide CCABs with relevant felony dispositional data to complete the application. CCABs must analyze this data along with local CCIS data (reports run locally from COMPAS Case Manager) and develop key objectives and supportive strategies that will help attain local goals and support State Board Priorities.

A thorough analysis of the data should include:

- Overall PCRs, rates within sentencing guideline ranges, PCRs within Group 1 and Group 2 offense categories, status at time of offense and recidivism of probation violators, both new sentence and technical
- Reference to changes in PCRs compared to prior years
- Other changes in your CCAB/area that influence changes (new stakeholders, new or changing policies and/or procedures, emerging crimes, offender characteristics, etc.)
- Review your past OCC funding proposals for ideas

**Your data analysis forms the basis of your objectives and strategies. A weak link between them may result in denial of, or conditional revisions to, your Comprehensive Plan. Therefore, it is important to demonstrate a solid connection between your data, objectives, and supportive strategies.**

Example: Objective #1 is intended to impact the overall prison commitment rate (PCR). To address this, your CCAB should analyze local felony dispositional and CCIS data, & identified trends or changes that impacted that data. For example, trends and changes may include:

- CCAB stakeholder changes
- New judicial, probation, or CCAB staff or other personnel issues that impact referrals, screenings, or programming
- Service provider changes or issues
- Trends in local criminality (example: increase in drug related offenses, decrease in probation violations, etc.)
- Development or changes in local court services or programming (example: New Specialty Court programming, changes to court programming eligibility, etc.)

Your CCAB must then determine its proposed Overall PCR based on this analysis, with consideration given to the average of the last 3 years. Your CCAB must then identify the strategies that will impact its Overall PCR. All strategies that you are requesting funding for must be also be listed on the Summary Sheet, the Budget Cost Description, and have a completed Program Description. If you request funding for a program or service that is not identified as a strategy impacting any objective, it will not be considered for funding.

SAMPLE OBEJECTIVE: To reduce the County's Overall Prison Commitment Rate (PCR) to 16% or less.

SAMPLE STRATEGY: Target moderate-to-high risk, eligible offenders for local sanctions and supportive programming including: C01 Cognitive Programming, G18 Outpatient Treatment Services, and B15 Employment Skills. I15 Gatekeeper will be utilized to screen all offenders for eligibility.

**A-1: Using OMNI Felony Disposition data supplied by OCC for the previous two fiscal years:**

1. Are felony dispositions increasing, decreasing, or stable? Decreasing
2. Describe changes within SGL categories. Report rates with detailed explanation:

**TOTAL DISPOSITIONS:**

**Total Dispositions -** Based on State OMNI data, there were a total of 678 felony dispositions in Livingston County in 2019. Overall, felony dispositions DECREASED by 25 from a total of 703 in 2018. This is a decrease of just under 4%.

**PRISON COMMITMENTS:**

**Prison Commitments (PCs) -** The total number of PCs in 2019 was 135. This is a slight increase from 121 in 2018.

**PRISON COMMITMENT RATES OVERALL:**

**Prison Commitment Rate (PCR) -** The overall PCR in 2019 was 20% (135 of 678). This is a slight increase from a PCR of 17.2% in 2018 (121 of 703 dispositions). Statewide the PCR is 19.7% (8,774 of 44,626 dispositions) putting Livingston County slightly above the statewide average.

**Group 1 Offenders (homicide, robbery, CSC, Assault, etc.) -** Amongst this group, the PCR in 2019 was 31.4%, up from 26.7% in 2018. There were a total of 255 Group 1 dispositions and 80 resulted in prison commitments. Statewide, the PCR for Group 1 in 2019 was 30.4% putting Livingston County slightly above the statewide average.

**Group 2 Offenders (larceny, fraud, forgery, drugs, OUIL 3, other non-assaultive, etc.) -** Amongst this group, the PCR in 2019 was 13%, up from 11.3% in 2018. There were a total of 423 dispositions in Group 2 and 55 resulted in prison commitments. Statewide, the PCR for Group 2 in 2019 was 12.9% putting Livingston County slightly above the statewide average.

**PCR BY OFFENSE GROUP:**

**\*\*\*\*\*Straddle Cell Offenders -** In 2019 there were a total of 188 dispositions amongst straddle cell offenders. Of these, 45 resulted in prison commitments for a PCR of 23.9%. This is a decrease from 24.6% in 2018 (47 of 191). Within Group 1, 15 of 68 dispositions (22.1%) resulted in prison commitments. Ironically enough, the total number of dispositions as well as the number of prison commitments within this group remained exactly the same as 2018. Within Group 2, 30 of 120 dispositions (25%) resulted in prison commitments. This is a slight decrease from 26% (32 of 123) in 2018. The statewide PCR for straddle cell offenders is 24% putting Livingston County just slightly below the statewide average.

**Intermediate Offenders -** In 2019, there were a total of 262 dipositions amongst intermediate offenders. Of these, 6 resulted in prison commitments for a PCR of 2.3%. This is the same PCR (2.3%) for this offender group from 2017, but is an increase from 2018 in which zero intermediate offender dispositions resulted in prison commitments. Within Group 1, none of the 71

dispositions resulted in prison commitments. Within Group 2, 6 of 191 (3.1%) dispositions resulted in prison commitments. The statewide PCR for intermediate offenders is 1.8% putting Livingston County above the statewide average.

**Presumptive Offenders** - In 2019, there were a total of 71 dispositions amongst presumptive offenders. Of these, 62 resulted in prison commitments for a PCR of 87.3%. This is an increase from 67.6% in 2018. Within Group 1, 52 of 59 dispositions (88.1%) resulted in prison commitment. Within Group 2, 10 out of 12 ((83.3%) dispositions resulted in prison commitments. The statewide PCR for presumptive offenders is 80.7% putting Livingston County above the statewide average.

**SGL NA** – In 2019, there were a total of 157 dispositions of NA offenders. Of these, 22 resulted in prison commitments for a PCR of 14%. This is a decrease from 16.4% in 2018 and from 17.5% in 2017. Within Group 1, 13 of 57 (22.8%) total dispositions resulted in prisons commitments. Within Group 2, 9 out of 100 (9%) dispositions resulted in prisons commitments. The statewide PCR for NA offenders is 21.3% putting Livingston County below the statewide average.

**OUIL 3 Dispositions** - In 2019, there were a total of 79 OUIL3 dispositions. Of these, 15 dispositions resulted in a prison commitment for a PCR of 19%. This is a decrease from 21% in 2018. Statewide, the PCR for OUIL3 offenders is 16.9% putting Livingston County above the statewide average.

3. Provide information regarding policies, procedures, program operations, pertinent issues or opportunities which emerged, or other factors which have positively/negatively affected the achievement of objectives--for example, local changes regarding early jail release, implementation of required program fees, stakeholders--CCAB manager or staff, judges, magistrates, prosecutor, sheriff, contractor/service providers. Briefly describe the impact and, if negative, how it was addressed.

2019 was another year of great change for the Livingston County Courts. Despite this, the overall PCR only increased slightly, from 17% to 20%, and Livingston County remained consistent with the statewide average. The most significant change at the Courts, again this year, was a change in the makeup of the Judicial bench. The Courts have 2 new District Court Judges, Judge Murphy taking the bench in January and Judge Bain taking the bench in November. The Courts also have 2 new Circuit Court Judges, Judge Geddis taking the bench in January and Judge McGivney taking the bench in August. There was also a change in leadership with Judge Hatty assuming the role of Chief Judge for the Circuit and District Courts and Judge Cavanaugh remaining the Chief Judge of Probate Court.

Also new in 2019 was the creation of a Public Defender's office in Livingston County.

With respect to the local advisory board, there were also several changes this year. After the chairperson resigned, Sheriff Murphy assumed the role. Judge Murphy also resigned and Judge Bain was appointed. The new Public Defender joined the Board, and a new Community Corrections manager was hired.

Despite numerous changes, there has not been much impact to the overall PCR. Similarly, the target demographic, straddle cell offenders, saw little impact as well with the PCR remaining relatively stable at 24% and just slightly below the statewide average.

4. What steps will you take if you find that you are not meeting your objectives or your strategies are not being implemented as planned?

The local advisory board bylaws allows for the formation of ad hoc committees. If it were determined that Livingston County Community Corrections (LCCC) was not meeting its objectives or the strategies were not being implement as planned, a committee will be convened to review programs, objectives and reports. LCCC will work with individual service/program providers and probation staff to pinpoint problematic areas and strategies will be reevaluated to achieve positive outcomes. If necessary, new strategies will be discussed with stakeholders at the local advisory board to develop a new plan and/or approach to the existing plan.

## A-2: Felony Analysis Key Objectives and Strategies

### NOTE:

- Objectives should be measurable and provide sufficient detail so progress can be monitored.
- Each objective should be followed by **at least** one strategy (step, action, policy, and program) that will help you achieve your objective.
- Your objectives and strategies should be supported by the analysis above.
- Keep in mind that all programs for which you are requesting funding are considered **strategies**. Be sure to clearly identify them as strategies.

1. Objective #1 is intended to impact the overall prison commitment rate – please state the Objective:

**STAY BELOW THE STATEWIDE AVERAGE PRISON COMMITMENT RATE OF 19.7% AND REDUCE LIVINGSTON COUNTY’S OVERALL PCR FROM 20% TO 18%**

Programs in support of Objective #1:

### COMMUNITY CORRECTIONS PROGRAMS:

**Cognitive Behavioral Therapy** - The Thinking Matters program is a Cognitive Restructuring program that has individuals examine the core attitudes and beliefs that motivate thinking patterns and dictate behaviors. It will expose critical thinking errors that lead to repeated, illegal, negative or destructive behaviors and challenge individuals to develop new thinking patterns to help establish new core attitudes and beliefs therefore changing behavior.

**Trauma-Specific Treatment** - The Trauma Recovery and Empowerment Model (TREM) and Trauma Recovery and/or Empowerment Model for Men (M-TREM) are gender responsive evidence-based trauma services. These models use a group-based intervention designed to facilitate trauma recovery among women and men who have experienced trauma in their history. TREM draws on cognitive restructuring, psychoeducational and skills-training techniques to emphasize the development of coping skills and social support. M-TREM is sectioned into three gender-specific categories of “Male Myths, Emotions and Relationships,” “Trauma Recovery,” and “Recovery Skills.” Trauma-specific treatment is tied to address the biopsychosocial assessment results of the probationer. In addition, the initial referral is tied to address Moderate or High Adverse Childhood Experiences (ACE) and/or COMPAS assessment results for probation and probation violators with one of the following: Family Criminality, Social Isolation/Social Adjustment, Experience of Abuse as a Child/Adult, Relationship Dysfunction, Self-Efficacy (low scores), History of Violence, Violent Felony Offense Risk Scale and Criminal Personality

**Substance Use Disorder (SUD) Counseling Services:** A variety of professional counseling services are offered to address substance use disorders. Services include intake assessment, group therapy treatment sessions (weekly), and short-term individual SUD counseling if deemed clinically necessary. Services incorporate evidence-based components that address substance use disorder education, relapse prevention, maintenance, accessing community resources and aftercare planning.

### SPECIALTY TREATMENT COURTS:

#### Adult Drug Treatment Court (ADTC) -

With respect to Substance Use Disorders, the Adult Drug Treatment Court (ADTC) is designed to help participants address their substance use that led to criminal behavior. ADTC is presided over by the Honorable Michael P. Hatty and the team consists of treatment providers, defense attorney, assistant prosecutor, probation officers, and the judge. This interdisciplinary team meets twice a month for pre-court staffing meetings and court hearings. The success of this court in addressing substance abuse is achieved through judicial interaction, individual and group counseling, frequent and random drug and alcohol testing, and connections to community resources. Adult Drug Treatment Court provides support, incentives, and accountability to each participant so they are able to successfully complete the program.

**Intensive Treatment Mental Health Court (IT Court)** - IT Court assists court-involved participants, with mental illness or co-occurring disorders, through its partnership with Community Mental Health (CMH) and the National Alliance on Mental Illness (NAMI). In addition to review hearings with the judge, participants are involved in activities such as Discovery group, ACT, Dual Recovery group, Genesis House, MRT, various sober activities, peer services and individual counseling. Once a month, the Intensive Treatment Mental Health Court takes place at CMH where the judge and team have an opportunity to meet with each participant's therapist to get a holistic view. An important part of IT Court is the celebrations of participants moving to the next phase of their treatment and/or successful graduations from the program. IT Court provides participants with the treatment, support, and resources they need to successfully avoid future criminal behavior and involvement with the criminal justice system.

**Veterans Treatment Court** - Veterans Treatment Court diverts eligible veterans from the traditional court process to a specialized criminal court docket that provides a greater emphasis on addressing issues specific to veterans. The Veterans Court team consists of the judge, representatives from the Prosecutor's Office, defense bar, probation, Mentor Coordinator, Veteran Outreach Coordinator and law enforcement. All of the participants have the support of the Mentor Program. A veteran mentor acts as a coach, guide, role model, advocate, and support system for each participant. Participants and mentors meet with the judge twice a month for scheduled review hearings to discuss successes and barriers and how Veterans Treatment Court can help them to be successful.

#### **OTHER COURT PROGRAMS:**

**Swift and Sure Sanctions Probation Program** - With respect to non-compliance and criminal involvement, the Swift and Sure Sanctions Probation Program works to reduce recidivism, number of missed appointments, positive drug and alcohol tests, probation revocations, incarceration and improve the speed and efficiency of responding to probation violations. This is accomplished through intensive supervision provided by a dedicated program case manager who works collaboratively with a Michigan Department of Corrections Probation Agent.

**Other Services geared towards reducing the overall number of Prison Commitments:**

#### **Substance Use Disorder Services:**

Substance Use Counseling Services  
Substance Use Assessments  
Individual Substance Use Counseling  
Group Substance Use Counseling  
Complete Counseling Center  
Fork in the Road Counseling  
Key Development  
Livingston County Catholic Charities  
Advanced Behavioral Medicine  
Karen Bergbower and Assoc.  
PERS (Prevention Education Referral Services)  
Connect 3 Housing – Sober Living

#### **Domestic Violence Services:**

LACASA  
Complete Counseling  
PERS  
Livingston County Catholic Charities – Anger Management

#### **Retail Fraud Services:**

Economic Crime Prevention  
PERS  
Complete Counseling  
ARM (Accepting Responsibility is Mandatory)

**Other Services:**

Thinking Matters Cognitive Behavioral Therapy

DNA (Drugs and Alcohol Drug Testing)

JSG (Judicial Services Group) – Tether

Smart Start – Tethers

Total Court Services – Electronic Monitoring

Victim Impact Panel

Mothers Against Drunk Driving Victim Impact Panel

Total Opiate Program through Total Court Services

Livingston County Catholic Charities Sex Offender Services

Red Barrel Program

Livingston County Community Alliance

2. Objective #2 is intended to impact the Group 2 Straddle Cell rate – please state the Objective:

**STAY BELOW THE STATEWIDE AVERAGE PRISON COMMITMENT RATE OF 24% FOR GROUP 2 STRADDLE CELL OFFENDERS AND REDUCE LIVINGSTON COUNTY'S PCR AMONGST THIS POPULATION FROM 23.9% to 22%.**

Programs in support of Objective #2:

**All programs described above in section A-2 also support the objective of reducing the PCR for straddle cell offenders.**

## B: Recidivism Analysis

The updated Public Act 511 mandates that CCABs “Provide improved local services for individuals involved in the criminal justice system with the goal of reducing the occurrence of repeat criminal offenses that result in a term of incarceration or detention in jail or prison.” As such, CCABs are required to address recidivism within their comprehensive plan, with a specific emphasis on how the plan is intended to impact the local recidivism rates.

The State Board has defined recidivism as “Probation Violations, either technical or new sentence, resulting in prison,” and has identified Probation Violators as being indicative of performance in this area:

- i. Probation Violators with a new felony conviction resulting in a prison sentence
- ii. Technical Probation Violators resulting in a prison sentence

Based on OMNI Report 3, please use the following table to report the number of Probation Violators that resulted in a prison disposition for each listed category. Regional CCABs should list the Probation Violation Data for each County separately and provide a total, regional rate at the end of each row.

### B-1: Using OMNI Felony Disposition data supplied by OCC for:

#### Previous Fiscal Year Recidivism Rates

County Name	Livingston	FY2018	FY2017	FY2016			Totals for Region:
Probation Violation - New Sentence to Prison							
Total	16/50	15/58	17/58	33/70			
Probation Violation – Technical to Prison							
Total	10/91	17/107	21/102	29/104			

**B-2: Using OMNI Felony Disposition data supplied by OCC for the previous fiscal years:**

1. Are Probation Violations increasing, decreasing, or stable? Decreasing
2. Describe changes within the Probation Violation data for the previous two fiscal years. Report rates with detailed explanation:

**PCR for PVs:**

The total number of probation violations (new sentence and technical) for 2019 was 141. This is a decrease from 165 in 2018 and 160 in 2017. Also, the prison commitments DECREASED from 32 in 2018 to 26 in 2019. Thus, the 2019 PCR for probation violations (PVs) is 18.4% (26 of 141). This is a DECREASE from 2018's PCR of 19.4% (32 of 165). The statewide 2019 PCR for PVs is 21.8% (2067 of 9461). Thus, Livingston County is BELOW the statewide average.

**PCR By Guideline Group**

**SGL NA** – Amongst this guideline group, there were a total of 95 PVs (new and tech), down from 108 in 2018. Of the 95 PVs in 2019, 11 resulted in prisons commitments (12% PCR), down from 18 prison commitments within this group in 2018 (17% PCR).

**Intermediate** – Amongst this guideline group, there were a total of 10 PVs (new and tech), down from 15 in 2018. Of the 10 PVs in 2019, 3 resulted in prison commitments (30% PCR), up from zero prison commitments within this group in 2018 (0% PCR).

**\*\*\*Straddle Cell** – Amongst this guideline group, there were a total of 28 PVs (new and tech), down from 36 in 2018. Of the 28 PVs in 2019, 4 resulted in prison commitments (14% PCR), down from 9 prison commitments within this group in 2018 (25% PCR).

**Presumptive** – Amongst this guideline group, there were a total of 8 PVs (new and tech), up from 6 in 2018. Of the 8 PVs in 2019, all 8 resulted in prison commitment (100% PCR), up from 5 prison commitments within this group in 2018 (83% PCR).

**PCs and PCR By PV Type:**

**PV New Sentence** – The total number of PVs with a new sentence was 50 in 2019. This was a decrease from 58 in 2018. Of these PVs, 16 resulted in prison commitments in 2019, up slightly from 15 in 2018. Thus, the 2019 PCR for PVs new sentence is 32% (16 of 50). The statewide PCR for PVs new sentence is 28.1% (1,180 of 4,204). Thus, Livingston County is above the statewide average.

Amongst SGL NA offenders, there were 7 new PVs in 2019, up from 6 in 2018. Of the 7 new PVs, 2 resulted in a prison commitment (29% PCR), up from 1 prison commitment amongst this group in 2018 (17% PCR).

Amongst the Intermediate offenders, there were 9 new PVs in 2019, down from 11 in 2018. Of the 9 new PVs, 2 resulted in prison commitments (22% PCR), up from zero prison commitments within this group in 2018 (0% PCR).

**\*\*\*Amongst the straddle cell offenders**, there were 26 new PVs in 2019, down from 35 in 2018. Of the 26 new PVs, 4 resulted in prison commitments (15% PCR), down from 9 prisons commitments within this group in 2018 (26% PCR).

Amongst the presumptive offenders, there were 8 new PVs in 2019, up from 6 in 2018. All 8 of the PVs in this group resulted in prison commitments (100% PCR), up from 4 in 2018 (67% PCR).

**PV Technical Violator** – The total number of PVTechs in 2019 was 91. This number DECREASED from 107 in 2018 and 101 in 2017. Of these, 10 resulted in prison commitments in 2019, down from 17 in 2018 and 21 in 2017. Thus, in 2019 PCR for PVTechs is 11% (10 of 91). The statewide 2019 PCR for PVTechs is 16.9% (887 of 5,257). Thus, Livingston County is BELOW the statewide average.

Amongst the SGL NA offenders, there were 88 PVTechs in 2019, a decrease from 102 in 2018. In 2019, 9 of these PVTechs resulted in prison commitments (10% PCR), a decrease from 17 in 2018 (17% PCR).

Amongst the intermediate offenders, there was 1 PVTech in 2019 which resulted in a prison commitment (100% PCR). This was a decrease in PVTechs from 2018 in which there were 4, however there were no prison commitments within this group in 2018 (0% PCR).

\*\*\*Amongst the straddle cell offenders, there were 2 PVTechs in 2019, whereas in 2018 there was only 1. The PVTechs within this group in 2019 did not result in prison commitments (0% PCR), which was also the case for 2018 (0% PCR).

Amongst the presumptive offenders, there were zero PVTechs in 2019, which was also the case for 2018.

3. Provide information regarding policies, procedures, program operations, pertinent issues or opportunities which emerged, or other factors which have positively/negatively affected the achievement of objectives--for example, local changes regarding early jail release, implementation of required program fees, stakeholders--CCAB manager or staff, judges, magistrates, prosecutor, sheriff, contractor/service providers. Briefly describe the impact and, if negative, how it was addressed.

As was stated earlier, 2019 was another year of great change for the Livingston County Courts. Despite this, recidivism analysis shows that the overall PCR for probation violations, either new or technical, decreased a percentage from 19% to 18%, and Livingston County remained below with statewide average. The most significant change at the Courts, again this year, was a change in the makeup of the Judicial bench. The Courts have 2 new District Court Judges, Judge Murphy taking the bench in January and Judge Bain taking the bench in November. The Courts also have 2 new Circuit Court Judges, Judge Geddis taking the bench in January and Judge McGivney taking the bench in August. There was also a change in leadership with Judge Hatty assuming the role of Chief Judge for the Circuit and District Courts and Judge Cavanaugh remaining the Chief Judge of Probate Court.

Also new in 2019 was the creation of a Public Defender's office in Livingston County.

With respect to the local advisory board, there were also several changes this year. After the chairperson resigned, Sheriff Murphy assumed the role. Judge Murphy also resigned and Judge Bain was appointed. The new Public Defender joined the Board, and a new Community Corrections manager was hired.

Despite numerous changes, there has not been much impact to the overall PV PCR. However, the target demographic, straddle cell offenders, saw significant change with the PCR amongst this guideline group decreasing from 25% to 14%.

4. What steps will you take if you find that you are not meeting your objectives, or your strategies are not being implemented as planned?

If objectives are not being met and strategies are not being implemented, stakeholders such as MDOC Adult Probation and Parole Agents Supervisors, District Court Probation Officers, Program Managers, Sheriff's Department, Community Corrections Staff and the LCCCAB will meet to develop and implement corrective strategies in order to meet stated objectives. If needed, monthly meetings may be held to review programs, objectives and reports to determine effectiveness and strategies will be fine-tuned to gain positive outcomes.

### B-3: Recidivism Key Objectives and Strategies

**NOTE:**

- Objectives should be measurable and provide sufficient detail so progress can be monitored.
- Each objective should be followed by **at least** one strategy (step, action, policy, and program) that will help you achieve your objective.
- Your objectives and strategies should be supported by the analysis above. Keep in mind that all programs for which you are requesting funding are considered **strategies**. Be sure to clearly identify them as strategies.

1. Objective #1 is intended to impact recidivism by targeting: Probation Violators with a new sentence State the Objective:

**STAY BELOW THE STATEWIDE PCR AVERAGE OF 28% AND REDUCE LIVINGSTON COUNTY PCR AMONGST THIS POPULATION FROM 32% TO 28%.**

Programs in support of Objective #1:

**All programs described above in section A-2 also support the objective of reducing the PCR for probation violators with a new sentence.**

2. Objective #2 is intended to impact recidivism by targeting: Technical Probation Violators State the Objective:

**STAY BELOW THE STATEWIDE PCR AVERAGE OF 17% AND REDUCE LIVINGSTON COUNTY PCR AMONGST THIS POPULATION FROM 11% TO 10%.**

Programs in support of Objective #2:

**All programs described above in section A-2 also support the objective of reducing the PCR for technical probation violators.**

### C: COMPAS Criminogenic Needs Profile

1. Please list the top 3 needs scales as identified within the COMPAS Criminogenic Needs and Risk Profile provided by OCC or as presented by your local needs data. Additionally, present both the local and OCC strategies that will impact the identified needs scales:

**According to the COMPAS Criminogenic Needs and Risks Profile Report, Substance use needs rank the highest for Livingston County followed by Non-Compliance history and Criminal involvement. Amongst the female population, self-efficacy also ranked high on the risk/needs scale.**

**With respect to Substance Use, the Adult Drug Treatment Court (ADTC) is designed to help participants address their substance use that led to criminal behavior. The success of this court in addressing substance use is achieved through judicial interaction, individual and group counseling, frequent and random drug and alcohol testing, and connections to community resources. Adult Drug Treatment Court provides support, incentives, and accountability to each participant so they are able to successfully complete the program. Similarly, substance use disorder treatment services are offered through the Community Corrections program.**

**With respect to non-compliance and criminal involvement, the Swift and Sure Sanctions Probation Program works to reduce recidivism, number of missed appointments, positive drug and alcohol tests, probation revocations, incarceration and improve the speed and efficiency of responding to probation violations. This is accomplished through intensive supervision provided by a dedicated program case manager who works collaboratively with a Michigan Department of Corrections Probation Agent. Non-compliance and criminal involvement are also addressed through the Community Corrections cognitive behavioral and trauma-focused services, both evidence based practices designed to address these criminogenic needs.**

2. Provide information regarding policies, procedures, program operations, pertinent issues or opportunities which emerged, or other factors which have positively/negatively affected the achievement of objectives--for example, local changes regarding early jail release, implementation of required program fees, stakeholders--CCAB manager or staff, judges, magistrates, prosecutor, sheriff, contractor/service providers. Briefly describe the impact and, if negative, how it was addressed.

As noted above, the Livingston County Courts have experienced a great amount of change over the last year. Despite this, the Livingston County Community Corrections Advisory Board is working collaboratively to diligently address the needs identified in the COMPAS Criminogenic Needs and Risk Profile.

3. What steps will you take if you find that you are not meeting your objectives, or your strategies are not being implemented as planned?

**If objectives are not being met and strategies are not being implemented, stakeholders such as MDOC Adult Probation and Parole Agents Supervisors, District Court Probation Officers, Program Managers, Sheriff's Department, Community Corrections Staff and the LCCCAB will meet to develop and implement corrective strategies in order to meet stated objectives. If needed, monthly meetings may be held to review programs, objectives and reports to determine effectiveness and strategies will be fine-tuned to gain positive outcomes.**

## **D: Local Initiative to Address Probation Violators**

Please explain in detail what is being done locally to address the needs of felony probation violators, both new sentence and technical. Include your identification and screening strategies as well as risk/need identification. Include both local and OCC funded initiatives.

**All programs described above in section A-2 are also aimed at addressing the needs of felony probation violators, both new sentence and technical. The new Community Corrections manager is working with MDOC probation to quickly identify and screen eligible offenders for appropriate services to address risks and needs as identified by the COMPAS.**

## **E: Local Vocational/Educational Initiatives**

Please explain in detail what is being done locally to address the local vocational/employment needs of offenders. Remember to consider trade schools, community colleges or universities who offer training to our offenders. Include both local and OCC funded initiatives.

**Work Skill Corporation (WSC) – WSC provides services focused on helping individuals secure and retain employment. WSC serves people with employment barriers such as criminal backgrounds by offering progressive education and vocational development opportunities based on a person-centered approach. WSC's Employment and Training Services help people identify what type of jobs they would like to pursue and then support them with becoming work-ready. Placement services assist individuals in finding jobs. WSC's Production Services Department performs work for the automotive industry as a Tier I and Tier II supplier as well as other businesses and industries. This area supports employment and training services by providing a real work setting for assessment and training programs. Action Associates is the staffing arm of WSC. Action provides temporary, contract and permanent placement of professional, skilled trades, administrative and industrial personnel to private business and government. Other services offered by WSC include:**

- Vocational Evaluations
- Career Explorations
- Work Experiences
- Job Tryouts

- Community Based Assessments
- On-the-Job Trainings
- Situational Assessments
- Pre-Employment Interview Assessments
- Specialized Assessments (Clerical, PC Skills, A+ Certification, Forklift Operation, Custodial Skills)
- Job Shadowing

Livingston Human Service Agency (OLHSA)- OLHSA works with offenders to create meaningful change and real opportunities for success. Through their Economic Responsibility Program, OLHSA offers financial incentives for successful completion. The "Getting Ahead" program is an internationally recognized workshop taught by facilitators in a "kitchen table" format in which participants learn to build resources for a better life by moving from thinking about making a change to creating a plan for reaching their goals. Participants build an individualized plan to reach their goal of a stable, secure life. OLHSA also has Referral Programs that assists offenders in finding the available programs and services to meet their needs. If those needs cannot be met at OLHSA, offenders are referred to other local agencies or organizations for help.

Livingston County Department of Veterans Affairs – The Department of Veterans' Services is dedicated to providing services and programs to the 12,300 veterans residing in Livingston County particularly by connecting veterans with a Veterans Career Advisor as well as assisting veterans with programs administered by the state such as the Michigan Works Veterans Job Representative for employment assistance. Veterans services is committed to connecting employers with veteran talent and reducing barriers to employment, such as skills translation and identifying the right talent for the opportunity. For veterans, this includes leveraging service providers who can assist with resume development and interview preparation and identifying opportunities with employers seeking veteran talent. For employers, this includes making it easier to navigate available resources, sharing best practices for recruitment, hiring and retention and partnering to conduct targeted outreach to the right veteran talent for the opportunity.

Community Mental Health Services of Livingston County –The Community Independence Program is a recovery-focused service that provides support to individuals so they can live successfully in the community. Case managers, therapists and peer support specialists work with individuals to develop goals toward their recovery. Case managers and therapists help individuals link with community resources for physical health, housing, employment, benefits and other needs. The staff and individuals work together to build strengths and learn skills to minimize the impact of symptoms related to mental illness and possibly substance use.

Jail Education Services – In an effort to reduce rates of recidivism by giving those within the criminal justice system an opportunity of an education, there are a number of educational services available to inmates such as:

- G.E.D. Preparation Class - Instruction includes assessment through pre-testing.
- Life Skills - The Life Skills classes address a number of areas including making personal challenges through positive change, taking responsibility, building healthy positive values, developing self-esteem, coping skills, and stress management.
- Parenting Skills/Family Dynamics - This class addresses physical, emotional, social, and cognitive development of a child from birth through the teen years. This class also addresses positive guidance, discipline, and responsibility by learning model behavior and healthy parenting.
- Job Skills - These classes address challenges facing the ex-offender. They learn the importance of goal setting. They learn to focus on strengths, attitudes, choices, enthusiasm, confidence, and self-preparation. There is also information regarding awareness and utilization of community resources and resume writing.

Livingston Educational Service Agency (LESA) - The Adult Education Program affords eligible individuals the ability to work on improving basic mathematics and/or reading skills, complete courses to obtain their high school diploma, or prepare for the high school equivalency (GED) tests. In order to be eligible, enrollees must be at least 18 years of age as of July 1 of the current

school year, and a minimum of four years must have passed since originally being enrolled in high school. Teachers are available throughout the week to work directly with enrolled individuals, both in-person, and through on-line classes. Michigan Works! - There are many Michigan employers who provide employment opportunities for ex-offenders who are willing to work hard and commit themselves to a new employment opportunity. With a statewide network of Service Centers, the Michigan Works! system serves nearly four million customers.

**Convicted Felon-Friendly Employers – A number of local companies provide employment opportunities for offenders including:**

- Ty Summit
- Key Plastics
- The Home Depot
- Qualified Staffing

## **F: Local Initiatives to Address Persons with Substance Use Disorder(s)**

1. What (if any) gaps in services has your CCAB identified and documented to address offenders' substance use needs?

**A clear gap in service has been identified for pre-trial offenders with substance use needs. Further, discussions with the PIHP (Community Mental Health) have identified potential gaps in the referral process for accessing treatment services.**

2. If you identified gaps in question (1.), please describe how your CCAB plans to address these needs, including details regarding the referral process, screening and assessment, referral to treatment for appropriate level of care and aftercare planning.

**The Community Corrections Manager is working with MDOC probation and the PIHP to establish a comprehensive referral process so that individuals who score moderate/high in risks/needs scale of Substance Use on COMPAS are referred for an assessment for treatment at established providers in the community. If determined clinically appropriate for treatment, the provider will then link the individual to the appropriate level of care and aftercare planning.**

## **G: Other Local Initiatives**

1. Present any local priorities such as development of criminal justice coordinating councils, Specialty Courts, public education, etc., which have not been identified in the above sections, but have an impact on the performance indicators:

All local priorities which have an impact on performance indicators have been identified above.

2. Please explain how the Comprehensive Plan, in coordination with the above Local Initiatives, will impact the State Board Priorities, and ultimately offender success:

The members of the Community Corrections Advisory Board, together with the Livingston County Trial Courts are committed to maximizing funding to implement community-based corrections programs to provide alternative sanctioning options to incarceration while ensuring public safety, reducing recidivism, and addressing the unique needs of local offender and at-risk population groups.

## **H: Jail Data Analysis:**

- Using JPIS or local snapshot data, please provide information pertaining to the number of offenders on record as well as the ADP % of housed inmates for each of the categories below.
- Please fill out each answer for this section completely, with the correct information. Applications with incomplete data may be rejected.

**(NOTE: Regional CCABs should complete analysis for each county.)**

Current Jail Utilization						
County	Livingston					
General Information						
RDC (Rated Design Capacity)	411					
Utilization as % of RDC	46%					
Number of off-line beds						
Felon Population						
Sentenced Felons	42					
Unsentenced Felons	15					
Misdemeanant Population						
Sentenced Misdemeanants	55					
Unsentenced Misdemeanants	12					
1. Does your county have a written county jail population management plan per PA 139 of 2007? Yes						
2. In the previous year, did your sheriff initiate a reduction in population because the jail exceeded 95% of RDC for 5 consecutive days per Public Act 140 of 2007? No. If YES, explain how this was carried out:						
3. In the previous FY, how many times did the county declare an official (in writing) jail overcrowding state of emergency (over 100% of RDC for 7 consecutive days) per Public Act 140 of 2007? <b>NONE</b>						
4. Does your jail submit JPIS data? Yes If not, please provide a rationale for not submitting JPIS data:						
5. What vendor or jail management software is used to report jail utilization? <b>Superion, OneSoulutionJMS</b>						

<b>G-1: Using JPIS data (or local data as available) provide an analysis of local jail utilization including the average daily populations/lengths of stay of jail populations including felon and misdemeanor utilization, sentenced and unsentenced populations, partially sentenced populations, boarders, and offense categories. (Regionals: use carriage return [Enter] to separate information by jail)</b>	
1. This application uses JPIS Data	
2. Are bookings up, down, or stable? Stable	
3. Describe changes in ADP or AvLOS for the population groups reported above: For the period, 10/1/18 to 9/30/19, the ADP was 189.91. Amongst sentenced felons, the ADP was 42.26 and for unsentenced felons, the ADP was 15.45. Amongst sentenced misdemeanants, the ADP was 54.99 and for unsentenced misdemeanants, the ADP was 11.75. Overall ADP is drastically reduced from the previous years 257.81, a 26% reduction. For the same period, the AvLOS was 30.95, slightly higher than the AvLOS in 2018 of 27.52. Amongst sentenced felons, the AvLOS was 103.57 and for unsentenced felons, the AvLOS was 44.53. Amongst sentenced misdemeanants, the AvLOS was 38.26, and for unsentenced misdemeanants, the AvLOS was 7.13. All analysis regarding jail utilization is based solely on JPIS data provided by the Michigan Department of Corrections, Office of Community Corrections.	
4. Provide additional information to explain your jail utilization here including changes in stakeholders, law enforcement priorities, bed closures, etc.: <b>NA</b>	
<b>G-2: Describe policies and practices that influence jail population:</b>	
1. Does the jail have a bed allocation plan? No	
2. Does the jail accept boarders from other counties? No If YES, what is the daily rate charged for a boarder?	

3.	Does the jail have a county-imposed cap on local bed utilization to provide space for boarding? No	If YES, report number of boarders and the % of the RDC for all boarders.
4.	Does the jail accept MDOC or Federal boarders under contract? Yes	If YES, what is the daily rate charged for MDOC and/or Federal boarders? <b>\$87.00</b>
5.	What was the revenue from boarders for the previous year?	<b>\$1.7M</b>
6.	Provide additional analysis you feel is necessary to explain your jail utilization:	<b>NA</b>

**MICHIGAN DEPARTMENT OF CORRECTIONS  
OFFICE OF COMMUNITY CORRECTIONS  
FY 2021 FUNDING PROPOSAL**

**Livingston County Community Corrections**

**Comprehensive Plans & Services**

Program	Program Code	Funding Request	Approved Funding	Reserved Funding	Total Funding Recommendation
<b>Group-Based Programs</b>					
Education	B00	-			-
Employment	B15	-			-
Life Skills	B16	-			-
Cognitive	C01	20,800			-
Domestic Violence	C05	-			-
Sex Offender	C06	-			-
Outpatient Services	G18	77,085			-
Other Group Services	G00	-			-
<b>Sub-Total</b>		97,885	-	-	-
<b>Supervision Programs</b>					
Day Reporting	D04	-			-
Intensive Supervision	D23	-			-
Electronic Monitoring	D08	17,550			-
Pretrial Supervision	F23	10,850			-
<b>Sub-Total</b>		28,400	-	-	-
<b>Assessment Services</b>					
Actuarial Assessment	I22	-			-
Pretrial Assessment	F22	-			-
<b>Sub-Total</b>		-	-	-	-
<b>Gatekeeper</b>					
Jail Population Monitor	I23	-			-
Gatekeeper	I25	-			-
<b>Sub-Total</b>		-	-	-	-
<b>Case Management</b>	I24	-			-
<b>Substance Abuse Testing</b>	G17	-			-
<b>Other</b>	Z00	-			-
<b>Program Total</b>		126,285	-	-	-
<b>Administration</b>					
Salary & Wages		32,699.00			-
Contractual Services		-			-
Equipment		-			-
Supplies		-			-
Travel		-			-
Training		-			-
Board Expenses		-			-
Other		-			-
<b>Administration Total</b>		32,699	-	-	-
<b>Total Comprehensive Plans &amp; Services</b>		158,984	0	0	0

**Drunk Driver Jail Reduction**

Program	Program Code	Funding Request	Approved Funding	Reserved Funding	Total Funding Recommendation
Assessment & Treatment Services	Z01	0			0
5-Day In Jail Housing	Z02	0			0
<b>Totals</b>		0	0	0	0

**MICHIGAN DEPARTMENT OF CORRECTIONS**  
**OFFICE OF COMMUNITY CORRECTIONS**  
**FY 2021 FUNDING PROPOSAL**

**Livingston County Community Corrections**

**Comprehensive Plans & Services**

Program	Program Code	Funding Request	Approved Funding	Reserved Funding	Total Funding Recommendation
<b>Group-Based Programs</b>					
Education	B00	-			-
Employment	B15	-			-
Life Skills	B16	-			-
Cognitive	C01	20,800			-
Domestic Violence	C05	-			-
Sex Offender	C06	-			-
Outpatient Services	G18	77,085			-
Other Group Services	G00	-			-
<b>Sub-Total</b>		97,885	-	-	-
<b>Supervision Programs</b>					
Day Reporting	D04	-			-
Intensive Supervision	D23	-			-
Electronic Monitoring	D08	17,550			-
Pretrial Supervision	F23	10,850			-
<b>Sub-Total</b>		28,400	-	-	-
<b>Assessment Services</b>					
Actuarial Assessment	I22	-			-
Pretrial Assessment	F22	-			-
<b>Sub-Total</b>		-	-	-	-
<b>Gatekeeper</b>					
Jail Population Monitor	I23	-			-
Gatekeeper	I25	-			-
<b>Sub-Total</b>		-	-	-	-
<b>Case Management</b>	I24	-			-
<b>Substance Abuse Testing</b>	G17	-			-
<b>Other</b>	Z00	-			-
<b>Program Total</b>		126,285	-	-	-
<b>Administration</b>					
Salary & Wages		32,699.00			-
Contractual Services		-			-
Equipment		-			-
Supplies		-			-
Travel		-			-
Training		-			-
Board Expenses		-			-
Other		-			-
<b>Administration Total</b>		32,699	-	-	-
<b>Total Comprehensive Plans &amp; Services</b>		158,984	0	0	0
<b>Drunk Driver Jail Reduction</b>					
<b>Program</b>	<b>Program Code</b>	<b>Funding Request</b>	<b>Approved Funding</b>	<b>Reserved Funding</b>	<b>Total Funding Recommendation</b>
Assessment & Treatment Services	Z01	0			0
5-Day In Jail Housing	Z02	0			0
<b>Totals</b>		0	0	0	0

[illegible]

## Livingston County Community Corrections

## Salary &amp; Wage Costs

Position 1						
Title:		Community Corrections Manager		Name of Individual:		Megan Kerekes
Number of Hours Worked Per Year. (Full Time is 2,080)		1040.00	FTE Equivalent:		0.50	
Funding Sources & Cost Allocation						
Program Code/Name	CPS	DDJR	Local/Other	Fee Revenue	Totals	Duties and Responsibilities
Administration	32,699				32,699	0.5 FTE position paid at non-union 9 pay grade (\$28.6804/hr). Responsibilities include development, implementation, and monitoring of the CCPlan, acts as an advisor to the CCAB and liaison to the state. Oversees vendors/services.
					-	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
<b>Totals</b>	32,699	-	-	-	32,699	

Position 2						
Title:		Pretrial Services Specialist		Name of Individual:		TBD
Number of Hours Worked Per Year. (Full Time is 2,080)		520.00	FTE Equivalent:		0.25	
Funding Sources & Cost Allocation						
Program Code	CPS	DDJR	Local/Other	Fee Revenue	Totals	Duties and Responsibilities
F23 - Pretrial Services	10,850				10,850	0.25 FTE position paid at non-union 5 pay grade (\$19.3199/hr) Responsibilities include administering validated assessment for pretrial servision eligibiltiy, conducting interview, criminal history investigation, administering the PRAXIS, and preparing subsequent report to present at arraignment. Responsibilities also include monitoring pretrial reporting and testing, preparing written compliance reports (if appropriate), and making recommendations to the court to promote court appearances and public safety
					-	

					-	
<b>Totals</b>	-	-	-	-	-	
<b>Salary &amp; Wage Totals</b>	43,549	-	-	-	43,549	

Contractual Services

Contract 1

Name of Provider:		Livingston County Catholic Charities				
Services Provided:		Cognitive Behavioral Therapy				
Terms of Reimbursement:		Group sessions are reimbursed at a rate of \$200/group with a minimum of 3 and a maximum of 10 eligible offenders. Projected enrollment is 150. Total amount for this contract is based on one group weekly for each gender for a total of 104 groups.				
Funding Sources & Cost Allocation						
Program Code	CPS	DDJR	Local/Other	Fee Revenue	Totals	
C01 - Cognitive Behavioral Therapy (Thinking Matters)	20,800				20,800	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
Sub - Total	20,800	-	-	-	20,800	

Contract 2

Name of Provider:	Key Development Center				
Services Provided:	Trauma Recovery and Empowerment				
Terms of Reimbursement:	Group sessions are reimbursed at a rate of \$150/group with a minimum of 3 and a maximum of 10 eligible offenders. Intake assessments are reimbursed at a rate of \$150 and exit interviews are reimbursed at a rate of \$86. Projected enrollment is 40. Total amount for this contract is based on one group weekly for each gender for a total of 104 groups with approximately 40 intake assessments and exit interviews.				
Funding Sources & Cost Allocation					
Program Code	CPS	DDJR	Local/Other	Fee Revenue	Totals
G18 - Trauma Recovery and Empowerment	25,040				25,040
					-
					-
					-
					-
					-
					-
					-
Sub - Total	25,040	-	-	-	25,040

Contract 3

Name of Provider:	Livingston County Catholic Charities				
Services Provided:	Substance Abuse Programming				
Terms of Reimbursement:	Group sessions are reimbursed at a rate of \$230/group with a minimum of 3 and a maximum of 10 eligible offenders. Intake assessments are reimbursed at a rate of \$150 and substance abuse assessments are reimbursed at a rate of \$225. Projected enrollment is 75. Total amount for this contract is based on one group weekly for each gender for a total of 104 groups with 75 intake and substance abuse assessments.				
Funding Sources & Cost Allocation					
Program Code	CPS	DDJR	Local/Other	Fee Revenue	Totals
G18 - Substance Abuse Programming	52,045				52,045
					-
					-
					-
					-
					-
					-
					-
Sub - Total	52,045	-	-	-	52,045

<b>Contract 4</b>						
Name of Provider:		JSG Monitoring				
Services Provided:		Electronic Monitoring				

Terms of Reimbursement:	Electronic monitoring consists of GPS tethers and in-home alcohol testing units. Both require a \$75 enrollment fee. GPS tether is reimbursed at \$7.75/day and in-home alcohol units are reimbursed at \$6.25/day. Projected enrollment is 40 GPS tethers and 20 in-home alcohol monitoring. Total amount for this contract is based on 60 enrollment fees, 30 days of GPS tether for 40 enrollees, and 30 days in-home monitoring for 20 enrollees.
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Funding Sources & Cost Allocation					
Program Code	CPS	DDJR	Local/Other	Fee Revenue	Totals
D08 - Pretrial Services and Monitoring	17,550				17,550
					-
					-
					-
					-
					-
					-
					-
Sub - Total	17,550	-	-	-	17,550

Contract 5						
Name of Provider:						
Services Provided:						
Terms of Reimbursement:						
Funding Sources & Cost Allocation						
Program Code	CPS	DDJR	Local/Other	Fee Revenue	Totals	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
Sub - Total	-	-	-	-	-	

Contract 6						
Name of Provider:						
Services Provided:						
Terms of Reimbursement:						
Funding Sources & Cost Allocation						
Program Code	CPS	DDJR	Local/Other	Fee Revenue	Totals	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
Sub - Total	-	-	-	-	-	

Contract 7						
Name of Provider:						
Services Provided:						
Terms of Reimbursement:						
Funding Sources & Cost Allocation						
Program Code	CPS	DDJR	Local/Other	Fee Revenue	Totals	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
					-	
Sub - Total	-	-	-	-	-	

Contract 8					
Name of Provider:					



# Program Description

## Program Summary Sheet

**CCAB: Livingston County**

**FY: 2021**

**SUMMARY INSTRUCTIONS:**

1. In the first column, select the code for each program for which you have submitted a funding request. If using DDJR to fund a program, chose the appropriate CPS code then enter "DDJR" after it. Example: "C01 – Cognitive – DDJR." Then enter the number of projected DDJR enrollments in the "Projected New Enrollments" column.
2. In the second column indicate if the program is a "New Initiative, Modification or Continuation." **Please note** –a program description must be included for ALL programs that are listed. Those without a program description will not be considered for funding.
3. In the third column, list out the projected new enrollments.

Program Code:	Status:	Projected New Enrollments:
Program 1: Z00 - Other -	Continuation	Administration PT
Program 2: C01 - Cognitive Programming -	Continuation	150
Program 3: G18 - Outpatient Treatment Programming -	Continuation	40
Program 4: G18 - Outpatient Treatment Programming -	Continuation	75
Program 5: F22 - Pretrial Assessment -	New Initiative	150
Program 6: F23 - Pretrial Supervision -	New Initiative	150
Program 7: D08 - Electronic Monitoring -	New Initiative	60
Program 8: Choose an item.	Choose an item.	
Program 9: Choose an item.	Choose an item.	
Program 10: Choose an item.	Choose an item.	
Program 11: Choose an item.	Choose an item.	
Program 12: Choose an item.	Choose an item.	
Program 13: Choose an item.	Choose an item.	
Program 14: Choose an item.	Choose an item.	
Program 15: Choose an item.	Choose an item.	
Program 16: Choose an item.	Choose an item.	
Program 17: Choose an item.	Choose an item.	
Program 18: Choose an item.	Choose an item.	
Program 19: Choose an item.	Choose an item.	
Program 20: Choose an item.	Choose an item.	
Program 21: Choose an item.	Choose an item.	
Program 22: Choose an item.	Choose an item.	
Program 23: Choose an item.	Choose an item.	
Program 24: Choose an item.	Choose an item.	
Program 25: Choose an item.	Choose an item.	



# Program Description

## Administration

FY: 2021

CCAB: Livingston

### Administration –

Administration is defined as those activities and related costs that have been incurred for the overall executive and administrative functions of the local office or other expenses of a general nature that do not relate solely to the operation of a specific program as defined/approved within the local plan. They are costs that by their nature are administrative in support of the overall duties and functions of the local OCC. This category must also include its allocable share of fringe benefits, costs, operation and maintenance expenses, and if applicable, depreciation and interest costs.

**NOTE:** A **SUPPLY** has a life expectancy of less than a year (paper, toner, folders, urine testing supplies, etc.) while **EQUIPMENT** has a life expectancy of more than a year (fax machine, PBT, leaf blower).

1. Identify administrative staff and the duties and responsibilities of those staff:	
a.	How frequently are CCAB meetings held? Pursuant to the bylaws: "Regular Meetings of the LCCCAB shall be held on a pre-announced schedule, at least quarterly, at such time and place as the LCCCAB shall determine and designate."
b.	Describe what is done to prepare/prepare board members for CCAB meetings: Prior to the local CCAB meeting, a proposed agenda is sent by email from the Manager to all CCAB members for information and input. A copy of the agenda is also posted on the Community Corrections web page. Documentation in support of the proposed agenda is similarly distributed to board members at least a week in advance of the scheduled meeting. Copies of the finalized agenda, supporting documentation, and prior meeting minutes are made available on the date of the meeting.
c.	What is included on CCAB meeting agendas? (please remember to forward agenda and meeting minutes to our office): The local CCAB meeting agendas may include but is not limited to the following: Call to Order, Approval of Agenda, Approval of Previous Meetings' Minutes, Call to the Public, Review of Prison Commitment Rates, Jail Utilization Update, Program Utilization and Effectiveness Update, Status of Contractual Obligations, Expenditures and Reimbursements Update, Personnel Updates (if any), Correspondence from Lansing Office of Community Corrections, Roundtable, Other Reports, Call to the Public, Adjourn
d.	Describe how expenditure reports are processed and verified then forwarded to OCC in Lansing: The Community Corrections Manager maintains program files, including program referrals, required assessments, eligibility documentation, case notes, etc. There are reconciled with invoice sent by subcontractors or service providers and processed on a monthly basis. The Manager prepares the expenditure reports which are then forwarded to the CCAB and the State for review.
e.	How are utilization and expenditures monitored? The Community Corrections manager will analyze and study spreadsheets and budgets to understand the relationship between program utilization and budget expenditures to ensure proper cost allocation practices are being utilized. The Manager will ensure that expenditure



# Program Description

## Administration

	reports, which are based on allowable costs for services delivered, are submitted to OCC each month, as required by the contract.
f.	As a contractual requirement, how often does the manager meet with, visit, and evaluate contracted programs? Regularly Explain: The Community Corrections Manager will develop subcontracts or services as required—often with assistance from county administration to ensure compliance with county purchasing policies—and review programs delivered under subcontract as needed to ensure compliance with approved program descriptions and contractual specifications.
g.	How often does the manager meet with probation supervisors/officers? As needed. Explain: The Manager will meet as needed with the MDOC Probation Supervisor as needed to ensure efficient processes.
h.	How often does the manager meet with the prosecutor? As needed Explain: The Prosecuting Attorney and/or his designee attend LCCCAB meetings and actively provides input. If contact is needed above and beyond this interaction, meetings will be arranged by the Manager
i.	How often does the manager meet with judges? As needed Explain: The Manager meets as needed with Judges on issues of referrals and desired programming designed to reduce the overall PCR rate in the County
j.	How often is program utilization reviewed? Explain: The Community Corrections Manager monitors the implementation of the plan and reports the status back to the CCAB and the State. This includes monitoring program utilization on an ongoing basis as well as monitoring progress toward meeting objectives, and expenditures. The manager is responsible for satisfactorily addressing contractual conditions or the county could risk loss of funding for non-compliance.
k.	What actions are taken when programs are under- or over-utilized? The Manager will continually monitor program enrollments for under- or over-utilization and will routinely share relevant information with the CCAB and referral sources so adjustments can be made to meet anticipated outcomes. The Manager will contact Probation Agents and inform them of the needs of the program and ascertain the needs of the probationers.
l.	How much time is spent reviewing OMNI and jail data? As needed Explain: Omni and Jail data will be reviewed as need to comply with grant reporting requirements and to determine and project present and future needs
m.	How much time is estimated to be spent developing the strategic plan for the application? Ongoing and as needed to determine and project present and future needs Describe when and how the plan is developed: The annual meeting of the LCCCAB shall be held in April of each year. The business of that meeting per the bylaws shall be to adopting the implementation plan for the fiscal year beginning October 1
n.	Describe the involvement of other stakeholders or subcommittees in data analysis or plan/program development. The current plan is examined by the Manager and information is regularly presented to the LCCCAB to determine the ongoing effectiveness and participation in programming. Members of the LCCCAB get together during the course of the plan year to discuss improvements in programming. The Manager, after reviewing statistical information on the needs of the community



# Program Description

## Administration

as reflected in enrollment, and success rates of current programs, makes proposals as to the continuation or discontinuance of programs to the LCCCAB as a body. Where necessary, subcommittees meet to research and/or develop more effective programs. Proposed changes are brought to the LCCCAB for discussion and vote. Programs and the Plan are then reviewed by the Livingston County Board of Commissioners for approval.

- o. What is your plan to educate all stakeholders? Explain: Frequent communication at meaningful and regularly scheduled LCCCAB meetings.



# Program Description

## Group Programming

CCAB: Livingston	FY: 2021	<i>For OCC Use Only:</i>  Approved CCIS Code: Approved Projected Enrollment: Budget Recommendation: Conditions: Coordinator:	
Local Program Name: Cognitive Behavioral Therapy (CBT)			
Service Provider: Livingston County Catholic Charities			
CCIS Service Type: C01 - Cognitive Programming			
Projected Enrollment: 150 Felony Offenders			
Projected Length of Stay: 12 Weeks			
Does this program also use DDJR funding? <b>NO</b> If YES, how many DDDR offenders projected?			
Program Location (select all that apply):	Jail: <input checked="" type="checkbox"/>	Residential: <input type="checkbox"/>	Community: <input checked="" type="checkbox"/>
Program Status (new, modification, continuation): <b>Continuation</b>			
If a modification, describe here:			
List projected enrollment by member county: 150			

### GROUP/CLASS DELIVERED PROGRAMMING –

- This form is for program activities delivered through a group or class-type structure.
- Groups that are cognitive in nature must be separate for both male and female populations.
- When developing eligibility criteria, think about what behavior or characteristics in addition to addressing PCRs or jail utilization that the program is intended to address.
- Cognitive, Life Skills, Employability Skills, Education and Domestic Violence programs are all programs that would use this form.
- If this form is utilized for an Employability Skills group, the County must clearly identify how it is not a duplication of services provided through the Michigan Works Agency or other local workforce development agencies in (3.h.).
- G00 is an option for “other” group-type programming not specifically identified here (discuss with your coordinator first).

### ANSWER ALL QUESTIONS USING “NA” IF NOT APPLICABLE TO THIS PARTICULAR PROGRAM.

1. Copy the objective(s) from your felony and/or recidivism analysis (Part I) that this program is designed to address:
<p>a. PCR Objectives:</p> <ul style="list-style-type: none"><li>i. Overall Prison Commitment Rate Objective, which states: <b>STAY BELOW THE STATEWIDE AVERAGE PRISON COMMITMENT RATE OF 19.7% AND REDUCE LIVINGSTON COUNTY’S OVERALL PCR FROM 20% TO 18%</b></li><li>ii. Group 2 Straddle Cell Objective, which states: <b>STAY BELOW THE STATEWIDE AVERAGE PRISON COMMITMENT RATE OF 24% FOR GROUP 2 STRADDLE CELL OFFENDERS AND REDUCE LIVINGSTON COUNTY'S PCR AMONGST THIS POPULATION FROM 23.9% to 22%.</b></li></ul> <p>b. Recidivism Objectives:</p> <ul style="list-style-type: none"><li>i. Probation Violator New Sentence, which states: <b>STAY BELOW THE STATEWIDE PCR AVERAGE OF 28% AND REDUCE LIVINGSTON COUNTY PCR AMONGST THIS POPULATION FROM 32% TO 28%.</b></li></ul>



# Program Description

## Group Programming

- ii. Probation Violator Technical, which states: **STAY BELOW THE STATEWIDE PCR AVERAGE OF 17% AND REDUCE LIVINGSTON COUNTY PCR AMONGST THIS POPULATION FROM 11% TO 10%.**

### 2. Based on your objective(s), what is your target population?

☒ Felons      ☐ Pretrial      ☐ Other (briefly describe):

### 3. Describe the program:

- a. **What is your referral process to this program?** MDOC Agents will complete the Eligibility Screening and Referral Form created specifically for Community Corrections. Agents will send this referral, together with the COMPAS bar chart and BIR, to the Manager. The Manager will work collaboratively with the agents, as well as CMH to identify potentially eligible offenders for referral. Identifying potentially eligible individuals at the pretrial phase could be useful for early intervention.
- b. Describe eligibility criteria, including exclusionary criteria, for an assessment. Including requirements for assessments and assessment results. **Felony offenders scoring moderate to high in overall risk on the COMPAS Criminogenic Needs and Risk Assessment and/or moderate to high in one of the following needs scales: cognitive behavior, criminal personality, criminal thinking, criminal involvement. Also Probation Violators regardless of COMPAS score.**
- c. Assessment (not screening) is the foundation of evidence-based practices. Referrals to programs should be based upon assessed needs. Please describe your assessment practices below: **A COMPAS assessment is administered for felony offenders during the presentence interview and recommendations are developed from information gathered from the COMPAS score. Those offenders scoring medium to high on the risk assessment as described above shall be eligible for the programming.**
- i. Is a risk and/or need assessment required **prior to referral** or admission to this program? **YES, Prior to Referral**
- ii. What assessment is used, identify the tool: **COMPAS**
- iii. Who completes the assessment? **MDOC Probation Agents**
- d. Identify who is responsible for confirming eligibility and describe the process. **MDOC Probation Agents/Supervisor confirms eligibility and makes a referral if appropriate.**
- e. Describe the program design (programs using this description form should be delivered through a group or class structure):
- i. Name of curriculum: **Thinking Matters**
- ii. Is the group open or closed? **Open**
- iii. What is the minimum/maximum number of participants per group, as identified in the curriculum? **3/10**
- iv. How many sessions will be completed per group? **12**
- v. What is anticipated number of groups that will be conducted during the fiscal year? **Approx 200 groups (2 mens groups, 2 womens groups per week)**
- vi. What is the length of each group session? **Approx 1.5 hours**



# Program Description

## Group Programming

	<p>vii. Identify what skills are taught in this program: <b>The Thinking Matters curriculum uses a cognitive restructuring approach that teaches offenders how to identify anti-social thinking patterns that lead to repeated, illegal, negative, or destructive behaviors and assists them in developing new thinking patterns that establish pro-social core attitudes and beliefs through thinking reports and role rehearsals.</b></p>
	<p>viii. If the group occurs in various locations, (jail/residential/community) identify how participants transition between them: <b>For successful completion of the program, participants must complete at least 5 worksheets. Continuity of facilitators ensures successful transition between locations for maximum completion rates. Facilitators will identify when the offender has mastered the skills necessary to warrant completion/graduation from the program.</b></p>
	<p>f. Identify the training or credentials held by your service provider qualifying him/her to provide this service: <b>Service provider must provide facilitators trained in the Thinking Matters curriculum</b></p>
	<p>g. How are delivered services and offender progress and participation documented by the service provider? (i.e., progress notes, case notes and/or group notes) <b>Sessions are documented with progress notes that outline the offender's level of participation, goals addressed, and homework. Billing sheets, attendance logs and progress reports are sent to the Manager monthly.</b></p>
	<p>h. How is offender progress/participation reported to the probation officer or referral source? Include frequency of reporting positive and negative progress and types of reports provided such as intake, monthly, termination, etc. <b>Offender progress and participation is monitored by the Community Corrections Manager. Agents will be notified of any issues that arise with regards to progress or participation via email or phone call from the Manager. The Manager will work collaboratively with agents, and facilitators to ensure successful completion of the program.</b></p>
	<p>i. Review your answers above. Summarize other aspects of the program not specifically identified above that you feel are critical to understanding this program including how this program is not a duplication of services provided through Michigan Works or other local workforce development agencies: <b>This is a Cognitive Restructuring program that has individuals examine the core attitudes and beliefs that motivate thinking patterns and dictate behaviors. It will expose critical thinking errors that lead to repeated, illegal, negative or destructive behaviors and challenge individuals to develop new thinking patterns to help establish new core attitudes and beliefs therefore changing behavior.</b></p> <p>j. <b>In order to be most convenient to the greatest number of participants, the community-based Thinking Matters groups will be held at the Judicial Center outside of normal working hours. In order to ensure the safety of the participants as well as the facilitators, having a uniformed security officer present is essential. Security will be provided by the Livingston County Sheriff's Department.</b></p>
<p>4. A program must meet at least one of the following objectives and there should be consistency between the objectives and strategies identified in Part I of your application, your targeting and eligibility noted above and your response here.</p>	
<p>a. <b>Will this this program reduce prison commitments?</b> YES</p>	



# Program Description

## Group Programming

<p>i. Clearly describe how this program will impact the PCR: This program will reduce PCR by providing skills to develop prosocial behavior and by impacting criminal behavior by teaching how to identify, monitor and change the thinking that is fundamental to these behaviors. Thinking Matters will provide participants with evidence-based cognitive behavioral restructuring that has been proven to positively impact PCRs.</p>
<p>b. Is this program intended to impact recidivism? <b>YES</b></p>
<p>i. Clearly describe how recidivism will be impacted: This program will decrease recidivism rates by providing skills to develop prosocial behavior and by impacting criminal behavior by teaching how to identify, monitor and change the thinking that is fundamental to these behaviors.</p>
<p>5. Develop additional performance indicators based on your program design such as newly acquired or improved skills, tests passed, pre/post test results, etc., as you deem appropriate. Contact your grant coordinator for assistance if necessary.</p>



# Program Description

## Outpatient Treatment Programming

CCAB: Livingston	FY: 2021	<i>For OCC Use Only:</i>  Approved CCIS Code: Approved Projected Enrollment: Budget Recommendation: Conditions: Coordinator:	
Local Program Name: Trauma Recovery and Empowerment			
Service Provider: Key Development Center (KDC)			
CCIS Service Type: <b>G18 - Outpatient Treatment</b>			
Projected Enrollment: 40			
Projected Length of Stay: 14 Group Sessions			
Does this program also use DDJR funding? <b>NO</b> If YES, how many DDJR offenders projected?			
Program Location (select all that apply):	Jail: <input type="checkbox"/>	Residential: <input type="checkbox"/>	Community: <input checked="" type="checkbox"/>
Program Status (new, modification, continuation): <b>Continuation</b>			
If a modification, describe here: N/A			
List projected enrollment by member county: N/A			

### GROUP/CLASS DELIVERED PROGRAMMING –

- Groups must be separate for both male and female populations.
- When developing eligibility criteria think about what behavior or characteristic in addition to addressing PCRs or jail utilization that the program is intended to address.
- Use of individual sessions should be described.
- G18 –Outpatient Treatment, : Counties should exhaust all other funding resources (i.e. Medicaid) before utilizing P.A. 511 funding.
- If this is an Intensive Outpatient Treatment program, you must use SAMHSA guidelines.

### ANSWER ALL QUESTIONS USING “NA” IF NOT APPLICABLE TO THIS PARTICULAR PROGRAM.

1. Copy the objective(s) from your felony and/or recidivism analysis (Part I) that this program is designed to address:
<p>a. PCR Objectives:</p> <ul style="list-style-type: none"><li>i. Overall Prison Commitment Rate Objective, which states: <b>STAY BELOW THE STATEWIDE AVERAGE PRISON COMMITMENT RATE OF 19.7% AND REDUCE LIVINGSTON COUNTY’S OVERALL PCR FROM 20% TO 18%</b></li><li>ii. Group 2 Straddle Cell Objective, which states: <b>STAY BELOW THE STATEWIDE AVERAGE PRISON COMMITMENT RATE OF 24% FOR GROUP 2 STRADDLE CELL OFFENDERS AND REDUCE LIVINGSTON COUNTY'S PCR AMONGST THIS POPULATION FROM 23.9% to 22%.</b></li></ul> <p>b. Recidivism Objectives:</p> <ul style="list-style-type: none"><li>i. Probation Violator New Sentence, which states: <b>STAY BELOW THE STATEWIDE PCR AVERAGE OF 28% AND REDUCE LIVINGSTON COUNTY PCR AMONGST THIS POPULATION FROM 32% TO 28%.</b></li><li>ii. Probation Violator Technical, which states: <b>STAY BELOW THE STATEWIDE PCR AVERAGE OF 17% AND REDUCE LIVINGSTON COUNTY PCR AMONGST THIS POPULATION FROM 11% TO 10%.</b></li></ul>
2. Based on your objective(s), what is your target population?
<input checked="" type="checkbox"/> Felons <input type="checkbox"/> Pretrial <input type="checkbox"/> Other (briefly describe):



# Program Description

## Outpatient Treatment Programming

<b>3. Describe the program:</b>	
a.	The COMPAS assessment is considered a screening tool for outpatient treatment. Please identify the COMPAS scores/needs for your target population. Describe: <b>Felony offenders scoring probable to high on the COMPAS Criminogenic Needs and Risk Assessment; and/or probable to high in two of the following needs scales; cognitive behavior, criminal thinking, criminal personality, criminal involvement and/or probable to high in any gender-specific needs scales.</b>
b.	Assessment is the foundation of evidence-based practices. Enrollments in treatment programs should be based upon assessed needs by a licensed or credentialed professional. Please describe your assessment practices below:
i.	What assessment is used, identify the tool: <b>COMPAS Assessment /</b>
ii.	<b>Biopsychosocial Assessment / ACE (Adverse Childhood Experience Screening)</b>
iii.	Who completes the assessment? <b>MDOC Probation Agents complete the COMPAS Assessment; KDC completes the biopsychosocial and/or ACE assessments</b>
iv.	Does the assessment result in a recommended level of treatment per American Society of Addiction Medicine (ASAM) criteria? <b>NA</b>
c.	Identify who is responsible for confirming eligibility and describe the process. <b>MDOC Probation Agents review the offender's COMPAS assessment during the presentence investigation (PSI) process and/or violation of probation. A recommendation for the TREM program is made when deemed appropriate and the COMPAS bar graph is sent to the Community Corrections Manager. The Manager reviews the offender's COMPAS assessment for approval and enrollment into the community program. KDC administers the ACE screening and builds the score into the assessment process. A full biopsychosocial assessment is completed to determine program appropriateness and treatment planning. The facilitator determines if the offender has the ability to comprehend the program's material and if they are able to communicate with the group. If referred from other entities (Judiciary, Public Defender's Office, Prosecutor, etc.), of if programming is requested by the offender, the Manager will request a COMPAS bar graph from MDOC Probation. The Manager notifies the facilitator of offenders needing to complete a COMPAS. The bar graph is forwarded to the Manager for review and approval of enrollment.</b>
d.	Describe the program design:
i.	Name of curriculum or treatment model: <b>Trauma, Recovery and Empowerment Model (TREM)</b>
ii.	Is the group open or closed? <b>Open</b>
iii.	What is the minimum/maximum number of participants per group, as identified in the curriculum? <b>3/12</b>
iv.	How many sessions will be completed per group? <b>14</b>
v.	What is anticipated number of groups that will be conducted during the fiscal year? <b>6</b>
vi.	What is the length of each group session? <b>Approx 1.5 hours</b>



# Program Description

## Outpatient Treatment Programming

vii.	Identify what skills are addressed within the treatment program: <b>The program focuses on long-term cognitive, emotional and interpersonal consequences of sexual and physical abuse, trauma and substance abuse. The TREM approach uses a supportive, skill-building curriculum that allows members to acknowledge techniques for mastery and enhances their existing strengths for coping with current life events. TREM emphasizes the development of trauma recovery skills including; Self-awareness, Self-protection, Self-soothing, Emotional Modulation, Relational Mutuality, Accurate Labeling of Self and Others, Sense of Agency and Initiative-Taking, Consistent Problem-solving, Reliable Parenting, Possessing a Sense of Purpose and Meaning, Physical, Emotional and Sexual Abuse and Judgement and decision-making. The group process begins with understanding trauma, with a transition through recovery and ending in empowerment for each individual.</b>
viii.	If the group occurs in various locations, (jail/residential/community) identify how participants transition between them: <b>Participants are identified, screened for eligibility, and enrolled into the program while on probation. KDC receives the referral from the Manager and makes contact with the client to set-up a pre-screening appointment. Appointments are scheduled within 7 days of receiving the referral. If the client is determined appropriate for group he or she is notified of the group's start date and time. Clients who are not group appropriate are provided resources to meet their individual needs and the probation agent and the Manager are contacted and informed.</b>
ix.	If individual sessions are part of the program and billed separately, how many individual sessions are anticipated per participant? <b>NA</b>
x.	On what basis would individual sessions be used? <b>An individual rate may be charged when there are less than 3 offenders in attendance for the group.</b>
e.	Identify the license and/or credentials held by your service provider qualifying him/her to provide this service: <b>Master Level Clinician, Licensed Professional</b>
f.	<b>Counselor, LPC trained and/or proficient in TREM curriculum</b>
g.	How are delivered services and offender progress notes documented by the service provider? <b>Sessions are documented with progress notes that outline the offender's level of participation, goals addressed, and homework. Billing sheets, attendance</b>
h.	<b>logs and progress reports are sent to the Manager monthly.</b>
i.	How is offender progress/participation reported to the probation officer or referral source? Include frequency of reporting positive and negative progress and types of reports provided such as intake, monthly, termination, etc. <b>Offender progress and participation is monitored by the Community Corrections Manager. Agents will be notified of any issues that arise with regards to progress or participation via email or phone call from the Manager. The Manager will work collaboratively with agents, and facilitators to ensure successful completion of the program.</b>
j.	Review your answers above. Summarize other aspects of the program not specifically identified above that you feel are critical to understanding this program: <b>TREM is a group intervention for individuals who have survived trauma and have substance</b>



# Program Description

## Outpatient Treatment Programming

use and/or mental health conditions. This model draws on cognitive-behavioral, skills training, and psychoeducational techniques to address recovery and healing from sexual, physical, and emotional abuse. TREM consists of three major parts. The first section, on empowerment, helps group members learn strategies for self-comfort and accurate self-monitoring as well as ways to establish safe physical and emotional boundaries. The second component of TREM focuses more directly on trauma experience and its consequences. In the third section, focus shifts explicitly to skills building. These sessions include emphases on communication style, decision-making, regulating overwhelming feelings, and establishing safer, more reciprocal relationships.

4. A program must meet at least one of the following objectives and there should be consistency between the objectives and strategies identified in Part I of your application, your targeting and eligibility noted above and your response here.

a. Will this this program reduce prison commitments? **YES**

- i. Clearly describe how this program will impact the PCR: This program will reduce PCR by focusing on gender specific issues that will provide skills to avoid future criminal activity and drug misuse while encouraging self-confidence needed to get an education and/or employment.

b. Is this program intended to impact recidivism? **YES**

- i. Clearly describe how recidivism will be impacted: This program will reduce recidivism by increasing trauma recovery skills, self-esteem, boundary-setting, emotional regulation and judgment and decision-making while decreasing mental health symptoms, anxiety, depression, hostility, PTSD symptoms and substance abuse.

5. Develop additional performance indicators based on your program design such as newly acquired or improved skills, tests passed, pre/post test results, etc., as you deem appropriate. Contact your grant coordinator for assistance if necessary.



# Program Description

## Outpatient Treatment Programming

CCAB: Livingston	FY: 2021	For OCC Use Only:  Approved CCIS Code: Approved Projected Enrollment: Budget Recommendation: Conditions: Coordinator:	
Local Program Name: Substance Abuse Programming (SUD)			
Service Provider: Livingston County Catholic Charities (LCCC)			
CCIS Service Type: <b>G18 - Outpatient Treatment</b>			
Projected Enrollment: 75			
Projected Length of Stay: 14 Weeks			
Does this program also use DDJR funding? <b>NO</b> If YES, how many DDJR offenders projected?			
Program Location (select all that apply):	Jail: <input checked="" type="checkbox"/>	Residential: <input type="checkbox"/>	Community: <input checked="" type="checkbox"/>
Program Status (new, modification, continuation): <b>Continuation</b>			
If a modification, describe here: N/A			
List projected enrollment by member county: N/A			

### GROUP/CLASS DELIVERED PROGRAMMING –

- Groups must be separate for both male and female populations.
- When developing eligibility criteria think about what behavior or characteristic in addition to addressing PCRs or jail utilization that the program is intended to address.
- Use of individual sessions should be described.
- G18 –Outpatient Treatment, : Counties should exhaust all other funding resources (i.e. Medicaid) before utilizing P.A. 511 funding.
- If this is an Intensive Outpatient Treatment program, you must use SAMHSA guidelines.

### ANSWER ALL QUESTIONS USING “NA” IF NOT APPLICABLE TO THIS PARTICULAR PROGRAM.

1. Copy the objective(s) from your felony and/or recidivism analysis (Part I) that this program is designed to address:
<p>a. PCR Objectives:</p> <ul style="list-style-type: none"> <li>i. Overall Prison Commitment Rate Objective, which states: <b>STAY BELOW THE STATEWIDE AVERAGE PRISON COMMITMENT RATE OF 19.7% AND REDUCE LIVINGSTON COUNTY’S OVERALL PCR FROM 20% TO 18%</b></li> <li>ii. Group 2 Straddle Cell Objective, which states: <b>STAY BELOW THE STATEWIDE AVERAGE PRISON COMMITMENT RATE OF 24% FOR GROUP 2 STRADDLE CELL OFFENDERS AND REDUCE LIVINGSTON COUNTY'S PCR AMONGST THIS POPULATION FROM 23.9% to 22%.</b></li> </ul> <p>b. Recidivism Objectives:</p> <ul style="list-style-type: none"> <li>i. Probation Violator New Sentence, which states: <b>STAY BELOW THE STATEWIDE PCR AVERAGE OF 28% AND REDUCE LIVINGSTON COUNTY PCR AMONGST THIS POPULATION FROM 32% TO 28%.</b></li> <li>ii. Probation Violator Technical, which states: <b>STAY BELOW THE STATEWIDE PCR AVERAGE OF 17% AND REDUCE LIVINGSTON COUNTY PCR AMONGST THIS POPULATION FROM 11% TO 10%.</b></li> </ul>
2. Based on your objective(s), what is your target population?
<input checked="" type="checkbox"/> Felons <input type="checkbox"/> Pretrial <input type="checkbox"/> Other (briefly describe):



# Program Description

## Outpatient Treatment Programming

<b>3. Describe the program:</b>	
a.	The COMPAS assessment is considered a screening tool for outpatient treatment. Please identify the COMPAS scores/needs for your target population. Describe: <b>Felony offenders scoring probable to high on the COMPAS Criminogenic Needs and Risk Assessment; and/or probable to high in the substance abuse needs scale.</b>
b.	Assessment is the foundation of evidence-based practices. Enrollments in treatment programs should be based upon assessed needs by a licensed or credentialed professional. Please describe your assessment practices below:
	i. What assessment is used, identify the tool: <b>COMPAS Assessment /</b>
	ii. <b>Biopsychosocial Assessment / ASAM screening tool which provides a DSM5 diagnosis and level of care on the ASI index.</b>
	iii. Who completes the assessment? <b>MDOC Probation Agents complete the COMPAS Assessment; LCCC completes the biopsychosocial and/or ASAM assessments</b>
	iv. Does the assessment result in a recommended level of treatment per American Society of Addiction Medicine (ASAM) criteria? <b>Yes</b>
c.	Identify who is responsible for confirming eligibility and describe the process. <b>MDOC Probation Agents review the offender's COMPAS assessment during the presentence investigation (PSI) process and/or violation of probation. A recommendation for the SUD program is made when deemed appropriate and the COMPAS bar graph is sent to the Community Corrections Manager. The Manager reviews the offender's COMPAS assessment for approval and enrollment into the community program. LCCC administers the ASAM screening and builds the score into the assessment process. A full biopsychosocial assessment is completed to determine program appropriateness and treatment planning. The clinician determines if the offender has the ability to comprehend the program's material and if they are able to communicate with the group. If referred from other entities (Judiciary, Public Defender's Office, Prosecutor, etc.), of if programming is requested by the offender, the Manager will request a COMPAS bar graph from MDOC Probation. The Manager notifies the facilitator of offenders needing to complete a COMPAS. The bar graph is forwarded to the Manager for review and approval of enrollment.</b>
d.	Describe the program design:
	i. Name of curriculum or treatment model: <b>Outpatient Treatment Programming</b>
	ii. Is the group open or closed? <b>Open</b>
	iii. What is the minimum/maximum number of participants per group, as identified in the curriculum? <b>3/12</b>
	iv. How many sessions will be completed per group? <b>14</b>
	v. What is anticipated number of groups that will be conducted during the fiscal year? <b>8</b>
	vi. What is the length of each group session? <b>Approx 1.5 hours</b>
	vii. Identify what skills are addressed within the treatment program: <b>Group-based programs support a commitment to a drug-free life by fostering a climate for introspection and change. Groups combine information and an</b>



# Program Description

## Outpatient Treatment Programming

	immediate opportunity for observing, practicing and changing. Groups are also efficient in conveying the basic elements of recovery and relapse prevention, addressing social stigma, nurturing a "pro-social" identity and developing adequate coping skills.
viii.	If the group occurs in various locations, (jail/residential/community) identify how participants transition between them: <b>Participants are identified, screened for eligibility, and enrolled into the program while on probation. LCCC receives the referral from the Manager and makes contact with the client to set-up a pre-screening appointment. Appointments are scheduled within 7 days of receiving the referral. If the client is determined appropriate for group he or she is notified of the group's start date and time. Clients who are not group appropriate are provided resources to meet their individual needs and the probation agent and the Manager are contacted and informed.</b>
ix.	If individual sessions are part of the program and billed separately, how many individual sessions are anticipated per participant? <b>NA</b>
x.	On what basis would individual sessions be used? <b>An individual rate may be charged when there are less than 3 offenders in attendance for the group.</b>
e.	Identify the license and/or credentials held by your service provider qualifying him/her to provide this service: <b>Master Level Clinician, Licensed Professional</b>
f.	<b>Counselor, LPC</b>
g.	How are delivered services and offender progress notes documented by the service provider? <b>Sessions are documented with progress notes that outline the offender's level of participation, goals addressed, and homework. Billing sheets, attendance</b>
h.	<b>logs and progress reports are sent to the Manager monthly.</b>
i.	How is offender progress/participation reported to the probation officer or referral source? Include frequency of reporting positive and negative progress and types of reports provided such as intake, monthly, termination, etc. <b>Offender progress and participation is monitored by the Community Corrections Manager. Agents will be notified of any issues that arise with regards to progress or participation via email or phone call from the Manager. The Manager will work collaboratively with agents, and facilitators to ensure successful completion of the program.</b>
j.	Review your answers above. Summarize other aspects of the program not specifically identified above that you feel are critical to understanding this program: <b>Substance use disorder is a systematic problem and programming is designed to address underlying issues as well as the presenting substance use disorder related problems. The program works to create a co-occurring capable system that is welcoming, person-centered, recovery oriented, culturally competent and trauma-informed. This is accomplished by careful assessment and comprehensive treatment planning.</b>
4.	A program must meet at least one of the following objectives and there should be consistency between the objectives and strategies identified in Part I of your application, your targeting and eligibility noted above and your response here.
a.	<b>Will this this program reduce prison commitments? YES</b>



# Program Description

## Outpatient Treatment Programming

<p>i. Clearly describe how this program will impact the PCR: This program will reduce PCR by focusing on recovery and relapse prevention while addressing underlying and co-occurring issues. Treatment providers use evidence-based models and administer treatments that are documented and have been demonstrated to improve outcomes for addicted persons and/or persons suffering from SUD related symptoms.</p>
<p>b. Is this program intended to impact recidivism? <b>YES</b></p>
<p>i. Clearly describe how recidivism will be impacted: This program will reduce recidivism by providing early, continuous, and intensive treatment aimed at eliminating substance use and/or abuse, understanding underlying and/or co-occurring mental health issues, developing of healthy stress-management technique and connection with support networks to encourage ongoing sobriety.</p>
<p>5. Develop additional performance indicators based on your program design such as newly acquired or improved skills, tests passed, pre/post test results, etc., as you deem appropriate. Contact your grant coordinator for assistance if necessary.</p>



# Program Description

## Pretrial Risk Assessment Services

<b>CCAB: Livingston</b>		<b>FY: 2021</b>	<i>For OCC Use Only:</i>
<b>Local Program Name: Pretrial Screening and Assessment</b>			<i>Approved CCIS Code</i>
<b>Service Provider: Livingston County Community Corrections</b>			<i>Approved Projected Enrollment:</i>
<b>CCIS Service Type: <i>F22 - Pretrial Assessment</i></b>			<i>Budget Recommendation:</i>
<b>Projected number of assessments (enrollment): 150</b>			<i>Conditions:</i>
<b>Program Location (select all that apply):</b>		<b>Jail:</b> <input checked="" type="checkbox"/>	<b>Community:</b> <input checked="" type="checkbox"/>
<b>Program Status (new, modification, continuation): <i>New Initiative</i></b>			
<b>If a modification, describe here:</b>			
<b>List projected enrollment by member county: NA</b>			

### PRETRIAL RISK ASSESSMENT SERVICES - Provides for risk assessment of pre-adjudicated defendants:

- Validated assessment for pretrial services supervision eligibility
- Funding under assessment may include the following: the interview with the defendant, criminal history investigation, verification of interview information, and conducting the PRAXIS and subsequent report to include presentation at arraignment.
- Enrollment projections should also include an appropriate calculation of staff's time. The total amount of time spent per projected enrollee should balance with the requested funding amount.
- Assessment funding is not intended to provide for client assessment for populations already assessed by MDOC probation staff

### ANSWER ALL QUESTIONS USING "NA" IF NOT APPLICABLE TO THIS PARTICULAR PROGRAM

<b>1. Copy the objective(s) from your felony and/or recidivism analysis (Part I) that this program is designed to address:</b>
<p>a. PCR Objectives:</p> <ul style="list-style-type: none"> <li>i. Overall Prison Commitment Rate Objective, which states: <b>STAY BELOW THE STATEWIDE AVERAGE PRISON COMMITMENT RATE OF 19.7% AND REDUCE LIVINGSTON COUNTY'S OVERALL PCR FROM 20% TO 18%</b></li> <li>ii. Group 2 Straddle Cell Objective, which states: <b>STAY BELOW THE STATEWIDE AVERAGE PRISON COMMITMENT RATE OF 24% FOR GROUP 2 STRADDLE CELL OFFENDERS AND REDUCE LIVINGSTON COUNTY'S PCR AMONGST THIS POPULATION FROM 23.9% to 22%.</b></li> </ul> <p>b. Recidivism Objectives:</p> <ul style="list-style-type: none"> <li>i. Probation Violator New Sentence, which states: <b>STAY BELOW THE STATEWIDE PCR AVERAGE OF 28% AND REDUCE LIVINGSTON COUNTY PCR AMONGST THIS POPULATION FROM 32% TO 28%.</b></li> <li>ii. Probation Violator Technical, which states: <b>STAY BELOW THE STATEWIDE PCR AVERAGE OF 17% AND REDUCE LIVINGSTON COUNTY PCR AMONGST THIS POPULATION FROM 11% TO 10%.</b></li> </ul>
<b>2. Based on your objective(s), what is your target population?</b>
<input checked="" type="checkbox"/> Pretrial



# Program Description

## Pretrial Risk Assessment Services

3. Describe the program:	
a.	Describe eligibility criteria, including exclusionary criteria, for an assessment: <b>All defendants charged with a felony are eligible for voluntary pretrial screening and assessment unless they are deemed uncooperative.</b>
b.	What programs (PA511 and/or locally funded) require this assessment to determine eligibility? <b>Pretrial group programming and electronic monitoring</b>
c.	What assessment instrument is proposed? <b>The PRAXIS is a pretrial risk assessment tool which scores factors that research has shown to be predictive of pretrial misconduct, either failure to appear or re-arrest.</b>
d.	Is the assessment completed through an interview with the defendant or would the defendant fill out a questionnaire for later scoring? <b>Interview</b>
e.	Is the assessment completed prior to arraignment? <b>YES</b>
f.	How are defendants identified and/or referred for an assessment? <b>Newly arrested individuals and those awaiting arraignment are identified. Court arraignment dockets are reviewed for potentially eligible individuals.</b>
g.	Is this service contracted to a vendor or does local community corrections staff complete the assessment(s)? <b>The Community Corrections Manager or staff would complete the assessments</b>
h.	Describe the training, certification process, or credentials of the person(s) doing the assessment(s) which qualify him/her to do them – include dates of training/certification and who conducted the training: <b>The Manager is a licensed master of social work with experience conducting a number of clinical assessments. If the assessment were completed by a staff member other than the manager, training in the administration of the PRAXIS would be provided prior to the assessment.</b>
i.	How much time is anticipated to score one pretrial risk assessment (not including subsequent development of a recommendation or plan)? <b>Approximately 20 minutes.</b>
j.	How much time is estimated to interview the defendant? <b>As much time as is necessary to obtain personal/contact information, administer the PRAXIS and assess the defendant's risk of not appearing at future court hearings and/or a defendant's risk to public safety if released on bond. Approximately 20 minutes. Explain your response. See above.</b>
k.	How much time is estimated to complete a criminal history investigation on the defendant? <b>Approximately 15 minutes</b> Explain your response. <b>A criminal history investigation would be completed using the appropriate database(s) currently utilized by the Court and/or MDOC.</b>
l.	How much time is estimated to verify interview information? <b>Approximately 15 minutes</b> Explain your response. <b>Information obtained at the interview will be verified to the extent possible.</b>
m.	How much time is estimated to complete the subsequent report, including the presentation at arraignment/court? <b>Approximately 20 minutes</b> Explain your response. <b>Completion of a report subsequent to the interview (if appropriate) as well as an appearance to provide the Court with any relevant information obtained from that interview should take no longer than 20 minutes.</b>



# Program Description

## Pretrial Risk Assessment Services

n.	What is the total amount of time required to complete the assessment process? (add the time responses to questions i. through m.) <b>The assessment process should take no more than 90 minutes to complete</b>
o.	Is subsequent verification of information attempted prior to making a recommendation or determining eligibility? <b>NO</b>
p.	Is the recommendation written? <b>NO</b>
q.	For defendants who do not gain release, does your County utilize a review process (sequential review)? <b>NO</b> Explain:
r.	Is information about the number of completed assessments entered into Case Manager and tracked for CCIS purposes? <b>Yes</b>
s.	Review your answers above. Summarize other aspects of the program not specifically identified above that you feel are critical to understanding this program: <b>Pretrial assessments are critical to maximizing public safety, ensuring future court appearances, providing information to the Court to assist with release decisions and conditions, and determining eligibility for appropriate resources, if available. Data collection in this areas will help determine appearance rate, success rate, and other valuable performance measures.</b>
4.	A program must meet at least one of the following objectives and there should be consistency between the objectives and strategies identified in Part I of your application, your targeting and eligibility noted above and your response here.
a.	<b>Will this this program reduce prison commitments? YES</b>
i.	<b>Clearly describe how this program will impact the PCR: Assessing the risk of a defendant at the pretrial phase identifies the needs of a defendant to prevent re-offending and encourage successful completion of any court-ordered sanctions, services, etc.</b>
b.	<b>Is this program intended to impact recidivism? YES</b>
i.	<b>Clearly describe how recidivism will be impacted: Assessing the risk of a defendant at the pretrial phase and aligning that defendant with services appropriate to that level of risk has been shown to reduce recidivism.</b>
c.	<b>Percentage of defendants whose release decision match the pretrial risk assessment? As this is a new initiative, the concurrent rate is not yet determined but the goal would be 100%.</b>
5.	Develop additional performance indicators based on your program as you deem appropriate. Contact your grant coordinator for assistance if necessary.



# Program Description

## Pretrial Supervision Services

CCAB: Livingston	FY: 2021	For OCC Use Only:  Approved CCIS Code Approved Projected Enrollment: Budget Recommendation: Conditions: Coordinator:
Local Program Name: Pretrial Supervision and Electronic Monitoring		
Service Provider: Livingston County Community Corrections		
CCIS Service Type: <b>F23 - Pretrial Supervision</b>		
Projected Enrollment: 150		
Projected Length of Stay: 110 days		
Does this program also use DDJR funding? <b>NO</b> If YES, how many DDJR offenders projected?		
Program Location (select all that apply):	Residential: <input type="checkbox"/>	Community: <input checked="" type="checkbox"/>
Program Status (new, modification, continuation): <b>New Initiative</b>		
If a modification, describe here: <b>NA</b>		
List projected enrollment by member county: <b>NA</b>		

**SUPERVISION SERVICES** – *Pretrial supervision should utilize the least restrictive means while working to promote court appearances and public safety.*

- Funding under Pretrial Supervision Services may include the following: court reminders (if not available through other means), report methodology and frequency that comports with the assessed level of risk and written compliance reports to the Court.
- Electronic monitoring is supported for the following: those charged with an OUIL III, victim cases, high risk misdemeanors and non-violent felonies scoring 6 or higher (PRAXIS) and/or a violent felony scoring 3 or higher (PRAXIS).
- Supervision programs are not intended to simply provide access to substance abuse testing absent other supervision activities.
- Costs associated with Substance Abuse Testing may be incurred as “supply” costs in this program’s budget if testing is part of the program design.
- OCC requires that an objective pretrial assessment be used before defendants are referred for pretrial supervision.

**ANSWER ALL QUESTIONS USING “NA” IF NOT APPLICABLE TO THIS PARTICULAR PROGRAM.**

1. Copy the objective(s) from your felony and/or recidivism analysis (Part I) that this program is designed to address:
<p>a. PCR Objectives:</p> <ul style="list-style-type: none"> <li>i. Overall Prison Commitment Rate Objective, which states: <b>STAY BELOW THE STATEWIDE AVERAGE PRISON COMMITMENT RATE OF 19.7% AND REDUCE LIVINGSTON COUNTY’S OVERALL PCR FROM 20% TO 18%</b></li> <li>ii. Group 2 Straddle Cell Objective, which states: <b>STAY BELOW THE STATEWIDE AVERAGE PRISON COMMITMENT RATE OF 24% FOR GROUP 2 STRADDLE CELL OFFENDERS AND REDUCE LIVINGSTON COUNTY'S PCR AMONGST THIS POPULATION FROM 23.9% to 22%.</b></li> </ul> <p>b. Recidivism Objectives:</p> <ul style="list-style-type: none"> <li>i. Probation Violator New Sentence, which states: <b>STAY BELOW THE STATEWIDE PCR AVERAGE OF 28% AND REDUCE LIVINGSTON COUNTY PCR AMONGST THIS POPULATION FROM 32% TO 28%.</b></li> </ul>



# Program Description

## Pretrial Supervision Services

- ii. Probation Violator Technical, which states: **STAY BELOW THE STATEWIDE PCR AVERAGE OF 17% AND REDUCE LIVINGSTON COUNTY PCR AMONGST THIS POPULATION FROM 11% TO 10%.**

### 2. Based on your objective(s), what is your target population?

☒ Pretrial

### 3. Describe the program:

- a. A Pretrial risk assessment is mandatory for pretrial supervision services. What are your eligibility criteria based on the assessed risk levels? **Be sure to include assessment scores. For non-violent felony offenders, a PRAXIS score of 0-5 would likely be deemed eligible for pretrial supervision services. For a violent felony offender, a PRAXIS score of 0-2 would likely be deemed eligible for pretrial supervision services. Individuals charged with an OUIL III, victim cases, high risk misdemeanors and non-violent felonies scoring 6 or higher on the PRAXIS, and violent felonies scoring 3 or higher on the PRAXIS would be eligible for electronic monitoring.**
- b. If using electronic monitoring (GPS and/or SCRAM) answer and clearly explain the following questions (use NA if not applicable to your program):  
**\*\*Refer to the first page for information on pretrial EM eligibility information.**
- i. What kind of equipment/system: **GPS Tether and SCRAM in-home alcohol monitoring**
- ii. Vendor for equipment/service: **JSG Monitoring**
- iii. Cost assessed by the vendor per unit/offender/day (clearly describe): **An enrollment fee of \$75 is initially assessed and the per diem rate is \$7.75 for GPS tether and \$6.25 per day for the in-home alcohol monitoring unit.**
- iv. Who does the equipment installation/retrieval? **Vendor**
- v. Who sets up schedules and/or monitors compliance? **Community Corrections staff**
- c. What are your supervision reporting requirements, i.e. frequency and type of reporting? **Minimum of once per week (phone) unless otherwise ordered by the Court**
- d. What is your average daily caseload per full time equivalent position (FTE) for pretrial supervision? **Unknown at this time as this is a proposed initiative.**
- e. What happens during a typical "check-in" and how long is it estimated to take?  
 Court Date Reminder: ☒ Verification of address: ☒ New criminal contact: ☒  
 Verification of bond conditions: ☒ Referrals to programs: ☒  
 Other (describe): **Defendants are asked to verify employment, school attendance, and/or participation in any treatment services.**  
  
 Time per check in (including the time to complete compliance report documentation)  
**Approximately 20 minutes**
- f. Does the program design include collateral contacts with family, employer, school, treatment provider, etc.? **YES (describe)**
- g. This program Monitors **drug/alcohol testing.**



# Program Description

## Pretrial Supervision Services

h.	Pretrial release conditions which include drug/alcohol testing should be limited. Describe the County's plan should a defendant test positive for a controlled substance. What interventions are available and presented to the court and/or defendant: <b>Defendants may be court ordered to randomly test for substance use. Positive tests may increase the frequency of required testing and negative tests may decrease the frequency. If testing positive, a defendant may be screened and/or offered voluntary substance use or abuse programming.</b>
i.	How is the County's plan mentioned in (h.) documented per defendant? <b>Community Corrections staff monitors testing and documents compliance with court order.</b>
j.	Are compliance reports shared with MDOC PSI writers? <b>If appropriate and relevant, compliance reports may be shared with MDOC PSI writers</b>
k.	Review your answers above. Summarize other aspects of the program not specifically identified above that you feel are critical to understanding this program:
4.	A program must meet at least one of the following objectives and there should be consistency between the objectives and strategies identified in Part I of your application, your targeting and eligibility noted above and your response here.
a.	<b>Will this this program reduce prison commitments? YES</b>
i.	<b>Clearly describe how this program will impact the PCR: Defendants who demonstrate compliance with bond conditions and pretrial supervision may receive a local sentence versus a prison commitment.</b>
b.	<b>Is this program intended to impact recidivism? YES</b>
i.	<b>Clearly describe how recidivism will be impacted: Evidence has shown that electronic monitoring has significantly reduced a defendant's risk of failure. Similarly, incarceration has known to increase recidivism rates whereas pretrial supervision as an alternative to incarceration is designed to reduce recidivism.</b>
c.	<b>What is the appearance rate for those enrolled in pretrial supervision funded through OCC? Not known at this time as this is a new initiative.</b>
d.	<b>What is the public safety rate (those terminated from supervision due to a new offense)? Not known at this time as this is a new initiative.</b>
5.	Develop additional performance indicators based on your program design such as securing of identification, completion of other monitored programs and conditions, etc., as you deem appropriate. Contact your grant coordinator for assistance if necessary.

**RESOLUTION**

**NO:** [Title]

**LIVINGSTON COUNTY**

**DATE:** Click or tap to enter a date.

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**Resolution to Levy 2020 Allocation Millage - Equalization**

**WHEREAS,** in compliance with the requirements of Act 5, Public Acts of Michigan 1982, as amended; and

**WHEREAS,** the proposed levy would apportion taxes for the county operation purposes based on the Taxable /valuation of

**WHEREAS,** prior to the presentation of this resolution, the following tax levies were recommended:

<b>General Operations</b>	<b>3.2765</b>
<b>Ambulance</b>	<b>.2897</b>
<b>Veterans Relief</b>	<b>.1127</b>

**THEREFOR BE IT RESOLVED** that the apportionment of taxes for the county operating purposes be approved and authorized to be levied on the summer tax billing against the Taxable Valuation of the County at the rate of 3.2767.

**BE IT FURTHER RESOLVED** that the Ambulance Millage and Veterans Relief Millage be levied on the winter tax billing against the Taxable Valuation of the County at the rates of .2897 and .1127 respectively;

**BE IT FURTHER RESOLVED** that the 2020 levy for the county operations and debt be approved and levied as recommended

**BE IT FURTHER RESOLVED** that the Chairman of the Board of Commissioners be authorized to sign the 2020 Millage Rate Request (L-4029) upon approval of the Board of Commissioners

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**MOVED:**

**SECONDED:**

**CARRIED:**

# Memorandum

To: Livingston County Board of Commissioners

From: Sue I. Bostwick

Date: May 27, 2020

Re: Resolution – 2020 County Millage rates

I have attached the resolution for the 2020 L-4029, Millage Request, for the county's levies. Included in the form are both summer and winter levies calculated with the proper Headlee rollback. I have also been in discussions with the Veterans Administration and the millage has been set by them to reflect funds needed for the future year's budget which was discussed in their May 20<sup>th</sup> meeting. The Allocation Board has levied the final allocated millage rate on, May 27, 2020 in which we have no changes.

If you have any question regarding this matter, please contact me.

**2020 TAX RATE REQUEST (This form must be completed and submitted on or before October 1, 2020 )**

MILLAGE REQUEST REPORT TO COUNTY BOARD OF COMMISSIONERS

County <b>Livingston</b>	2020 Taxable Value of ALL Properties in the Unit as of 5-23-11 \$ <b>9,806,507,325</b>
Local Government Unit <b>Livingston County</b>	For LOCAL School Districts: 2020 Taxable Value of Non-Homestead and Non- Qualified Agricultural Properties if a millage is Levied Agai \$ <b>0</b>

**PLEASE READ THE  
INSTRUCTIONS ON  
THE REVERSE SIDE  
CAREFULLY**

You must complete this form for each unit of government for which a property tax is levied. Penalty for non-filing is provided under MCL Sec 211.119  
The following tax rates have been authorized for levy on th 2020 tax roll.

(1)	(2)	(3)	(4)	(5)**	(6)	(7)	(8)	(9)	(10)	(11)	(12)
Source	Purpose of Millage	Date of Election	Millage Authorized by Election, Charter, etc.	2019 Millage Rate Permanently Reduced by MCL 211.34d	2020 Current Year Millage Reduction Fraction	2020 Millage Rate Permanently Reduced by MCL 211.34d	Sec. 211.34 Millage Rollback Fraction	Maximum Allowable Millage Levy*	Millage Requested to be Levied July 1	Millage Requested to be Levied Dec 1	Expiration Date of Millage Authorized
Allocated	Operating	N/A	5.0000	3.3073	0.9907	3.2765	1.0000	3.2765	3.2765		Allocated
Extra Voted	EMS	08/12/10	0.3000	0.2925	0.9907	0.2897	1.0000	0.2897		0.2897	12/31/2030
Extra Voted	Veterans	08/02/16	0.1390	0.1354	0.9907	0.1341	1.0000	0.1341		0.1127	12/1/2021
<b>Total</b>			<b>5.4390</b>	<b>3.7352</b>		<b>3.7003</b>		<b>3.7003</b>	<b>3.2765</b>	<b>0.4024</b>	

Prepared by <b>Sue Bostwick</b>	Title <b>Director</b>	Date <b>5/1/2020</b>
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As the Representatives for the local government unit named above, we certify that these requested tax levy rates have been reduced, if necessary to comply with the state constitution (Article 9, Section 31), and that the requested levy rates have also been reduced, if necessary, to comply with MCL Sections 211.24e and 211.34 and, for LOCAL school districts which levy a Supplemental (Hold Harmless) Millage, 380.1211 (3).

Clerk	<input checked="" type="checkbox"/>	Signature	Type Name	Date
Secretary	<input type="checkbox"/>		Elizabeth Hundley	
Chairperson	<input checked="" type="checkbox"/>	Signature	Type Name	Date
President	<input type="checkbox"/>		Carol Griffith	

\*Under Truth in Taxation, MCL Section 211.24e, the governing body may decide to levy a rate which will not exceed the maximum authorized rate allowed in column 9. The requirements of MCL 211.24e must be met prior to levying an operating levy which is larger than the base tax rate but not larger than the rate in column 9.

\*\* IMPORTANT See instructions on the reverse side for the correct method of calculating the millage rate in column (5).

**RESOLUTION**

**NO:** [Title]

**LIVINGSTON COUNTY**

**DATE:** Click or tap to enter a date.

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**Resolution Authorizing the Exception to the Hiring Freeze Policy – Facility Services**

**WHEREAS,** The Facility Services Department has determined the need for an exception to the Hiring Freeze Policy; and

**WHEREAS,** Facility Services has realized 2 retirements of full time employees and 1 resignation from a part time employee; and

**WHEREAS,** the three employees that have separated are custodians and very crucial to the health and safety of all employees as well as public; and

**WHEREAS,** Facility Services has analyzed the current staffing needs and needs related to COVID 19 and has determined to be under staffed.

**THEREFORE BE IT RESOLVED** Facility Service is authorized by the Board of Commissioners to fill the current vacant positions.

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**MOVED:**

**SECONDED:**

**CARRIED:**

**DATE:** May 21, 2020  
**TO:** Livingston County Board of Commissioners  
**FROM:** Chris Folts  
**RE:** Resolution authorizing exception to the hiring freeze

The Facility Services Department provides custodial services to the County buildings.

Recently this department has had two retirements of full time staff and a resignation from 1-part time staff.

The Facility Services Department runs very lean in terms of staffing and has analyzed the vacancy's.

Due to the recent Covid 19 pandemic custodial staff is required to clean and sanitize much more frequently and at a higher than normal attention to detail.

Therefore, Facility Services is requesting that the attached resolution be approved. If you have any questions or concerns, please feel free to contact me.



## CONTACT INFORMATION

Requester: Chris Folts Title of Requester: Facility Services Director  
 Dept. Phone Number/Extension: 7526 Date Requested: 05/19/2020

## POSITION INFORMATION

Position Title: Custodian (2 positions) Supervisor: Chris Folts

1. Is the purpose of this request to fill a position as a result of a **vacancy**? Yes ☒ No ☐  
 If so, name of person last holding this position: Joseph Barron, Margaret Gore

2. Is the purpose of this request to **reclassify** a current position? Yes ☐ No ☒

3. Is the purpose of this request to change the scheduled hours of an existing position? Yes ☐ No ☒ From:        To:         
 If so, name of current incumbent:       

4. Is the purpose of this request to transfer a current position? Yes ☒ No ☒  
 If so, Current Department:        Proposed Department:       

Position Type: Regular ☒ Term/Grant ☐ Temp. ☐ Unpaid ☐ Special ☐

Position Status: Full Time (30+) ☒ Part-Time (21-29) ☐ Part-Time (20 or Less) ☐ Number of hours per week:       

Justification of request / change of position (**REQUIRED**): To fill 2 full-time vacancies created by the retirements of Margaret Gore (06/01/2020) and Joseph Barron (06/12/2020).

## FUNDING INFORMATION

Base Annual Salary: 14,4667 hr./30,091 yr. This position is funded in whole or in part by a grant: Yes ☐ No ☒ % Funded:       

Allocation (**Required**): Current: Org. 63126500 % 100 Proposed (If changing): Org.        %       

Position will be funded by: General Fund ☐ Enterprise Fund ☐ Special Revenue Fund ☐ Internal Service Fund ☒

## REQUIRED APPROVALS

Supervisor (if applicable)        Date        Department Head        Date 5/19/2020

## HR OFFICE ONLY

Job Class: 2006 Job Title: Custodian Grade/Step: NU1 / 1  
 FTE: 1.0 Employee Group: NU HR Reviewed: Amy Hill Date: 05/19/2020

## BUDGET OFFICE ONLY

Position Control #        Org.       

Funds Available: Yes ☐ No ☐ Object Code: 704000 ☐ 706000 ☐ 706001 ☐

Comments:       

Budget Reviewed:        Date:       

Resolution #:        Board Authorized on Date:



## CONTACT INFORMATION

Requester: Chris FoltsTitle of Requester: Facility Services DirectorDept. Phone Number/Extension: 7526Date Requested: 05/19/2020

## POSITION INFORMATION

Position Title: CustodianSupervisor: Chris Folts1. Is the purpose of this request to fill a position as a result of a **vacancy**?Yes ☒ No ☐If so, name of person last holding this position: Charlotte Marks2. Is the purpose of this request to **reclassify** a current position?Yes ☐ No ☒

3. Is the purpose of this request to change the scheduled hours of an existing position?

Yes ☐ No ☒

From: \_\_\_\_\_ To: \_\_\_\_\_

If so, name of current incumbent: \_\_\_\_\_

4. Is the purpose of this request to transfer a current position?

Yes ☒ No ☒

If so, Current Department: \_\_\_\_\_

Proposed Department: \_\_\_\_\_

Position Type: Regular ☒ Term/Grant ☐ Temp. ☐ Unpaid ☐ Special ☐Position Status: Full Time (30+) ☐ Part-Time (21-29) ☐ Part-Time (20 or Less) ☒ Number of hours per week: 20Justification of request / change of position (REQUIRED): To fill part-time vacancy created by the resignation of Charlotte Marks (03/27/2020).

## FUNDING INFORMATION

Base Annual Salary: 14,467 hr./14,443.55 yr.This position is funded in whole or in part by a grant: Yes ☐ No ☒ % Funded: \_\_\_\_\_Allocation (Required): Current: Org. 63126500 % 100

Proposed (If changing): Org. \_\_\_\_\_ % \_\_\_\_\_

Position will be funded by: General Fund ☐ Enterprise Fund ☐ Special Revenue Fund ☐ Internal Service Fund ☒

## REQUIRED APPROVALS

Supervisor (if applicable) \_\_\_\_\_

Date \_\_\_\_\_

Department Head \_\_\_\_\_

Date 5/19/2020

## HR OFFICE ONLY

Job Class: 2006 Job Title: CustodianGrade/Step: NU1 / 1FTE: .48 Employee Group: NUHR Reviewed: Amy HillDate: 05/19/2020

## BUDGET OFFICE ONLY

Position Control # \_\_\_\_\_ Org. \_\_\_\_\_

Funds Available: Yes ☐ No ☐ Object Code: 704000 ☐ 706000 ☐ 706001 ☐

Comments: \_\_\_\_\_

Budget Reviewed: \_\_\_\_\_ Date: \_\_\_\_\_

Resolution #: \_\_\_\_\_ Board Authorized on Date: \_\_\_\_\_

**RESOLUTION**

**NO:** [Title]

**LIVINGSTON COUNTY**

**DATE:** Click or tap to enter a date.

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**Resolution Authorizing the Purchase of a DELL Hyperconverged System from Access-Interactive to Expand and Unify the County's Server Architecture - Information Technology**

**WHEREAS,** at this time, IT recommends moving forward with the purchase of a Dell hyperconverged system that will effectively bolt on and expand the County's Dell hyperconverged stretch cluster. IT recommends making this purchase as swiftly as possible to help mitigate the County's exposure to data loss disasters. This expansion will unify and solidify our server architecture, moving it on to one survivable platform, with two data center locations that will operate as one; and

**WHEREAS,** Livingston County's main data center is scheduled for an upgrade in summer of 2020. The current production infrastructure architecture varies between eight and twelve years old. The new Dell hyperconverged infrastructure and architecture foundation was purchased and deployed in late 2018 or early 2019. This was deployed as a balanced system with high survivability. Three servers were deployed at the Livingston County Administration building and three servers at the 911 facility; and

**WHEREAS,** this is a mission critical project that would reduce our server disaster recovery time from 7 to 10 days, to 24 hours or less; and

**WHEREAS,** Oakland County's G2G Marketplace contract 004561 will be used to purchase this data center expansion through the proven and trusted partner: Access-Interactive. Access-Interactive installed the first half of the hyperconverged server system in 2018-2019. This is a highly specialized installation and requires expert level familiarity with the Dell Hyper Converged systems and Livingston County infrastructure; and

**WHEREAS,** hardware, software, and services costs will not exceed \$441,388; and

**WHEREAS,** this project was identified in the 2020-2025 Capital Improvement Plan and funds are requested from the Capital Improvement Fund.

**THEREFORE BE IT RESOLVED** that the Livingston County Board of Commissioners hereby approves and authorizes a purchase order to be issued to Access Interactive for the purchase and installation services of a Dell Hyperconverged System at an amount not to exceed \$441,388.

**BE IT FURTHER RESOLVED** that the Livingston County Board of Commissioners hereby authorizes the Treasurer to transfer funds from F403 Capital Improvement to F636 Information Technology in an amount not to exceed \$441,388.

**BE IT FURTHER RESOLVED** that the Chairman of the Livingston County Board of Commissioners is authorized to sign all forms, assurances, contracts/agreements, renewals and future amendments for monetary and contract language adjustments related to the above upon review and/or preparation of Civil Counsel.

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MOVED:  
SECONDED:  
CARRIED:

**Livingston County  
Information Technology  
Department**

# Memo

**To:** Livingston County Board of Commissioners

**From:** Kristoffer Tobbe  
Livingston County Chief Information Officer

**cc:** Cindy Catanach, Hilery DeHate

**Date:** May 21, 2020

**Re:** Livingston County Data Center Replacement Project

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## Primary Data Center Upgrade

At this time, IT recommends moving forward with the purchase of a Dell hyperconverged system that will effectively bolt on and expand the County's Dell hyperconverged stretch cluster. This expansion will unify and solidify our server architecture, moving it on to one survivable platform, with two data center locations that will operate as one. The survivability of the system has already been tested internally and externally for reliability. The fail-over and disaster up time decreases from days or weeks, to hours and possibly, even minutes. IT recommends making this purchase as swiftly as possible to help mitigate the County's exposure to data loss disasters.

Livingston County's main data center is scheduled for an upgrade in summer of 2020. The current production infrastructure architecture varies between eight and twelve years old. The new Dell hyperconverged infrastructure and architecture foundation was purchased and deployed in late 2018 or early 2019. This was deployed as a balanced system with high survivability. Three servers were deployed at the Livingston County Administration building and three servers at the 911 facility. This is a state of the art system with remote survivability and disaster recovery of both data and servers, with one witness server to manage the server cluster. This purchase would be a bolt on expansion to the existing system that was purchased on the Oakland County G2G contract in late 2018 and would help to smooth the need for future expansion.

The fact is that, if Livingston County were to suffer a disaster event at the County Administration building that destroyed the current production servers, we would be in a very difficult situation. There is a backup storage appliance at the Sheriff's Office where our packaged data backups are stored, but we do not have enough servers at the Sheriff's Office or at the 911 center to restore our 100+ virtual servers that we operate on. To secure enough new or used servers to restore our system would take an unknown amount of time depending on world conditions. Presently, it could take 10 or more days working 24 hours a day just to get the servers in place and staged for restoration. These facts have been validated by both internal and external sources. The current 10-year-old system suffered a major event in the summer of 2019. This is a mission critical project that would reduce our server disaster recovery time from 7 to 10 days, to 24 hours or less.

Purchasing this system will allow us to:

- Move our current Livingston County Production server environment to a stable secure and survivable system
- Smooth our need for large scale data center purchases in the future by utilizing a scalable system that can be added on as needed
- Allow for a whole scale virtual (VMware) server environment upgrade and save future costs
- Improve server and application responsiveness and speeds
- Ease management and administration of servers by unifying on a single supported
- Save tax payer dollars by taking advantage of both contract and special pricing

## **Finance:**

It is recommended that we utilize Oakland County's G2G contract to purchase this data center expansion through the proven and trusted partner: Access-Interactive. Access-Interactive installed the first half of the hyperconverged server system in 2018-2019. This is a highly specialized installation and requires expert level familiarity with the Dell Hyper Converged systems and Livingston County infrastructure.

Additionally, we believe that there are current pricing advantages to purchasing as soon as possible using the G2G contract for the physical hardware, software, and labor. The project's cost estimate in the Capital Improvement Plan project was \$650,000. We believe that by purchasing now on the G2G contract will result in additional discounts that would lower the price to \$550,000, or possibly less.

Finance options are available through Dell Financial. There are very favorable terms that would help to smooth the purchase costs, though IT would not recommend financing technology beyond 36 months. A \$1 buyout government lease is available, as well as 0% financing.

This purchase would be made in accordance with the County's procurement policy from Resolution #2018-11-189, which was approved by the Livingston County Board on November 19, 2018.

From Section 1: Source Selection & Contract Formation, Sub-Section H: Cooperative Purchasing/Procurement Programs. "Notwithstanding any other provision of this policy, the County may make or authorize the purchase of supplies, equipment or services available through cooperative purchasing/procurement programs and other associations. The decision to purchase from these programs shall be made by the Board of Commissioner's after consultation with the department and considering among other issues: delivery, packaging, minimum order requirements, follow-up service if applicable, product/equipment quality. Bidding requirements shall be waived if it is determined to be in the best interest of the County based on written communication to support the County's findings. The County Administrator is authorized to enter into necessary agreements or contracts on behalf of the County. State of Michigan Extended Purchasing Program (such as MiDeal or other like programs) can be used instead of the normal bidding process."

Year needed 2020 Q 3-4

Expected Life Cycle: 8 -12 years

Total Estimated Cost: \$441,388.00

2020 Estimated Cost:	\$441,388
2023 Estimated Cost:	\$60,000 (2 server expansion, if needed)
2025 Estimated Cost:	\$60,000 (2 server refresh, if needed)

## **Dell HCI (Virtual SAN) Solution Detail**

### **Expanded Cluster:**

Adding 8 nodes total to existing 6 node Virtual SAN cluster (4 on each side), Dual 16-core processors, 1.9TB RAM, approximately 133TB Usable without erasure coding on each side of the stretch cluster. Erasure coding usually adds 30% back which would make a usable balance of above 172TB. These calculations do not take into account dedupe and compression.

### **New Cluster Total:**

14 nodes total (7 on each side), each Virtual SAN server will have 10x3.8TB drives, the additional drives from the 8 new servers will be moved to the original 6 servers so all 14 nodes will be uniform. 4 x 32GB DIMMs will also be moved from the 6 new servers and put into the original 6 servers.

## **Additional information:**

### **Hyper Convergence Explained:**

<https://www.youtube.com/watch?v=qbKCukjgJV8>

<https://www.youtube.com/watch?v=SHLfkBiTYgY>

[https://www.youtube.com/watch?v=cs48Yr\\_IUxc&t=121s](https://www.youtube.com/watch?v=cs48Yr_IUxc&t=121s)

## **Partner Information:**

### **Access Interactive Company Overview**

Access Interactive provides technology solutions, services and support to business, educational and government organizations since 1985. Our business focus is helping our Clients make the most of technology investments. Over the last 30+ years Access has experienced significant growth to establish itself as a \$35 million organization proudly retaining over 65 full-time employees. We pride ourselves on being large enough to be extremely competitive and small enough to pay personal attention to our customers. We have an unwavering commitment to providing the best solutions, service and support to our customers.

Our highly-skilled technical services group includes over 40 full-time technicians including VMware, Microsoft, Cisco and Dell certified system engineers. Our technicians are available to you for projects ranging from on-site break/fix services to full-scale WAN/LAN integration, remote access, IP telephony and more.

Access Interactive sales consultants are technically astute and have an average over 20 years of industry experience. They are ready to apply their knowledge and technical expertise to recommending the best products and solutions and to providing efficient project management.

It is our focused mission to implement the best products, service and support in the industry to our clients.

### **Access Interactive has been doing business with Livingston County since the beginning of 2017.**

Access Interactive has had the pleasure of working with state and local government customers, school districts, universities and colleges, and corporations for over 25 years. Recent experience includes the successful design and implementation of technology projects at:

- Oakland County, MI
- Eaton County, MI
- Ottawa County, MI
- Genesee County, MI
- Grand Traverse County, MI
- Monroe County, MI
- City of Battle Creek, MI
- City of Farmington Hills, MI
- City of Sterling Heights, MI
- City of Novi, MI

- Charter Township of Canton, MI
- Macomb County Community Mental Health, MI
- Schoolcraft College, Livonia, MI
- Michigan State University, MI
- Oakland Community College, MI
- Clinton Township, MI
- Genesee County Health Systems, MI
- Wayne County Airport Authority, MI

Access Interactive has become a thriving member of Michigan's education and government communities because we are focused on delivering a quality and customized customer experience. We are very grateful for the trust that our customers have place on us and in return we foster and maintain work that is worthy of a trusted advisory.

### **Solution Advantages:**

- VMware upgrade and compliance. Homogenizing and upgrading to current version of 6.x Enterprise Plus.
- Comprehensive storage and virtualization management dashboard. Storage and servers are managed through a single pane of glass.
- Achieves true Business Continuity, fortifying the business uptime unlike other solutions. This solution allows for catastrophic loss of multiple nodes without affecting application and storage access. All of this accomplished without human intervention.
- All Flash solution. Up to 210,000 IOPS.
- Completely modular, no forklift upgrades required. Virtual SAN expands leveraging different size, scale, and manufacturer servers.
- Growth flexibility. Virtual SAN is capable of adding any quantity of memory, servers, or disks to accommodate new or evolving business requirements.
- Longevity. VMware is the leading provider of virtualization. In these rapidly changing times, VMware offers the most stable storage solution.
- Integrated stretch cluster functionality. Livingston County will split their Virtual SAN between 2 locations for geographic business continuity.
- Simplify and reduce administration overhead. VMware offers a single curriculum that allows the management of the complete environment from virtual switch to server to SAN.
- Vendor consolidation. Leveraging the VMware portfolio reduces the risk of 3<sup>rd</sup> party integration.
- Simplicity – 100% of this curriculum is based on technologies that Livingston County's technical staff already has a master level of understanding. From VMware to Compellent, Livingston County staff works with these technologies every day (very low learning curve).
- Increase in Back-up Performance - New Infrastructure architecture will dramatically reduce back-up window.

- Throughput is approximately 4.5X efficiency of traditional SAN (with two controllers.)
- Policy based storage management – ability to choose granular VM storage policies for each individual VM.

## **What is hyper convergence?**

Hyperconvergence combines compute, storage and networking in a single system. Enterprises can choose an integrated HCI appliance from a single vendor, or hardware-agnostic hyperconvergence software.

Hyperconvergence is an IT framework that combines storage, computing and networking into a single system in an effort to reduce data center complexity and increase scalability. Hyperconverged platforms include a hypervisor for virtualized computing, software-defined storage, and virtualized networking, and they typically run on standard, off-the-shelf servers. Multiple nodes can be clustered together to create pools of shared compute and storage resources, designed for convenient consumption.

The use of commodity hardware, supported by a single vendor, yields an infrastructure that's designed to be more flexible and simpler to manage than traditional enterprise storage infrastructure. For IT leaders who are embarking on data center modernization projects, hyperconvergence can provide the agility of public cloud infrastructure without relinquishing control of hardware on their own premises.

Converged infrastructure involves a preconfigured package of software and hardware in a single system for simplified management. But with a converged infrastructure, the compute, storage, and networking components are discrete and can be separated. In a hyperconverged environment, the components can't be separated; the software-defined elements are implemented virtually, with seamless integration into the hypervisor environment. This allows organizations to easily expand capacity by deploying additional modules.

## **What are the benefits of hyperconverged infrastructure solutions?**

Hyperconverged infrastructure promises to deliver simplicity and flexibility when compared with legacy solutions. The integrated storage systems, servers and networking switches are designed to be managed as a single system, across all instances of a hyperconverged infrastructure. The inherent management capabilities enable ease of use, and software-defined storage is expected to yield greater scalability and resource efficiency. Companies can start small and grow resources as needed. HCI vendors also tout potential cost savings in areas including data center power and space; IT labor; and avoidance of licensed software such as backup or disaster recovery tools.

## **Which workloads are candidates for hyperconvergence?**

HCI systems were initially targeted at virtual desktop infrastructure (VDI) and other general-purpose workloads with fairly predictable resource requirements. Over time they've grown from

being specialty solutions for VDI into generally scalable platforms for enterprise applications, database, and private cloud, according to research firm Forrester.

In a survey of infrastructure pros whose firms are planning, implementing or expanding their use of hyperconverged systems, Forrester found the most common workloads being run on hyperconverged systems are: database, such as Oracle or SQL server (cited by 50%); file and print services (40%); collaboration, such as Exchange or SharePoint (38%); virtual desktop (34%); commercial packaged software such as SAP, Oracle (33%); analytics (25%); and Web-facing workloads such as LAMP stack or web servers (17%).

Livingston County Dell V-San Stretch Cluster (Data Center Upgrade)	Livingston County CIP Budgeted Ammount	Original Quotation	Difference between CIP and Specified Quote	Standard Contract Pricing	Standard %	Discount price Negotiated	Savings	Reoccurring Annual Costs	Finance Option A	Finance Option B
	\$650,000.00		Over Budget	Under Budget		Under Budget		3yr included		
Dell Power Edge Hardware				\$313,720.00		\$261,994.00	\$51,726.00	\$0.00		
Vmware Upgrades and Licensing				\$205,692.00		\$139,084.00	\$66,608.00	\$0.00		
Professional Services				\$40,310.00		\$40,310.00	\$0.00	\$0.00		
Monitoring Software				\$495.00			\$495.00	\$0.00		
Totals	\$650,000.00			\$560,217.00		\$441,388.00	\$118,829.00	\$0.00		
					Savings over Original Budgeted Ammount	\$208,612.00	32%	Lower than Budgeted ammount		
					Savings beyond Governmental Contract Pricing	\$118,829.00	21%	Lower than Contract Pricing		



Oakland County G2G Pricing CONTRACT NUMBER: 004561

for



## **Livingston County**

# **Data Center Solution VSAN Stretch Cluster**

## **Phase 2**

Prepared by Jerry Rioux & Daniel Heidt

May 21, 2020

Version 6.7



### **Access Interactive Company Overview**

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It is our focused mission to implement the best products, service and support in the industry to our clients.

### **Strategic Directive**

Access Interactive's initial, primary focus in Livingston County's upcoming project is an in depth review of the organizational environment. Gathering momentum from the initial investigation; we're confident Access can offer credible short term recommendations / solutions in order to create a strong long lasting relationship. Our relationships with our clients grow based on strong commitment and Access Interactive's willingness to go the extra mile. Access Interactive prides itself on communication, documentation and thirst for industry knowledge. These traits, coupled with cross trained technical aptitude, contribute greatly to our overall success. We look forward to working with an organization that has a firm grasp on their field, and knowledge of how their ever changing IT infrastructure can elevate them to new levels of achievement.

### **Livingston County Organizational Needs**

- Risk Planning and Mitigation
- Upgrade existing Infrastructure for Applications
- Prepare New Infrastructure for Growth and New Applications
- Dramatically increase Application Resilience
- Enhance Performance
- Support for Legacy product integration
- Central and Expansive I.T. Administration Management Dashboard
- Latency resistant Design
- Simplified Infrastructure
- Optimize support and integration

## **Solution Advantages**

- VMware upgrade and compliance. Homogenizing and upgrading to current version of 6.x Enterprise Plus.
- Comprehensive storage and virtualization management dashboard. Storage and servers are managed through a single pane of glass.
- Achieves true Business Continuity, fortifying the business uptime unlike other solutions. This solution allows for catastrophic loss of multiple nodes without affecting application and storage access. All of this accomplished without human intervention.
- All Flash solution. Up to 210,000 IOPS
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- Integrated stretch cluster functionality. Livingston County will split their Virtual SAN between 2 locations for geographic business continuity.
- Simplify and reduce administration overhead. VMware offers a single curriculum that allows the management of the complete environment from virtual switch to server to SAN.
- Vendor consolidation. Leveraging the VMware portfolio reduces the risk of 3<sup>rd</sup> party integration
- Simplicity – 100% of this curriculum is based on technologies that Livingston County's technical staff already has a master level of understanding. From VMware to Compellent, Livingston County staff works with these technologies every day (very low learning curve).
- Increase in Back-up Performance - New Infrastructure architecture will dramatically reduce back-up window
- Throughput is approximately 4.5X efficiency of traditional SAN (with two controllers)
- Policy based storage management – ability to choose granular VM storage policies for each individual VM
- **NO RAID GROUPS!**

## **Solution Synopsis**

The proposed application performance solution provides a scalable, secure, cost effective foundation for Livingston County. There are several components that work together to provide a network that has excellent performance, is easy to manage, provides fault tolerance and secure data backups.

These components are:

- Dell VSAN Ready Nodes
- VMware VSAN and vSphere upgrade licensing
- Professional Services and Knowledge Transfer

## **Phase 2**

### **Livingston Cluster**

Expanded Cluster:

Adding 8 nodes total (4 on each side), Dual 16-core processors, 1.9TB RAM, approximately 133TB Usable without erasure coding on each side of the stretch cluster. Erasure coding usually adds 30% back which would make a usable balance of above 172TB. These calculations do not take into account dedupe and compression.

New Cluster Total:

14 nodes total (7 on each side), each Virtual SAN server will have 10x3.8TB drives, the additional drives from the 8 new servers will be moved to the original 6 servers so all 14 nodes will be uniform. 4 x 32GB DIMMs will also be moved from the 6 new servers and put into the original 6 servers.

**Dell PowerEdge R740xd** – all SSD, 384GB RAM and 38TB Raw Capacity in each Virtual SAN server

Description	Qty
PowerEdge R740XD Server	1
PowerEdge R740/R740XD Motherboard	1
No Trusted Platform Module	1
Chassis with Up to 24 x 2.5" Hard Drives for 2CPU	1
PowerEdge R740XD Shipping	1
PowerEdge R740 Shipping Material	1
Intel Xeon Gold 5218 2.3G, 16C/32T, 10.4GT/s, 22M Cache, Turbo, HT (125W) DDR4-2666	1
Intel Xeon Gold 5218 2.3G, 16C/32T, 10.4GT/s, 22M Cache, Turbo, HT (125W) DDR4-2666	1
Additional Processor Selected	1
Standard 1U Heatsink	1

Standard 1U Heatsink	1
2933MT/s RDIMMs	1
Performance Optimized	1
No RAID	1
HBA330 Controller Adapter, Low Profile	1
BOSS controller card + with 2 M.2 Sticks 240G (RAID 1),FH	1
No Operating System	1
No Media Required	1
iDRAC9,Enterprise	1
OpenManage Enterprise Advanced	1
iDRAC Group Manager, Enabled	1
iDRAC,Factory Generated Password	1
Riser Config 4, 3x8, 4 x16 slots	1
Intel X710 Dual Port 10GbE SFP+ & i350 Dual Port 1GbE, rNDC	1
6 Performance Fans forR740/740XD	1
Dual, Hot-plug, Redundant Power Supply (1+1), 1100W	1
PowerEdge 2U Standard Bezel	1
PE R740XD Luggage Tag	1
Quick Sync 2 (At-the-box mgmt)	1
Power Saving Dell Active Power Controller	1
UEFI BIOS Boot Mode with GPT Partition	1
ReadyRails Sliding Rails With Cable Management Arm	1
No Systems Documentation, No OpenManage DVD Kit	1
US Order	1
Declined Remote Consulting Service	1
PowerEdge R740 CE, CCC, BIS Marking	1
Basic Next Business Day 36 Months	1
ProSupport and 4Hr Mission Critical Initial, 36 Month(s)	1
ProSupport and 4Hr Mission Critical Extension, 24 Month(s)	1
On-Site Installation Declined	1
32GB RDIMM, 2933MT/s, Dual Rank	12
960GB SSD SATA Mix Use 6Gbps 512 2.5in Hot-plug AG Drive, 3 DWPD, 5256 TBW	3
3.84TB SSD SATA Read Intensive 6Gbps 512 2.5in Hot-plug AG Drive, 1 DWPD, 7008 TBW	18
Intel X710 Dual Port 10GbE Direct Attach SFP+ Adapter, PCIe Full Height	2

US/Thailand/Philippines/Guam Power Cord 250V	2
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**Dell PowerEdge R740xd with 5-Year Support (18x3.8TB drives) Qty. 6 @ \$ 33,011.00 each \$ 198,066.00**

**Dell PowerEdge R740xd with 5-Year Support (16x3.8TB drives) Qty. 2 @ \$ 29,594.00 each \$ 59,188.00**

### **Miscellaneous**

**SFP Transceivers Qty. 60 @ \$ 54.00 each \$ 3,240.00**

**Cables and Wiring \$ 1,500.00**

## VMware Virtual SAN Licensing

VMware Virtual SAN is a radically simple, enterprise-class shared storage solution for hyper-converged infrastructure optimized for today's all-flash performance.

### What Virtual SAN Delivers

#### Radically Simple Storage

Make your job easier by simplifying storage provisioning and management for vSphere. Deploy storage with just a few mouse clicks from the vSphere Web Client and enjoy native integration with the VMware stack. Virtual machine-centric storage policies automate storage services levels on a per-VM basis.

#### Advanced Availability and Management

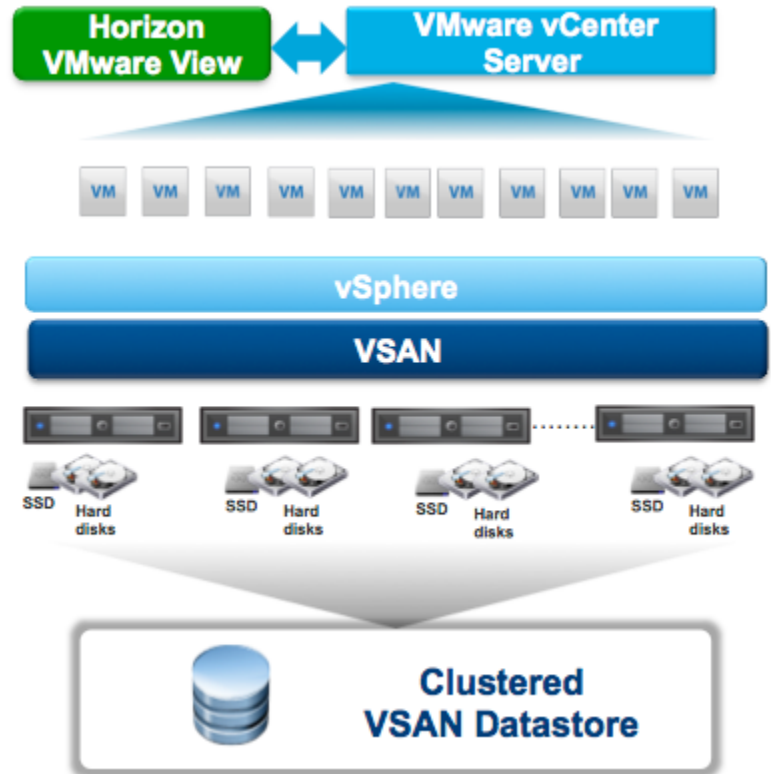
Customers of all industries and sizes trust Virtual SAN to run their business-critical workloads, from key business applications to thousands of virtual desktops. Virtual SAN ensures that data is never lost if a disk, host, network or rack fails and can even tolerate entire site failures with synchronous replication and stretched clusters.

#### 50% Lower TCO

Deploy on inexpensive industry-standard server components to remove large, upfront investments. Eliminate siloed, purpose-built hardware and automate management of storage service levels through VM-centric policies. Further improve TCO with storage efficiency features like deduplication and enhanced automation capabilities.

#### Exceptional Performance

Built on an optimized I/O data path in the hypervisor and designed for flash speeds, Virtual SAN delivers much better performance than a virtual appliance or external device. Experience up to 100,000 IOPs per host with all-flash and scale up to 64 hosts per cluster—a perfect match for virtual desktops, remote IT and business critical applications.



VMware Virtual SAN Enterprise - ( v. 6 ) - license - 1 processor      Qty. 16 @ \$ 2,959.00 **\$ 47,344.00**

VMware Support and Subscription Production - Technical support - 3 years - for VMware Virtual SAN Enterprise Edition ( v. 6 ) - 1 processor

Qty. 16 @ \$ 3,737.00 **\$ 59,792.00**

**Additional VMware Licensing**

**Upgrade:** VMware vSphere 6 Enterprise to vSphere 6 Enterprise Plus for 1 Processor Promo  
Qty. 8 @ \$ 519.00    **\$ 4,152.00**

Production Support/Subscription VMware vSphere 6 Enterprise Plus for 1 processor for 3 year  
Qty. 8 @ \$ 2,354.00    **\$ 18,832.00**

**Upgrade:** VMware vSphere 6 Standard to vSphere 6 Enterprise Plus for 1 Processor  
Qty. 2 @ \$ 2,128.00    **\$ 4,256.00**

Production Support/Subscription VMware vSphere 6 Enterprise Plus for 1 processor for 3 year  
Qty. 2 @ \$ 2,354.00    **\$ 4,708.00**

**VMware Total:** **\$ 139,084.00**

### Design points for discussion

- Livingston County provides Battery Backup and PDU that can accommodate this solution.
- We assume Rack Space is available. Racks quoted upon request.
- Livingston County already owns 2 vCenter licenses so no additional vCenter license is required.
- Existing Hytrust server will be leveraged
- Witness servers customer provided on re-purposed HP servers
- Cable and wiring assumes patch panel to switch
- Cisco switching SFP's customer provided

### PROFESSIONAL SERVICES:

Scope assumes someone from Livingston County assists with the project. Hours subject to change depending on exact project scope. The following is an estimate based on similar projects.

- Project plan and scheduling
- Equipment prep/software firmware updates
- Physical deployment of equipment
- Equipment integration/Virtual SAN integration
- Fabric switch integration
- Virtual SAN and volume provisioning
- Data migration
- System documentation and Visio's
- Performance tuning
- Knowledge transfer and optimization
- Project management

**TOTAL: 278 hours**

Senior LAN Technician @ \$145.00 per hour **\$ 40,310.00**

### PHASE 2 PROJECT COSTS:

**EQUIPMENT: \$ 401,078.00**  
**MI SALES TAX: \$ EXEMPT**  
**SUBTOTAL: \$ 401,078.00**  
**SERVICES: \$ 40,310.00**  
**SHIPPING: \$ NA**  
  
**TOTAL: \$ 441,388.00**

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Quote Valid for 30-Days. Prices Subject to Change with Notice Depending on Current Market Conditions. Shipping charges not included.  
Terms: 50% Upon Acceptance, 25% Upon Delivery, Remainder Net 30. 25% Restocking Fee Applied to Project Costs for Returned Merchandise. UPS not included.

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Purchase Order No: \_\_\_\_\_

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Access Interactive Corporation Phone: 248-567-3000 Fax: 248-567-3050  
www.access-interactive.com

# Magic Quadrant for Hyperconverged Infrastructure

**Published:** 25 November 2019    **ID:** G00380299

**Analyst(s):** Jeffrey Hewitt, Philip Dawson, Julia Palmer, John McArthur

Hyperconverged infrastructure solutions are making substantial inroads into a broader set of use cases and deployment options, but limitations exist. I&O leaders should view HCI solutions as tools in the toolbox, rather than as panaceas for all IT infrastructure problems.

## Strategic Planning Assumption

Driven by increased HCI scalability and management functionality, by 2023, 70% of enterprises will be running some form of HCI (i.e., appliance, software, cloud-tethered), up from less than 30% in 2019.

## Market Definition/Description

Hyperconverged infrastructure (HCI) is a category of scale-out software-integrated infrastructure that applies a modular approach to compute, network and storage on standard hardware, leveraging distributed, horizontal building blocks under unified management. HCI vendors either build their own appliances using common, off-the-shelf infrastructure (hardware, virtualization, operating system), or they engage with system vendors that package the HCI vendor's software stack as an appliance. Alternatively, HCI vendors sell their software directly to end users, through resellers and integrators, for use as part of a reference architecture, or on an HCI-as-a-service basis, either on-premises or in a public cloud.

IT leaders should remain cognizant of the origins of HCI suppliers and the strategic importance of HCI within these vendors' larger portfolios. Some vendors approach HCI from a storage virtualization and data management perspective, partnering for all other components of the HCI stack (hypervisor, network virtualization, management). Others approach HCI from a server virtualization perspective and add storage virtualization and data management services later. Many server vendors approach HCI from a hardware appliance perspective as the natural evolution of their installed base of x86 servers. These server vendors either acquired an existing HCI or hyperconverged integrated system (HCIS) company or partnered with multiple HCI companies to deliver appliances or reference architectures. A few smaller providers approach HCI from a full-stack perspective, willing to compete head-to-head with leading hypervisor suppliers by initially focusing on a single niche. Some approach edge requirements strategically, while others address

these requirements reactively. For most HCI vendors, the public cloud is an extension of the strategy, but also could be a strategic threat if IT leaders buy public cloud services in lieu of spending on their own infrastructure.

During the past year, Gartner has witnessed increased consideration of HCI in mission-critical enterprise applications. With this change, users have increased their scrutiny of support and application certification. At the same time, HCI vendors have expanded their strategy to embrace hybrid/multicloud deployments, as either backup targets or disaster recovery options, or as an alternative for on-premises infrastructure for unpredictable or cyclical resource requirements. Some HCI providers have begun to offer artificial intelligence (AI) functions to automatically improve performance and prevent failures.

The HCI vendors that historically were data-center-focused have begun to target the needs of edge environments, previously only served by niche vendors. Small remote office and edge deployments require less storage capacity, fewer compute resources and fewer features, but benefit greatly from centralized management and high-availability designs. Much of the focus for this segment is on software that can be run on minimally configured servers that will support high availability (HA) with two-node clusters or even a single-node with limited availability. Finally, HCI vendors need to meet the asymmetrical scaling requirements of IT (compute, storage and network resource requirements do not always scale at the same rate) and are offering more compute-only, storage-only and software-defined networking options. These HCI providers offer that asymmetrical scaling while maintaining the server as the primary deployment method.

It is worth noting that some vendors are operating outside the sphere of Gartner's strict definition of HCI and are designing solutions from the outset that offer unified management, but are intended to scale compute and storage resources independently (e.g., disaggregated HCI [dHCI]). These solutions look much like integrated infrastructure solutions, but with scale-out architectures for back-end storage. They do not meet the inclusion criteria for this Magic Quadrant because they typically do not combine virtual machine (VM) and software-defined storage (SDS) resources, both running on the same physical servers, as the primary deployment method (see the Inclusion Criteria section).

# Magic Quadrant

Figure 1. Magic Quadrant for Hyperconverged Infrastructure



## Vendor Strengths and Cautions

### Cisco

Cisco is a global provider of networking, security and other IT infrastructure. The Cisco HyperFlex appliance is Cisco's HCI offering. Cisco HyperFlex was introduced in April 2016. Since the last

Magic Quadrant was published, Cisco has introduced a cloud-managed two-node cluster with Cisco SD-WAN integration for edge and remote office/branch office (ROBO) use cases. To enhance HyperFlex's capabilities to support workloads, Cisco has introduced support for the latest-generation Intel Xeon Scalable Processors, formerly Cascade Lake, and a nonvolatile memory express (NVMe) hyperconverged appliance that utilizes 3D XPoint technology in both cache and capacity storage tiers. It is powered by the Intel Optane Peripheral Component Interconnect Express (PCIe), (and other) solid-state drives (SSDs) and the Intel 3D NAND NVMe SSDs. Other product enhancements include the HyperFlex Acceleration Engine, an optional acceleration card that offloads in-line compression from the CPU, large-capacity drives to enable petabyte scalability, and enhanced Kubernetes support including Container Storage Interface (CSI) plug-in. The top three use cases for Cisco HyperFlex are mission-critical, cloud and edge.

## Strengths

- For IT leaders who use Cisco as their network provider or those seeking an HCI provider with a strong business base, Cisco's installed base of networking customers, along with its global service and support capabilities, makes HyperFlex an appealing path to a single source for their server, storage and network needs.
- With a comprehensively engineered HCI solution that comprises compute, software-defined storage and integrated networking, as well as hybrid/multicloud support, Cisco's HyperFlex has product depth that can be attractive to IT leaders.
- For IT leaders seeking to deploy HCI for edge, HyperFlex Edge offers features such as integration with Cisco SD-WAN and services through Cisco Intersight.

## Cautions

- Some IT leaders whose systems are standardized on competing suppliers' servers may be hesitant to shortlist Cisco HyperFlex because it is only available as an HCI appliance on Cisco UCS servers.
- Cisco chooses to provide HyperFlex as a fully integrated HCI appliance and does not offer the HyperFlex HX Data Platform as a software-only solution or through third-party server integration partnerships.
- Cisco relies on Microsoft and VMware for the hypervisor, which may cause some IT leaders to prefer the solutions from those vendors.

## DataCore

DataCore, founded in 1998, with headquarters in the U.S., is a privately held developer of infrastructure SDS and storage virtualization solutions. DataCore's product is DataCore SDS, which can be deployed on existing servers or new, custom configurations. The solution, originally marketed as Hyperconverged Virtual SAN, was launched in 2014 and is based on the DataCore's SANsymphony SDS product. DataCore recently introduced DataCore HCI-Flex fixed-configuration hardware appliances; data-at-rest encryption using an industry-standard Advanced Encryption Standard (AES) algorithm with 256-bit strength encryption for improved security; and DataCore

Insight Services, a SaaS analytics platform for improved monitoring and management. DataCore SDS also offers Continuous Data Protection (CDP) for physical servers and virtual machines, as well as container hosts via Docker and Kubernetes plug-ins. DataCore SDS is used primarily for mission-critical, core IT, and edge use cases in small and midsize enterprises.

## Strengths

- DataCore integrates with existing Internet Small Computer System Interface (iSCSI) and FC storage area networks (SANs) and x86 servers, as well as enables independent scaling of compute and storage resources.
- DataCore provides a robust set of data services and price-competitive, scaled-down solutions, including a two-node high-availability configuration for ROBO computer rooms, edge deployments, and the data centers of small and medium enterprises.
- The company's pace of innovation has increased with greater focus on ease of implementation with a hardware appliance, security with data-at-rest encryption and improved management with DataCore Insight Services.

## Cautions

- Customers should watch for changes in strategic direction, as the company has undergone significant changes over the past year in leadership across sales, marketing, engineering and support.
- The company has deployed limited resources outside EMEA and the Americas and has few partnerships that can support customers in the Asia/Pacific (APAC) region.
- Some IT leaders cite poor support and channel partner knowledge as areas of concern.

## Dell EMC

Under its parent company, Dell Technologies, Dell EMC is a global provider of products and services spanning compute, storage and networking. This Magic Quadrant evaluates Dell EMC VxRail that began shipping in 2016. Dell EMC has introduced VxRail Analytical Consulting Engine (ACE), a cloud-based, centralized data collection and analytics platform to simplify the management of VxRail clusters. VMware Cloud Foundation (VCF) is available on the VxRail solution with full stack integration or customers can use VxRail's REST APIs for customizable cloud solutions. The leading use cases for Dell EMC VxRail are core IT, mission-critical, cloud, edge and virtual desktop infrastructure (VDI). Dell EMC develops software specifically for VxRail (for example, RecoverPoint and Smart Fabric Services) that is designed to enhance VMware functionality and ease of use for a number of use cases, including core IT.

## Strengths

- For IT leaders seeking mission-critical solutions, Dell EMC's VxRail has been deployed in a variety of mission-critical environments, including those running SAP HANA, Oracle RAC, Microsoft SQL, SAS Analytics and Splunk applications.
- Dell EMC has developed features and functions specifically for VxRail HCI System Software, like REST APIs and the VxRail ACE, and it provides tight integration with Dell EMC Networking platforms, which can offer advantages for IT leaders.
- For IT leaders needing HCI in multiple locations around the world, Dell EMC has a broad global sales and support reach that enables the sale and installation of VxRail in many geographies.

## Cautions

- Dell EMC supports a portfolio of HCI choices beyond VxRail, including Nutanix, vSAN ReadyNodes and Microsoft Storage Spaces, all of which can be confusing when IT leaders are trying to determine what is best for their situation.
- Dell EMC VxRail is tightly coupled with VMware, so it limits IT leaders to a single hypervisor option on the VxRail offerings.
- Some client feedback indicates that there can be inconsistencies in VxRail presales and installation customer experiences.

## HPE

Hewlett Packard Enterprise (HPE) is a global provider of professional services, software, servers, storage, networking and other IT infrastructure. The HPE SimpliVity hyperconverged solution was introduced in May 2017 as a result of HPE's acquisition of SimpliVity earlier that year.

The HCI solution, delivered as an appliance, integrates HPE servers, hypervisors (VMware or Hyper-V), SDS, backup and data services. HPE offers a guarantee on its data services, with notable data efficiency and reliability. Customers can acquire HPE SimpliVity through resellers, with a limited number of direct sales available. Recently, HPE added SimpliVity Validated Design for Google Cloud's Anthos for container-based private or hybrid cloud, and released AMD-based single-socket HPE SimpliVity 325 solution for ROBO and edge. In October 2019, HPE announced InfoSight integration with SimpliVity adding artificial intelligence for IT operations (AIOps) function benefits. HPE SimpliVity's most popular use cases are core IT, VDI, edge and mission-critical workloads.

## Strengths

- HPE is a trusted global technology provider with a well-established channel and mature worldwide sales, service and support capabilities.
- End users are expressing a high degree of satisfaction with HPE SimpliVity data efficiency (global in-line deduplication and compression), data protection and disaster recovery features.

- HPE offers flexible consumption models and has introduced the HPE GreenLake as-a-service offering based on metered usage, built-in support and managed services.

### Cautions

- For some large enterprises and service providers who are seeking a software-only solution supported on an array of server choices, SimpliVity will not be the right match, as it currently is not available as a software-only product.
- HPE SimpliVity is considered for only on-premises deployments, as it does not currently support native hybrid cloud workflows and has no integration with public cloud infrastructure as a service (IaaS) for virtualized workloads.
- Because HPE offers SimpliVity, broadened its HCI portfolio to include Nutanix, introduced dHCI and also sells the Synergy composable platform, IT leaders can find it challenging to determine which HPE solution is optimal for a given situation.

### Huawei

Huawei, a global infrastructure vendor based in China, leverages its FusionCube brand, which was an early integrated infrastructure system in 2013 and is now positioned as an HCI. The product includes storage, Huawei's own Kernel-based Virtual Machine (KVM) and Xen-based FusionSphere hypervisors, as well as support for VMware. The Huawei HCI solution is managed by FusionCube Center. For 2019, Huawei has targeted three initiatives: "Any workload, Any Site, One System"; "High Performance, High Reliability, Simple"; and "Hybrid Cloud-Native." FusionCube is used primarily by midsize businesses for high-density, server-virtualized workloads; VDI, database and mission-critical applications, including Oracle and SAP HANA; edge environments; and hybrid cloud installations. FusionCube's growth is a result of Huawei leveraging its networking business in Asia, Europe, Africa and South America. Huawei continues to be strong in China, and it is helped by its partnerships with SAP, Oracle and Microsoft, thus making Huawei a "provider of choice" for many customers seeking those solutions in China.

### Strengths

- FusionCube, positioned as HCI, is now established and proven in Asia and EMEA across many verticals.
- Huawei's customers benefit from the vendor's strong foundation of ecosystem partners, including Oracle, SAP, VMware, Microsoft, Red Hat and SUSE.
- Huawei's deal pipeline and installed base of network infrastructure make FusionCube appealing for IT leaders implementing use cases for cloud, edge, mission-critical and VDI.

### Cautions

- Huawei has limited market presence, third-party support and certification for its FusionCube and related products in North America and some other western geographies.

- IT leaders should qualify Huawei's strategic adjustments to address the inconsistency between product roadmap and delivery.
- IT leaders will want to compare FusionCube's storage functions, such as deduplication, backup and recovery tool integration, and management capabilities to more mainstream products to ensure adequate performance for their needs.

## Huayun Data Group

Huayun Data Group, founded in 2010, is a China-based private company that provides cloud and big data services. Huayun Data Group's flagship HCI offering is ArcherOS, which it offers within China, with Maxta continuing to be the brand offered outside China. Huayun Data Group launched ArcherOS in August 2019. ArcherOS is based on Maxta's core HCI and SDS technology that Huayun Data Group acquired in March 2019. Huayun Data Group has integrated its own technology with what it has acquired from Maxta to provide private and hybrid cloud capabilities. Huayun Data Group has also enabled the integration of ArcherOS with other technologies from security to independent software vendor (ISV) applications via its existing ecosystem of partners. Huayun Data Group intends to follow a dual-brand strategy by utilizing the ArcherOS name in China and retaining the Maxta name outside of China for an unspecified shorter term. Huayun Data Group's primary use cases, in order of importance, are cloud, core IT, VDI, edge and mission-critical. For the cloud use case, ArcherOS/Maxta seeks to bring more public-cloud-like operational efficiency to managed service providers (MSPs) and enterprises by enabling independent compute and storage scaling.

## Strengths

- Huayun Data Group supports a wide array of server hardware platforms with both ArcherOS and Maxta brands to give IT leaders many x86 server choices.
- IT leaders may find Huayun Data Group's cloud use-case experience appealing when combined with Maxta HCI functionality.
- Huayun Data Group offers single-node pricing for its software options that can make its HCI solutions appealing for IT leaders of small and medium enterprises and organizations with large-scale/small-node edge requirements.

## Cautions

- Huayun Data Group's dual-brand strategy of using both ArcherOS and Maxta may be confusing to IT leaders seeking an HCI deployment.
- IT leaders considering ArcherOS and Maxta may find that support capabilities vary by location due to Huayun Data Group's limited geographic footprint.
- IT leaders who prefer brands with more global levels of market recognition may decide not to consider ArcherOS and Maxta.

## Microsoft

Microsoft is a global, publicly held infrastructure software, application and public cloud service company founded in 1975. The company's HCI offering is Azure Stack HCI. Azure Stack HCI was introduced in the Windows Server 2019 Datacenter edition, which follows Microsoft's initial HCI offering based on Microsoft's Windows Server 2016 Datacenter edition, introduced in 2016. Azure Stack HCI includes Microsoft's Hyper-V hypervisor and Storage Spaces Direct for storage virtualization. Over the past year, Azure Stack HCI enhancements have included improved manageability through Windows Admin Center; integration with improved security; and Day 1 support for Samsung's Z-SSD, Intel Optane, AMD's EPYC and Intel's Xeon Scalable processors. Azure Stack HCI is used primarily for cloud, edge and core IT use cases.

### Strengths

- Microsoft provides organizations a comprehensive edge, core data center and cloud portfolio, with many common components and familiar management tools.
- Existing Microsoft Windows Server 2016/2019 Datacenter edition customers can implement HCI without paying additional license fees for hypervisors, management, software-defined networking, security or storage virtualization.
- Organizations have a wide range of platform and acquisition options, as Microsoft's Azure Stack HCI is supported on more than 2,000 devices and 134 prevalidated Azure Stack HCI SKUs. Microsoft has a rich, global network of reseller and system integrator partners.

### Cautions

- Many organizations are unaware of Azure Stack HCI or confuse Azure Stack HCI with Azure Stack, as it is insufficiently marketed within Microsoft's broad portfolio.
- Organizations that have standardized on market-share-leading VMware ESXi cannot use Microsoft's Azure Stack HCI without migrating to Hyper-V.
- Since Microsoft does not report revenue for the Azure Stack HCI product and measures adoption based on telemetry data, it is not included in some analysis reports, which measure revenue share. IT organizations may face resistance from senior management due to the lack of inclusion.

## Nutanix

Founded in 2009, Nutanix was the early market and mind share leader in the HCI space since 2011. Nutanix's HCI solution is composed of its software-defined stack: Software-defined storage; AOS; an infrastructure control plane, Prism; and optionally its hypervisor, AHV. Over the last two years, Nutanix has evolved from a vendor of HCI system appliances and data services, to a provider of a broad portfolio of software solutions and cloud services. Over the past year, Nutanix introduced a database-as-a-service offering (Nutanix Era), application self-service and app life cycle management (Nutanix Calm), S3 object storage (Nutanix Objects), file storage services (Nutanix

Files) and Xi Leap disaster recovery service. Nutanix offers subscription, term-based software licenses that are portable across hardware platforms and clouds. IT leaders deploy the Nutanix HCI solution for core IT, VDI, cloud and mission-critical use cases.

### Strengths

- Nutanix has established itself as a leading HCI solution provider, which has contributed to significant traction in large enterprises and resulted in multimillion-dollar purchases by repeat and new customers across multiple industries and geographies.
- The Nutanix HCI software platform attracts IT leaders who prioritize flexibility because it supports multiple third-party servers, storage protocols and hypervisors, as well as a broad range of procurement and deployment options.
- Customers and end-user references continue to report positive support and service experiences, which contribute to strong customer loyalty.

### Cautions

- Nutanix's transformation to a software company model triggered some IT leaders to question the company's long-term operational consistency in the areas of hardware integration, seamless global support and robustness of third-party server OEM solutions.
- Nutanix Xi Clusters' integration with Amazon Web Services (AWS) public cloud is still a nascent offering that is currently in tech preview.
- Cultural resistance within some infrastructure teams to adopting Nutanix's native virtualization (AHV) prevents IT leaders from taking full advantage of additional Nutanix stack offerings.

### Pivot3

Pivot3 was founded in 2002, and it is a provider of automated and intelligent HCI solutions for on-premises, edge or cloud environments. Acuity is Pivot3's HCI offering. Pivot3 started shipping HCI solutions in 2008. Pivot3 has incorporated new security policy management features, including policy-based data-at-rest encryption and algorithm offloading. Pivot3 offers its Virtual Security Operations Center (SOC), which allows customers to replace expensive-to-manage graphics-enabled workstations with an HCI solution that delivers secure client desktops to security operators or first responders at any location. The primary use cases for Pivot3's HCI are mission-critical, VDI, core IT, edge and cloud. Pivot3's largest defense and intelligence deployments are advanced VDI use cases. Pivot3 leverages its own automation to facilitate functionality for both core IT and cloud use cases.

### Strengths

- IT leaders have two main Pivot3 Acuity series options — the Acuity Datacenter Series and the Acuity IoT-Surveillance Series — from which they can choose, depending on specific use-case needs.

- Pivot3 offers its analytics and VDI features for large-scale, demanding applications in the higher education, healthcare and federal markets. IT leaders will appreciate Pivot3's prescriptive solutions and templates for use cases.
- For IT and security leaders in healthcare, defense, transportation and hospitality, Pivot3's platform is designed to ensure that video solutions meet both the high-performance and reliability needs of those environments. Due to increasing demand for video analytics, Pivot3 has enhanced its solutions to meet those needs.

## Cautions

- IT leaders seeking core IT and cloud HCI solutions may opt not to consider Pivot3 because of Acuity's lower market penetration outside of video surveillance and VDI use cases.
- For IT leaders seeking hypervisors beyond VMware, Pivot3's integrated hypervisor support is limited to ESXi, although other hypervisors such as Hyper-V or KVM can be supported as external hosts to a Pivot3 HCI system.
- When engaging with Pivot3 working in conjunction with an OEM partner, IT leaders should ensure that project management expectations and timelines are well documented and agreed to ahead of deployments.

## Red Hat

Red Hat is a global provider of Linux-based open-source software for enterprise on-premises and hybrid cloud subscriptions and maintenance contracts — and since July 2019, Red Hat is now a wholly owned subsidiary of IBM. Red Hat Hyperconverged Infrastructure for Virtualization was released in June 2017 on top of its Red Hat Virtualization product, which uses the KVM hypervisor and Gluster Storage virtualization. Red Hat released Red Hat Hyperconverged Infrastructure for Cloud in 2018, which is built on its Red Hat Ceph Storage and Red Hat OpenStack Platform as core components in the solutions. Red Hat has expanded its HCI for Cloud offering to its virtualization offering, which includes integrated deduplication and compression capability via the acquisition of Permabit and a unified life cycle for OpenStack and Ceph Storage technologies. Red Hat restructured its business organization and built a dedicated marketing function to drive internal and outbound awareness, promotion, product readiness, and sales enablement for its HCI solution. Red Hat's HCI offering should be considered predominantly for cloud, core IT and mission-critical use cases for customers and providers adopting Red Hat Linux, Virtualization and hybrid cloud-based OpenStack deployments.

## Strengths

- Customers with Red Hat Linux and OpenShift initiatives have an open-source HCI offering to consider as part of a single vendor's broader virtualization and storage catalog.
- Red Hat's HCI offering is an alternative for existing Red Hat customers and new customers seeking a single-vendor, integrated experience specifically for edge, data center, hybrid and cloud infrastructure use cases.

- Red Hat has a combined OS, virtualization, storage and cloud management toolset to manage HCI that leverages Red Hat's depth of Linux and open-source software expertise.

### Cautions

- Red Hat's strong support for Linux, virtualization and cloud offerings still needs to be extended to Red Hat's HCI.
- Red Hat's currently low market penetration with HCI may cause some IT leaders to be reluctant to consider it.
- IBM's acquisition of Red Hat may cause some IT leaders to wait to see the longer-term effects on Red Hat's HCI initiatives.

### Sangfor Technologies

Sangfor Technologies, founded in 2000, with headquarters in the People's Republic of China, is a publicly held developer of IT infrastructure, security and cloud solutions. Sangfor's HCI offering is Sangfor HCI. Sangfor shipped its first HCI solution in 2015 and initially focused on Oracle RAC, but now supports a broader range of enterprise applications. Over the past 12 months, Sangfor has focused on expansion beyond its home country and Asia, with notable expansion in select countries in Europe and the Middle East. Sangfor has also launched Sangfor Community, which provides a knowledge base, online technical support, installation and configuration guides, and a community forum. Sangfor aCloud is used primarily for mission-critical, core IT and VDI use cases in midsize enterprises.

### Strengths

- Organizations in the People's Republic of China, where more than 90% of Sangfor HCI sales occur, will benefit from a mature support organization that can meet needs within the local market.
- Sangfor provides a cost-competitive alternative for small and medium enterprises.
- Sangfor has developed an industry-vertical approach to the market, creating partnerships with ISVs, deploying vertically focused sales teams, and developing knowledge of regulations to meet the needs of manufacturing, government, healthcare and education organizations.

### Cautions

- Local support resources may be limited outside of the People's Republic of China, Italy, Thailand, Malaysia, Indonesia, the Philippines, South Korea and Singapore.
- Sangfor has limited integration with ecosystem partners when compared with its larger international competitors.
- Sangfor is not cost-competitive in edge locations.

## Scale Computing

Scale Computing, founded in 2007, with headquarters in the U.S., is a global provider of HCI. Scale Computing's HCI offering is HC3. Scale Computing began shipping HC3 in 2012. Scale Computing recently introduced the HE500 model for edge computing environments, with cost-competitive pricing per node. Scale Computing also established an OEM agreement with Acronis to provide long-term on-premises or cloud backup and bare-metal restore to non-HC3 systems, and ransomware protection of backups. Scale Computing introduced Intel Cascade Lake processors in the HC1000 and HC5000 product series for improved VDI performance. HC3 is used primarily in edge and ROBO deployments and the primary data centers of small and medium enterprises for business-critical and consolidation workloads.

### Strengths

- For organizations seeking independent peer validation of HC3's fit for their specific use case, Scale Computing provides access to more than 900 case studies and customer reviews.
- Scale Computing offers extremely low-cost solutions that require limited hardware investment for edge locations by providing resource-efficient, full-stack software that includes Scale Computing's own KVM-based hypervisor.
- Scale Computing is making major investments to expand API-based orchestration and third-party tool integrations to enable customers to manage widely distributed infrastructure and applications.

### Cautions

- IT leaders who wish to leverage existing skills and enterprise license agreements for Microsoft Hyper-V or VMware ESXi will find Scale Computing less appealing.
- Support for organizations with deployment sites outside the U.S. may find limited support, as more than 80% of Scale Computing's bookings are currently in the U.S., and OEM partnerships that expand Scale Computing's reach outside the U.S. are new.
- Scale Computing is not a fit for large organizations seeking a standardized core-to-edge-to-cloud strategy, as the company lacks a cloud and large-data-center offering.

## StarWind

Founded in 2008, StarWind develops HCI and SDS solutions. StarWind's HCI offering is the StarWind HyperConverged Appliance (HCA). StarWind first started shipping an HCI solution in 2009. The vendor also enables hardware-agnostic offerings with its StarWind Virtual SAN (VSAN) HCI software and sells a backup appliance, the StarWind Virtual Tape Library Appliance (VTLA). StarWind has honed its marketing focus to bring enterprise-level HCI features to the small and medium enterprise market at appealing costs. Over the past year, StarWind has introduced its Command Center, Virtual Appliance and ProActive Premium Support Extended as enhancements to its HCI offerings. StarWind has been expanding its channel partner relationships outside of its base

country of the U.S. to grow business in EMEA, Asia/Pacific and Japan. The StarWind HCA primary use cases are edge, mission-critical, core IT, VDI and cloud. StarWind focuses on specific features for each use case like high availability and high performance for edge, storage replication to prevent downtime and data loss for mission-critical workloads, and simplicity and flexibility for core IT.

### Strengths

- For IT leaders seeking low-cost solutions with high availability, StarWind offers either a single cluster of two physical on-site nodes, or one physical on-site node and one virtual node in the cloud.
- For IT leaders seeking specific features and functions, StarWind offers a high level of customization through its engineering teams.
- StarWind's NVMe over Fabrics (NVMe-oF) support for Windows Server uses significantly less compute resources than nonfabric NVMe solutions for Windows.

### Cautions

- For IT leaders desiring larger providers with greater resources, StarWind's small company size may bar it from consideration.
- For IT leaders requiring an HCI provider with broad market penetration and brand recognition, StarWind may not make their shortlists.
- As StarWind grows its small and medium enterprise business, its support approach of utilizing its relatively small engineering team may create concerns for some IT leaders who question StarWind's ability to scale support quality across all of StarWind's customers.

### StorMagic

StorMagic, founded in 2006, with headquarters in England, is a privately held developer of storage virtualization and HCI solutions. StorMagic's HCI product is SvSAN. SvSAN began shipping in 2008. StorMagic recently introduced StorSecure encryption with integrated key management; three-node high availability clustering that enables continuous availability in the event of a double-node failure; and open KVM support. StorMagic's SvSAN is used primarily for mission-critical applications running in edge and ROBO locations ranging from medium to very large businesses across all major regions: the Americas, EMEA and Asia/Pacific. StorMagic is also deployed in the core data centers of small and medium enterprises.

### Strengths

- StorMagic has a consistent focus on cost-effective, simple-to-manage solutions for ROBO and edge environments, and it enables two-node, HA solutions for less than \$10,000 per site (inclusive of hardware, software and maintenance).
- StorMagic SvSAN supports asynchronous scaling of compute and storage, supports dissimilar HCI nodes to avoid server vendor lock-in and enables HA upgrades in "brownfield"

deployments. It also has a resource-efficient software design that minimizes compute, memory, storage and network requirements.

- StorMagic's SvSAN provides hypervisor flexibility with support for VMware ESXi, Microsoft Hyper-V and open KVM.

## Cautions

- Despite being in operation for more than 13 years and having large deployments in global enterprise customers, StorMagic has limited brand awareness.
- StorMagic has no offerings for organizations seeking a single-vendor, core-to-edge-to-cloud solution, and it does not integrate directly with any cloud providers.
- StorMagic does not offer data deduplication, compression or erasure coding, limiting its fit for larger-storage-capacity requirements.

## VMware

VMware is a provider of virtualization and cloud infrastructure solutions that is publicly listed and majority-owned by Dell Technologies. VMware vSAN is a software-defined storage product that serves as the foundation of VMware's HCI and is natively integrated with the vSphere hypervisor. VMware expanded HCI on-premises to offer VMware Cloud Foundation (VCF), which consists of vSphere, vSAN, NSX (network virtualization) and vRealize (advanced management), along with life cycle automation for Day 0 to Day 2 operations, to accelerate private cloud deployments. VCF is also deployed on VMware Cloud on AWS, Microsoft Azure, Alibaba Cloud, Oracle Cloud, IBM Cloud and Google Cloud Platform as well as a private-cloud-managed service, VMware Cloud on Dell EMC, enabling consistent infrastructure and operations for hybrid cloud deployments. VMware's HCI can be deployed on vSAN ReadyNodes or as an appliance from Dell Technologies, VxRail. vSAN ReadyNodes are jointly certified by both VMware and more than 15 OEM vendors, including Atos, Acer, Cisco, Dell EMC, Ericsson, Fujitsu, HPE, Hitachi Vantara, IBM Inspur, Intel, Lenovo, NEC, Quanta Cloud Technology (QCT), Supermicro and Toshiba.

New capabilities in the latest update of vSAN 6.7 are focused on more consistent performance, simplification of some aspects of operations and management, and native support for persistent storage for containers. vSAN is deployed for a broad range of use cases across both midsize businesses and global enterprises.

## Strengths

- VMware can be deployed as software only, through validated designs or turnkey appliances, as well as an HCI-as-a-service offering on-premises or as public cloud IaaS, to meet diverse needs of enterprise IT organizations.
- VMware has a large and loyal installed base and is considered by infrastructure and operations (I&O) leaders as one of the most trusted global IT software solution providers.

- The VMware Cloud on AWS managed service attracts IT leaders looking to deploy the VMware HCI stack across on-premises and public cloud IaaS.

### Cautions

- VMware's HCI offering is not suitable for IT leaders who are looking to build a hypervisor-independent infrastructure platform.
- VMware's HCI offering does not include production support for applications requiring unstructured data services, causing IT leaders to deploy third-party solutions for file and object services.
- Gartner clients note that VMware HCI deployments for complex large-scale configurations require careful planning and that these deployments may take a long time for hardware selection, integration and maintenance.

### Vendors Added and Dropped

We review and adjust our inclusion criteria for Magic Quadrants as markets change. As a result of these adjustments, the mix of vendors in any Magic Quadrant may change over time. A vendor's appearance in a Magic Quadrant one year and not the next does not necessarily indicate that we have changed our opinion of that vendor. It may be a reflection of a change in the market and, therefore, changed evaluation criteria, or of a change of focus by that vendor.

#### Added

Huayun Data Group was added because of its acquisition of Maxta.

Sangfor Technologies was added because it met the inclusion criteria.

#### Dropped

Maxta was dropped because it was acquired by Huayun Data Group.

## Inclusion and Exclusion Criteria

To qualify for inclusion in the HCI Magic Quadrant, vendors need to meet the following criteria.

### Functional Criteria

Included HCI vendors must:

- Provide an integrated software stack, which includes unified management, software-defined compute (SDC), storage and, optionally, networking.
- Combine VM and SDS resources, both running on the same physical servers, as the primary deployment method.

- Virtualize local, internal and direct-attached storage (DAS), rather than shared, networked storage, such as a SAN and/or network-attached storage (NAS).
- Provide a mechanism to pool internal and direct-attached primary storage across servers into logical, abstracted virtual storage.
- Develop the storage and data management services integrated in the offering.

## Business Criteria

Eligible HCI vendors must:

- For each product to be evaluated, provide evidence of a minimum of 100 production customers brought to revenue in at least two of the major geographies. These are the Americas; EMEA; the APAC region; and Japan — in the 12 months ending 31 August 2019.
- Deliver complete Level 1 (call center/service desk) and Level 2 (escalation) support either directly or through a contracted services provider to facilitate quick and easy problem resolution. However, Level 3 (engineering) support can be delivered separately, based on vendors' engineering partnerships.
- Deliver solutions that meet user requirements in at least four of the use cases identified in the Critical Capabilities for Hyperconverged Infrastructure research.
- Deliver the product or products to be evaluated in the Critical Capabilities in general availability by 31 August 2019.

## Evaluation Criteria

### Ability to Execute

Gartner analysts evaluate technology providers on the quality and efficacy of the processes, systems, methods and procedures that enable IT provider performance to be competitive, efficient and effective, and to positively impact revenue, retention and reputation. Ultimately, technology providers are judged on their ability and success in capitalizing on their vision.

**Product or Service:** This criterion evaluates core goods and services offered by the technology provider that compete in/serve the defined market. This includes current product/service capabilities, quality, feature sets, skills and so on, whether offered natively or through OEM agreements/partnerships as defined in the Market Definition/Description section and detailed in the subcriteria.

**Overall Viability:** This includes an assessment of the overall organization's financial health, and the financial and practical success of the business unit. This also includes the likelihood of the individual business unit to continue to invest in the product, continue offering the product and

advancing the state of the art within the organization's portfolio of products. The growing proportion of startups in the industry require validation of business models and investment risk.

**Sales Execution/Pricing:** This criterion refers to the vendor's capabilities in all presales activities and the structure that supports them. This includes deal management, pricing and negotiation, presales support, and the overall effectiveness of the sales channel.

**Market Responsiveness/Record:** The ability to respond, change direction, be flexible and achieve competitive success as opportunities develop, competitors act, customer needs evolve and market dynamics change. This criterion also considers the vendor's history of responsiveness. The dynamics in the market require increasing flexibility.

**Marketing Execution:** The clarity, quality, creativity and efficacy of programs designed to deliver the vendor's message in order to influence the market, promote the brand and business, increase awareness of products, and establish positive identification with the product/brand and organization in buyers' minds are evaluated. This mind share can be driven by a combination of publicity, promotional, thought leadership, word-of-mouth and sales activities.

**Customer Experience:** This includes relationships, products and services/programs that enable clients to be successful with the products evaluated. Specifically, this includes the ways customers receive technical support or account support. This can also include ancillary tools, customer support programs (and the quality thereof), availability of user groups, service-level agreements and so on. Conservative buyers will consider references critical in this emerging market.

**Operations:** The ability of the organization to meet its goals and commitments is evaluated. Factors include the quality of the organizational structure, including skills, experiences, programs, systems and other vehicles that enable the organization to operate effectively and efficiently on an ongoing basis.

Table 1. Ability to Execute Evaluation Criteria

Evaluation Criteria	Weighting
Product or Service	High
Overall Viability	High
Sales Execution/Pricing	Medium
Market Responsiveness/Record	High
Marketing Execution	Medium
Customer Experience	High
Operations	Low

Source: Gartner (November 2019)

## Completeness of Vision

Gartner analysts evaluate technology providers on their ability to convincingly articulate logical statements about current and future market direction, innovation, customer needs and competitive forces, and how well they map to the Gartner position. Ultimately, technology providers are rated on their understanding of how market forces can be exploited to create opportunity for the provider.

**Market Understanding:** The ability of the vendor to understand buyers' needs and to translate these needs into products and services are evaluated. Vendors that show the highest degree of vision will listen and understand buyers' wants and needs, and can shape or enhance those wants with their added vision. This is a relatively new market and continues to evolve.

**Marketing Strategy:** This criterion refers to a clear, differentiated set of messages consistently communicated throughout the organization, externalized through the website, advertising, customer programs and positioning statements. The constant stream of new entrants puts pressure on positioning and the ability to differentiate.

**Sales Strategy:** This refers to the strategy for selling products that uses the appropriate network of direct and indirect sales, marketing, service, and communication affiliates that extend the scope and depth of market reach, skills, expertise, technologies, services and the customer base.

**Offering (Product) Strategy:** This criterion evaluates a vendor's approach to product development and delivery that emphasizes differentiation, functionality, methodology and feature set as they map to current and future requirements. Strong strategy is required for product differentiation.

**Business Model:** The soundness and logic of a technology provider's underlying business proposition are evaluated.

**Vertical/Industry Strategy:** This refers to the technology provider's strategy to direct resources, skills and offerings to meet the specific needs of individual market segments.

**Innovation:** Direct, related, complementary and synergistic layouts of resources, expertise or capital for investment, consolidation, defensive or preemptive purposes are evaluated. Emerging technologies must be addressed and integrated.

**Geographic Strategy:** This refers to the vendor's strategy to direct resources, skills and offerings to meet the specific needs of geographies outside the "home" or native geography, either directly or through partners, channels and subsidiaries, as appropriate for that geography and market.

Table 2. Completeness of Vision Evaluation Criteria

Evaluation Criteria	Weighting
Market Understanding	High
Marketing Strategy	Medium
Sales Strategy	Medium
Offering (Product) Strategy	High
Business Model	Medium
Vertical/Industry Strategy	Medium
Innovation	High
Geographic Strategy	Medium

Source: Gartner (November 2019)

## Quadrant Descriptions

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### Leaders

Leaders will typically be able to execute strongly across multiple geographies, verticals, use cases and deployment models. They will have a support and channel organization that ensures a high-quality customer experience regardless of whether the solution is purchased directly or through resellers, integration partners or OEMs.

### Challengers

Challengers are typically vendors whose achievements, while significant, are based on a narrower subset of the market, having gaps in geographic coverage, product portfolios and use cases. These vendors have the potential to establish themselves across the broader, global market, but have not yet done so.

### Visionaries

Visionaries are typically vendors that are focusing on strong innovation and product differentiation, with the potential to significantly disrupt the market if execution improves. These may be smaller vendors with limited reach or achievement to date, or larger vendors with innovation programs that are still unproven.

## Niche Players

Niche Players are typically vendors with market programs focused on a limited set of geographies, deployment models, customer segments or use cases. These vendors have met the inclusion criteria and may address their specific market category effectively.

## Context

All hyperconverged integrated systems include HCI software, but HCI software is not limited to a system (hardware appliance) deployment model. Software-only/bring-your-own-server, reference architectures, cloud and as-a-service deployments are growing, placing pressure on HCIS appliance vendors to consider software-only deployment options and to reduce hardware dependencies, which offsets the simplicity and agility of HCIS appliance models. The advantages of software-only deployments, which include the avoidance of hardware vendor lock-in, are at least somewhat offset by the added complexity of the support model and inability of software-only vendors to test and certify the myriad configuration options customers may choose. Vendors with software-only options are expanding their OEM partnerships and server certifications to provide greater choice and an improved support experience.

One limitation of the traditional HCIS appliance model is that compute, storage and networking do not scale in tandem for all workloads. To compete across the broadest range of workloads, more vendors are offering compute-only and storage-only nodes. Because resource and performance requirements vary substantially by workload, Gartner continues to recommend that I&O leaders conduct a proof of concept (POC) to evaluate the compute, storage and networking requirements of their workloads running on HCI. I&O leaders also should estimate the component growth requirements to determine the need for asymmetrical scaling. The POC should include a careful analysis of performance during node failures, the increase in risk during node failures and the time to recover from node failures.

Although there are multiple 100-node-plus deployments today, most HCI implementations can be measured in tens of nodes or fewer. Even large deployments tend to be segmented into smaller clusters, but with centralized management across clusters. As HCI becomes more broadly adopted across a broader range of nonhomogeneous workloads, requirements will increase for HCI to operate more autonomously, including the capability to automatically provision, rebalance, adapt to meet quality of service (QoS) requirements, detect anomalies, and prevent failures and data loss. When HCI is deployed at large scale, these capabilities will be both increasingly necessary and key points of vendor differentiation.

One of the attractions of integrated systems and HCI is the potential to create a cloudlike provisioning model while maintaining physical control of IT assets and data on-premises in the data center, remote site or branch office. Over the next few years, cloud deployment models will become increasingly important to meet both short-term scale-up/scale-down requirements and backup and disaster-recovery requirements. An important question for users is whether HCI is a stepping stone to the cloud or a “foreseeable future” resting place for applications; and ultimately, whether it is a

good alternative to the public cloud from performance, manageability at scale and cost perspectives.

The adoption of HCI-based solutions continues to grow, but, outside of smaller organizations, HCI is unlikely to become a full-service platform for IT services across all workloads. I&O leaders should evaluate HCI solutions and select vendors and products not because HCI or that vendor is rapidly growing, but because it fits their particular use case, growth expectations and application architecture direction. HCI is likely to become yet another silo to manage, so integration with higher-level management frameworks (including cloud, container and security management) becomes key to supporting an already overtaxed operations staff.

Adopting technology innovation must be business-led, not technology-driven. There is no ideal integrated system or “endgame” infrastructure. New hardware and software innovations will continue to appear, moving the goalposts and pushing the boundaries of infrastructure design and delivery. Consolidation, rationalization and virtualization set the foundation for ultimately delivering integrated systems like hyperconverged, SDI and composable infrastructure.

## Market Overview

HCI is a market that has significant overlap with the hyperconverged integrated system submarket of integrated systems. The two, however, cannot be equated, as HCI includes flexible deployment and sourcing models that extend to cloud, on-premises as a service, bring your own hardware, reference architectures, and OEM or branded appliances. At one extreme, vendors that offer multiple HCIS solutions may not develop any of their own HCI software. Conversely, HCI software vendors may partner with multiple hardware, software and cloud providers to deliver their solutions to market.

As HCI vendors expand their deployment options to include more cloud providers, such as Amazon, Google and Microsoft, acquisition activity increasingly is focused on tools and capabilities to monitor, secure, manage, optimize, and govern diverse on-premises and cloud deployments.

Many partners in the HCI market are also competitors, and I&O leaders must remain cognizant of the sometimes conflicting priorities and incentives of HCI vendors and their partners as well as rapidly expanding HCI partner networks. Full-stack infrastructure software suppliers, such as Microsoft, VMware and Red Hat, pose interesting partnership challenges, as each has significant HCI opportunities within their substantial installed base of customers. Vendors that have more hypervisor-neutral — or at least hypervisor-flexible — offerings may have advantages for customers that want to avoid hypervisor lock-in. I&O leaders pursuing multihypervisor strategies should carefully evaluate the ability of solution providers to deliver simplicity at the management layer. Cloud providers Amazon and Google, together with Microsoft, which already has a substantial position in the market, could ultimately disrupt the entire HCI market as they further extend their cloud offerings to on-premises infrastructure. Meanwhile, I&O leaders will have an alternative to public cloud and private data centers by leveraging IaaS providers that use simpler-to-manage HCI for their own infrastructure.

## Gartner Recommended Reading

*Some documents may not be available as part of your current Gartner subscription.*

“Assessing Hyperconverged Infrastructure for Mixed Workloads”

“Toolkit: Sample RFP for Hyperconverged Infrastructure”

“Evolution of Virtualization: VMs, Containers, Serverless — Which to Use When?”

“How Markets and Vendors Are Evaluated in Gartner Magic Quadrants”

### Evidence

This Magic Quadrant is based on vendors’ written responses to an extensive Gartner survey, vendor presentations, reference customer surveys, Gartner interviews with vendor partners and competitors, Gartner client inquiries, and independent validation of vendor claims through assessment of third-party resources.

### Evaluation Criteria Definitions

#### Ability to Execute

**Product/Service:** Core goods and services offered by the vendor for the defined market. This includes current product/service capabilities, quality, feature sets, skills and so on, whether offered natively or through OEM agreements/partnerships as defined in the market definition and detailed in the subcriteria.

**Overall Viability:** Viability includes an assessment of the overall organization's financial health, the financial and practical success of the business unit, and the likelihood that the individual business unit will continue investing in the product, will continue offering the product and will advance the state of the art within the organization's portfolio of products.

**Sales Execution/Pricing:** The vendor's capabilities in all presales activities and the structure that supports them. This includes deal management, pricing and negotiation, presales support, and the overall effectiveness of the sales channel.

**Market Responsiveness/Record:** Ability to respond, change direction, be flexible and achieve competitive success as opportunities develop, competitors act, customer needs evolve and market dynamics change. This criterion also considers the vendor's history of responsiveness.

**Marketing Execution:** The clarity, quality, creativity and efficacy of programs designed to deliver the organization's message to influence the market, promote the brand and business, increase awareness of the products, and establish a positive identification with the product/brand and organization in the minds of buyers. This "mind share" can

be driven by a combination of publicity, promotional initiatives, thought leadership, word of mouth and sales activities.

**Customer Experience:** Relationships, products and services/programs that enable clients to be successful with the products evaluated. Specifically, this includes the ways customers receive technical support or account support. This can also include ancillary tools, customer support programs (and the quality thereof), availability of user groups, service-level agreements and so on.

**Operations:** The ability of the organization to meet its goals and commitments. Factors include the quality of the organizational structure, including skills, experiences, programs, systems and other vehicles that enable the organization to operate effectively and efficiently on an ongoing basis.

#### Completeness of Vision

**Market Understanding:** Ability of the vendor to understand buyers' wants and needs and to translate those into products and services. Vendors that show the highest degree of vision listen to and understand buyers' wants and needs, and can shape or enhance those with their added vision.

**Marketing Strategy:** A clear, differentiated set of messages consistently communicated throughout the organization and externalized through the website, advertising, customer programs and positioning statements.

**Sales Strategy:** The strategy for selling products that uses the appropriate network of direct and indirect sales, marketing, service, and communication affiliates that extend the scope and depth of market reach, skills, expertise, technologies, services and the customer base.

**Offering (Product) Strategy:** The vendor's approach to product development and delivery that emphasizes differentiation, functionality, methodology and feature sets as they map to current and future requirements.

**Business Model:** The soundness and logic of the vendor's underlying business proposition.

**Vertical/Industry Strategy:** The vendor's strategy to direct resources, skills and offerings to meet the specific needs of individual market segments, including vertical markets.

**Innovation:** Direct, related, complementary and synergistic layouts of resources, expertise or capital for investment, consolidation, defensive or pre-emptive purposes.

**Geographic Strategy:** The vendor's strategy to direct resources, skills and offerings to meet the specific needs of geographies outside the "home" or native geography, either directly or through partners, channels and subsidiaries as appropriate for that geography and market.

**GARTNER HEADQUARTERS****Corporate Headquarters**

56 Top Gallant Road  
Stamford, CT 06902-7700  
USA  
+1 203 964 0096

**Regional Headquarters**

AUSTRALIA  
BRAZIL  
JAPAN  
UNITED KINGDOM

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RESOLUTION

NO: [Title]

LIVINGSTON COUNTY

DATE: Click or tap to enter a date.

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## **Resolution Authorizing the Purchase of a CISO Network Core Switch to Mitigate the County's Exposure to Data Loss - Information Technology**

**WHEREAS,** IT recommends the purchase of a Cisco network core switch to replace the current switch that has been in place since 2010 and was end of life in 2012. Cisco no longer supports the switch's firmware upgrades. This purchase needs to be completed as swiftly as possible to help mitigate the County's exposure to data loss or other disasters; and

**WHEREAS,** this switch is the nucleus of our county data network; it is similar to the body's spinal column, as all of our county's network traffic flows through this device. Traffic from our Courts, 911, Sheriff's Office, Health Department, other essential county departments, and some local municipalities is constantly running through this switch; and

**WHEREAS,** core switches have a recommended 10-year life cycle. The need to keep up with security patches and system requirements in our technology infrastructure is essential. The benefits of replacing the current switch with a next generation switch include, increased scale and performance, improved server and application responsiveness and speeds, streamlined server management and administration, and fiscal diligence by utilizing both contract and special pricing; and

**WHEREAS,** there are current pricing advantages to using a contract for the physical hardware, software, and labor costs. This project was included in the Livingston County Capital Improvement Plan and was funded for the 2020 fiscal year. The project's estimate in the Capital Improvement Plan project was \$140,000; and

**WHEREAS,** in compliance with the Procurement Policy, it is recommended to purchase from Logicalis, Inc. utilizing the NASPO ValuePoint Cooperative Purchasing Program, through the State of Michigan contract for an amount of \$82,703; and

**WHEREAS,** Logicalis has been Livingston County's trusted Cisco partner since 2012. This is highly specialized installation, which requires expert level familiarity with Cisco core switch replacement. Prior knowledge of the County's infrastructure is also highly encouraged.

**THEREFORE BE IT RESOLVED** that the Livingston County Board of Commissioners hereby approves and authorizes a purchase order to be issued to Logicalis, Inc. for the purchase of a network core switch amount not to exceed \$82,703.

**BE IT FURTHER RESOLVED** that the Livingston County Board of Commissioners hereby authorizes the Treasurer to transfer an amount not to exceed \$82,703 from F403 Capital Improvement to F636 Information Technology for the network core switch project.

**BE IT FURTHER RESOLVED** that the Chairman of the Livingston County Board of Commissioners is authorized to sign all forms, assurances, contracts/agreements, renewals and future amendments for monetary and contract language adjustments related to the above upon review and/or preparation of Civil Counsel.

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MOVED:  
SECONDED:  
CARRIED:

**Livingston County  
Information Technology  
Department**

# Memo

**To:** Livingston County Commissioners, Livingston County Administrator Cindy Catanach

**From:** Kristoffer Tobbe  
Livingston County Chief Information Officer

**Date:** May 15, 2020

**Re:** Livingston County Data Center Switch Core Replacement Project

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## Core Network Switch Replacement

At this time, IT recommends the purchase of a Cisco network core switch to replace the current switch that has been in place since 2010 and was end of life in 2012. Cisco no longer supports the switch's firmware upgrades. This purchase needs to be completed as swiftly as possible to help mitigate the County's exposure to data loss or other disasters.

This switch is the nucleus of our County data network; it is similar to the body's spinal column, as all of our County's network traffic flows through this device. Traffic from our Courts, 911, Sheriff's Office, Health Department, other essential county departments, and some local municipalities is constantly running through this switch.

Core switches have a recommended 10-year life cycle. The need to keep up with security patches and system requirements in our technology infrastructure is essential. The benefits of replacing the current switch with a next generation switch include, increased scale and performance, improved server and application responsiveness and speeds, streamlined server management and administration, and fiscal diligence by utilizing both contract and special pricing.

There are current pricing advantages to using a contract for the physical hardware, software, and labor costs. This project was included in the Livingston County Capital Improvement Plan

and was funded for the 2020 fiscal year. The project's estimate in the Capital Improvement Plan project was \$140,000. The negotiated price for the switch replacement is \$82,702.95. This pricing is 56% below retail price and average.

It is recommended that we utilize the State of Michigan's NASPO contract to purchase this data center expansion through our proven and trusted partner, Logicalis. Logicalis has been Livingston County's trusted Cisco partner since 2012. This is highly specialized installation, which requires expert level familiarity with Cisco core switch replacement. Prior knowledge of the County's infrastructure is also highly encouraged.

Finance options are available through Cisco Financial. There are very favorable terms that would help to smooth the purchase costs, though IT would not recommend financing technology beyond 36 months.

This purchase would be made in accordance with the County's procurement policy from Resolution #2018-11-189, which was approved by the Livingston County Board on November 19, 2018.

From Section 1: Source Selection & Contract Formation, Sub-Section H: Cooperative Purchasing/Procurement Programs. "Notwithstanding any other provision of this policy, the County may make or authorize the purchase of supplies, equipment or services available through cooperative purchasing/procurement programs and other associations. The decision to purchase from these programs shall be made by the Board of Commissioner's after consultation with the department and considering among other issues: delivery, packaging, minimum order requirements, follow-up service if applicable, product/equipment quality. Bidding requirements shall be waived if it is determined to be in the best interest of the County based on written communication to support the County's findings. The County Administrator is authorized to enter into necessary agreements or contracts on behalf of the County. State of Michigan Extended Purchasing Program (such as MiDeal or other like programs) can be used instead of the normal bidding process."

### **Additional information:**

Definition - What does Core Switch mean?

A core switch is a high-capacity switch generally positioned within the backbone or physical core of a network. Core switches serve as the gateway to a wide area network (WAN) or the Internet - they provide the final aggregation point for the network and allow multiple aggregation modules to work together.

A core switch is also known as a tandem switch or a backbone switch. A backbone or core is a part of computer network that interconnects various pieces of network, providing a path for the exchange of information between different LANs or subnetworks. A backbone can tie together diverse networks in the same building, in different buildings in a campus environment, or over wide areas. Normally, the backbone's capacity is greater than the networks connected to it.

A large corporation that has many locations may have a backbone network that ties all of the locations together, for example, if a server cluster needs to be accessed by different

departments of a company that are located at different geographical locations. The pieces of the network connections (for example: Ethernet, wireless) that bring these departments together is often mentioned as network backbone. Network congestion is often taken into consideration while designing backbones.

Cisco Core Switch	Livingston County CIP Budgeted Amount	Original List Pricing	Difference between CIP and Specified Quote	Standard NASPO Contract Pricing	Standard %	Discount price Negotiated	Savings off of Standard Contract Pricing	Additional Discounts over List Price	Reoccurring Annual Costs 3 yr Contract	Finance Option A	Finance Option B
	\$140,000.00	Over Budget	Over Budget	Under Budget	40%	Under Budget		63%			
Catalyst 9400 Series 10 slot Hardware		\$151,229.63		\$90,454.00		\$55,664.00	\$34,790.00		\$0.00		
Cisco Software		\$14,114.77		\$8,352.50		\$5,140.00	\$3,212.50		\$0.00		
Hardware Maintenance and Support		\$8,065.58		\$5,092.05		\$4,723.95	\$368.10		\$0.00		
Professional Installation and Configuration Services		\$28,229.53		\$17,175.00	40%	\$17,175.00	\$0.00	39%	\$0.00		
<b>Totals</b>	<b>\$140,000.00</b>	<b>\$201,639.50</b>	<b>-\$61,639.50</b>	<b>\$121,073.55</b>		<b>\$82,702.95</b>	<b>\$38,370.60</b>				
					Savings over Original Budgeted Amount	\$57,297.05	41%	Lower than Budgeted amount			
					Savings over List Pricing	\$118,936.55	59%	Lower than List Pricing			
					Savings beyond Governmen tal Contract Pricing	\$38,370.60	32%	Lower than Contract Pricing			

# Switch Configuration Services Quotation # 2020-89112v3

## **Prepared By Logicalis for:** **Livingston County**

*To the attention of :  
Ken Langley  
Livingston County  
Howell, MI 48843  
Tel: 517-540-8802  
Email: [klangley@livgov.com](mailto:klangley@livgov.com)*

May 12, 2020

## Pricing Summary

The following is a price summary of Logicalis' proposed solution.

Price Summary	Amount
Hardware	\$55,664.00
Software	\$5,140.00
Hardware Maintenance	\$4,723.95
Professional Services	\$17,175.00
<b>Grand Total</b>	<b>\$82,702.95</b>

If you're interested in leasing the equipment contained in this Quotation, Logicalis estimates the monthly lease payment to be \$1,666.

This is a budgetary number only based on a 36 month term and subject to credit approval, so please contact your Logicalis Account Executive for full details and a complete leasing quote.

- Payments do not include any applicable sales, rental or use taxes.
- Payments do not include any Logicalis professional services.
- Payments are valid for monthly payment structures only with deferrals 30 days or less.
- Please call for non-monthly payment structures and payment deferrals greater than 30 days.
- All transactions are subject to credit and documentation requirements, review and approval.
- Additional terms may apply.



Logicalis offers a range of services, from helping you define and design a cloud strategy to assisting with server and storage selection for your current environment. We provide a variety of assessments and health checks, perfect for those who need help determining what the next steps are. Find out more at [www.us.logicalis.com](http://www.us.logicalis.com)

To address your most pressing challenges during COVID-19, Logicalis has instituted Rapid Deployment Services designed to support your needs to deploy remote workers, maintain security and infrastructure readiness, and provide supplemental IT staff support. All services are designed to be delivered remotely by a Logicalis Engineer. Find out more at <http://bit.ly/3b6Gnzp>



Ask us about Logicalis Leasing Solutions—a value-added service tailored to our customers. Leasing offers strategic, operational and financial benefits that can help meet your company's goals and get your project funded. Logicalis financing experts work with more than a dozen trusted leasing partners to assist you as our valued customer. We can deliver competitive rates and flexible terms and make the leasing process easy. Learn more today at [www.us.logicalis.com/logicalis-financial-services/](http://www.us.logicalis.com/logicalis-financial-services/)

## Switch Configuration Services

### Quotation # 2020-89112v3

Customer Name & Address	Logicalis Account Executive
Ken Langley Livingston County Howell, MI 48843 517-540-8802 klangley@livgov.com	Lisa Nowak Logicalis Inc. 120 N Washington Square Suite 600 Lansing, MI 48933 +1 5173361052 lisa.nowak@us.logicalis.com
Bill To Address	Ship to Address
Livingston County 304 E Grand River Ave Howell, MI 48843-2488	Livingston County 304 E Grand River Ave Howell, MI 48843-2488

This Quotation adheres to the pricing requirements of the NASPO ValuePoint Master Agreement #AR233 (14-19), Cisco Participating Addendum MI #071B4300124 contract.

Item	Qty	Part Number	Description	List Price	Discount %	Unit Price	Extended Price
<b>Products</b>							
1	1	C9410R-96U-BNDL-A	Catalyst 9400 Series 10 slot;Sup; 2xC9400-LC-48U; DNA-A LIC	\$30,400.00	60.00%	\$12,160.00	\$12,160.00
2	1	CON-SNT-C9410R9A	SNTC-8X5XNBD Catalyst 9400 Series 10 slot;Sup; 2xC940	\$6,135.00	23.00%	\$4,723.95	\$4,723.95
3	4	C9400-PWR-BLANK	Cisco Catalyst 9400 Series Power Supply Blank Cover	\$0.00	0.00%	\$0.00	\$0.00
4	2	C9400-NW-A	Cisco Catalyst 9400 Network Advantage License	\$0.00	0.00%	\$0.00	\$0.00
5	1	S9400UK9-1612	Cisco Catalyst 9400 XE 16.12 UNIVERSAL	\$0.00	0.00%	\$0.00	\$0.00
6	4	C9400-PWR-3200AC	Cisco Catalyst 9400 Series 3200W AC Power Supply	\$2,040.00	60.00%	\$816.00	\$3,264.00
7	4	CAB-US520-C19-US	NEMA 5-20 to IEC-C19 14ft US	\$0.00	0.00%	\$0.00	\$0.00
8	1	C9400-DNA-A	Cisco Catalyst 9400 DNA Advantage Term License	\$0.00	0.00%	\$0.00	\$0.00

Item	Qty	Part Number	Description	List Price	Discount %	Unit Price	Extended Price
9	1	C9400-DNA-A-3Y	Cisco Catalyst 9400 DNA Advantage 3 Year License	\$12,850.00	60.00%	\$5,140.00	\$5,140.00
10	2	PI-LFAS-T	Prime Infrastructure Lifecycle & Assurance Term - Smart Lic	\$0.00	0.00%	\$0.00	\$0.00
11	2	PI-LFAS-AP-T-3Y	PI Dev Lic for Lifecycle & Assurance Term 3Y	\$0.00	0.00%	\$0.00	\$0.00
12	1	C9400-SUP-1XL-B	Cisco Catalyst 9400 Series Sup-1XL Bundle Select Option	\$5,100.00	60.00%	\$2,040.00	\$2,040.00
13	1	C9400-SUP-1XL	Cisco Catalyst 9400 Series Supervisor 1XL Module	\$0.00	0.00%	\$0.00	\$0.00
14	1	C9400-SUP-1XL/2	Cisco Catalyst 9400 Series Redundant Supervisor 1XL Module	\$19,380.00	60.00%	\$7,752.00	\$7,752.00
15	1	C9400-LC-24XS	Cisco Catalyst 9400 Series 24-Port 10 Gigabit Ethernet(SFP+)	\$24,480.00	60.00%	\$9,792.00	\$9,792.00
16	1	C9400-LC-48U-B	Cisco Catalyst 9400 Series 2xC9400-LC-48U for Bundle Select	\$0.00	0.00%	\$0.00	\$0.00
17	1	C9400-LC-48U	Cisco Catalyst 9400 Series 48-Port UPOE 10/100/1000 (RJ-45)	\$0.00	0.00%	\$0.00	\$0.00
18	1	C9400-LC-48U	Cisco Catalyst 9400 Series 48-Port UPOE 10/100/1000 (RJ-45)	\$0.00	0.00%	\$0.00	\$0.00
19	1	NETWORK-PNP-LIC	Network Plug-n-Play Connect for zero-touch device deployment	\$0.00	0.00%	\$0.00	\$0.00
20	1	C9400-LC-48P	Cisco Catalyst 9400 Series 48-Port POE+ 10/100/1000 (RJ-45)	\$7,500.00	60.00%	\$3,000.00	\$3,000.00
21	1	C9400-LC-48P	Cisco Catalyst 9400 Series 48-Port POE+ 10/100/1000 (RJ-45)	\$7,500.00	60.00%	\$3,000.00	\$3,000.00
22	1	C9400-LC-48P	Cisco Catalyst 9400 Series 48-Port POE+ 10/100/1000 (RJ-45)	\$7,500.00	60.00%	\$3,000.00	\$3,000.00

Item	Qty	Part Number	Description	List Price	Discount %	Unit Price	Extended Price
23	1	C9400-LC-48P	Cisco Catalyst 9400 Series 48-Port POE+ 10/100/1000 (RJ-45)	\$7,500.00	60.00%	\$3,000.00	\$3,000.00
24	1	C9400-SSD-NONE	No SSD Memory Selected	\$0.00	0.00%	\$0.00	\$0.00
25	1	C9400-SSD-NONE	No SSD Memory Selected	\$0.00	0.00%	\$0.00	\$0.00
26	1	C9400-LC-48P	Cisco Catalyst 9400 Series 48-Port POE+ 10/100/1000 (RJ-45)	\$7,500.00	60.00%	\$3,000.00	\$3,000.00
27	4	SFP-10G-LR-S=	10GBASE-LR SFP Module; Enterprise-Class	\$2,079.00	60.00%	\$831.60	\$3,326.40
28	8	SFP-10G-SR-S=	10GBASE-SR SFP Module; Enterprise-Class	\$728.00	60.00%	\$291.20	\$2,329.60
<i>Products Subtotal</i>							\$65,527.95
<b>Services - Fixed Fee</b>							
29	1	PS	Project Initiation	\$18,375.00	53.27%	\$8,587.50	\$8,587.50
30	1	PS	Project Completion	\$18,375.00	53.27%	\$8,587.50	\$8,587.50
<i>Services Fixed Fee Subtotal</i>							\$17,175.00

Grand Total	
Products and Services Subtotal:	\$82,702.95
<b>Grand Total:</b>	<b>\$82,702.95</b>

## Services Statement of Work

### Communication & Network Services - Route / Switch Tasks and Activities

- 1 Plan
  - 1.1 Core Switch Replacement
    - 1.1.1 Discovery and informal planning
- 2 Implement
  - 2.1 Core Switch Replacement
    - 2.1.1 Configuration of Cisco 9410 Core Chassis Switch
- 3 Validate
  - 3.1 Core Switch Replacement
    - 3.1.1 Cutover and testing of Cisco 9410 Core Switch
- 4 Support
  - 4.1 Core Switch Replacement
    - 4.1.1 Two hours of documentation and knowledge transfer
    - 4.1.2 Four hours of Day One Support

### Communication & Network Services Additional Information

Livingston County has requested the support of Logicalis to assist with the replacement of an existing Cisco 6509 core switch with a new Cisco 9410 core switch. Logicalis engineers will remotely provide planning and configuration services on the new 9410 switch. Logicalis engineers will be on-site for the cut-over and testing of the new 9410 core switch.

Please note that Livingston County resources will be responsible for physically racking, stacking, and cabling the new 9410 switch and removing the existing 6509 switch.

### Project Management

The assigned Logicalis Project Manager will be responsible for providing the following services:

#### ***Project Manager 2 (Low Rigor)***

##### **Planning**

- Project initiation phone call
- Resource scheduling
- High-level milestone timeline

##### **Execution**

- Product tracking, if applicable
- Weekly project status call and email
- Resource management and allocation
- Project escalations

##### **Monitoring & Controlling**

- Project Deliverable review and delivery, as applicable
- Scope management
- Document Project Change Requests (PCRs), if applicable
- Timeline monitoring

##### **Closing**

- Project Closure and Acceptance processing

## Terms and Conditions

### Terms Applicable to All Sales

1. In the event Customer chooses to lease the Products and/or Services from a third party leasing company, Customer remains liable for payment to Logicalis for all Products and/or Services purchased until Logicalis receives payment from such leasing company.
2. All items not specifically included in this document are out of scope.
3. Prices are valid for 30 days from date of the document unless otherwise stated.
4. The information in this document is considered proprietary and confidential to Logicalis. By acceptance of this Quotation, Customer agrees to maintain this confidentiality and use such information for internal purposes only.

### Terms Applicable for Product Sales

1. To the extent applicable, the terms of the NASPO ValuePoint Master Agreement #AR233 (14-19), Cisco Participating Addendum MI #071B4300124 are incorporated herein by reference. For all other terms not addressed in the previously stated contract, Logicalis Terms of Sale, found on our website at [www.us.logicalis.com/tcsales](http://www.us.logicalis.com/tcsales) apply and are incorporated herein by reference.
2. Any variation in quantity or requested delivery may result in price changes.
3. Prices are subject to change without notice in the event the Product's manufacturer/distributor changes the price to Logicalis.
4. Shipping and taxes are added at time of invoice. Shipping charges are subject to handling fees for specifying carriers and same day shipments.
5. Logicalis collaborates with the OEM/distributor to schedule delivery to Customer's loading dock; inside delivery is available upon request and may increase the cost of delivery.
6. To the extent this Quotation includes Cisco Cloud Services, the following link shall apply: [www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html](http://www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html).

### Terms Applicable for Services Sales

1. To the extent applicable, the terms of the NASPO ValuePoint Master Agreement #AR233 (14-19), Cisco Participating Addendum MI #071B4300124 are incorporated herein by reference. For all other terms not addressed in the previously stated contract, Logicalis Terms of Sale, found on our website at [www.us.logicalis.com/tcsales](http://www.us.logicalis.com/tcsales) apply and are incorporated herein by reference.
2. General customer responsibilities, project assumptions, change management processes, and other terms applicable to the delivery and receipt of services (as applicable to this Quotation), found at [us.logicalis.com/gcr](http://us.logicalis.com/gcr), are incorporated herein by reference.
3. Unless otherwise mutually agreed upon, reasonable travel expenses will be tracked separately and billed directly to Customer. Travel expenses will include cost incurred from travel (airfare, rental car, mileage, tolls and lodging). Meals, if any, will be billed at the per diem rate of \$65.

## Quotation Acceptance

By signing below, the undersigned accepts this offer and confirms that he/she is authorized to purchase these items on behalf of Customer. This offer may be accepted by purchase order or other acknowledgement of acceptance, including, without limitation, by signing this document. Any reference to a Customer's Purchase Order or P.O. number does not indicate Logicalis' acceptance of terms and conditions referenced on/attached to any such P.O.

Accepted By:  
Livingston County

Accepted By:  
Logicalis, Inc.

---

Signature

---

Signature

---

Printed Name

---

Printed Name

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Title

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Title

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Date

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Date

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# Gartner Peer Insights ‘Voice of the Customer’: Data Center Networking

**Published:** 9 May 2019   **ID:** G00390119

**Analyst(s):** Peer Contributors

Gartner Peer Insights is a free peer review and ratings platform designed for enterprise software and services decision makers. Reviews go through a strict validation and moderation process in an effort to ensure they are authentic. This document synthesizes Gartner Peer Insights’ content in data center networking market for the previous year. This peer perspective, along with the individual detailed reviews, is complementary to expert research and should play a key role in your buying process.

## Overview

### What Are Data Center Networking Solutions?

The data center networking vendors covered in this market provide hardware and/or software solutions to deliver connectivity primarily within enterprise data centers. This includes data center core/spine switches, access switches (top of rack [ToR], leaf), virtual switching, Ethernet fabrics, network operating systems (NOSs) and network overlays, and the requisite management, automation and orchestration of those components.

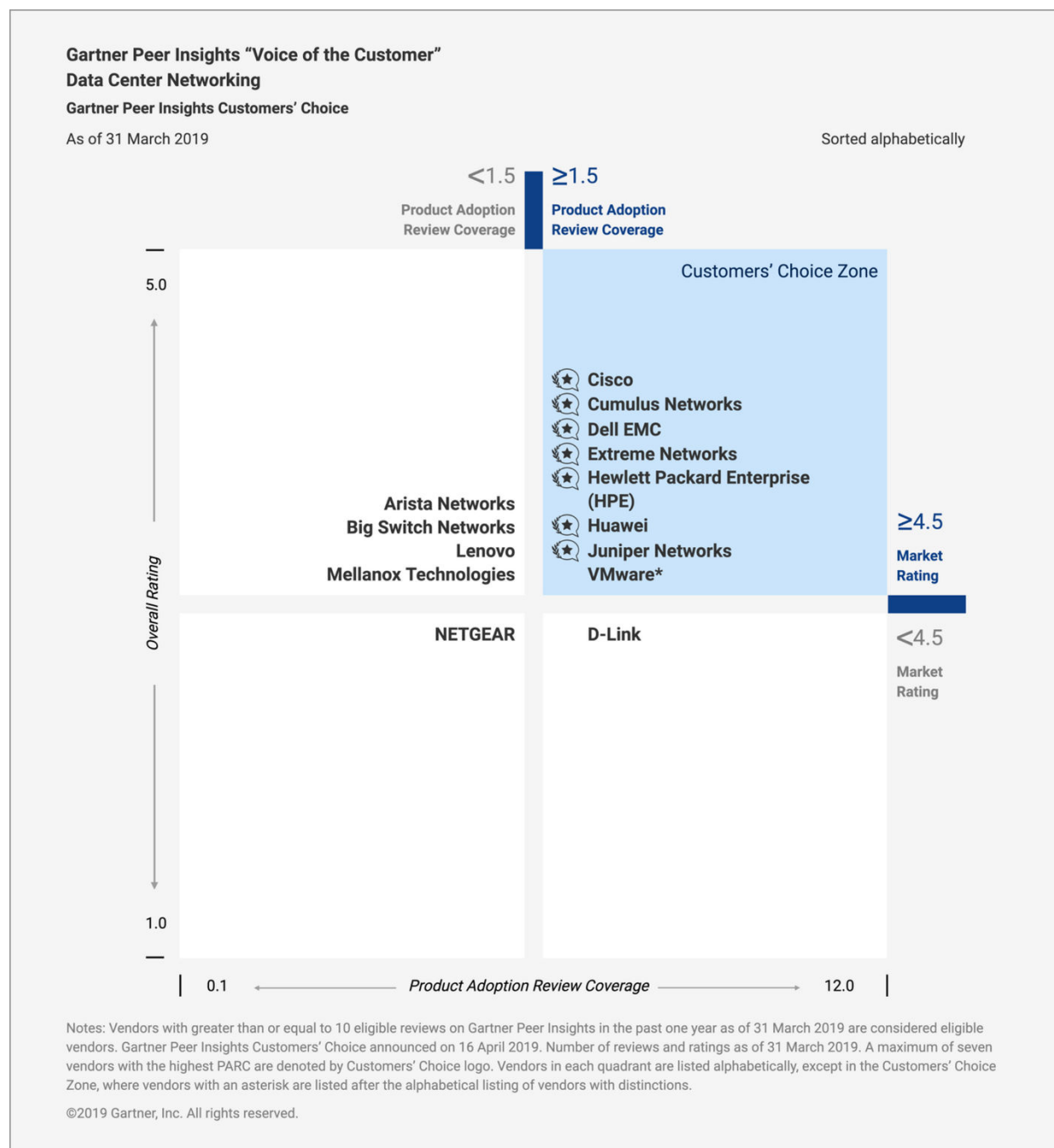
### What Is the Gartner Peer Insights Customers’ Choice?

Since October 2015, more than 205,000 reviews across more than 330 markets have been posted to Gartner Peer Insights. In markets where there is enough data, Gartner Peer Insights recognizes the vendors that are the most highly rated by their customers through the Customers’ Choice distinction. This peer-rated distinction can be a useful complement to expert opinion, as it focuses on direct peer experiences of implementing and operating a solution.

To qualify for the Customers’ Choice distinction, vendors must have a product that is aligned to the market, have their overall rating (out of 5 stars) equal or higher than the mean rating for that market, and have equal or higher than the median Product Adoption Review Coverage (PARC) in the same market, during the one-year submission period. PARC is derived by assigning point values to a vendor’s review coverage across firm sizes, industry verticals and deployment regions. Reviews from end-user companies with revenue less than \$50M will be excluded from this methodology. See the full methodology [here](#).

In the data center networking market, Gartner Peer Insights has published 612 reviews and ratings in a 12-month period ending 31 March 2019. Based on the Gartner Peer Insights Customers' Choice criteria, Figure 1 shows a list (in alphabetical order) of vendors in different segments based on their overall score (out of 5 stars) and their PARC. Only vendors with more than 10 eligible reviews during the one-year submission period are included. Customers' Choice vendors appear in the blue box on the upper right, denoted with a Customers' Choice logo.

Figure 1. Gartner Peer Insights "Voice of the Customer" Data Center Networking Customers' Choice



Source: Gartner (May 2019)

## Use Customer Reviews and Expert Research to Supplement Your Analysis

Along with the historical peer-based perspective represented in this document, Gartner covers the data center networking market with expert-led research, primarily through the related Magic Quadrant and associated Critical Capabilities research documents.













Magic Quadrants are forward-looking, to help clients identify vendors likely to keep up with or even stay ahead of the overall market. Our analysts look broadly at customer feedback across markets, as well as a company's forward-looking strategy, roadmap and capabilities. Peer reviews are driven solely by reviewers' organizations' specific experiences relative to their unique needs. Hence, there may be a difference in analyst opinions about vendors, products and services versus user sentiment as expressed in peer reviews. For more information on how markets and vendors are evaluated in Magic Quadrants, please see "How Markets and Vendors Are Evaluated in Gartner Magic Quadrants."

A vendor's placement in the top-right corner (the Leaders quadrant) in a Magic Quadrant report does not mean that the vendor is the best choice for an organization. Rather, it simply means that a vendor executes well in its overall market presence and has a good strategy for continuing to do so. Often, vendors from other quadrants may be a better fit. They may offer better products (to investigate products further, refer to the associated Critical Capabilities reports that accompany the respective Magic Quadrant), better address requirements from particular verticals and/or be more affordable. Ultimately, making the right choice depends on how the vendor aligns with your business goals. For related research in this market, see "Magic Quadrant for Data Center Networking."

Not all vendors within a market are included in Gartner expert-generated research. A Magic Quadrant is not intended to be an exhaustive analysis of every vendor in a market, but rather a focused analysis. The criteria for inclusion may consist of market share, number of clients, installed base, types of products/services, target market or other defining characteristics. These criteria help narrow the scope of the research to those vendors that Gartner considers to be the most important — or best-suited — to the evolving needs of Gartner's clients as buyers in the market. While Peer Insights markets are based on Magic Quadrant market definitions, the standards for entry are broader, thus offering a more expansive view of a given market.

Figure 2 shows the vendors' position in the Magic Quadrant as of 11 July 2018, and Customers' Choice distinctions as of 16 April 2019. The list includes all vendors mentioned in the Magic Quadrant along with additional Customers' Choice vendors listed on Peer Insights, sorted alphabetically.

Figure 2. Gartner Peer Insights “Voice of the Customer” Data Center Networking Magic Quadrant and Peer Insights Customers’ Choice View

Gartner Peer Insights “Voice of the Customer” Data Center Networking		
Gartner Magic Quadrant and Gartner Peer Insights Customers’ Choice View		
As of 31 March 2019		Sorted alphabetically
Eligible Vendors	Gartner Magic Quadrant Position	Gartner Peer Insights
Arista Networks	 Leaders	
Big Switch Networks	 Visionaries	
Cisco	 Leaders	 customers' choice 2019
Cumulus Networks	 Visionaries	 customers' choice 2019
Dell EMC	 Visionaries	 customers' choice 2019
Extreme Networks	 Challengers	 customers' choice 2019
Hewlett Packard Enterprise (HPE)	 Niche Players	 customers' choice 2019
Huawei	 Challengers	 customers' choice 2019
Juniper Networks	 Leaders	 customers' choice 2019
Lenovo	 Niche Players	
Mellanox Technologies	 Niche Players	
New H3C Group	 Niche Players	
Pluribus Networks	 Niche Players	
VMware	 Visionaries	

Notes: The table above lists all vendors mentioned in the Gartner Magic Quadrant plus any vendors in Gartner Peer Insights that have the Gartner Customers’ Choice distinction. The Gartner Magic Quadrant for Data Center Networking was published on 11 July 2018. Customers’ Choice announced on 16 April 2019. Vendors are listed alphabetically.

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Source: Gartner (May 2019)

## Gartner Peer Insights "Voice of the Customer"

### Data Center Networking Peer Reviews and Ratings

In addition to the synthesis provided by the Customers’ Choice, the individual reviews and ratings within Gartner Peer Insights can be a valuable source of lessons learned for those currently in the buying cycle for data center networking market, particularly if you can find and read reviews from

end users like you (for example, those that share your technology adoption bias, company size, industry or geography).

These reviews give insight into not only how satisfied existing customers are with a vendor's product, but also their experience in negotiating with the vendor, getting support for the product or service and their overall implementation effort. This information can provide you with a firsthand view on what to expect from a particular vendor.

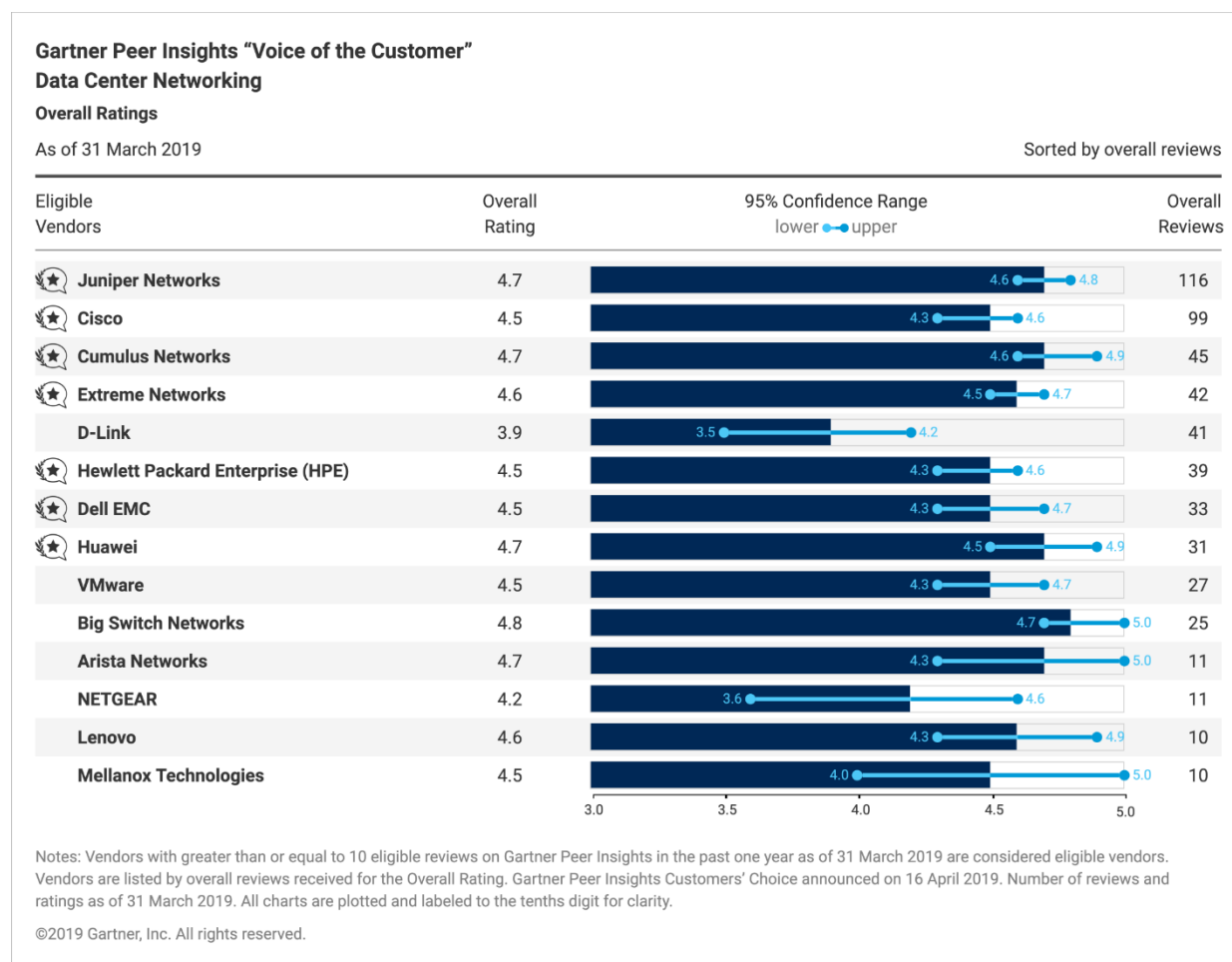
The rest of this document will highlight some of the broad findings in the data center networking market based on 12 months of reviews and will also point you to particular ways to use the site in your buying process.

Figure 3 summarizes the overall ratings (out of 5 stars) for vendors in the data center networking that have received more than 10 eligible reviews in the one-year period ending on 31 March 2019, sorted by number of reviews.

The table is sorted by number of reviews because ultimately, the more reviews a vendor receives, the more likely it is that you can trust a summary rating. This can be visualized by the 95% confidence interval that has been added as a bar range to the overall ratings in Figure 3. This is best interpreted as: "Given the distribution of reviews received, the vendor's overall rating is 95% likely to be between the lower and upper dots."

While the confidence interval can offer a useful perspective, finding individual reviews from end users like you can be even more valuable. To begin using Gartner Peer Insights this way, please [click here](#) to navigate to the overall market page. Find a vendor you are interested in and use the filters on the left to begin narrowing reviews to read. Because access to Gartner Peer Insights is free and open to everyone, this is something that you can delegate to your team as well.

Figure 3. Gartner Peer Insights “Voice of the Customer” Data Center Networking Overall Ratings

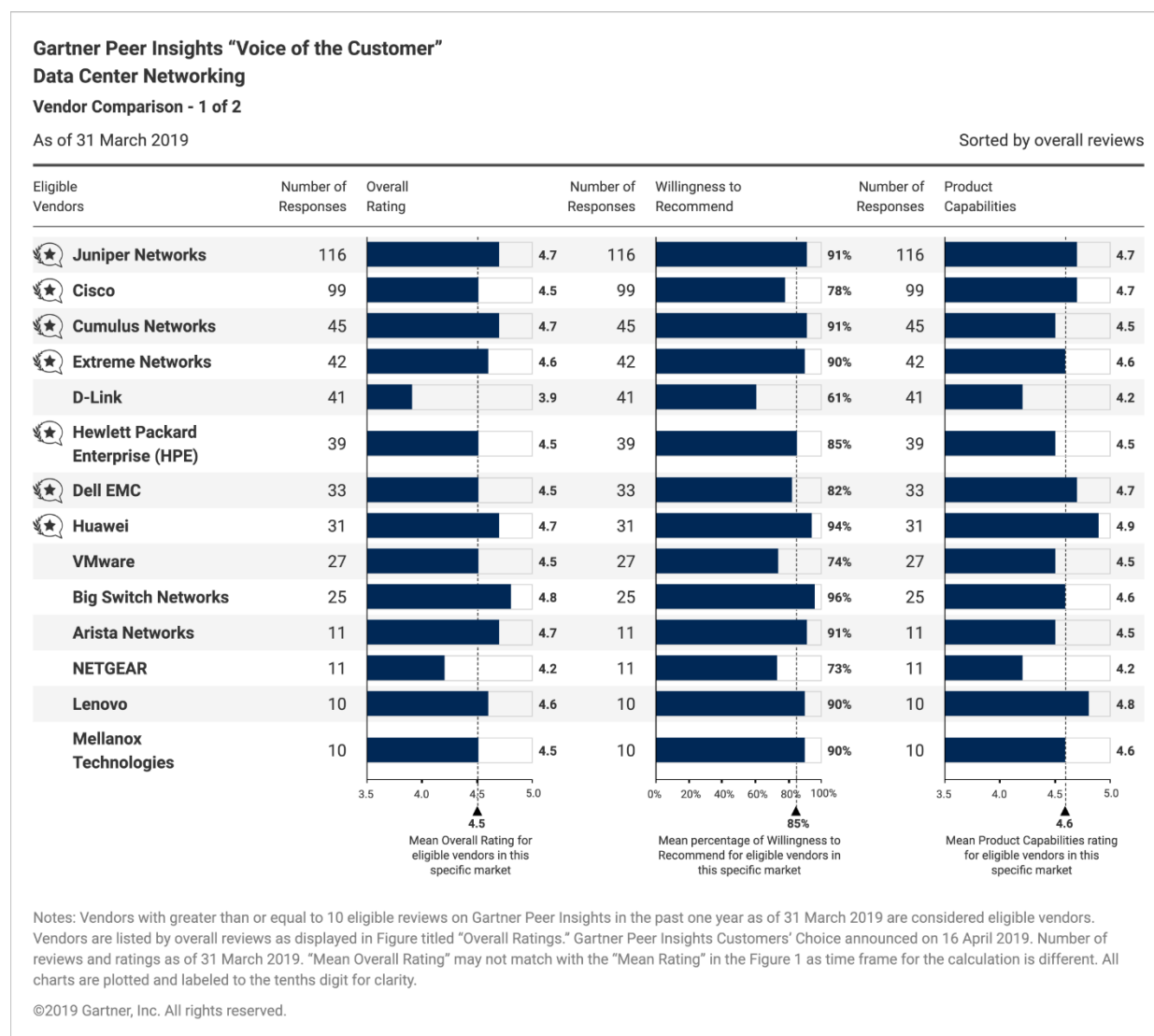


Source: Gartner (May 2019)

## Vendor Comparison

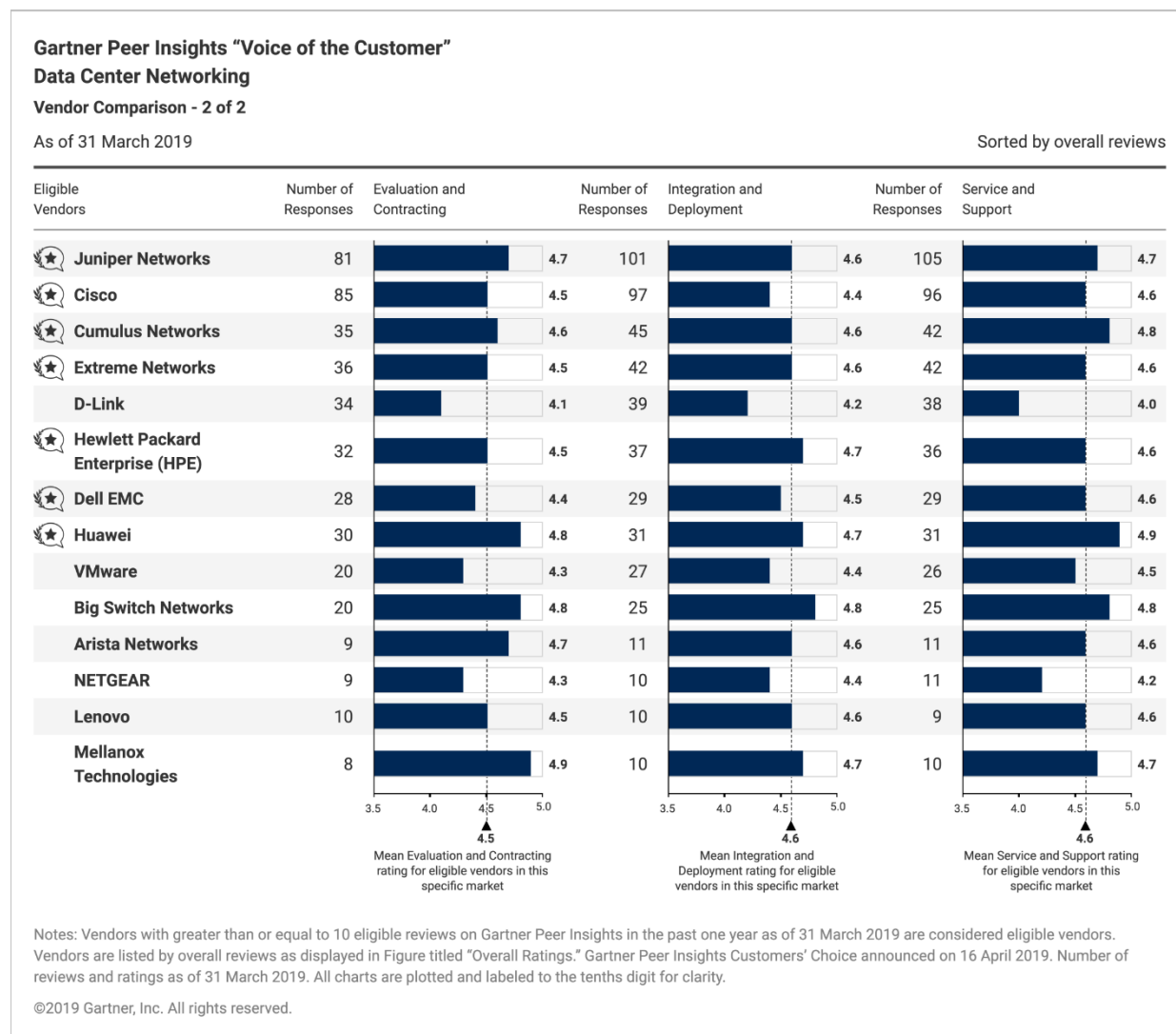
In addition to reading individual reviews, you can select multiple vendors to compare within the site. Figure 4 and Figure 5 provide an aggregate view, but it's easy to create a comparison between several vendors on your shortlist and then send it to others in your organization. To begin using the site this way, please [click here](#) to go to the overall market page. Find the first vendor you are interested in comparing and press the “compare” button.

Figure 4. Gartner Peer Insights “Voice of the Customer” Data Center Networking Vendor Comparison 1 of 2



Source: Gartner (May 2019)

Figure 5. Gartner Peer Insights “Voice of the Customer” Data Center Networking Vendor Comparison 2 of 2



Source: Gartner (May 2019)

## Other Vendors Considered

The Peer Insights survey asks reviewers that were involved in evaluation which other vendors were considered before deciding on the choice they made. Figure 6 summarizes their feedback, enabling you to identify which other vendors were typically on the shortlist alongside a given vendor.

Figure 6 is an aggregate view, but you can customize the view for your particular shortlist and then send to others in your organization. To begin using the site this way, please [click here](#) to go to the overall market page. Find the first vendor you are interested in comparing and press the “compare” button. “Alternative vendors considered” is an item in the comparison.

Figure 6. Gartner Peer Insights “Voice of the Customer” Data Center Networking Other Vendors Considered

Gartner Peer Insights “Voice of the Customer”					
Data Center Networking					
Other Vendors Considered					
As of 31 March 2019			Sorted by overall reviews		
Eligible Vendors (Number of Responses)	Vendors That Reviewers Also Considered (top five alternatives)				
Juniper Networks (82)	Cisco (85%)	Huawei (23%)	Dell EMC (20%)	Alcatel-Lucent Enterprise (18%)	Arista Networks (18%)
Cisco (85)	Juniper Networks (34%)	Hewlett Packard Enterprise (HPE) (33%)	Arista Networks (26%)	Huawei (19%)	Dell EMC (16%)
Cumulus Networks (35)	Cisco (63%)	Juniper Networks (37%)	Dell EMC (31%)	Mellanox Technologies (31%)	Arista Networks (29%)
Extreme Networks (37)	Cisco (76%)	Juniper Networks (27%)	Dell EMC (24%)	Hewlett Packard Enterprise (HPE) (24%)	Alcatel-Lucent Enterprise (11%)
D-Link (35)	Cisco (63%)	Dell EMC (34%)	NETGEAR (29%)	Extreme Networks (20%)	Huawei (20%)
Hewlett Packard Enterprise (HPE) (32)	Cisco (75%)	Juniper Networks (38%)	D-Link (31%)	Dell EMC (19%)	Huawei (19%)
Dell EMC (28)	Cisco (61%)	Hewlett Packard Enterprise (HPE) (32%)	Brocade (21%)	Juniper Networks (21%)	NETGEAR (18%)
Huawei (30)	Cisco (93%)	New H3C Group (23%)	Alcatel-Lucent Enterprise (20%)	Juniper Networks (20%)	VMware (13%)
VMware (20)	Cisco (80%)	Juniper Networks (25%)	Arista Networks (15%)	Hewlett Packard Enterprise (HPE) (15%)	Huawei (15%)
Big Switch Networks (20)	Cisco (65%)	Arista Networks (45%)	Cumulus Networks (30%)	Dell EMC (30%)	Hewlett Packard Enterprise (HPE) (25%)
Arista Networks (9)	Cisco (89%)	Juniper Networks (44%)	Brocade (33%)	Hewlett Packard Enterprise (HPE) (33%)	Dell EMC (22%)
NETGEAR (9)	D-Link (89%)	Cisco (78%)	Dell EMC (22%)	Alcatel-Lucent Enterprise (11%)	Lenovo (11%)
Lenovo (10)	Dell EMC (50%)	Cisco (40%)	Alcatel-Lucent Enterprise (20%)	Hewlett Packard Enterprise (HPE) (20%)	Big Switch Networks (10%)
Mellanox Technologies (8)	Cisco (63%)	Brocade (38%)	Dell EMC (38%)	Arista Networks (25%)	Extreme Networks (25%)

Notes: Vendors with greater than or equal to 10 eligible reviews on Gartner Peer Insights in the past one year as of 31 March 2019 are considered eligible vendors. Vendors are listed by overall reviews as displayed in Figure titled “Overall Ratings.” Number of reviews and ratings as of 31 March 2019.

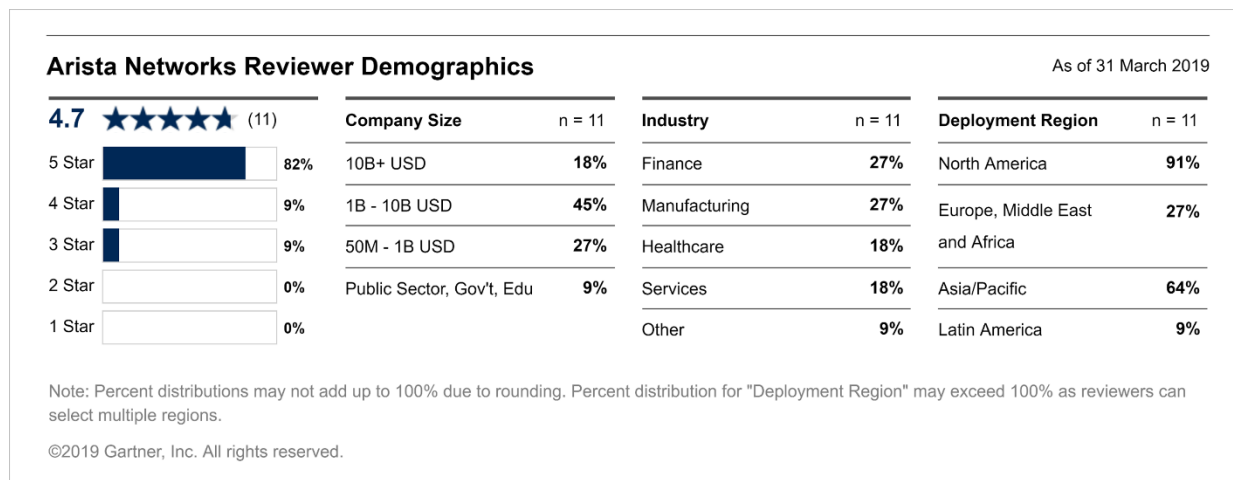
©2019 Gartner, Inc. All rights reserved.

Source: Gartner (May 2019)

## Peer Insights User Ratings

Figures 7 through 20 summarize each vendor's reviewer demographics for those reviews received in the last year, ending 31 March 2019, along with the demographics of the reviewers and a direct link to the vendor's ratings on the site. All vendors with more than 10 eligible reviews in the last year are shown, sorted alphabetically.

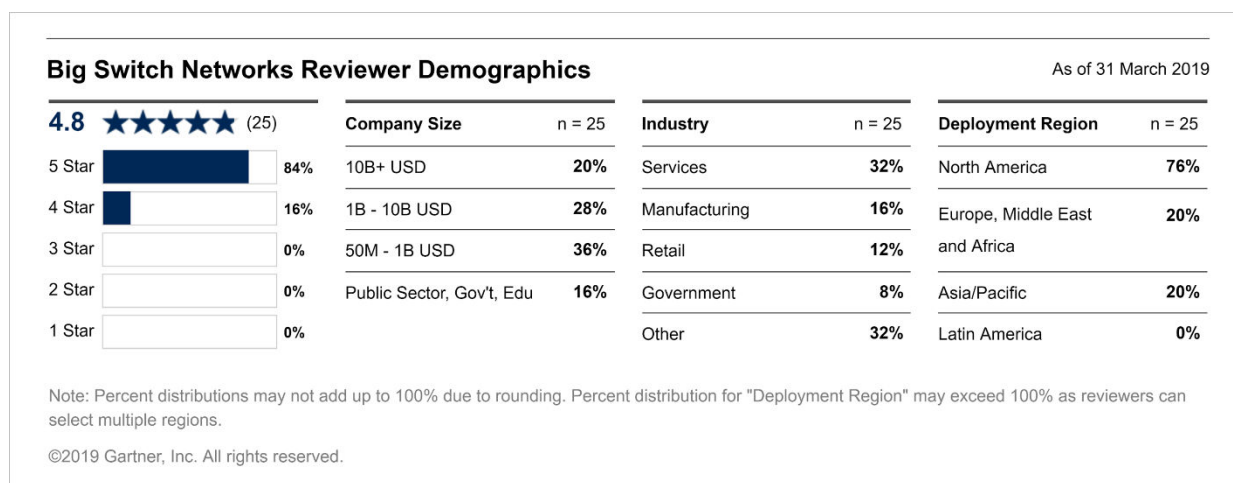
Figure 7. Gartner Peer Insights "Voice of the Customer" Data Center Networking Arista Networks Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [Arista Networks](#).

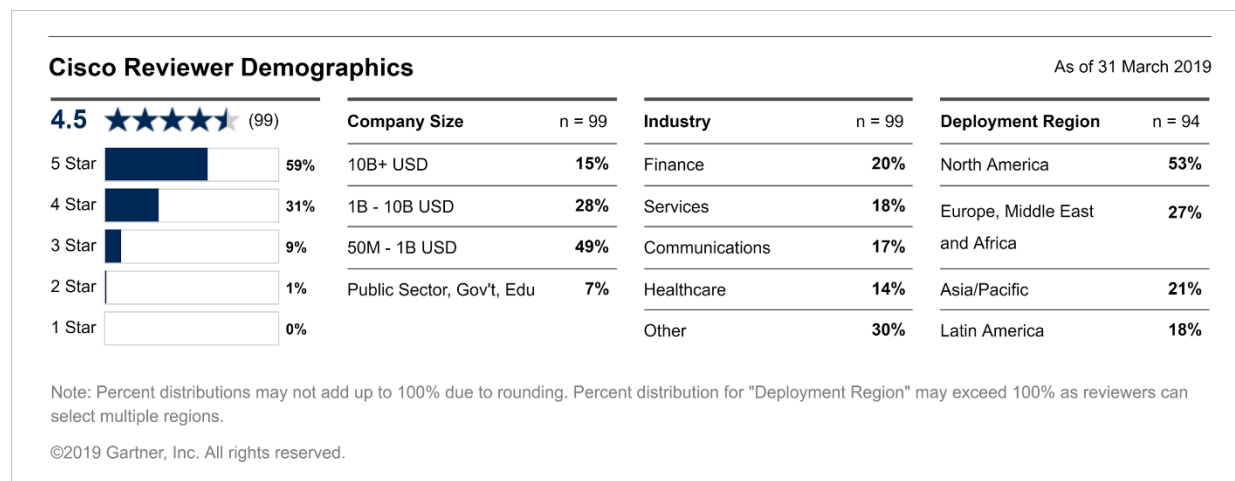
Figure 8. Gartner Peer Insights "Voice of the Customer" Data Center Networking Big Switch Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [Big Switch Networks](#).

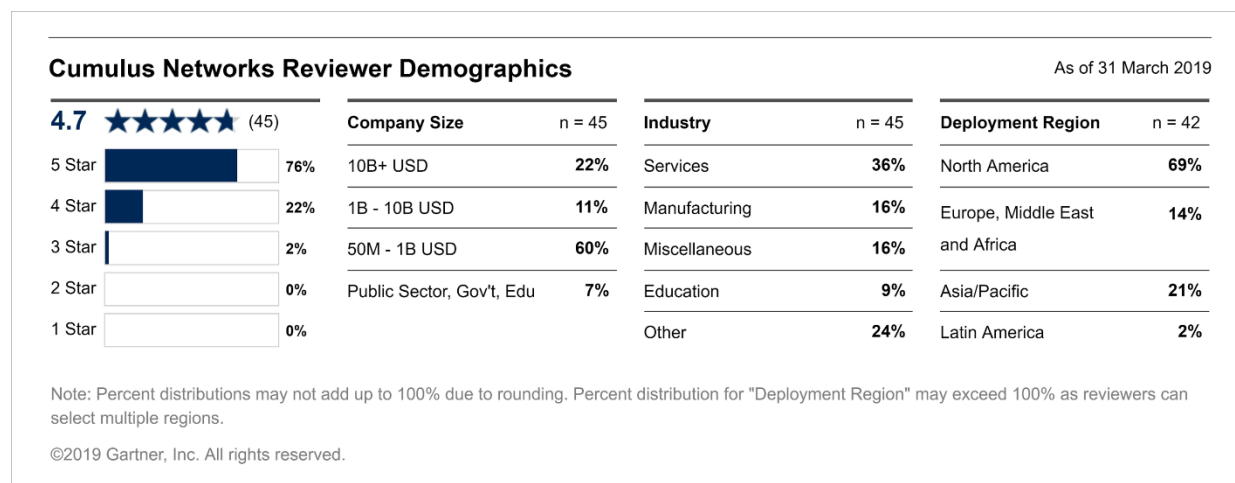
Figure 9. Gartner Peer Insights “Voice of the Customer” Data Center Networking Cisco Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [Cisco](#).

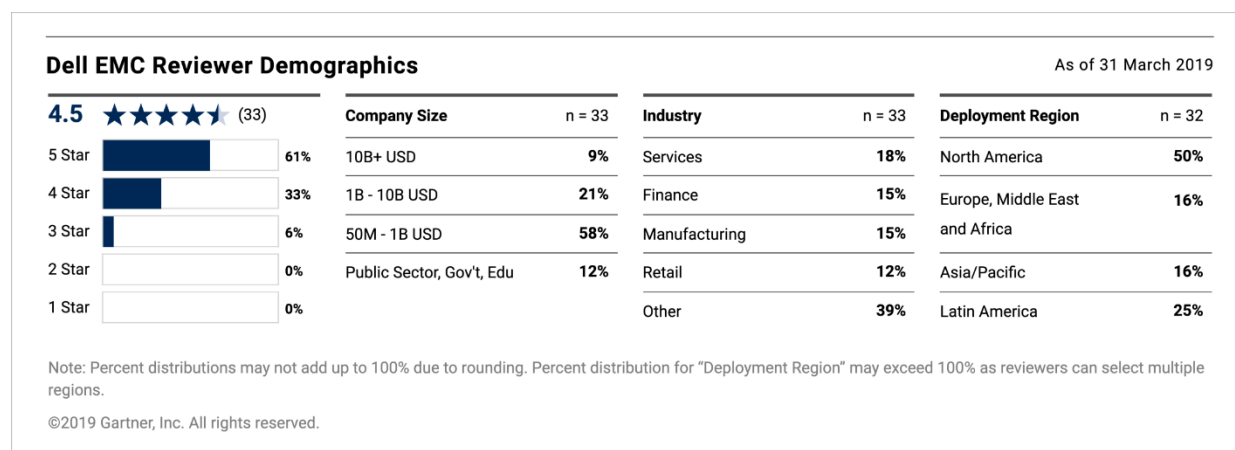
Figure 10. Gartner Peer Insights “Voice of the Customer” Data Center Networking Cumulus Networks Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [Cumulus Networks](#).

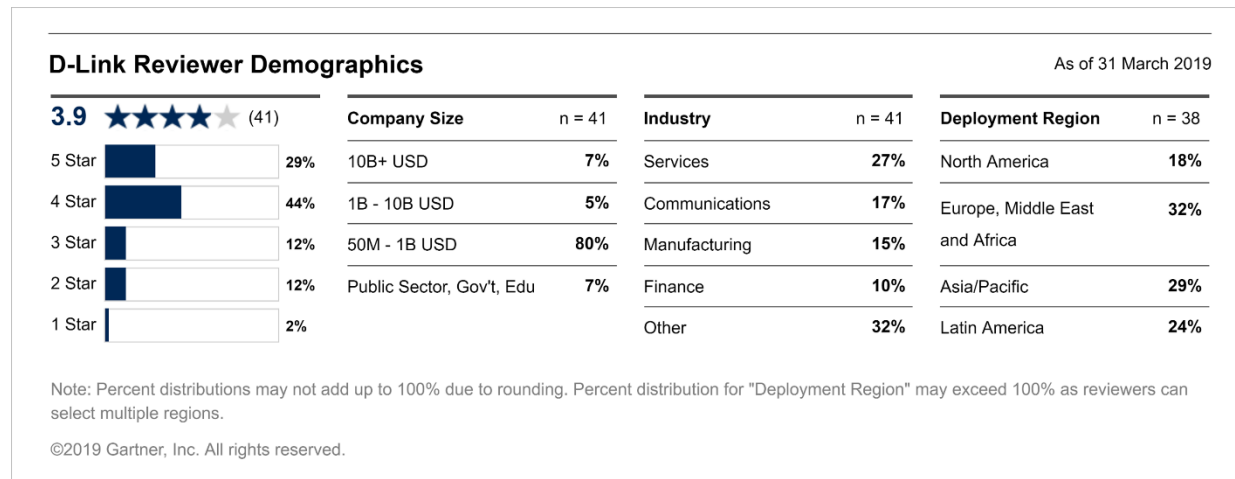
Figure 11. Gartner Peer Insights “Voice of the Customer” Data Center Networking Dell EMC Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [Dell EMC](#).

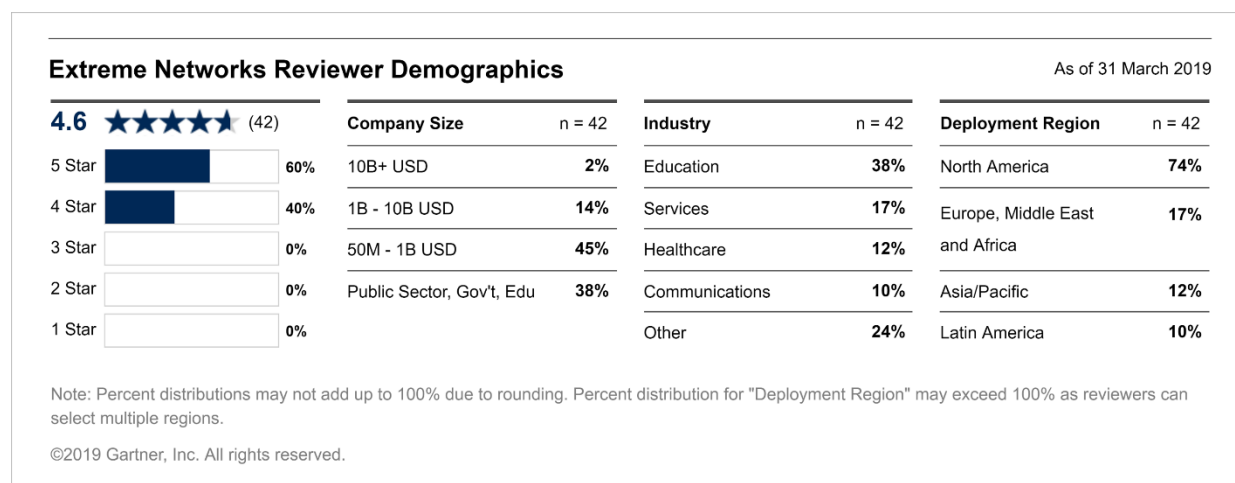
Figure 12. Gartner Peer Insights “Voice of the Customer” Data Center Networking D-Link Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [D-Link](#).

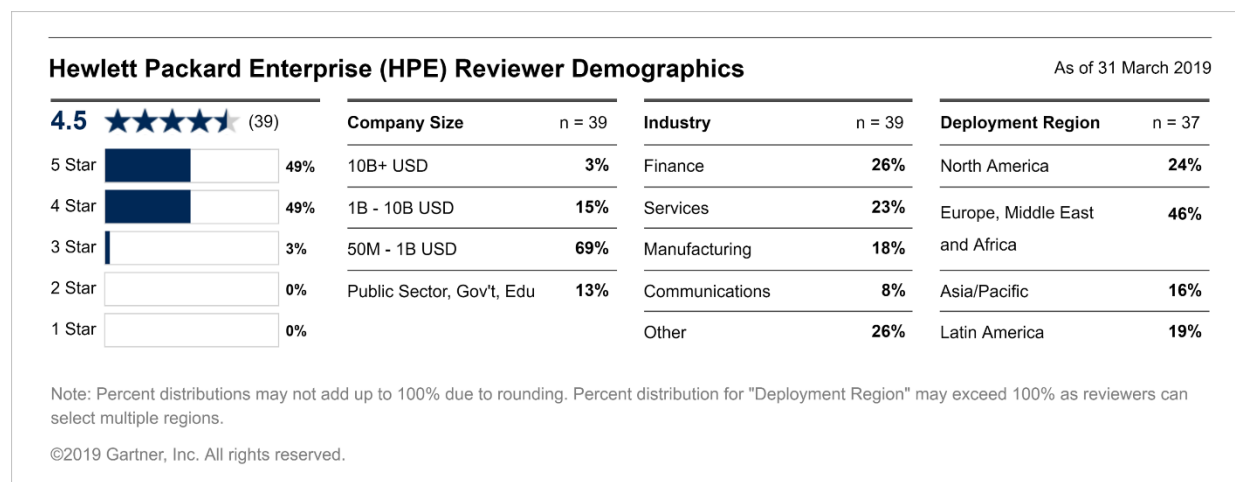
Figure 13. Gartner Peer Insights “Voice of the Customer” Data Center Networking Extreme Networks Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [Extreme Networks](#).

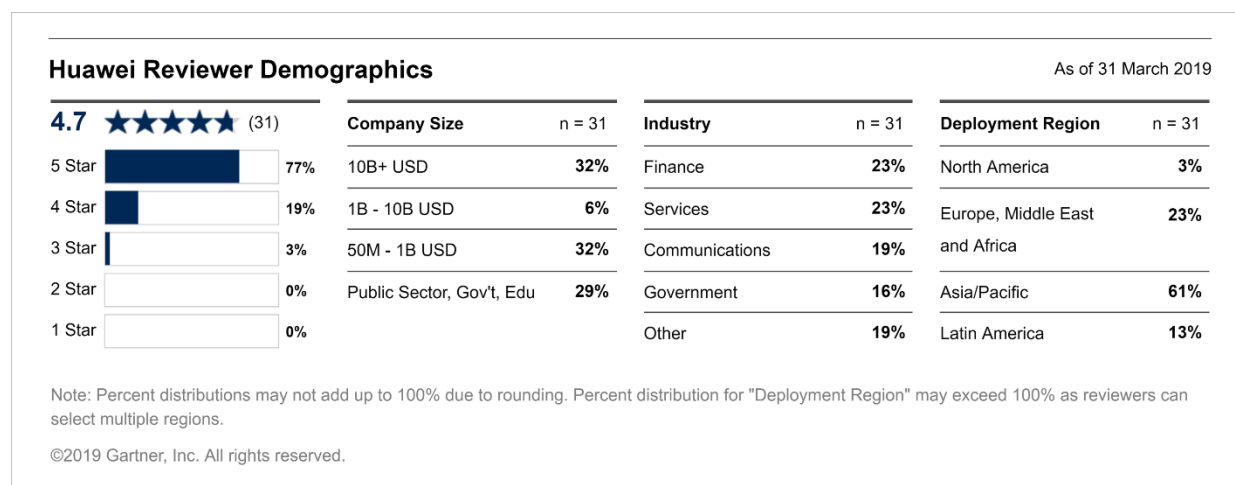
Figure 14. Gartner Peer Insights “Voice of the Customer” Data Center Networking Hewlett Packard Enterprise (HPE) Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [Hewlett Packard Enterprise \(HPE\)](#).

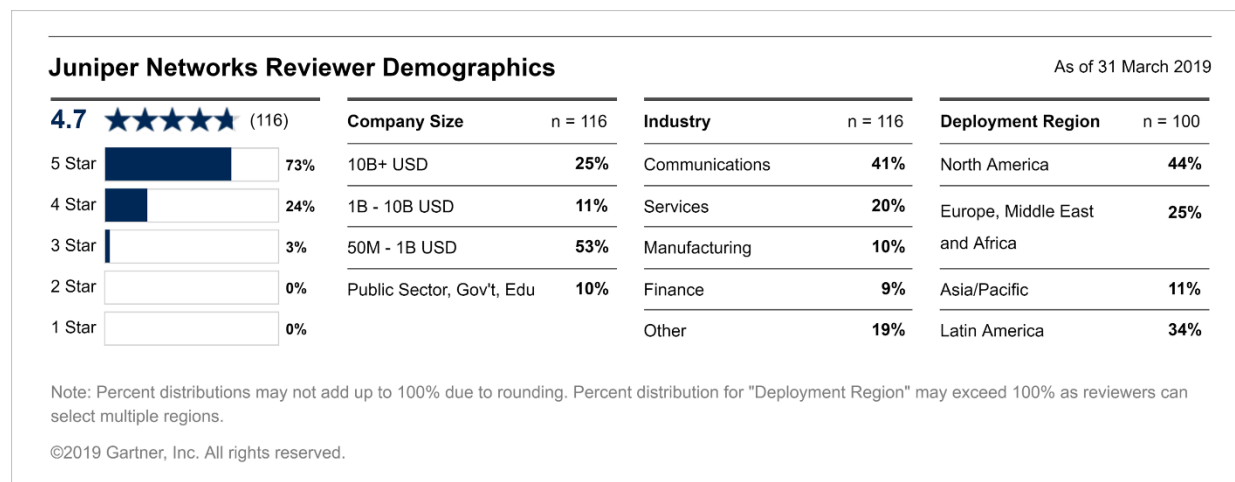
Figure 15. Gartner Peer Insights “Voice of the Customer” Data Center Networking Huawei Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [Huawei](#).

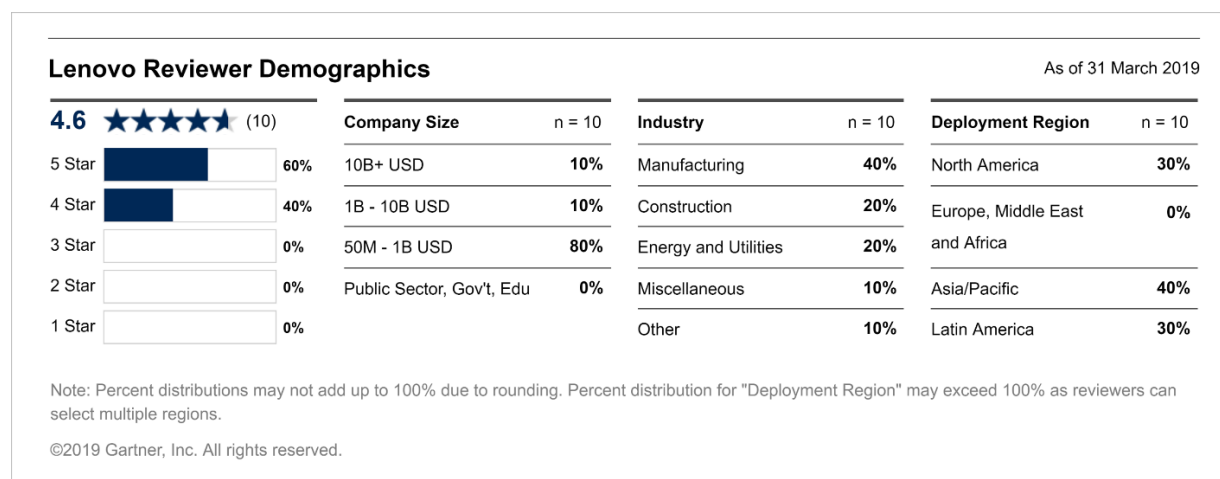
Figure 16. Gartner Peer Insights “Voice of the Customer” Data Center Networking Juniper Networks Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [Juniper Networks](#).

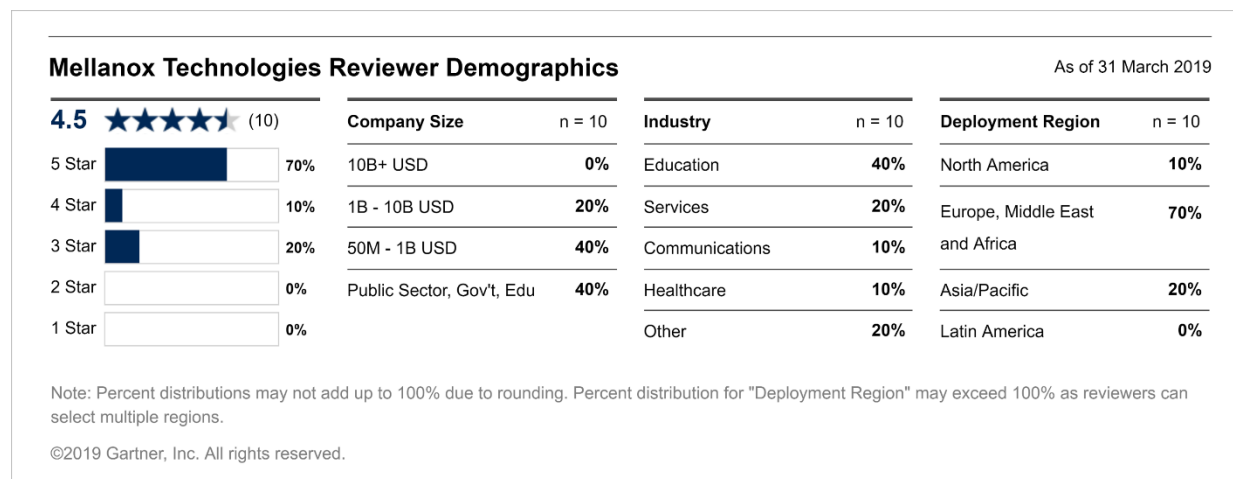
Figure 17. Gartner Peer Insights “Voice of the Customer” Data Center Networking Lenovo Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [Lenovo](#).

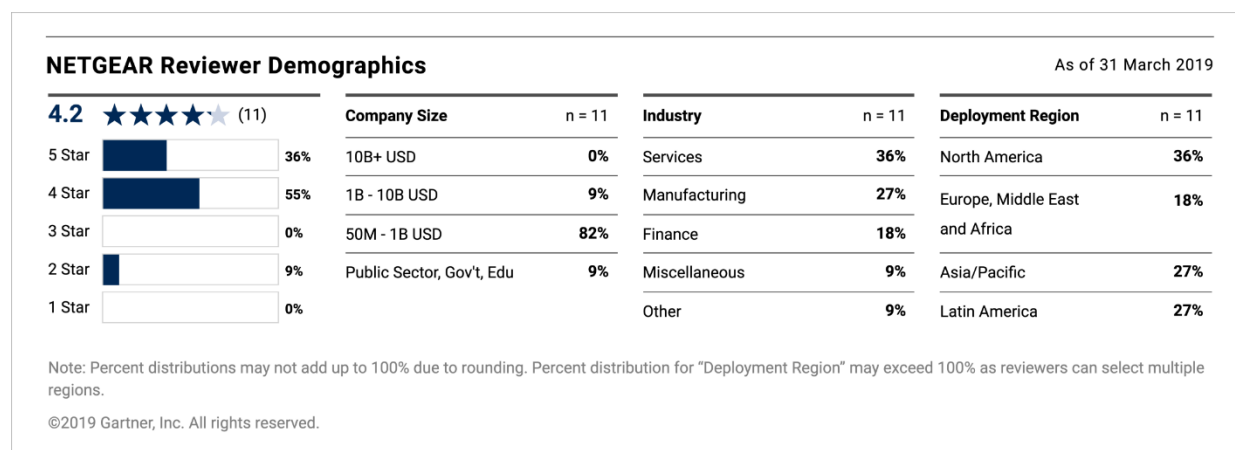
Figure 18. Gartner Peer Insights “Voice of the Customer” Data Center Networking Mellanox Technologies Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [Mellanox Technologies](#).

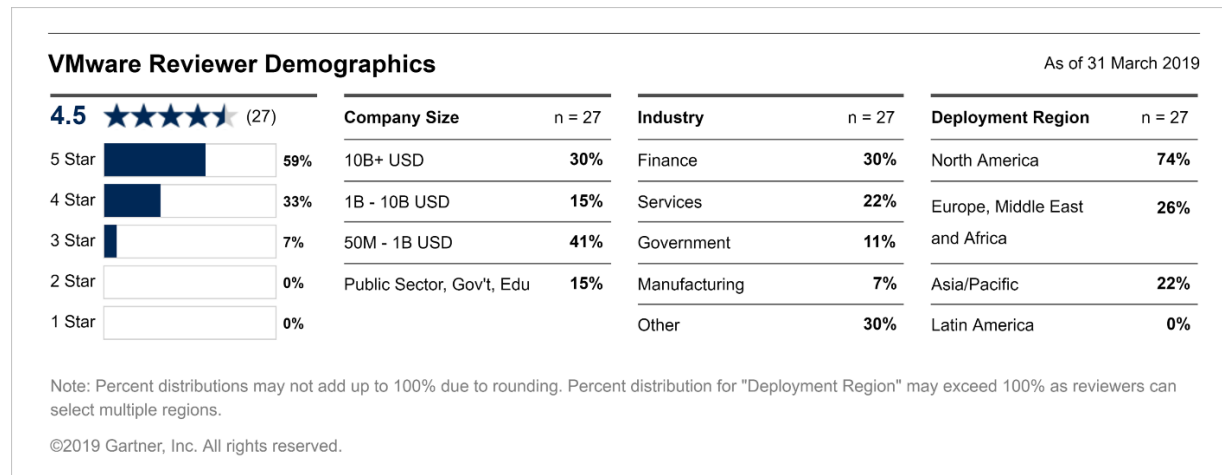
Figure 19. Gartner Peer Insights “Voice of the Customer” Data Center Networking NETGEAR Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [NETGEAR](#).

Figure 20. Gartner Peer Insights “Voice of the Customer” Data Center Networking VMware Reviewer Demographics



Source: Gartner (May 2019)

Read all Peer Insights user reviews for [VMware](#).

## Gartner Recommended Reading

*Some documents may not be available as part of your current Gartner subscription.*

## “Magic Quadrant for Data Center Networking”

### Methodology

The vendors included in the [Gartner Peer Insights Customers' Choice distinctions for data center networking](#) were announced on 16 April 2019. Reviews submitted between 1 April 2018 and 31 March 2019 were considered for determining Gartner Peer Insights Customers' Choice distinctions. Gartner is committed to transparency regarding the criteria considered in bestowing this distinction; a full description can be found on the [Methodology page](#). The Gartner “Magic Quadrant for Data Center Networking” referenced in this report was published on 11 July 2018.

Overall customer rating is the response to the survey question: “Please rate your overall experience with this vendor.” Other ratings displayed are responses to:

- “Overall rating of product capabilities”
- “Overall rating of evaluation and contract negotiation with the vendor”
- “Overall rating of integration and deployment”
- “Overall rating of service and support”

Ratings were taken on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied.” The average ratings within the review may represent multiple versions of a product offering. Reviews for beta products are included in the analysis of this document. Reviews for legacy products (no longer being sold by the vendor) were not included in the analysis in this document.

The 95% confidence range in Figure 3 is calculated using a statistical technique known as bootstrapping. A bootstrap sample is taken from the vendor's ratings by resampling the same number of ratings with replacement. The process is repeated 50,000 times, and a mean is calculated from each bootstrap sample. The low and high ratings shown in the confidence range are the 2.5 to 97.5 percentile values of the histogram of these bootstrapped means. Assuming the data points collected are representative of the true underlying distribution, this represents the 95% confidence interval.

“Willingness to recommend” is calculated based on the responses to the question “Would you recommend this product to others?” The options include “yes,” “yes, with reservations,” “I don't know” and “no.” The percentage is calculated as number of “yes” responses divided by total responses for the question. The “other vendors considered” section is based on reviewer responses for the question: “What other vendors did you consider?” The reviewer may select multiple vendors for consideration. The percentage is calculated according to the total number of reviewers who select an alternative vendor divided by the total responses to the question.

**GARTNER HEADQUARTERS****Corporate Headquarters**

56 Top Gallant Road  
Stamford, CT 06902-7700  
USA  
+1 203 964 0096

**Regional Headquarters**

AUSTRALIA  
BRAZIL  
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For a complete list of worldwide locations,  
visit <http://www.gartner.com/technology/about.jsp>

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RESOLUTION

NO: [Title]

LIVINGSTON COUNTY

DATE: Click or tap to enter a date.

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**Resolution Authorizing the Purchase of an Enterprise Network-Server-Application Monitoring System to Monitor and Analyze the County’s Environment in Real Time - Information Technology**

**WHEREAS,** the Livingston County Information Technology Systems are a mission critical support and infrastructure for our County departments and ultimately, our public. It is recommended that Livingston County purchase and utilize the Solarwinds Information Technology management suite; and

**WHEREAS,** this technology platform will allow the County Information Technology department to monitor and analyze our technology with real time “War Room” visibility of forecasting and prediction of events both proactively and negatively. This platform allows for fast enterprise level analysis of problems and troubleshooting under a single platform or “single pane of glass; and

**WHEREAS,** until now, Livingston County Information Technology has not had the tool set necessary to proactively monitor the County technologies on an enterprise level. This has created blind spots in the it environment, caused significant extra hours of labor, developed a poor rapport with other departments, as well as longer diagnostic times, and a reactive stance to IT; and

**WHEREAS,** Information Technology needs to be operating on a professional enterprise level to support our network and applications 24x7. We need to move from a reactive approach to a proactive approach to IT. This can be achieved by implementing an enterprise network, server, application, log aggregation, inventory, and ticketing solution; and

**WHEREAS,** in compliance with the Procurement policy, it is recommended that the County utilize the Oakland County G2G Marketplace to purchase the Solarwinds IT toolset from our proven technology and reselling partner: Access-Interactive in an amount not to exceed \$68,254. By utilizing the contract vehicle and taking advantage of special pricing, we have successfully achieved a special discount on the tool suite of 40% below the standard corporate pricing.

**WHEREAS,** 911 Central Dispatch has agreed to a 24.8 % cost share in this solution as it supports the Public Safety infrastructure. Funding is available through the fiscal year 2020 budgets, however, a restricted object net-zero budget transfer is required in the Information Technology fund.

**THEREFORE BE IT RESOLVED** that the Livingston County Board of Commissioners hereby approves and authorizes a purchase order to be issued to Access-Interactive for the purchase and of the Solarwinds Technology Suite at an amount not to exceed \$68,254.

**BE IT FURTHER RESOLVED** that Livingston County Board of Commissioners authorizes a net-zero budget transfer from contracted services to capital hardware/software to effectuate the above.

**BE IT FURTHER RESOLVED** that the Chairman of the Livingston County Board of Commissioners is authorized to sign all forms, assurances, contracts/agreements, renewals and future amendments for monetary and contract language adjustments related to the above upon review and/or preparation of Civil Counsel.

#

#

#

MOVED:  
SECONDED:  
CARRIED:

**Livingston County  
Information Technology  
Department**

# Memo

**To:** Livingston County Board of Commissioners, Livingston County Administrator Cindy Catanach

**From:** Kristoffer Tobbe  
Livingston County Chief Information Officer

**Date:** May 22, 2020

**Re:** Livingston County Enterprise Information Technology Monitoring Project

---

## **Enterprise IT Network-Server-Application Monitoring System**

The Livingston County Information Technology Systems are a mission critical support and infrastructure for our County departments and ultimately, our public. Our systems and technology systems facilitate and enhance communications for emergency services, support public health, and improve safety for Livingston County and its citizens.

Until now, Livingston County Information Technology has not had the tool set necessary to proactively monitor the County technologies on an enterprise level. This has created blind spots in the it environment, caused significant extra hours of labor, developed a poor rapport with other departments, as well as longer diagnostic times, and a reactive stance to IT.

Information Technology needs to be operating on a professional enterprise level to support our network and applications 24x7. We need to move from a reactive approach to a proactive approach to IT. This can be achieved by implementing an enterprise network, server, application, log aggregation, inventory, and ticketing solution.

## Recommendation:

It is recommended that Livingston County purchase and utilize the Solarwinds Information Technology management suite. This technology platform will allow the County Information Technology department to monitor and analyze our technology with real time “War Room” visibility of forecasting and prediction of events both proactively and negatively. This platform allows for fast enterprise level analysis of problems and troubleshooting under a single platform or “single pane of glass.”

To meet the needs of Livingston County, we recommend deployment of the following modules within the Orion Platform:

- **Network Performance Monitor (NPM)** - Network monitoring software with end-to-end visibility to help pinpoint performance issues.
- **NetFlow Traffic Analyzer (NTA)** - Network traffic analyzer and bandwidth monitoring software.
- **Network Configuration Manager (NCM)** - Automated network configuration and change management software.
- **Server and Application Monitor (SAM)** – Software that resolves troubleshooting and solving performance issues in applications and the infrastructure that supports them.
- **Log Analyzer (LA)** - Easily investigate machine data to help identify the root cause of IT issues faster.
- **Virtualization Manager (VMAN)** - SolarWinds® Virtualization Manager (VMAN) is a powerful virtual machine (VM) monitoring tool built to consolidate a variety of useful observations into one interface. VMAN can provide you with a comprehensive understanding of your virtualization environment with vendor-agnostic hypervisor visibility, whether on-premises, hyperconverged, hybrid, or in the cloud.
- **Web Help Desk** - Web Help Desk® centralizes and automates [ticketing management](#) tasks so you can better support your customers. Keep track of tasks, including ticket assignment, routing, and escalation. Link incident tickets to a single problem for better organization, associate problem tickets with IT assets, and track the history of asset service requests.

The Information Technology Department has downloaded a demonstration version of the Solarwinds Technology Suite that has already shown great value and identified areas of concern that needed to be addressed. This demo version alerted us of a problem another department had that they did not even know they were having. This type of IT intelligence and analytics is needed to support the county departments at an enterprise IT level 24x7.

## Financial:

There is no change to the Livingston County Budget Bottom Line for this project. Funds from within the IT budget are being reallocated in addition a departmental cost share of 24.8% has been agreed upon with the Livingston County 911 Department to monitor equipment used for public safety.

It is recommended that the County utilize the G2G contract from Oakland County to purchase the Solarwinds IT toolset from our proven technology and reselling partner: Access-Interactive. By utilizing the contract vehicle and taking advantage of special pricing, we have successfully

achieved a special discount on the tool suite of 40% below the standard corporate pricing. (See table below.) Special terms have also been achieved by cooperation with Solarwinds and our reselling partner, Access-Interactive.

This purchase would be made in accordance with the County's procurement policy from Resolution #2018-11-189, which was approved by the Livingston County Board on November 19, 2018.

From Section 1: Source Selection & Contract Formation, Sub-Section H: Cooperative Purchasing/Procurement Programs. "Notwithstanding any other provision of this policy, the County may make or authorize the purchase of supplies, equipment or services available through cooperative purchasing/procurement programs and other associations. The decision to purchase from these programs shall be made by the Board of Commissioner's after consultation with the department and considering among other issues: delivery, packaging, minimum order requirements, follow-up service if applicable, product/equipment quality. Bidding requirements shall be waived if it is determined to be in the best interest of the County based on written communication to support the County's findings. The County Administrator is authorized to enter into necessary agreements or contracts on behalf of the County. State of Michigan Extended Purchasing Program (such as MiDeal or other like programs) can be used instead of the normal bidding process."

## **Additional information:**

### **Partner Information:**

#### **Access Interactive Company Overview**

Access Interactive provides technology solutions, services and support to business, educational and government organizations since 1985. Our business focus is helping our Clients make the most of technology investments. Over the last 30+ years Access has experienced significant growth to establish itself as a \$35 million organization proudly retaining over 65 full-time employees. We pride ourselves on being large enough to be extremely competitive and small enough to pay personal attention to our customers. We have an unwavering commitment to providing the best solutions, service and support to our customers.

Our highly-skilled technical services group includes over 40 full-time technicians including VMware, Microsoft, Cisco and Dell certified system engineers. Our technicians are available to you for projects ranging from on-site break/fix services to full-scale WAN/LAN integration, remote access, IP telephony and more.

Access Interactive sales consultants are technically astute and have an average over 20 years of industry experience. They are ready to apply their knowledge and technical expertise to recommending the best products and solutions and to providing efficient project management.

It is our focused mission to implement the best products, service and support in the industry to our clients.

**Access Interactive has been doing business with Livingston County since the beginning of 2017.**

Access Interactive has had the pleasure of working with state and local government customers, school districts, universities and colleges, and corporations for over 25 years. Recent experience includes the successful design and implementation of technology projects at:

- Oakland County, MI
- Eaton County, MI
- Ottawa County, MI
- Genesee County, MI
- Grand Traverse County, MI
- Monroe County, MI
- City of Battle Creek, MI
- City of Farmington Hills, MI
- City of Sterling Heights, MI
- City of Novi, MI
- Charter Township of Canton, MI
- Macomb County Community Mental Health, MI
- Schoolcraft College, Livonia, MI
- Michigan State University, MI
- Oakland Community College, MI
- Clinton Township, MI
- Genesee County Health Systems

Access Interactive has become a thriving member of Michigan's education and government communities because we are focused on delivering a quality and customized customer experience. We are very grateful for the trust that our customers have place on us and in return we foster and maintain work that is worthy of a trusted advisory.

## About Solarwinds:

### SolarWinds Technical Strategy and Innovative Approach

Since our founding in 1999, SolarWinds' mission has been to provide purpose-built products that are designed to make jobs easier for IT professionals, MSPs, and DevOps pros. The SolarWinds' solution can address the needs of Livingston County as it has proven to do countless times before by meeting and exceeding technical and testing requirements in every branch of state and local government.

The foundation of SolarWinds' software is the Orion Platform (Figure 1), which has evolved into a powerful architecture that allows customers to easily integrate multiple SolarWinds products together (by simply installing them together – "Plug & Play"). The platform offers a primary web server, polling engine and common services such as alerts, and reports. Our monitoring solutions correlate metrics over time and additional products provide increased visibility when needed.



Figure 1 - SWI Orion Platform & Product Suite

SolarWinds Orion Platform includes Role Based Access Control (RBAC). Additionally, SolarWinds Orion platform provides account limitation per account or group. SolarWinds Orion integrates with Active Directory and supports 2 factor authentications using a username/password and CAC or PIV card. The Orion platform also supports multi-factor authentication using SAML 2.0 with built-in support for ADFS and Octa. You can enable, define, and control group and user account privileges for both administrators and guest users.

SolarWinds Orion Platform and product portfolio provides the ability to automatically scan networks for resources and present what is found. Resources are discovered either via ICMP requests, SNMP gets, or Windows Management Instrumentation (WMI).

Device monitoring using SNMP provides a device centric view of networking conditions. Using SNMP, counters on a device such as a router, a switch, or a security device can be measured

and forwarded to the SolarWinds Management Console. This data is useful for understanding performance conditions that are specific to the device. Performance statistics such as CPU utilization, interface/bandwidth utilization, and memory utilization represent most of performance issues encountered in the day-to-day operation of a network.

With the ability to modify built-in default alerts, or set precise custom alerts according to your needs, including email, SMS or by integrating with your ITSM solution. For large networks, you can leverage intelligent alerting to help avoid an influx of unnecessary notifications. You can also create notifications that are dependency- and topology-aware so you only receive alerts that are truly critical. Our products use metrics or thresholds to create alerts, an information display, and reports to help administrators quickly identify whether a device is a source of the problem or if the problem is in the communication transport, device, system, or with the application.

The SolarWinds solution provides unified IT monitoring and end-to-end visibility across your infrastructure. The platform visualizes and correlates cross-stack network and system data to pinpoint exact latency based on standard or pre-defined baselines and metrics that allow you to assess and analyze, accelerate troubleshooting with automatic discovery, and mapped dependencies with cross-stack IT correlation to identify and resolve problems. SolarWinds products can be used to create a baseline of your network and system performance so you know the normal working conditions of your network infrastructure. This baseline can then be used for comparisons and to monitor changes that could indicate a problem or provide early indicators that application and network demands are pushing near available capacity.

SolarWinds products are vendor agnostic, allowing users to manage a network infrastructure consisting of practically any IT product on the market (e.g., Cisco, Juniper, Palo Alto, etc.). Our solutions allow customers to effectively respond to dynamic IT changes in the market, as well as adapt to new innovations. As government networks evolve, SolarWinds can discover and map elements, keep track of all the relationships along the network and application stack and improve troubleshooting.

Our products are designed to deliver full-spectrum hybrid IT management. We manage all things IT, wherever IT is located, and from wherever IT needs to be managed. Whether your infrastructure and applications are deployed on-premises, in a public or private cloud, or some combination, we collect metrics, monitor performance, and support troubleshooting. SolarWinds Orion Platform and Core IT network and systems products can be deployed on-premise or on AWS or Azure. It's modular and it can scale across your entire hybrid IT enterprise.

You can monitor the health, capacity and performance across your hybrid IT environment including IaaS, PaaS, and SaaS cloud services. Whether your infrastructure and applications are deployed on-premises, in a public or private cloud, or some combination, our platform modules can collect metrics, monitor performance, support troubleshooting and faster resolution.

The SolarWinds Information Service (SWIS) was created to provide a standard, long lasting way to access almost any data collected by Orion Platform products. The API is used by the various platform products to access data rather than going directly to the database. SWIS provides both northbound and southbound services so it can be used for a broad range of scenarios.

**SolarWinds Technical Maturity within State, Local, and Education**

SolarWinds' comprehensive products and services are used by more than 275,000 customers in more than 190 countries worldwide, including SLED, DoD and civilian agencies, and Fortune 500 companies. According to the IDC Worldwide Semi-Annual Software Tracker 1H 2018 release, SolarWinds® maintained its number-one position in the global market for network management software during the first half of 2018.

<b>Solarwinds Enterprise IT Monitoring System</b>	Livingston County CIP Budgeted Amount	Standard Pricing		Standard Contract Pricing	Contract Savings off of Standard pricing %	Discount price Negotiated	Negotiated Savings off of Standard Contract Pricing	Reoccurring Annual Costs	Finance Option A
Server & Application Monitor	\$0.00	\$36,995.00		\$ 27,746.25	25%	\$23,020.00	38%	\$7,769.00	
Network Performance Monitor	\$0.00	\$20,389.00		\$ 15,291.75	25%	\$12,687.00	38%	\$4,021.00	
NetFlow Traffic Analyzer Module	\$0.00	\$12,149.00		\$ 9,111.75	25%	\$7,560.00	38%	\$2,562.00	
Network Configuration Manager	\$0.00	\$6,072.00		\$ 4,554.00	25%	\$3,779.00	38%	\$1,321.00	
Log Analyzer	\$0.00	\$13,125.00		\$ 9,843.75	25%	\$8,167.00	38%	\$3,281.00	
Web Help Desk	\$0.00	\$10,350.00		\$ 7,762.50	25%	\$5,160.00	50%	\$1,452.00	
Virtualization Manager	\$0.00	\$12,664.00		\$ 9,498.00	25%	\$7,881.00	38%	\$2,589.00	
<b>Totals</b>	<b>\$0.00</b>	<b>\$111,744.00</b>		<b>\$83,808.00</b>	<b>\$27,936.00</b>	<b>\$68,254.00</b>	<b>\$43,490.00</b>	<b>\$22,995.00</b>	
					Savings over Standard Pricing	\$43,490.00	39%	Funds are being found within the IT Department & Cost share with 911 Budget	
This is an unbudgeted project.					Savings beyond Governmental Contract Pricing	\$15,554.00	19%	Lower than Contract Pricing	
					Livingston County Department Cost Share Partners				
					Liv Co 911 (24.8%)	\$16,926.99			
					Liv Co IT (75.2%)	\$51,327.01			
					Total Cost	\$68,254.00			



## **SolarWinds Project Version 5 Special Discount**

Prepared by:



Jeremy Friedman  
Jerry Rioux  
Daniel Heidt

May 26, 2020



### **SolarWinds Software**

Server & Application Monitor SAM200 (up to 200 nodes) - License with 1st-Year Maintenance		<b>\$ 23,020.00</b>
SolarWinds Network Performance Monitor SL2000 (up to 2000 elements) - License with 1st-year Maintenance		<b>\$ 12,687.00</b>
SolarWinds NetFlow Traffic Analyzer Module for SolarWinds Network Performance Monitor SL2000 - License with 1st-year Maintenance		<b>\$ 7,560.00</b>
SolarWinds Network Configuration Manager DL200 (up to 200 nodes) - License with 1 <sup>st</sup> year Maintenance		<b>\$ 3,779.00</b>
Log Analyzer LA250 up to 250 nodes-License with 1st-Year Maintenance		<b>\$ 8,167.00</b>
SolarWinds Web Help Desk Per Technician License (11 to 20 named users) - License with 1st-Year Maintenance	Qty. 12 @ \$ 430.00 each	<b>\$ 5,160.00</b>
SolarWinds Virtualization Manager VM32 (up to 32 sockets) - License with 1st-Year Maintenance		<b>\$ 7,881.00</b>

**PROFESSIONAL SERVICES:**

Scope assumes someone from Livingston assists with the project. The following is an estimate based on similar projects.

- Project plan and scheduling
- Equipment prep/software firmware updates
- Physical deployment of equipment
- Equipment integration
- Knowledge transfer and optimization
- Project management

**TOTAL: XX hours**

Senior LAN Technician @ \$145.00 per hour **\$ 0.00**

**PROJECT COSTS:**

**EQUIPMENT: \$ 68,254.00**  
**MI SALES TAX: \$ EXEMPT**  
**SUBTOTAL: \$ 68,254.00**  
**SERVICES: \$ TBD**  
**SHIPPING: \$ NA**

**TOTAL: \$ 68,254.00**

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Quote Valid for 30-Days. Prices Subject to Change with Notice Depending on Current Market Conditions. Shipping charges not included.  
Terms: 50% Upon Acceptance, 25% Upon Delivery, Remainder Net 30. 25% Restocking Fee Applied to Project Costs for Returned Merchandise.

**Authorized Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_ **Purchase Order No:** \_\_\_\_\_

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Access Interactive Corporation Phone: 248-567-3000 Fax: 248-567-3050  
www.access-interactive.com

# Gartner Peer Insights ‘Voice of the Customer’: IT Service Management Tools

**Published:** 9 December 2019   **ID:** G00450564

**Analyst(s):** Peer Contributors

Gartner Peer Insights is a free peer review and ratings platform designed for enterprise software and services decision makers. Reviews go through a strict validation and moderation process in an effort to ensure they are authentic.

## Overview

### What Are IT Service Management Tools?

IT service management (ITSM) tools enable IT operations organizations, specifically infrastructure and operations (I&O) managers, to support the production environment better. ITSM tools facilitate the tasks and workflows associated with the management and delivery of quality IT services. These are most heavily used by IT service desks and IT service delivery functions. Some non-I&O departments (such as HR or facilities) adapt generic ticket handling and workflow capabilities for their own use. Previously, Gartner called ITSM tools by the name IT service and support management (ITSSM) tools.

### What Is Gartner Peer Insights “Voice of the Customer”?

Since October 2015, more than 300,000 reviews across more than 330 markets have been posted to Gartner Peer Insights. The “Voice of the Customer” is a document that synthesizes Gartner Peer Insights’ reviews for the previous year into insights for IT decision makers. This peer perspective, along with the individual detailed reviews, is complementary to expert research and can play a key role in your buying process, as it focuses on direct peer experiences of implementing and operating a solution. Only vendors with 10 or more eligible published reviews during the specified one-year submission period are included in this document.

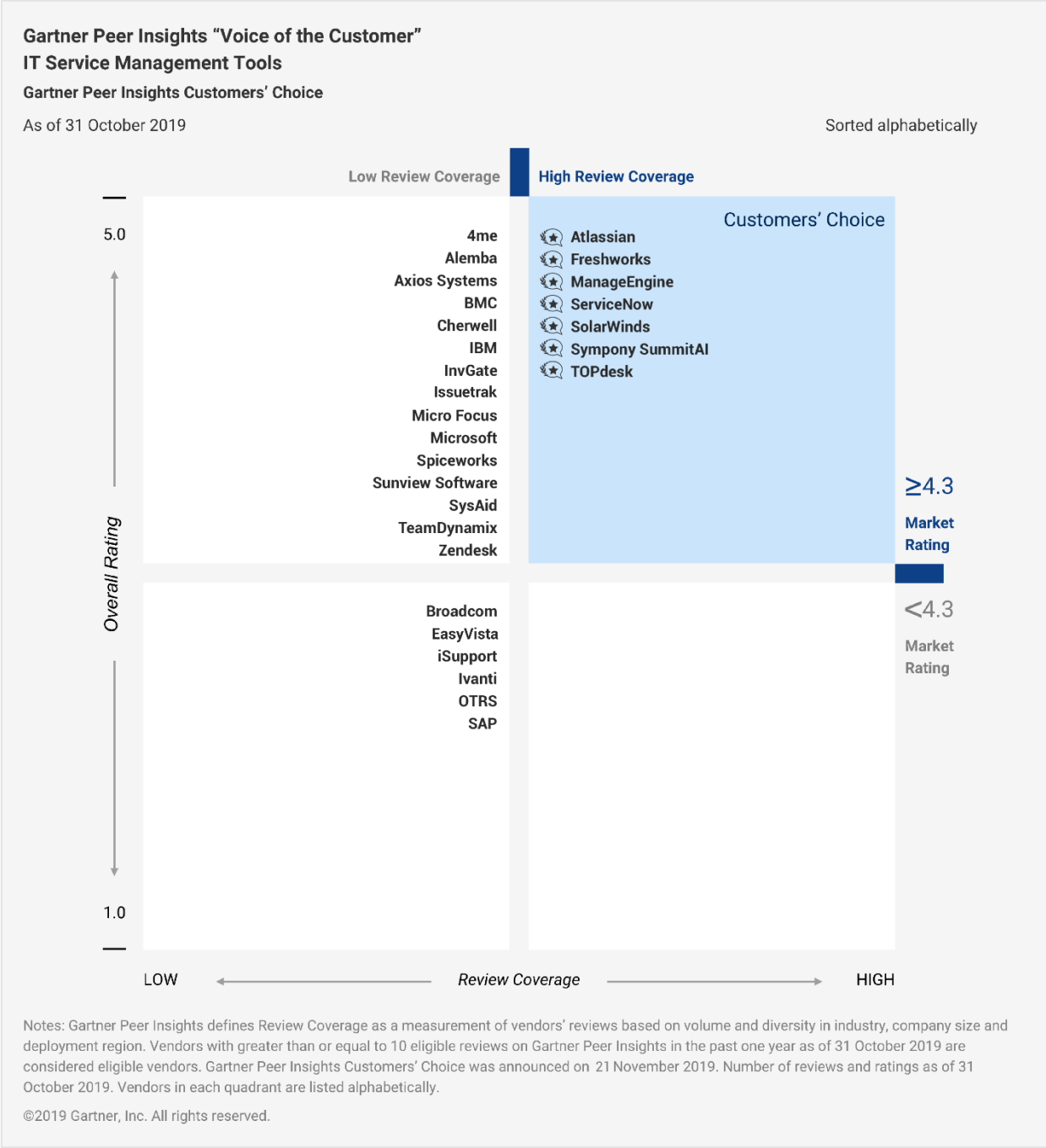
In the ITSM tool market, Gartner Peer Insights has published 4,079 reviews and ratings in the 12-month period ending 31 October 2019. Figure 1 shows all eligible vendors based on their overall rating, review volume and diversity in industry, company size and deployment region.

## What Is the Gartner Peer Insights Customers' Choice?

In markets where there is enough data, Gartner Peer Insights recognizes the vendors that are the most highly rated by their customers through the Customers' Choice distinction. To qualify for the Customers' Choice distinction, vendors must have a product that is aligned to the market, have their overall rating (out of 5 stars) equal or higher than the mean rating for that market, and receive 50 or more eligible published customer reviews during the one-year submission period. In addition, customer reviews must be representative of a broad mix of enterprise clients from different industries, company sizes and deployment regions. Reviews from end-user companies with less than \$50M in revenue will be excluded from this methodology. See the full methodology [here](#).

Based on the Gartner Peer Insights Customers' Choice criteria, Figure 1 shows a list (in alphabetical order) of vendors in different segments based on their overall score relative to the market rating and their Review Coverage (see the Methodology section for details). Customers' Choice vendors appear in the blue box on the upper right, denoted with a Customers' Choice badge. A maximum of 7 vendors can qualify.

Figure 1. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Customers’ Choice



Source: Gartner (December 2019)

## Use Customer Reviews and Expert Research to Supplement Your Analysis

Along with the historical peer-based perspective represented in this document, Gartner covers the ITSM tool market with expert-led research, primarily through the related Magic Quadrant and associated Critical Capabilities research documents.

Magic Quadrants are forward-looking, to help clients identify vendors likely to keep up with or even stay ahead of the overall market. Our analysts look broadly at customer feedback across markets, as well as a company's forward-looking strategy, roadmap and capabilities. Peer reviews are driven solely by the specific experiences relative to the unique needs of reviewers' organizations. Hence, there may be a difference in analyst opinions about vendors, products and services versus user sentiment as expressed in peer reviews. For more information on how markets and vendors are evaluated in Magic Quadrants, please see "How Markets and Vendors Are Evaluated in Gartner Magic Quadrants."

A vendor's placement in the top-right corner (the Leaders quadrant) in a Magic Quadrant report does not mean that the vendor is the best choice for an organization. Rather, it simply means that a vendor executes well in its overall market presence and has a good strategy for continuing to do so. Often, vendors from other quadrants may be a better fit. They may offer better products (to investigate products further, refer to the associated Critical Capabilities reports that accompany the respective Magic Quadrant), better address requirements from particular verticals and/or be more affordable. Ultimately, making the right choice depends on how the vendor aligns with your business goals. For related research in this market, see "Magic Quadrant for IT Service Management Tools."


















Not all vendors within a market are included in Gartner expert-generated research. A Magic Quadrant is not intended to be an exhaustive analysis of every vendor in a market, but rather a focused analysis. The criteria for inclusion may consist of market share, number of clients, installed base, types of products/services, target market or other defining characteristics. These criteria help narrow the scope of the research to those vendors that Gartner considers to be the most important — or best-suited — to the evolving needs of Gartner's clients as buyers in the market. While Peer Insights markets are based on Magic Quadrant market definitions, the standards for entry are broader, thus offering a more expansive view of a given market. Vendor inclusion and placement within the Peer Insights Voice of the Customer and Magic Quadrant is based on their specific Methodology.

Critical Capabilities documents provide insight into how well a product or service fulfills certain functional capabilities within specific use cases. Critical Capabilities reports are a point-in-time analysis to address the question of which vendor will have the best product given your weighting of which capabilities are most important to your organization. For more information on how products and services are evaluated in Critical Capabilities, please see "How Products and Services Are Evaluated in Gartner Critical Capabilities." For related research in this market, see Gartner's "Critical Capabilities for IT Service Management Tools."

Figure 2 shows the vendors' position in the Magic Quadrant as of 29 August 2019, and Customers' Choice distinctions as of 21 November 2019. The list includes all vendors mentioned in the Magic

Quadrant along with additional Customers' Choice vendors listed on Peer Insights, sorted alphabetically.

Figure 2. Gartner Peer Insights "Voice of the Customer" IT Service Management Tools Magic Quadrant and Peer Insights Customers' Choice View

Gartner Peer Insights "Voice of the Customer" IT Service Management Tools Gartner Magic Quadrant and Gartner Peer Insights Customers' Choice View		
As of 31 October 2019		Sorted alphabetically
Eligible Vendors	Gartner Magic Quadrant Position	Gartner Peer Insights
Atlassian		 customers' choice 2019
Axios Systems	 Niche Players	
BMC	 Leaders	
Broadcom	 Niche Players	
Cherwell	 Challengers	
EasyVista	 Niche Players	
Freshworks	 Niche Players	 customers' choice 2019
IBM	 Niche Players	
Ivanti	 Challengers	
ManageEngine		 customers' choice 2019
Micro Focus	 Niche Players	
ServiceNow	 Leaders	 customers' choice 2019
SolarWinds		 customers' choice 2019
Symphony SummitAI		 customers' choice 2019
TOPdesk		 customers' choice 2019
Notes: The table above lists all vendors mentioned in the Gartner Magic Quadrant plus any vendors in Gartner Peer Insights that have the Gartner Customers' Choice distinction. The Gartner Magic Quadrant for IT Service Management Tools was published on 29 August 2019. Customers' Choice announced on 21 November 2019. Vendors are listed alphabetically.		
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Source: Gartner (December 2019)

## Gartner Peer Insights “Voice of the Customer”

### ITSM Tools Peer Reviews and Ratings

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In addition to the synthesis provided by the Customers’ Choice, the individual reviews and ratings within Gartner Peer Insights can be a valuable source of lessons learned for those currently in the buying cycle for the ITSM tool market, particularly if you can find and read reviews from end users like you (for example, those that share your technology adoption bias, company size, industry or geography).

These reviews give insight into not only how satisfied existing customers are with a vendor’s product, but also their experience in negotiating with the vendor, getting support for the product or service, and their overall implementation effort. This information can provide you with a firsthand view on what to expect from a particular vendor.

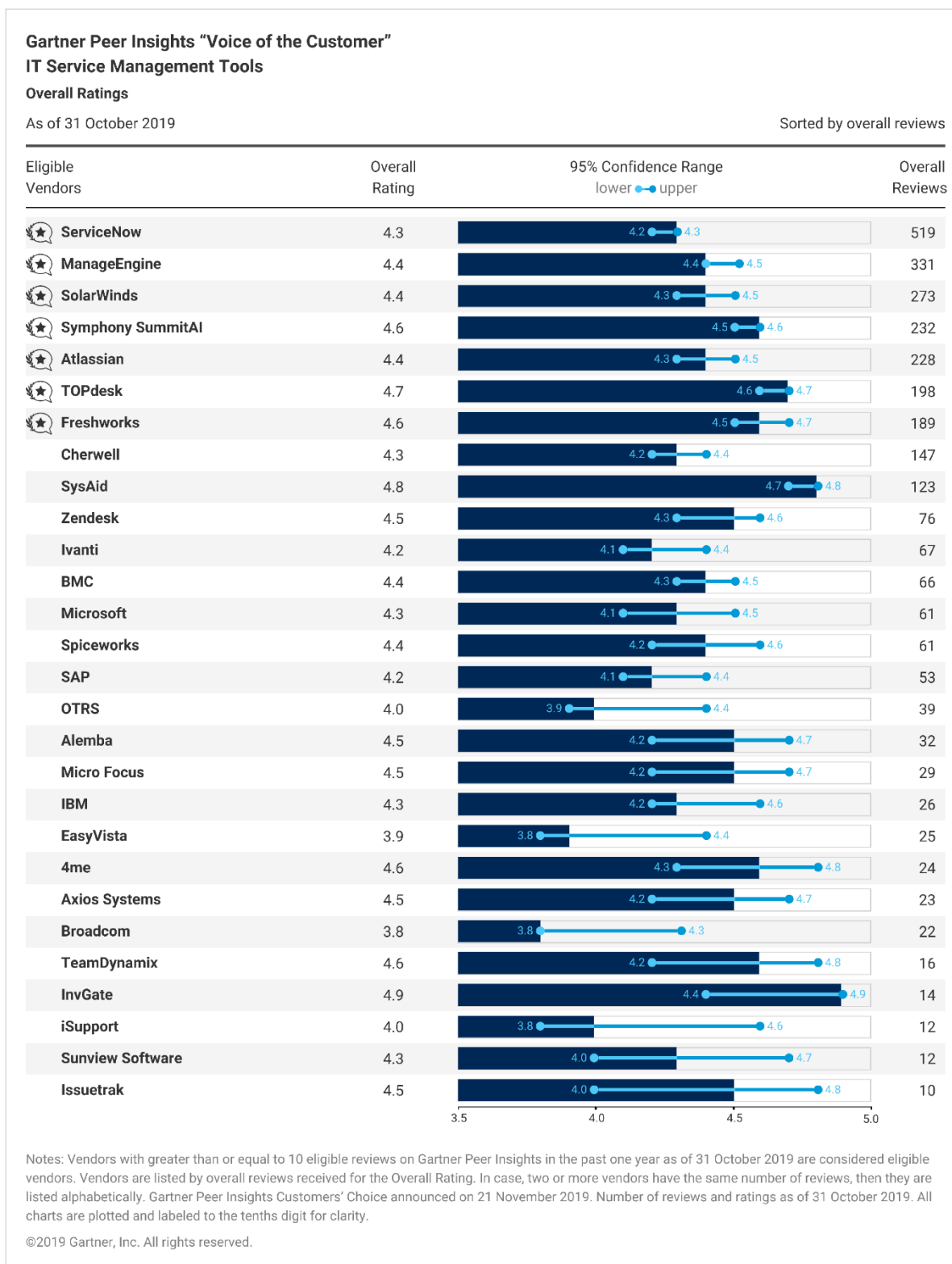
The rest of this document will highlight some of the broad findings in the ITSM tool market based on 12 months of reviews, and will also point you to particular ways to use the site in your buying process.

Figure 3 summarizes the overall ratings (out of 5 stars) for vendors in the ITSM tool market that have received more than 10 eligible reviews in the one-year period ending on 31 October 2019, sorted by number of reviews.

The table is sorted by the number of reviews because ultimately, the more reviews a vendor receives, the more likely it is that you can trust a summary rating. This can be visualized by the 95% confidence interval that has been added as a bar range to the overall ratings in Figure 3. This is best interpreted as: “Given the distribution of reviews received, the vendor’s overall rating is 95% likely to be between the lower and upper dots.”

While the confidence interval can offer a useful perspective, finding individual reviews from end users like you can be even more valuable. To begin using Gartner Peer Insights this way, please [click here](#) to navigate to the overall market page. Find a vendor you are interested in and use the filters on the left to begin narrowing reviews to read. Because access to Gartner Peer Insights is free and open to everyone, this is something that you can delegate to your team as well.

Figure 3. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Overall Ratings



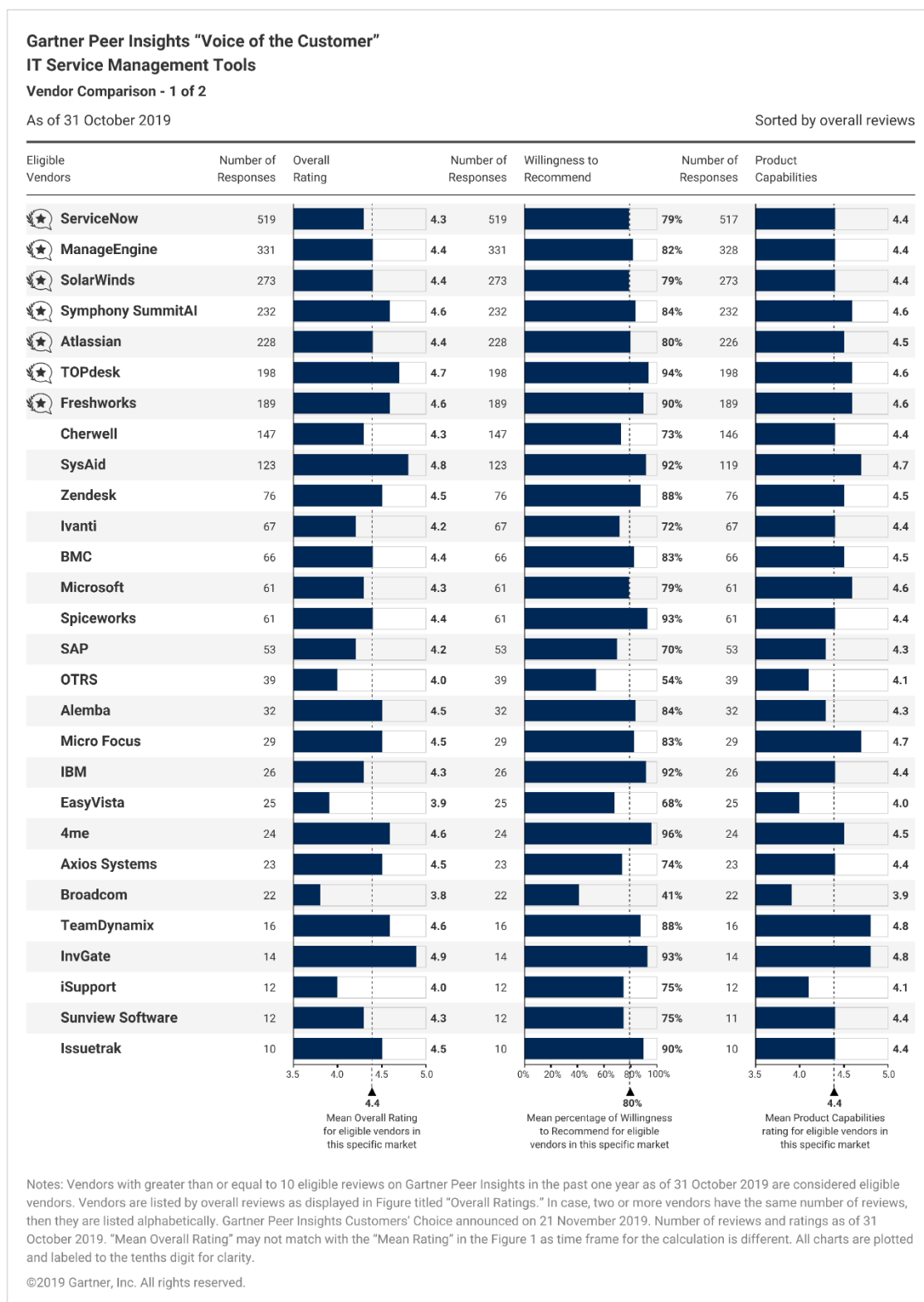
Source: Gartner (December 2019)

## Vendor Comparison

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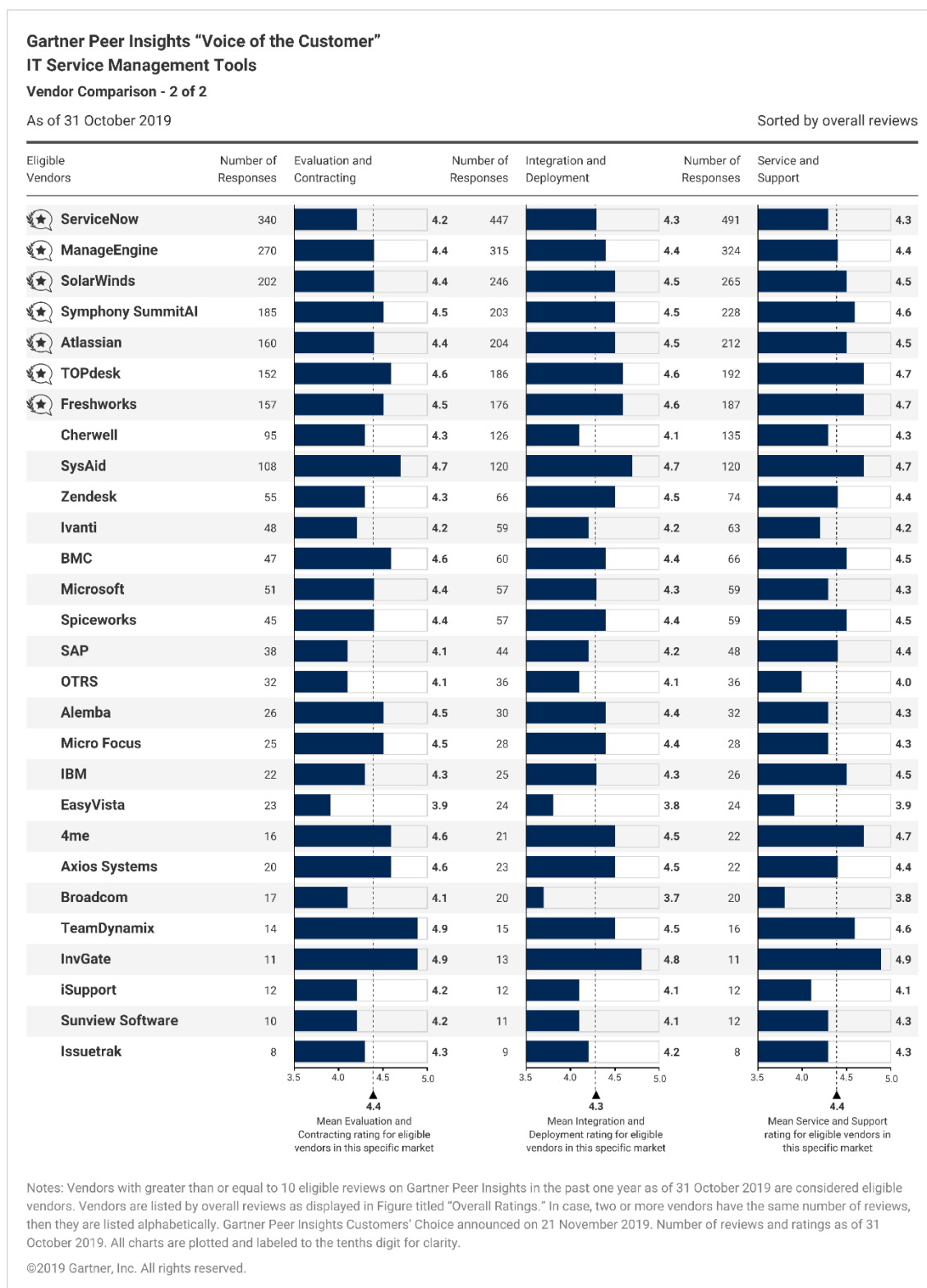
In addition to reading individual reviews, you can select multiple vendors to compare within the site. Figure 4 and Figure 5 provide an aggregate view, but it is easy to create a comparison between several vendors on your shortlist and then send it to others in your organization. To begin using the site this way, please [click here](#) to go to the overall market page. Find the first vendor you are interested in comparing and press the “compare” button.

Figure 4. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Vendor Comparison 1 of 2



Source: Gartner (December 2019)

Figure 5. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Vendor Comparison 2 of 2



Source: Gartner (December 2019)

## Other Vendors Considered

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The Peer Insights survey asks reviewers who were involved in evaluation which other vendors were considered before deciding on the choice they made. Figure 6 summarizes their feedback, enabling you to identify which other vendors were typically on the shortlist alongside a given vendor.

Figure 6 is an aggregate view, but you can customize the view for your particular shortlist and then send to others in your organization. To begin using the site this way, please [click here](#) to go to the overall market page. Find the first vendor you are interested in comparing and press the “compare” button. “Alternative vendors considered” is an item in the comparison.

Figure 6. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Other Vendors Considered

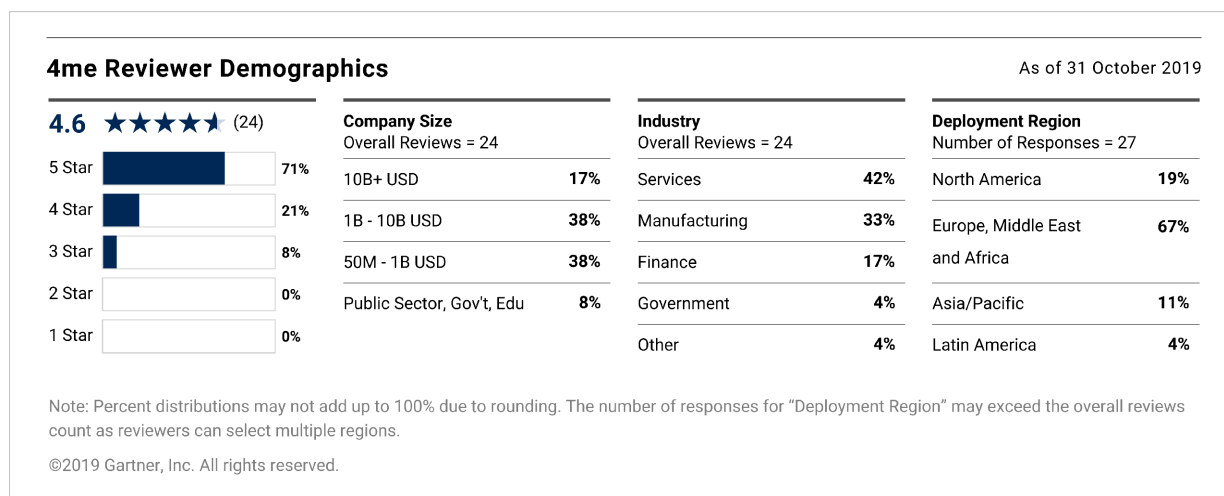
Gartner Peer Insights “Voice of the Customer”					
IT Service Management Tools					
Other Vendors Considered					
As of 31 October 2019			Sorted by overall reviews		
Eligible Vendors (Number of Responses)	Vendors That Reviewers Also Considered (top five alternatives)				
ServiceNow (341)	IBM (27%)	Microsoft (24%)	Zendesk (18%)	Atlassian (18%)	BMC (16%)
ManageEngine (273)	Zendesk (34%)	ServiceNow (34%)	Spiceworks (33%)	Microsoft (24%)	SolarWinds (22%)
SolarWinds (202)	Zendesk (40%)	ServiceNow (29%)	Spiceworks (22%)	Freshworks (17%)	Microsoft (16%)
Symphony SummitAI (186)	ServiceNow (34%)	IBM (26%)	ManageEngine (13%)	BMC (12%)	SAP (12%)
Atlassian (160)	Zendesk (31%)	Microsoft (28%)	ServiceNow (26%)	IBM (24%)	SAP (16%)
TOPdesk (152)	Zendesk (24%)	ServiceNow (20%)	Microsoft (18%)	IBM (9%)	Freshworks (7%)
Freshworks (156)	Zendesk (62%)	ServiceNow (38%)	Spiceworks (31%)	Atlassian (24%)	ManageEngine (24%)
Cherwell (97)	ServiceNow (59%)	BMC (32%)	Microsoft (21%)	IBM (15%)	ManageEngine (15%)
SysAid (108)	Spiceworks (35%)	Zendesk (33%)	ServiceNow (31%)	ManageEngine (30%)	SolarWinds (24%)
Zendesk (55)	Atlassian (18%)	IBM (16%)	Microsoft (16%)	SAP (15%)	NetHelpDesk (13%)
Ivanti (49)	ServiceNow (39%)	Microsoft (24%)	Zendesk (24%)	SAP (20%)	IBM (18%)
BMC (47)	ServiceNow (51%)	Zendesk (32%)	IBM (26%)	Atlassian (17%)	Microsoft (17%)
Microsoft (51)	IBM (45%)	SAP (25%)	SolarWinds (16%)	Zendesk (16%)	Atlassian (12%)
Spiceworks (45)	Zendesk (33%)	ManageEngine (27%)	NetHelpDesk (22%)	SolarWinds (20%)	Atlassian (18%)
SAP (38)	Microsoft (39%)	IBM (32%)	Zendesk (18%)	Ivanti (13%)	Atlassian (11%)
OTRS (32)	Symphony SummitAI (31%)	IBM (28%)	ServiceNow (22%)	Zendesk (22%)	NetHelpDesk (16%)
Alemba (26)	ServiceNow (38%)	Zendesk (31%)	Ivanti (23%)	TOPdesk (19%)	BMC (15%)
Micro Focus (25)	ServiceNow (52%)	BMC (52%)	IBM (24%)	Atlassian (16%)	Microsoft (16%)
IBM (22)	Microsoft (36%)	Zendesk (18%)	Agiloft (14%)	BMC (14%)	Micro Focus (14%)
EasyVista (23)	Axios Systems (35%)	BMC (26%)	IBM (26%)	Issuetrak (17%)	SAP (17%)
4me (16)	BMC (50%)	ServiceNow (44%)	Atlassian (19%)	Ivanti (19%)	TOPdesk (19%)
Axios Systems (20)	Microsoft (30%)	Hornbill (25%)	Zendesk (25%)	IBM (20%)	Ivanti (20%)
Broadcom (18)	IBM (44%)	ServiceNow (39%)	BMC (28%)	ManageEngine (28%)	Microsoft (22%)
TeamDynamix (14)	ServiceNow (57%)	Microsoft (36%)	Atlassian (29%)	Freshworks (29%)	TOPdesk (21%)
InvGate (11)	Zendesk (64%)	ManageEngine (55%)	BMC (27%)	Microsoft (27%)	Spiceworks (27%)
iSupport (12)	Microsoft (58%)	IBM (33%)	SAP (33%)	Entry Software (25%)	HelpSTAR (25%)
Sunview Software (10)	Zendesk (60%)	ServiceNow (50%)	SolarWinds (40%)	SysAid (30%)	Atlassian (20%)
Issuetrak (8)	ServiceNow (38%)	Microsoft (25%)	iSupport (13%)	ITinvolve (13%)	Ivanti (13%)
Notes: Vendors with greater than or equal to 10 eligible reviews on Gartner Peer Insights in the past one year as of 31 October 2019 are considered eligible vendors. Vendors are listed by overall reviews as displayed in Figure titled “Overall Ratings”. In case, two or more vendors have the same number of reviews, then they are listed alphabetically. Number of reviews and ratings as of 31 October 2019. Percent distribution for “Other Vendors Considered” may exceed 100% as reviewers can select multiple vendors.					
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Source: Gartner (December 2019)

## Peer Insights User Ratings

Figures 7 through 34 summarize each vendor's reviewer demographics for those reviews received in the last year, ending on October 2019, along with the demographics of the reviewers and a direct link to the vendor's ratings on the site. All vendors with more than 10 eligible reviews in the last year are shown, sorted alphabetically.

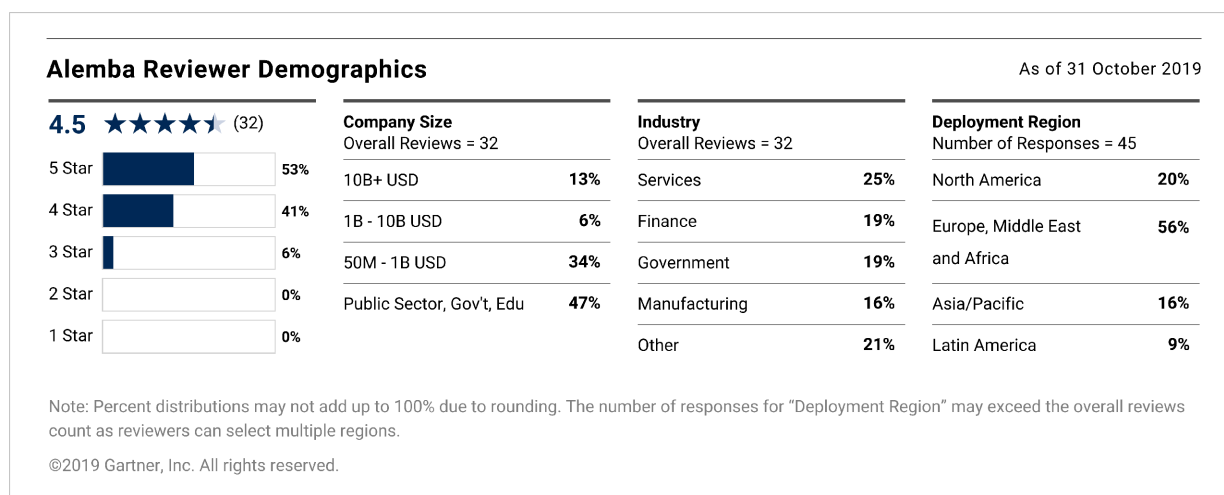
Figure 7. Gartner Peer Insights "Voice of the Customer" IT Service Management Tools 4me Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [4me](#).

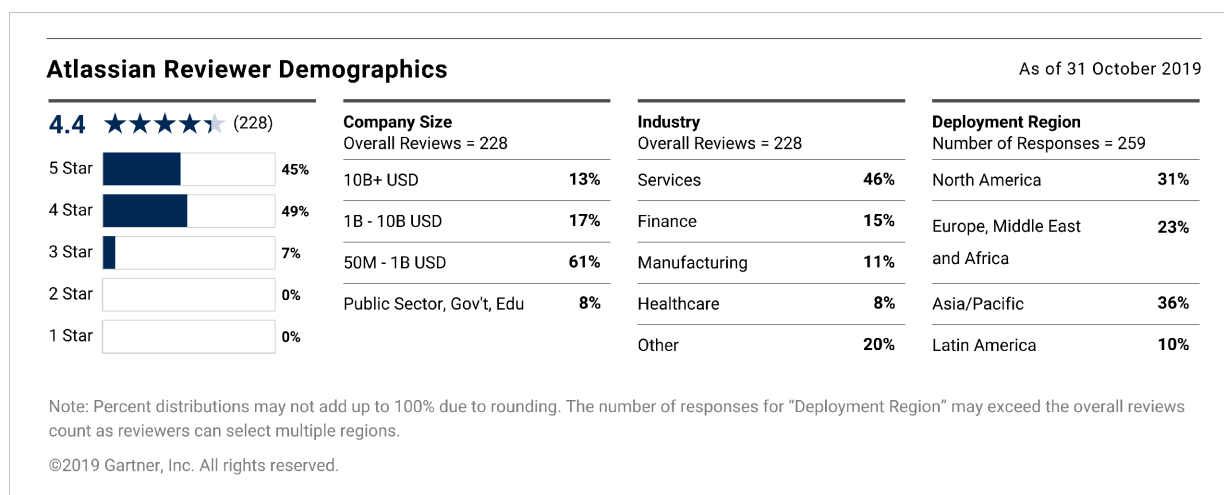
Figure 8. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Alemba Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Alemba](#).

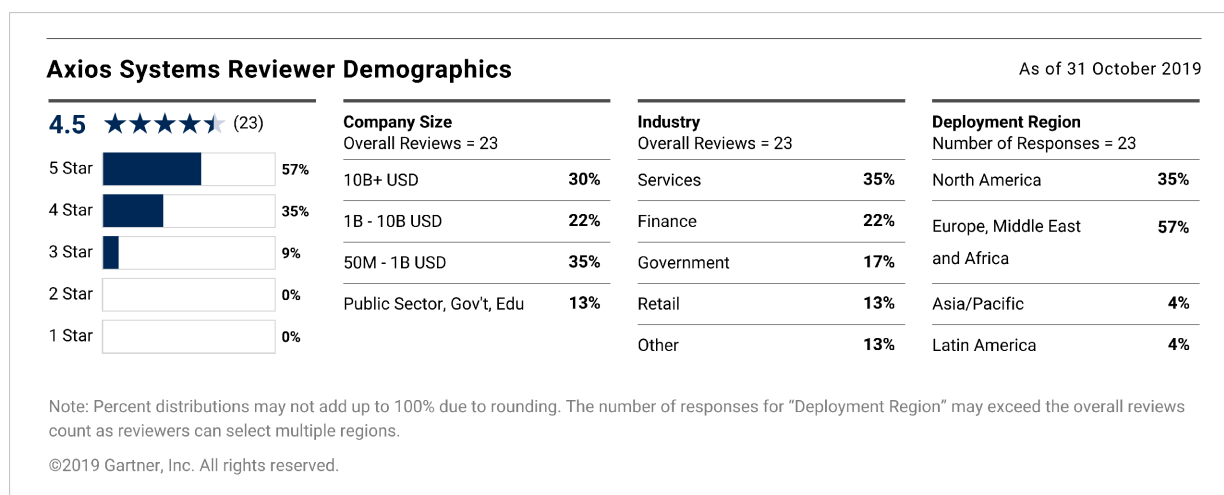
Figure 9. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Atlassian Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Atlassian](#).

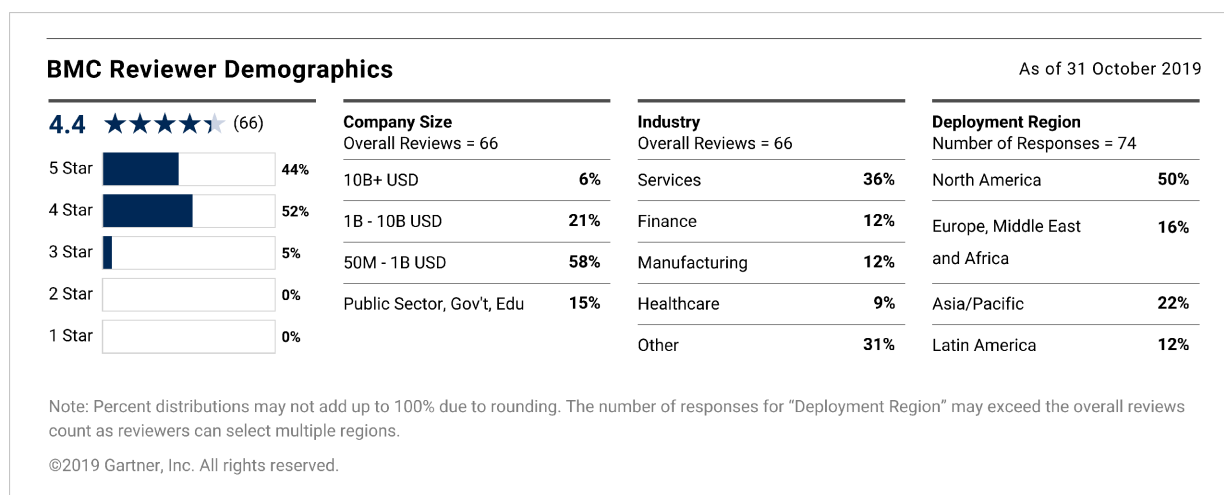
Figure 10. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Axios Systems Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Axios Systems](#).

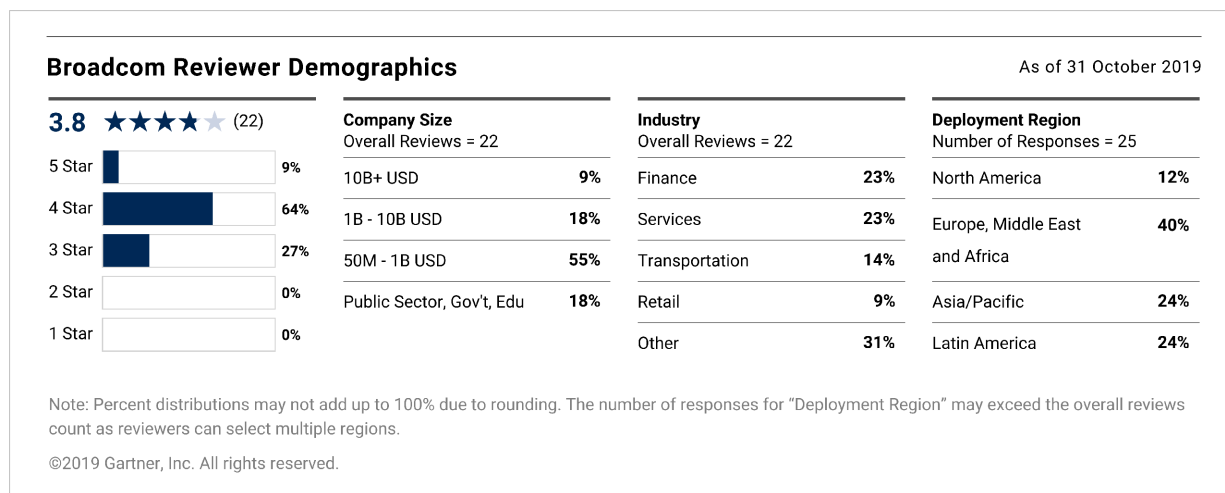
Figure 11. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools BMC Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [BMC](#).

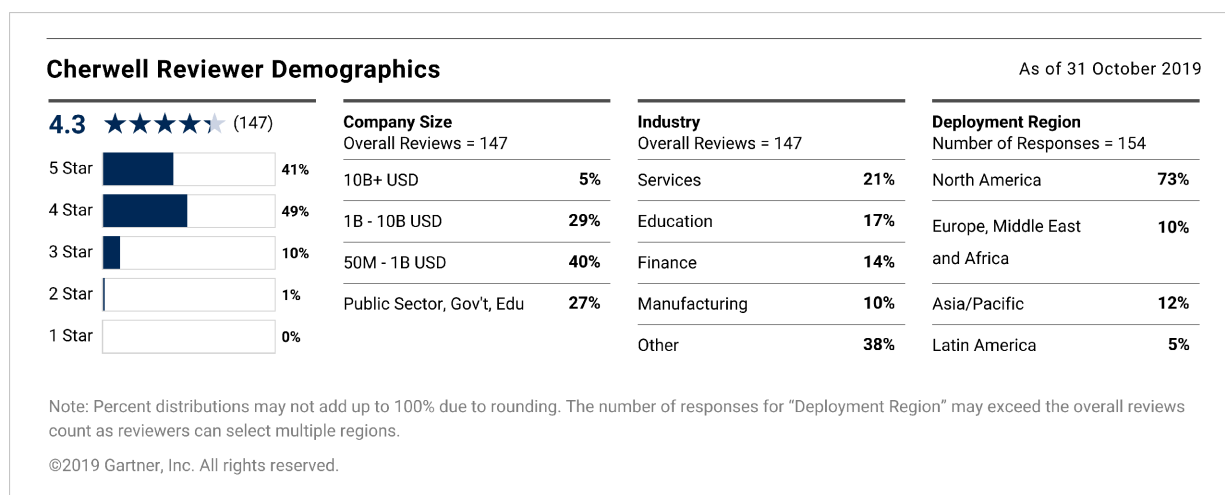
Figure 12. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Broadcom Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Broadcom](#).

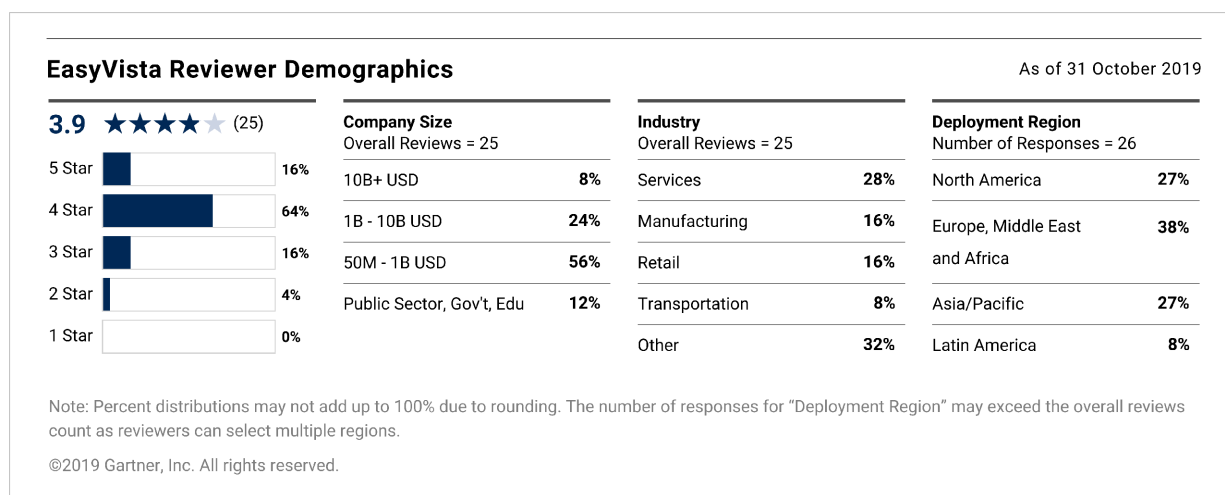
Figure 13. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Cherwell Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Cherwell](#).

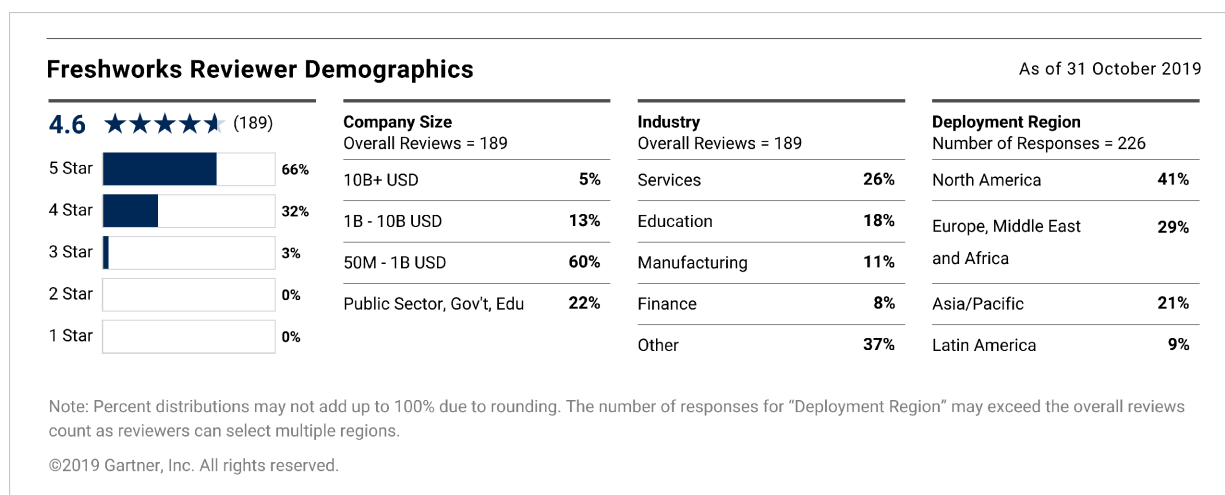
Figure 14. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools EasyVista Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [EasyVista](#).

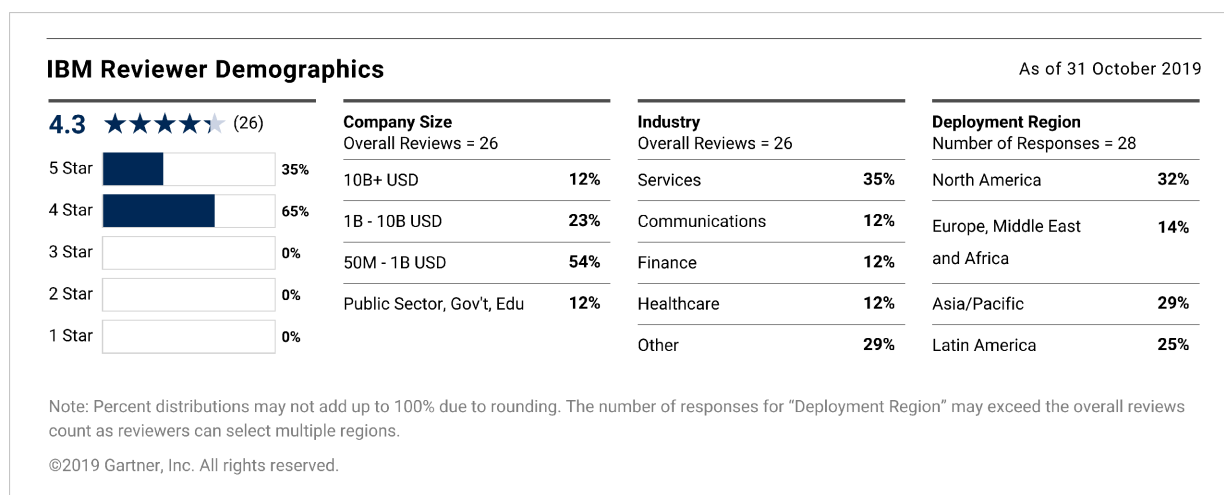
Figure 15. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Freshworks Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Freshworks](#).

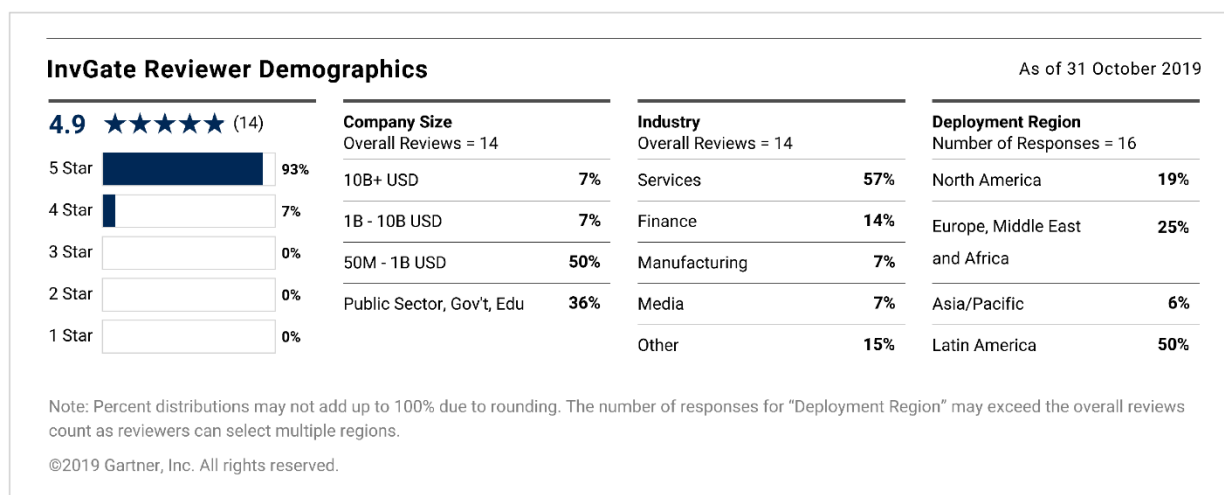
Figure 16. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools IBM Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [IBM](#).

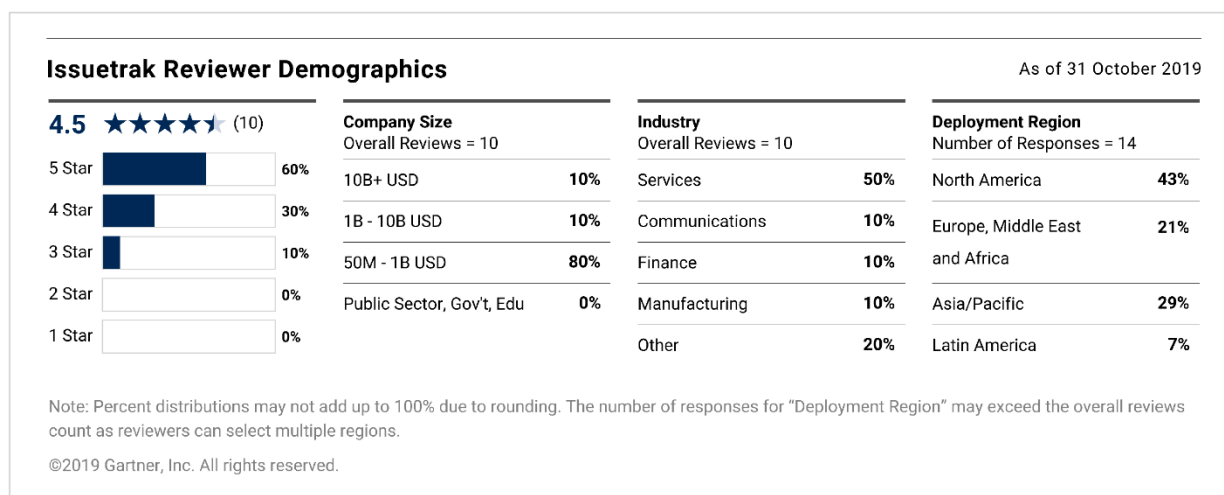
Figure 17. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools InvGate Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [InvGate](#).

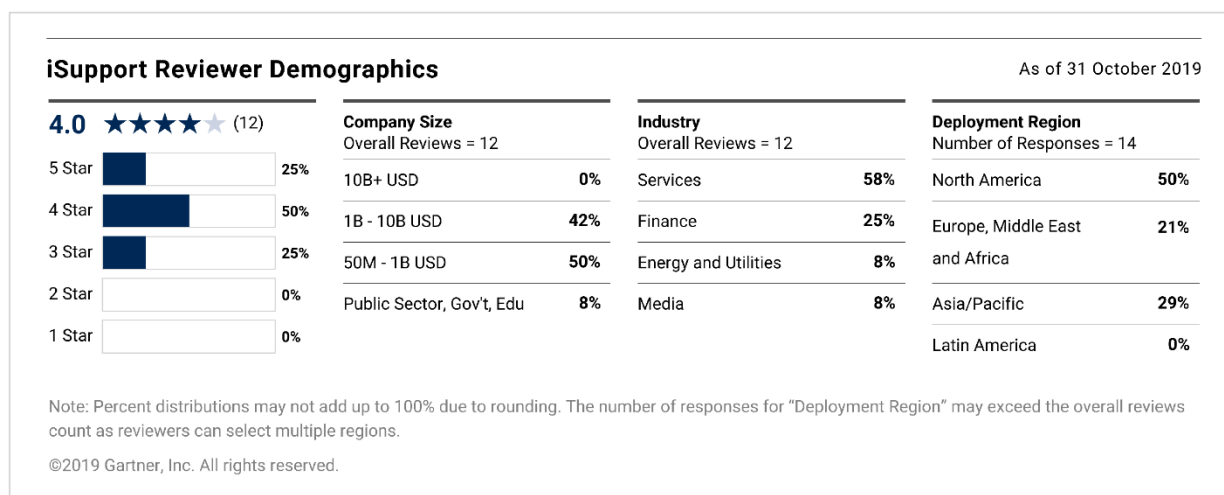
Figure 18. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Issuetrak Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Issuetrak](#).

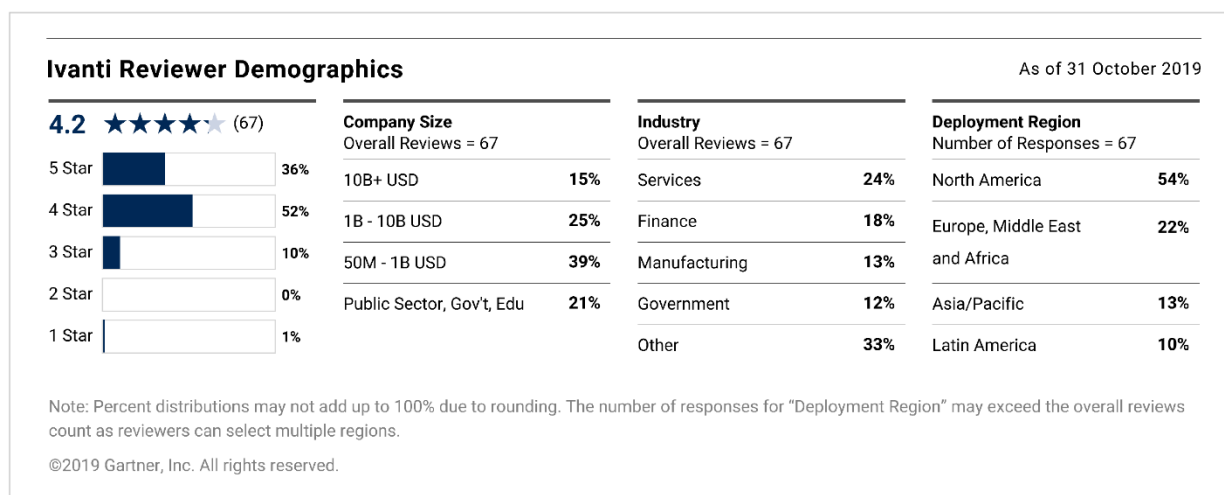
Figure 19. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools iSupport Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [iSupport](#).

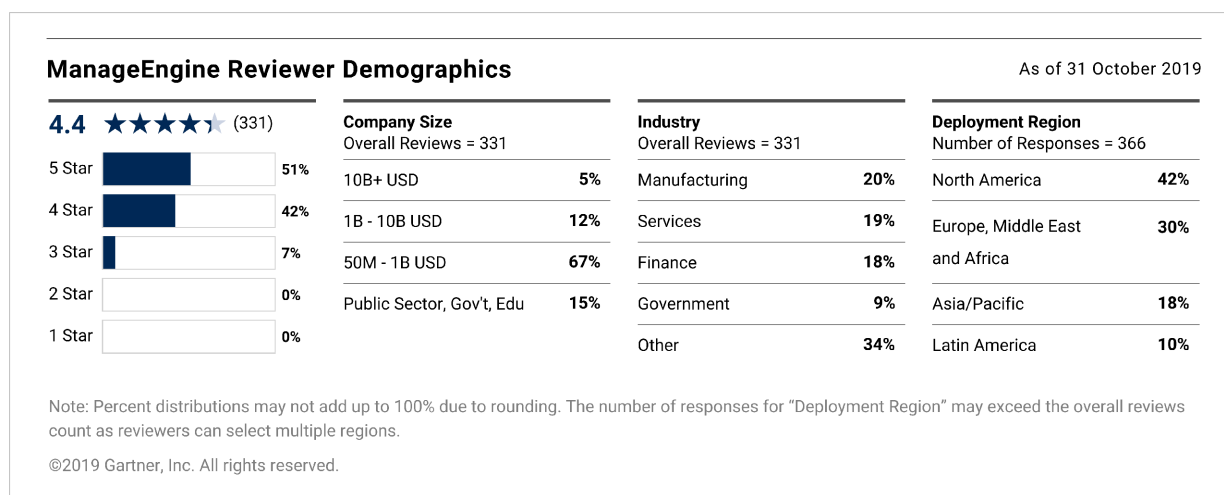
Figure 20. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Ivanti Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Ivanti](#).

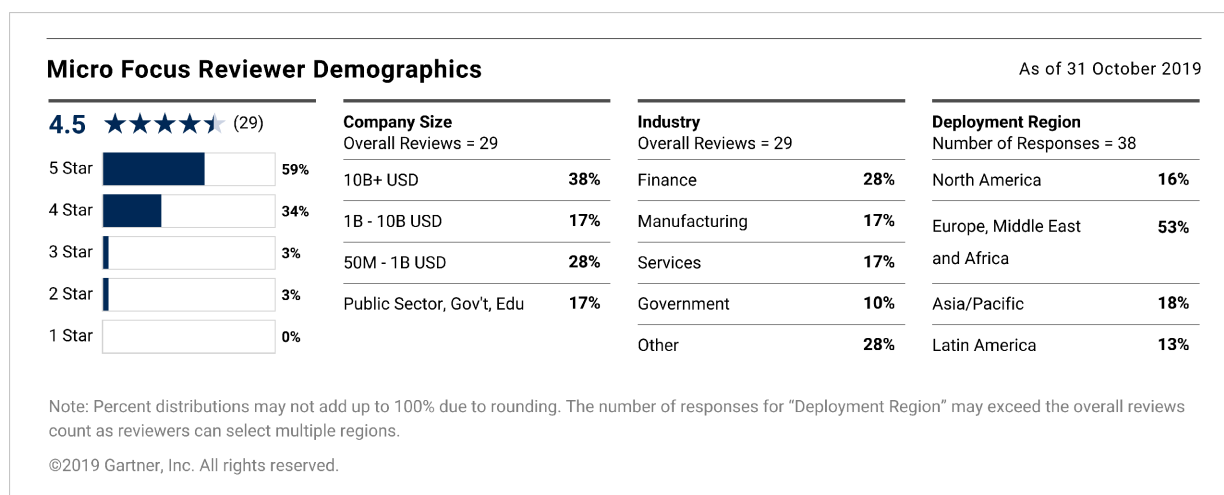
Figure 21. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools ManageEngine Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [ManageEngine](#).

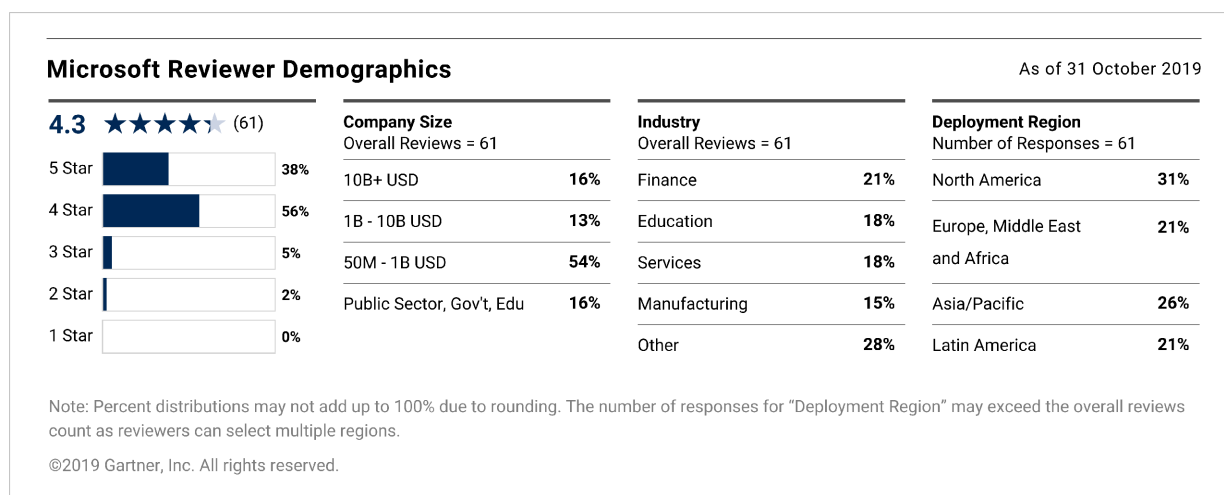
Figure 22. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Micro Focus Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Micro Focus](#).

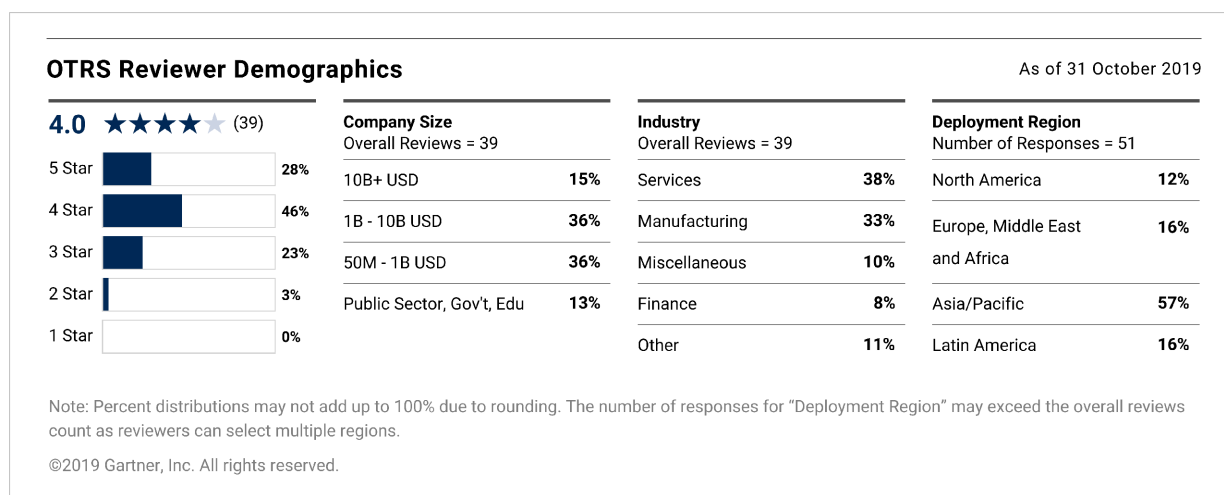
Figure 23. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Microsoft Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Microsoft](#).

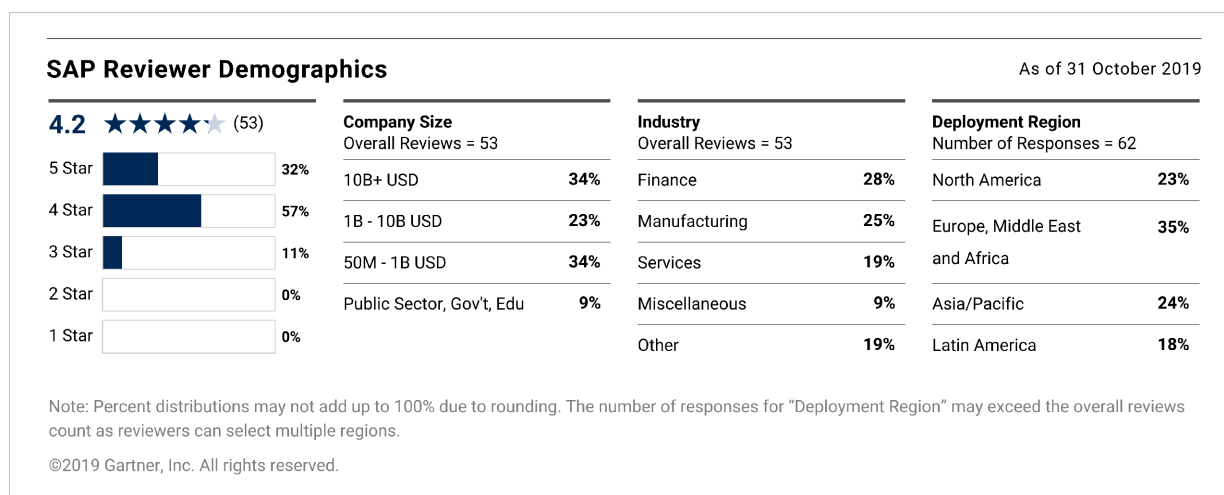
Figure 24. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools OTRS Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [OTRS](#).

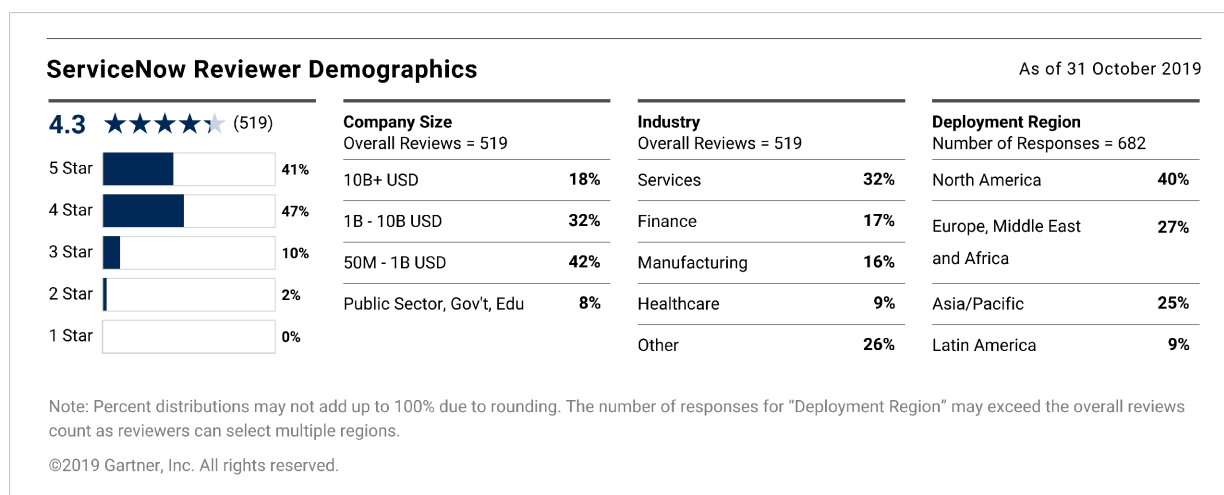
Figure 25. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools SAP Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [SAP](#).

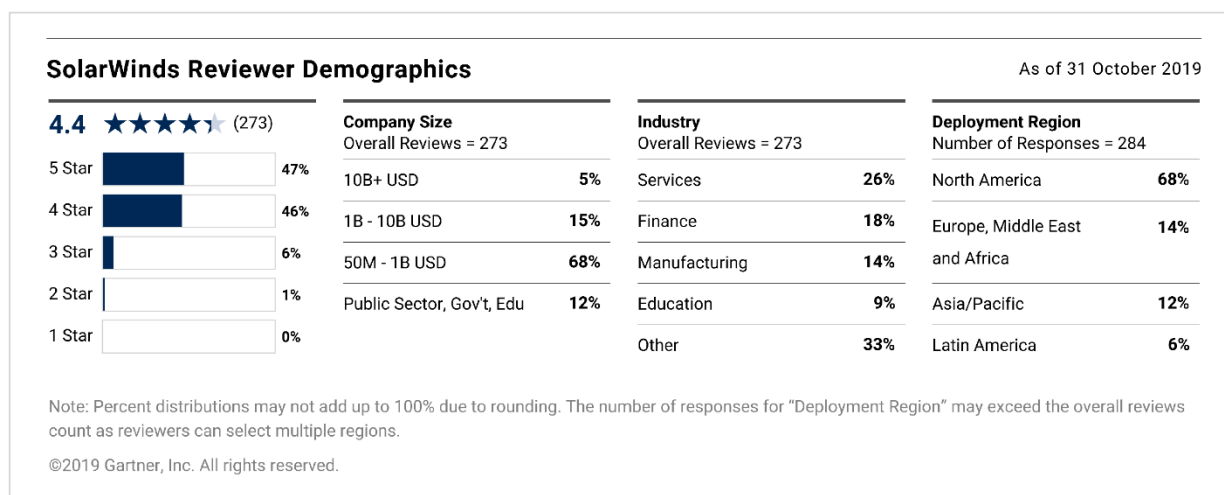
Figure 26. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools ServiceNow Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [ServiceNow](#).

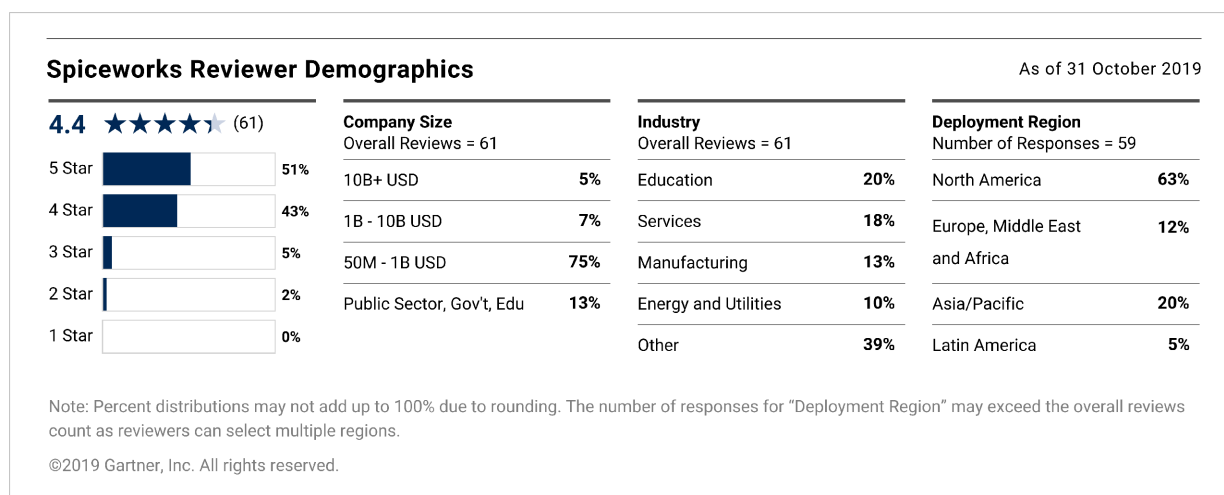
Figure 27. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools SolarWinds Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [SolarWinds](#).

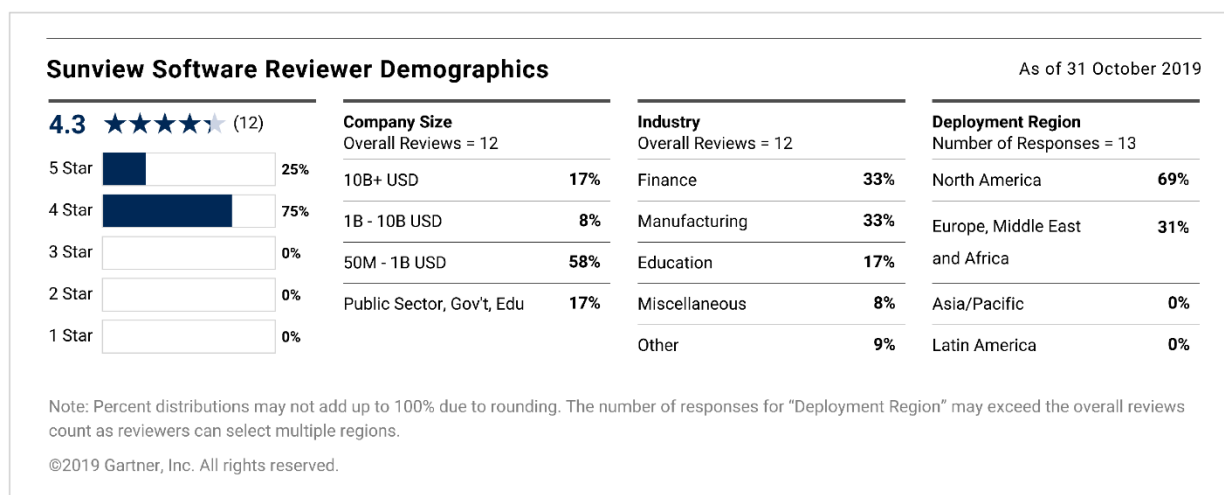
Figure 28. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Spiceworks Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Spiceworks](#).

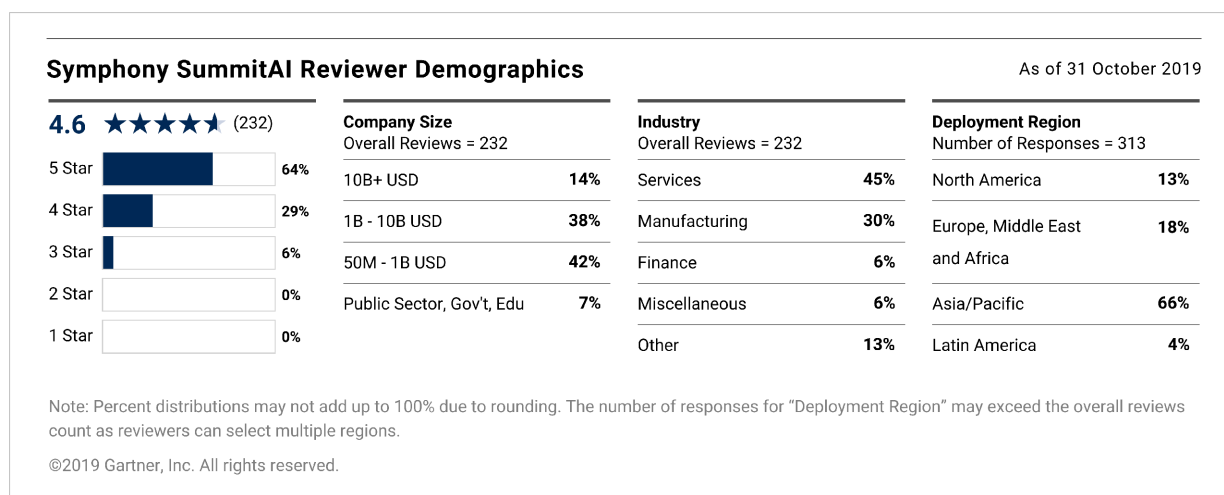
Figure 29. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Sunview Software Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Sunview Software](#).

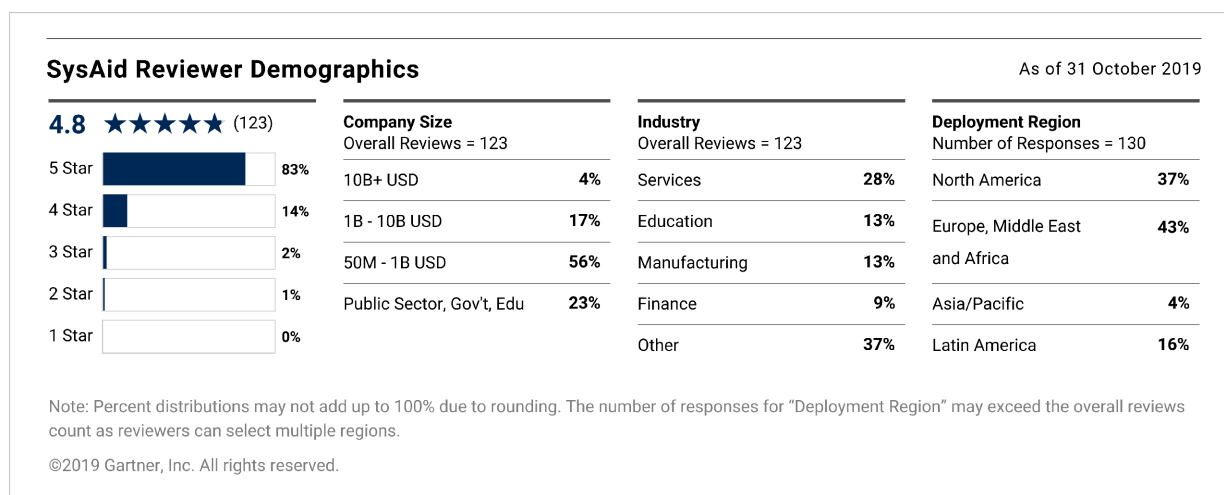
Figure 30. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Symphony SummitAI Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Symphony SummitAI](#).

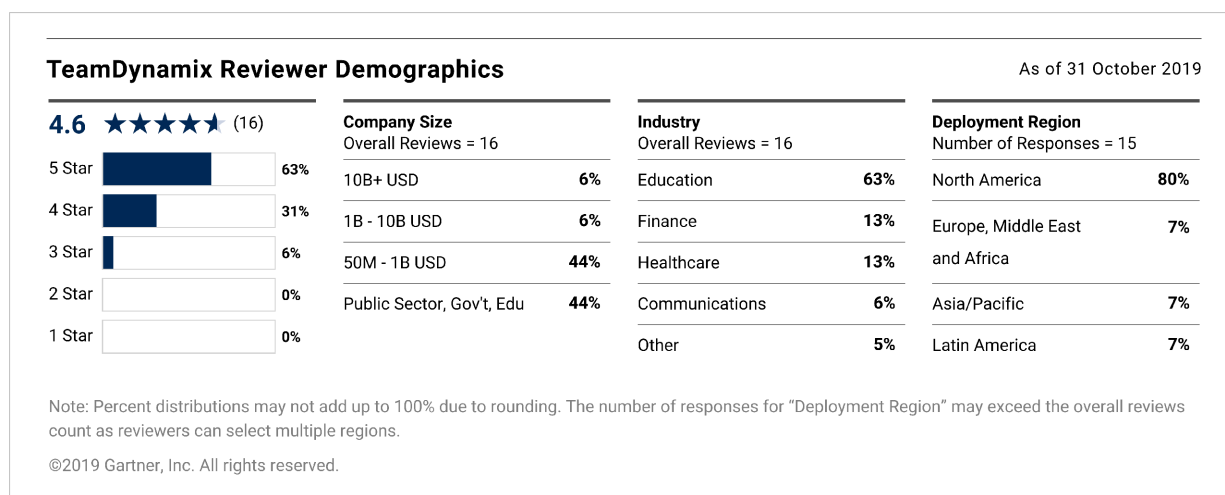
Figure 31. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools SysAid Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [SysAid](#).

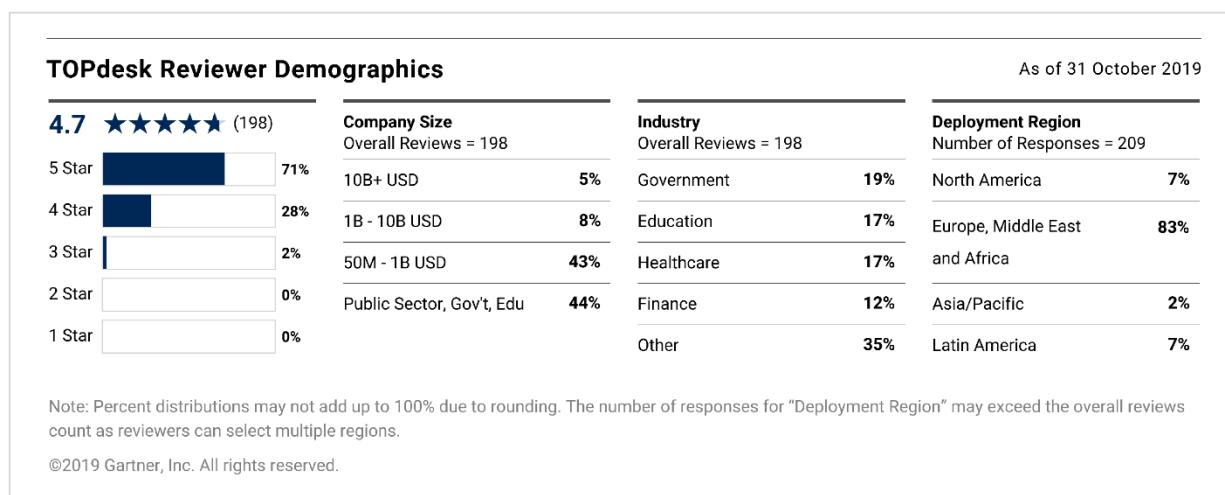
Figure 32. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools TeamDynamix Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [TeamDynamix](#).

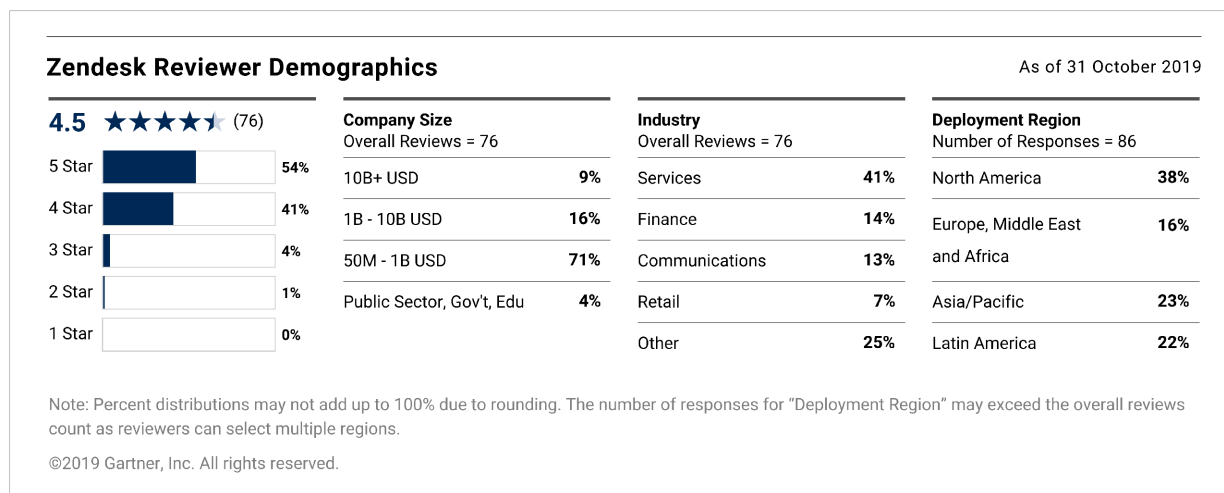
Figure 33. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools TOPdesk Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [TOPdesk](#).

Figure 34. Gartner Peer Insights “Voice of the Customer” IT Service Management Tools Zendesk Reviewer Demographics



Source: Gartner (December 2019)

Read all Peer Insights user reviews for [Zendesk](#).

## Gartner Recommended Reading

*Some documents may not be available as part of your current Gartner subscription.*

“Magic Quadrant for IT Service Management Tools”

“Critical Capabilities for IT Service Management Tools”

### Methodology

The vendors included in the [Gartner Peer Insights Customers' Choice distinctions for ITSM tools](#) were announced on 21 November 2019. Reviews submitted between 1 November 2018 and 31 October 2019 were considered for determining Gartner Peer Insights Customers' Choice distinctions. Gartner is committed to transparency regarding the criteria considered in bestowing this distinction; a full description can be found on the [Methodology page](#). The Gartner “Magic Quadrant for IT Service Management Tools” referenced in this report was published on 29 August 2019.

Overall customer rating is the response to the survey question: “Please rate your overall experience with this vendor.” Other ratings displayed are responses to:

- “Overall rating of product capabilities”
- “Overall rating of evaluation and contract negotiation with the vendor”

- “Overall rating of integration and deployment”
- “Overall rating of service and support”

Ratings were taken on a scale of 1 to 5, where 1 is “completely dissatisfied” and 5 is “completely satisfied.” The average ratings within the review may represent multiple versions of a product offering. Reviews for beta products are included in the analysis of this document. Reviews for legacy products (no longer being sold by the vendor) were not included in the analysis in this document.

Vendors’ Review Coverage is measured by their review volume and diversity in industry, company size and deployment region. Vendors who have 50 or more eligible published reviews and at least 20% of eligible reviews that are outside of the primary industry, company size and deployment region will be categorized as “High Review Coverage” and positioned on the right hand quadrants in Figure 1. In markets where there are more than 7 vendors that have qualified for Customers’ Choice Distinction, the 7th highest “Product Adoption Review Coverage (PARC)” score of all qualified vendors will become the new Review Coverage threshold. For detailed definition of Review Coverage and PARC, please refer to the [Methodology](#).

The 95% confidence range in Figure 3 is calculated using a statistical technique known as bootstrapping. For a given vendor, a bootstrap sample is taken from either the set of overall ratings of the market or the set of overall ratings for the vendor. The size of the sample taken is the same as the number of reviews of the vendor. There is a higher chance to take the sample from the vendor’s overall ratings when the vendor has more reviews. A mean is calculated for each bootstrap sample and the process is repeated 50,000 times. The low and high ratings shown in the confidence range are the 2.5 to 97.5 percentile values of the histogram of these bootstrapped means (or the vendor’s actual rating, whichever is lower/higher). This represents the 95% confidence interval.

“Willingness to recommend” is calculated based on the responses to the question “How likely is it that you would recommend this product or service to a friend or colleague?” The reviewer can select the response on a rating scale of 0 to 10, where 0 is “not at all likely” and 10 is “extremely likely.” The response is considered “yes” if the rating is greater than or equal to 8 and “no” if the rating is less than 8. For reviews first submitted in mid-2018 or came from Magic Quadrant Reference Survey, the question “Would you recommend this product to others” was asked instead, with responses including “yes,” “yes, with reservations,” “I don’t know,” and “no.” The “Willingness to recommend” percentage is calculated using the total number of “yes” responses for both questions as defined above divided by the total number of responses to the question.

The “other vendors considered” section is based on reviewer responses for the question “What other vendors did you consider?” The reviewer may select multiple vendors for consideration. The percentage is calculated according to the total number of reviewers who select an alternative vendor divided by the total responses to the question.

**GARTNER HEADQUARTERS****Corporate Headquarters**

56 Top Gallant Road  
Stamford, CT 06902-7700  
USA  
+1 203 964 0096

**Regional Headquarters**

AUSTRALIA  
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RESOLUTION

NO: [Title]

LIVINGSTON COUNTY

DATE: Click or tap to enter a date.

---

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**Resolution Authorizing the Entrance into a Participating Addendum Through the NASPO Valuepoint Cooperative Purchasing Program and the Authorization of a Stock Hardware Order - Information Technology**

**WHEREAS,** Livingston County has the need to purchase technology equipment to support the functions of the County's operations in a fiscally responsible manner using the NASPO ValuePoint Cooperative Purchasing Program; and

**WHEREAS,** utilization of the NASPO contract will result in significant cost savings for mission critical projects for the Information Technology Department; and

**WHEREAS,** participation in a Participating Addendum (PA) will result in effectively "piggy-backing" on the Master Agreement entered into between the State of Minnesota and Hewlett-Packard, Co (now HP, Inc.) and its addendums. This "piggy-backing" was authorized under the Master Agreement subject to the approval of the State Chief Procurement Official ("CPO") and the State of Michigan (SOM) has not issued a PA for the NASPO Master Agreement; and

**WHEREAS,** Civil Counsel reviewed the Master Agreements and determined the County is allowed to enter into their own respective PAs to utilize NASPO Value Point Master Agreements even when the SOM does not have an existing PA in place; and

**WHEREAS,** based upon recommendation of Civil Counsel, issuance of a PA is requested; and

**WHEREAS,** Information Technology has a need to place a stock order of hardware to support the County's users. Desktop computers, laptops, docking stations, and monitors are needed to replace outdated equipment in our environment and to support requests for additional necessary hardware; and

**WHEREAS,** through the issuance of a County PA for use of the NASPO ValuePoint Cooperative Purchasing Program, the vendor Civitas-IT is able to provide hardware at a significant cost savings of as much as \$12,350 compared to our standard contract pricing with our current supplier; and

**WHEREAS,** funding is available through the fiscal year 2020 Information Technology budget.

**THEREFORE BE IT RESOLVED** that the Livingston County Board of Commissioners hereby approves and authorizes entrance into the Master Agreement via a Participating Addendum with the NASPO ValuePoint Cooperative Purchasing Program.

**BE IT FURTHER RESOLVED** that the Livingston County Board of Commissioners hereby approves and authorizes a purchase order to be issued to Civitas-IT for the purchase of stock technology hardware including desktops, laptops, docking stations, and monitors at an amount not to exceed \$72,450.

**BE IT FURTHER RESOLVED** that the Chairman of the Livingston County Board of Commissioners is authorized to sign all forms, assurances, contracts/agreements, renewals and future amendments for monetary and contract language adjustments related to the above upon review and/or preparation of Civil Counsel.

#

#

#

MOVED:  
SECONDED:  
CARRIED:

Qty	Part #	Description	Unit List \$	Livingston Unit \$	Livingston Ext'd \$
<b>14in laptop, Latitude 5400 alternative, HP EliteBook 840</b>			<b>\$1,770.00</b>	<b>\$1,239.00</b>	
25	Config-32561916	HP EliteBook 840 G5 Base NB PC i5-8365U, 8G, 256SSD for Livingston Co	\$ 2,182.00	\$ 899.00	\$ 22,475.00
25	4WG30AV	HP IDS UMA i5-8365U 840 G6 Base NB PC	\$ 1,151.00	\$ 469.00	\$ 11,725.00
25	4SS11AV#ABA	OS Localization US	\$ 2.00	\$ 1.00	\$ 25.00
25	X7B43AV	eStar Enable IOPT	\$ 2.00	\$ 1.00	\$ 25.00
25	4WG65AV	Windows 10 Home 64	\$ 142.00	\$ 68.00	\$ 1,700.00
25	4WH02AV	Integrated HD 720p IR TripleMic Webcam	\$ 27.00	\$ 11.00	\$ 275.00
25	4WG47AV	14 inch FHD (1920x1080) Anti-Glare LED UWVA 400 for HD Webcam + IR slim ALSensor	\$ 170.00	\$ 69.00	\$ 1,725.00
25	4WG87AV	8GB (1x8GB) DDR4 2400	\$ 180.00	\$ 73.00	\$ 1,825.00
25	4WG95AV	256GB PCIe NVMe Value Solid State Drive	\$ 225.00	\$ 92.00	\$ 2,300.00
25	4WG55AV	No Near Field Communication (No NFC)	\$ 2.00	\$ 1.00	\$ 25.00
25	5MA76AV	Intel Wi-Fi 6 AX200 ax 2x2 MU-MIMO 160MHz +Bluetooth 5 WW with 2 Antennas	\$ 25.00	\$ 10.00	\$ 250.00
25	4WG62AV	No WWAN	\$ 2.00	\$ 1.00	\$ 25.00
25	4WG54AV	No Fingerprint Sensor	\$ 2.00	\$ 1.00	\$ 25.00
25	4WG89AV	Active SmartCard	\$ 2.00	\$ 1.00	\$ 25.00
25	4WG15AV	3 Cell 50 WHr Long Life	\$ 45.00	\$ 18.00	\$ 450.00
25	4WG14AV	65 Watt Smart nPFC Right Angle for Fast Charge AC Adapter	\$ 10.00	\$ 4.00	\$ 100.00
25	4WJ40AV#ABA	C5 1.8m Sticker Conventional Power Cord US	\$ 2.00	\$ 1.00	\$ 25.00
25	4WJ68AV#ABA	Dual Point Backlit spill-resistant Collaboration US	\$ 64.00	\$ 25.00	\$ 625.00
25	4WH12AV#ABA	3/3/0 Warranty US	\$ 125.00	\$ 51.00	\$ 1,275.00
25	4WG53AV	AMT Enabled	\$ 2.00	\$ 1.00	\$ 25.00
25	4WJ44AV#ABA	Country Localization US	\$ 2.00	\$ 1.00	\$ 25.00
25	1QE38AV	Core i5 vPro G8 Label	\$ 2.00	\$ 1.00	\$ 25.00
25	U4414E	HP 3 year Next business day onsite Hardware Support for Notebooks	\$ 79.00	\$ 39.00	\$ 975.00
25	2SU51AV#ABA	Drop-In-Box HP ThunderBolt Dock 120W G2 US	\$ 299.00	\$ 113.00	\$ 2,825.00
Section Subtotal:					\$ 26,300.00
<b>Small Form Factor (SFF) Desktop PC, Optiplex alternative, HP EliteDesk 800 G5</b>			<b>\$1,127.00</b>	<b>\$789.00</b>	
65	config #32568335	HP EliteDesk 800 G5 SFF PC i5-9600, 8GB, 256SSD for Livingston Co.	\$ 1,537.00	\$ 549.00	\$ 35,685.00
65	6BD64AV	HP EliteDesk 800 G5 Small Form Factor PC	\$ 198.00	\$ 70.00	\$ 4,550.00
65	4YH35AV#ABA	OS Localization US	\$ 1.00	\$ 1.00	\$ 65.00
65	6ME13AV	ENERGY STAR Certified	\$ 1.00	\$ 1.00	\$ 65.00
65	6CU48AV	EliteDesk 800PLA SFF G4/G5 250W Chassis	\$ 216.00	\$ 79.00	\$ 5,135.00
65	6CV74AV	Windows 10 Home 64	\$ 129.00	\$ 45.00	\$ 2,925.00
65	6CW51AV	Intel Core i5 9500 3.0 2666MHz 9M 6C 65W CPU	\$ 413.00	\$ 139.00	\$ 9,035.00
65	6CW14AV	8GB (1x8GB) DDR4 2666 DIMM Memory	\$ 180.00	\$ 66.00	\$ 4,290.00
65	6CV22AV	256GB M.2 2280 PCIe NVMe TLC Solid State Drive	\$ 225.00	\$ 83.00	\$ 5,395.00
65	6CV04AV	HP VGA Port	\$ 5.00	\$ 2.00	\$ 130.00
65	6EJ07AV#ABA	USB Business Slim Wired Keyboard US	\$ 13.00	\$ 5.00	\$ 325.00
65	6CV70AV	HP Optical Wired Mouse USB	\$ 5.00	\$ 2.00	\$ 130.00
65	6CW89AV	9.5mm DVD-Writer 8/6G3SFF 4G4MT/SFF	\$ 19.00	\$ 6.00	\$ 390.00
65	6CW97AV#ABA	3/3/3 (material/labor/onsite) SFF Warranty US	\$ 125.00	\$ 46.00	\$ 2,990.00
65	6CW27AV#ABA	HP 800 G5 SFF Bulk Pack Country Kit US	\$ 1.00	\$ 1.00	\$ 65.00
65	6CW82AV	Multi-Unit (Small Form Factor) G4/G5 Eco-Packaging	\$ 5.00	\$ 2.00	\$ 130.00
65	7AL74AV	Intel CFL-R Core i5 vpro Label	\$ 1.00	\$ 1.00	\$ 65.00
65	U7899E	HP 5 year Next Business Day Onsite Hardware Support for Desktops	\$ 100.00	\$ 12.00	\$ 780.00
65	1FH47A8#ABA	HP Business E243 23.8" Full HD LED LCD Monitor - 16:9 - 1920 x 1080 - 250 Nit - 5 ms - HDMI - VGA - DisplayPort	\$ 159.00	\$ 149.00	\$ 9,685.00
Section Subtotal:					\$ 46,150.00
Project Grand Total:					\$ 72,450.00

# ANNUAL REPORT

Reporting Year: 2019

[www.livgov.com/Courts](http://www.livgov.com/Courts)



## LIVINGSTON COUNTY COURTS

44<sup>th</sup> Circuit Court • Probate Court • 53<sup>rd</sup> District Court

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# COURT LEADERSHIP

## LIVINGSTON COUNTY JUDGES

### Circuit Court

- Hon. Michael P. Hatty,  
Chief Judge Circuit & District
- Hon. L. Suzanne Geddis
- Hon. Matthew McGivney

### District Court

- Hon. Shauna N. Murphy
- Hon. Daniel B. Bain

### Probate Court

- Hon. Miriam A. Cavanaugh, Chief Probate Judge



## ADMINISTRATIVE TEAM

### Trial Court Administrator

- Roberta L. Sacharski, J.D.

### District Court Administrator

- Marisa Lutz

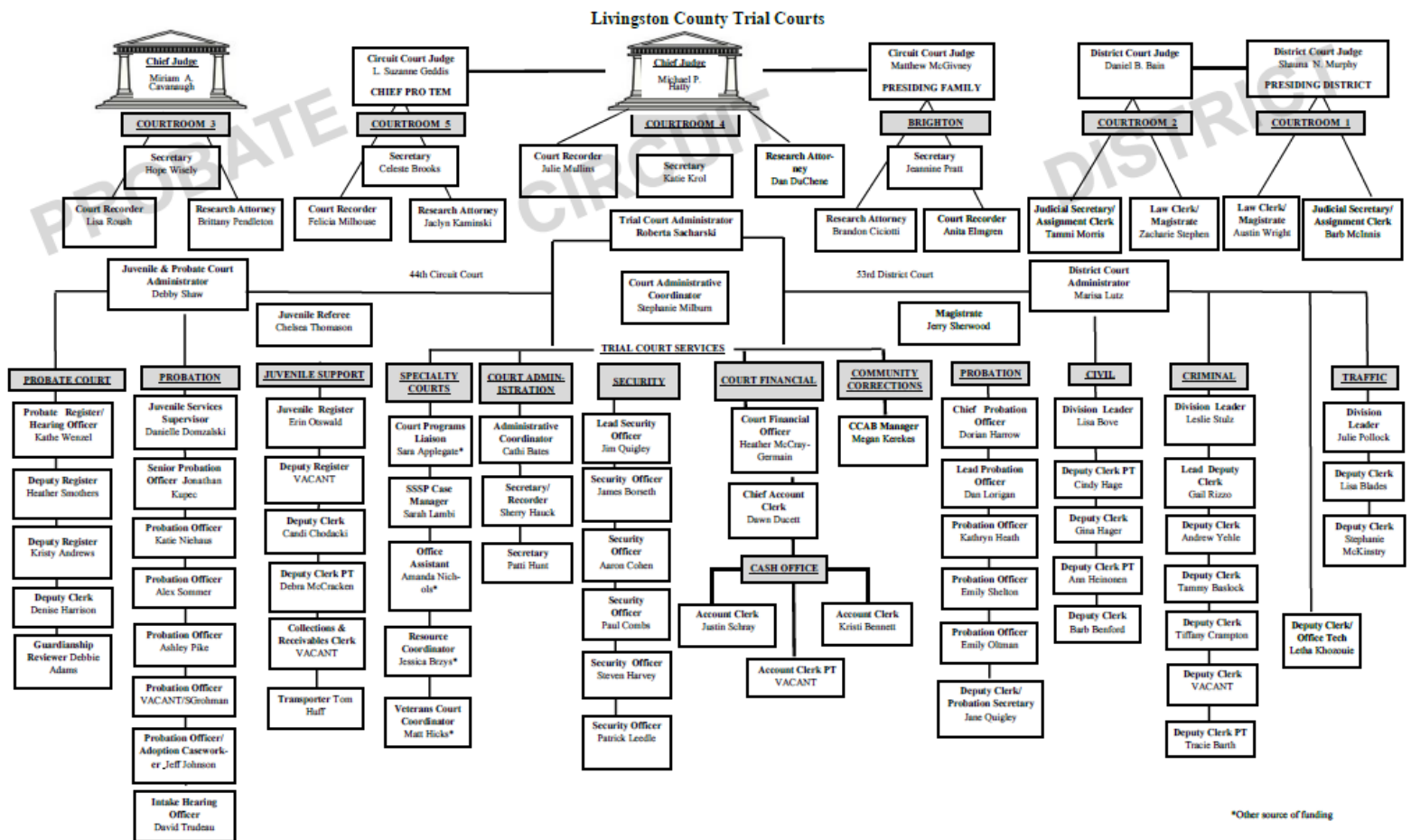
### Juvenile and Probate Court Administrator

- Deborah Shaw

### Friend of the Court

- Melissa Scharrer

# COURT STAFF



## 83 Hard Working Employees

# TRIAL COURT ADMINISTRATION

## FUNCTIONS OF COURT ADMINISTRATION:

The Trial Court Administrator serves as the chief executive officer of the Court and oversees all operational aspects of the courts. The Court Administrative office provides such services as:

- **Alternative Dispute Resolution**
- **Official Transcript Requests**
- **Language Access and Access to Justice**
- **Video Recordings of Court Proceedings**
- **LEIN Management**
- **Bonding Agencies**
- **Court Appointed Counsel**
- **Administrative Policies**
- **Jury Management**

## UPDATED TECHNOLOGY IN THE COURTROOMS

### ZOOM AND VIRTUAL COURTROOMS:

In October of 2019, the Livingston County Courts partnered with the Michigan Supreme Court to install Zoom in every courtroom. Part of the MSC's Court Video Project, Zoom is a video communication application that creates a virtual courtroom environment allowing remote participation in courtroom proceedings as well as participation by multiple users at the same time. This technology allows witnesses, attorneys, offenders, and others to appear in the courtroom remotely. Deployment of this application proved timely as it positioned Livingston County Courts to meet the challenges that would be faced in 2020 with the pandemic.

### COURT FORMS:

Working closely with the IT department, the Circuit Court contracted to do a major overhaul and update of the Court Forms program which is an integrated application that interfaces with the case management system to allow court staff to quickly produce updated state forms and court orders during court proceedings.

## AMERICANS WITH DISABILITIES ACT (ADA)

The Court takes very seriously its role in improving public access and ensuring that persons with disabilities have equal and full access to the Court system. To that end, the Court has a designated ADA Coordinator who is specifically trained to handle routine issues that arise, promotes efficiency for Court access, and provides a clear contact for Court users.

## LANGUAGE ACCESS/INTERPRETERS

Due process, fundamental fairness, and equal protection of the law require clear, understandable, and accurate communication between parties, attorneys, witnesses, judges, and court staff. All parties and witnesses must be able to communicate to meaningfully participate at their hearing or trial, assist counsel, receive effective assistance of counsel, and confront witnesses. To ensure a party's right to meaningfully participate in court proceedings, it is critical to provide competent interpreters knowledgeable in legal proceedings and terminology who can speak English and the target language fluently. In 2019, the Court addressed 56 requests for interpreter services.

## ALTERNATIVE DISPUTE RESOLUTION (ADR)

ADR offers the parties a timely and affordable alternative to settle disputes thereby avoiding costly litigation. There are two primary means of ADR; **case evaluation** which is a process through which a panel of three attorneys, appointed by the Court, hears issues and renders a monetary evaluation of the case, and **mediation**, where a neutral third party facilitates communication between litigants and helps explore mutually agreeable solutions.

Parties are either ordered by the Court or granted permission to engage in ADR and Court administration facilitates the process. In 2019, 22

# JURY MANAGEMENT

## JURY SERVICE

Jury service is one of the most important civic duties and the Courts call upon Livingston County Citizens to participate in the Court system by serving as Jurors.

## JURY MANAGEMENT

The Courts make every attempt to minimize the number of citizens who are summoned, qualified and report for jury service, but are not needed.

Effective jury management reduces the costs and inconvenience to the public while meeting the Court's need for jurors.

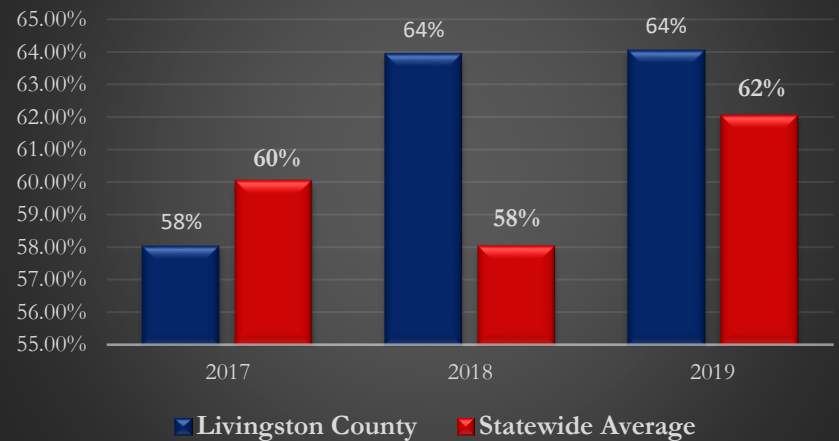
### JUROR YIELD

Juror yield is the number of citizens selected for jury service who are qualified and able to serve expressed as a percentage of the total number of prospective jurors summoned.

### JUROR UTILIZATION

Juror utilization is the number of potential jurors used in (voir dire) jury selection on a case, calculated as a percentage of the qualified jurors who are summoned for jury duty.

### JURY YIELD TREND COMPARISON



### GOALS OF THE LIVINGSTON COUNTY JURY SYSTEM TEAM:

- Minimize inconvenience to citizens serving as jurors.
- Broaden citizen participation in the jury system,
- Distribute the responsibility for participation in the jury system among the people in as fair a manner as possible,
- Increase the efficiency and effectiveness of court activity,
- Minimize the term of service of a juror, and
- Minimize the number of trials on which an individual juror serves during the juror's term.

### JUROR UTILIZATION

Juror utilization rate is calculated by taking the following three percentages and multiplying them together:

	Liv Co.	State Avg.
Jurors Summoned who were told to Report:	27%	52%
Jurors that were sent for Jury Selection:	89%	78%
Jurors Questioned for Service:	34%	48%
<b>TOTAL JUROR UTILIZATION RATE:</b>	<b>8%</b>	<b>21%</b>

# COURT FINANCIAL

## FUNCTIONS OF THE COURT FINANCIAL DEPARTMENT

Court Financial Officer Heather McCray-Germain, CFE, and her team are responsible for overseeing the fines, fees, and judgement owed to the Livingston County Courts, processing payments, and preparing, monitoring, and maintaining the annual budget. Additionally, this department prepares and submits all grant and child care fund financial reporting to the State.

### GOALS FOR 2019

2019 was a very busy year for the Court Financial Department (CFD), as multiple new projects were initiated, including a deep dive analysis of the Courts' revenue streams and a comprehensive review of all contracts currently in place. At the same time, the CFD continued to build upon the collections, internal controls, and policy changes implemented in 2018.

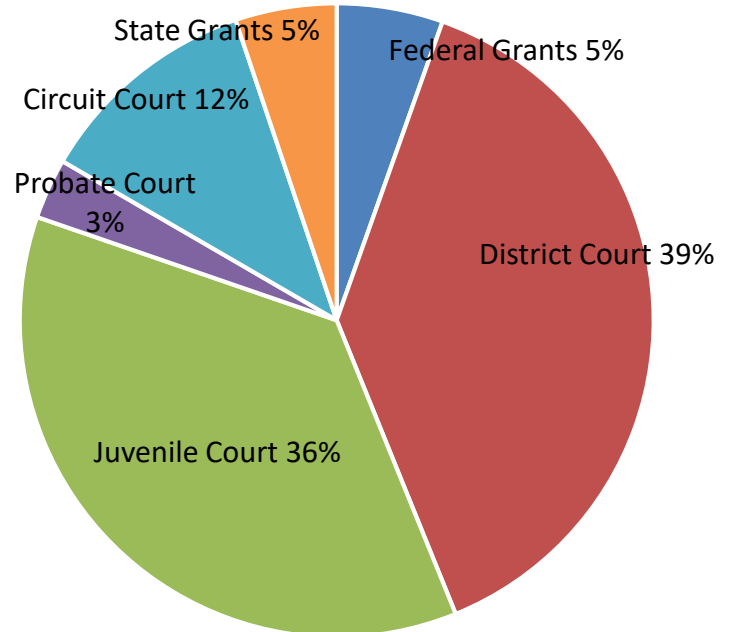
2019 projects proved fruitful as contract review resulted in renegotiations that decreased fixed costs by \$94,500 per year and \$472,500 over the life of the contracts.

Revenue analysis, with a focus on responsible projecting, was also a success, as 2019 revenues were within 1% of budget.

Additionally, the intercept project initiated in November of 2018 yielded a court-wide collection in excess of \$150,000 for 2019 – a significant increase from previous years.

The CFD continued to focus on improving the Juvenile Court's internal controls and collections. As a result and in conjunction with the Juvenile Court, a dedicated Reimbursement and Collections Clerk position will be proposed in the Spring of 2020.

## 2019 Revenue by Court



## CONSOLIDATION

2019 was also a time of change as the Court accounting staff and functions were consolidated into one department housed within Central Services. Previous to this, District and Circuit Courts each had its own finance component supervised by their respective administrator. This consolidation has created a synergy which allows for consistent application of accounting processes across the Court in addition to staffing efficiencies. As a result, the CFD has set, as one of its 2020 goals, the creation of an internal manual documenting all processes.

## THE TEAM

In addition to the Court Financial Officer, the CFD is comprised of:

- Chief Account Clerk Dawn Ducett – 2019 Q3 County Employee Recognition winner;
- Account Clerk Kristi Bennett, who brings 15 years of experience and accounting to the Court; and
- Account Clerk Justin Schray, form CFD Accounting intern, who was recently promoted to full time status.

# COURT SECURITY

## MISSION STATEMENT

The Livingston County Court Security Team shall maintain security and order to protect the integrity of all court hearings and to protect the rights of all individuals within the courthouse at all times. The team will work diligently to deter those who would take violent action against the court or its participants during court proceedings or courthouse business.

## ONGOING ACTIONS:

- Maintain order and decorum in every Courtroom at the Judicial Center & Brighton.
- Provides protection for judicial officers, jurors, witnesses, and the public during Court proceedings.
- Performs security patrols and contraband searches of the Courtrooms and other areas within the Judicial Center.
- Provides security response in emergency situations and assumes custody of individuals remanded into custody.
- Protects the integrity of the Jury system as a bailiff by monitoring and accompanying an impaneled jury and assisting in the orderly conduct of a trial.
- Assist law enforcement officers in guarding prisoners in the courtrooms and adjacent holding areas.
- Provides a safe and secure environment for the citizens, courts and employees of Livingston County.

## QUALIFICATIONS:

Each security officer is:

- Highly experienced in Law Enforcement and Public Safety
- Deputized by the Livingston County Sheriff
- Qualified for Handgun Proficiency
- Held to MCOLES Standards (handgun qualification completed annually)
- CPR Certified
- AED (Automatic External Defibrillator) Certified
- Taser Certified by the Livingston County Sheriff
- Trained in Administration of Narcan for Opioid Overdose
- Equipped with a Level 3 Holster to aid in handgun retention

## STANDING COMMITTEE ON SECURITY

Formed to articulate and review the security goals of the Court, which includes the development of security policies and procedures, identification, installation, and replacement of the necessary security equipment, update emergency policies and procedures, and conducts annual security audits of Court facilities and the surrounding areas.

# MEET THE SECURITY TEAM

## **JAMES QUIGLEY – LEAD**

26 years of service with the Eaton County Sheriff's Office. Retired as a Sergeant in 2017.

FBI trained Hostage Negotiator  
Assistant Commander, Hostage Negotiator Team

Trauma Team Supervisor  
Fugitive Extradition Coordinator  
Field Training Officer  
Court Services Deputy

## **JAMES BORSETH**

26 years of service with the Ingham County Sheriff's Office. Retired as a Deputy Sheriff in 2011.

Court Services Deputy  
Community Police Officer, City of Webberville (ICSO)

Additional court experience with the Eaton County Sheriff's Office (Part time court security at the Youth Center)  
Honor Guard

## **STEVE HARVEY**

21 years of service with the Rio Rancho (NM) Police Department. Retired as a Lieutenant in 2008.

Special Weapons and Tactics Officer (SWAT)  
FBI Violent Crime Gang Task Force Officer  
Federal Joint Terrorism Task Force Officer

## **AARON COHEN**

26 years of service with the Wayne County Sheriff's Office. Retired as a senior Detective in 2013

Court Services Deputy  
Wayne County Bureau of Investigations  
Internal Affairs Detective  
Public Integrity Unit Investigator

## **PATRICK LEEDLE**

21 years of service with the Wayne County Sheriff's Office. Retired as a corporal in 2010.

9 years of service with the Washtenaw County Sheriff's Office.

1 year of service with the Livingston County Sheriff's Office

Court Services Deputy  
Marine Patrol Deputy  
Civil Process Deputy

## **PAUL COMBS**

24 years of service with the Berkley Public Safety Department.

Retired as a Sergeant in 2016.

Field Training Officer  
Accident Investigator  
Fire Fighter 1 & 2  
Fire Inspector 1 & 2

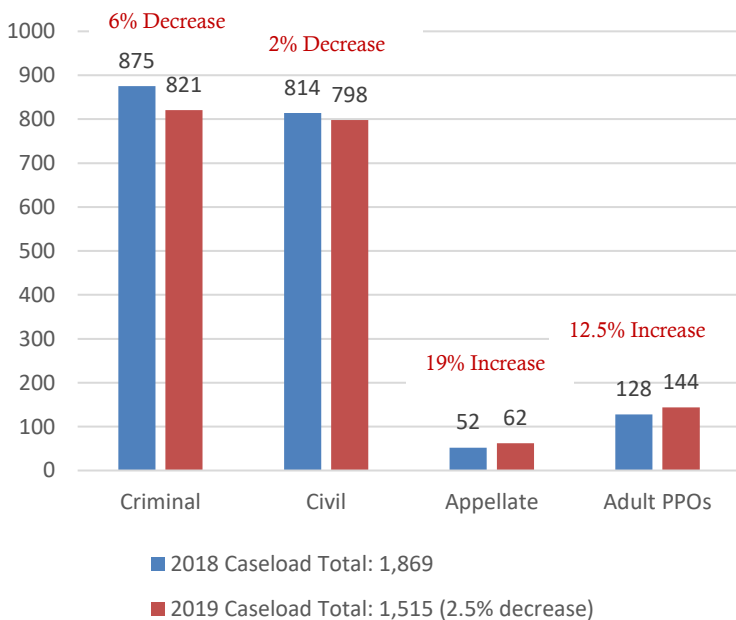
# 44<sup>TH</sup> CIRCUIT COURT

## FUNCTIONS OF THE CIRCUIT COURT

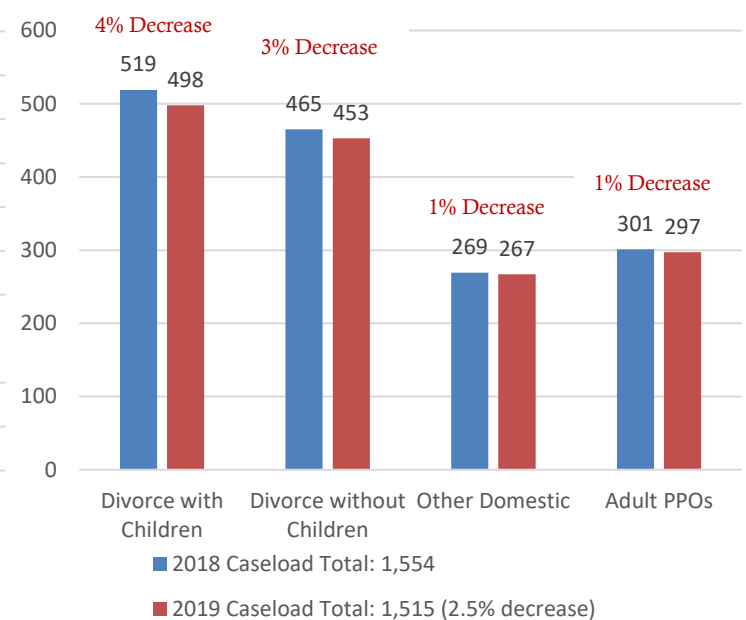
The Circuit Court has jurisdiction over cases such as felony criminal, civil liability with claims more than \$25,000, and all Family Court matters including divorce, paternity, personal protection actions, name changes, and related cases.

## CIRCUIT COURT CASELOAD\*

### CIRCUIT COURT NON-DOMESTIC MATTERS



### CIRCUIT COURT DOMESTIC MATTERS



\*Includes new filings, reopened files and files pending at the beginning of the year

## COMMUNITY CORRECTIONS

### THINKING OUTSIDE THE BARS:

The mission of the Community Corrections program is to reduce recidivism by providing a continuum of services that adhere to evidence base principles.

The Livingston County Community Corrections Advisory Board (LCCCAB) successfully secured initial funding from the State in 2018 and since then has continued to develop a strong collaboration and cooperation from all components of the criminal justice system to provide jail and prison diversion programs and alternative sanctioning options for eligible offenders. Currently, Community Corrections offers services in the areas of cognitive behavioral therapy, trauma recovery and empowerment, and substance use disorder therapy.

### LOCAL ADVISORY BOARD:

Representing	Name
County Sheriff	Mike Murphy, Chairman
Chief of Police	Chief David Russell
Circuit Court Judge	Hon. Michael P. Hatty
District Court Judge	Hon. Daniel B. Bain
Probate Court Judge	Hon. Miriam Cavanaugh
County Commissioner	Kate Lawrence
Community Mental Health	Connie Conklin
County Prosecutor	Bill Vaillencourt
Criminal Defense	Karen Groenhout
Business Community	Curtis Griffin
Circuit Probation	Tom Zahon
Workforce Development	Dawn Awrey

## NEW CHIEF JUDGE ANNOUNCED IN 2019



### Honorable Michael P. Hatty

In 2019, the Michigan Supreme Court announced the appointment of Judge Hatty as Chief Judge of the 44<sup>th</sup> Circuit & 53<sup>rd</sup> District Courts. Judge Hatty was appointed to the bench by the Governor in 2009, elected in 2010 to complete the partial term of his predecessor, and then re-elected in 2012 to a full six year term. Judge Hatty was again re-elected in 2018 to a full six year term and announced as Chief Judge in 2019.

Chief Judge Hatty received his B.A. in Political Science and Business from Western Michigan University and his

Juris Doctorate degree from Cooley Law School.

Judge Hatty is assigned 35% of the criminal docket, 33% of the civil docket, 17% of the domestic docket, 33% of Personal Protection cases, 33% of Name Change cases and 34% of Appeals from District Court. Judge Hatty is the presiding Judge of Adult Drug Court and Business Court. Judge Hatty is the lead Judge for the Swift and Sure Sanctions Program.

A member of the State Bar of Michigan and the Livingston County Bar Association, Judge Hatty is admitted to practice law in Michigan Courts, Federal District Courts, and the United States Supreme Court.

While in law school, Judge Hatty worked for various Senate committees as well as in the criminal division of the Office of the Michigan Attorney General. Prior to taking the bench in 2009, he was engaged in the private practice of law for 29 years handling criminal, general civil, real estate, family, business and municipal matters, including serving as township general counsel for twenty four years and a business law college lecturer for ten years.

## NEW CIRCUIT COURT SEAT IN 2019



### Honorable L. Suzanne Geddis

Judge Geddis was elected to fill the newly created judicial seat for the 44<sup>th</sup> Circuit Court in 2019. Judge Geddis received her undergraduate degree at Michigan State University in Justice, Morality and Constitutional Democracy from James Madison College. She received her law degree from T.M. Cooley Law School.

Judge Geddis is sworn in to practice in the United States Supreme Court and is a member of the State Bar of Michigan and the Livingston County Bar Association.

Judge Geddis worked in the Livingston County Prosecutors office for 16 years as a senior trial attorney and a supervisor.

Judge Geddis was elected in 2004 to the 53<sup>rd</sup> District Court, the first woman elected to the District Court in Livingston County. She won re-election in 2010, and 2016.

While a District Court Judge, she started the County's first Sobriety Court, an intensive treatment court for individuals charged with misdemeanors who have substance abuse issues. This was the first specialty court in the 53<sup>rd</sup> District Court.

In 2018 Judge Geddis was elected to the 44<sup>th</sup> Circuit court as a Circuit Court Judge. Judge Geddis was the first female elected Circuit Court Judge in Livingston County. As a Circuit Court Judge, she presides over the Intensive Treatment (IT) Court. Judge Geddis meets weekly with the participants of IT Court, individuals who are charged with felony and misdemeanor crimes who have a diagnosed mental illness. This treatment court is designed to seek alternatives for non-violent people with diagnosed mental illness to seek treatment as part of the program.

Judge Geddis is a State Bar of Michigan Fellow, an organization designed to provide legal assistance to underprivileged individuals. Judge Geddis has been involved in many community organizations including ARC of Livingston, 4H, LACASA, United Way, VINA, Hospice, Forgotten Man ministries, and is a life member of the NRA.

Judge Geddis has been married to her husband Bill McCririe for 34 years and they have 2 adult children, Alex and Billy. Judge Geddis is a long time Livingston County resident

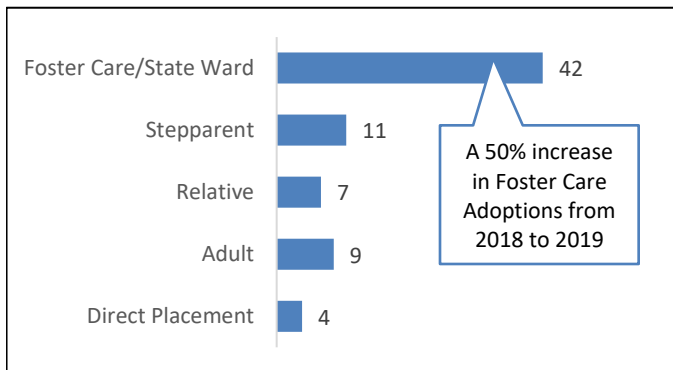
# JUVENILE COURT

The purpose of the Livingston County Juvenile Court is to protect children; support families; develop skills and competencies of youth; to hold youth accountable for their delinquent behavior and to provide opportunities to take responsibility for harm caused; restore victims; and protect the safety of children, families and the community at large. The Juvenile Court focuses on strengthening families through community support, partnerships and treatment services.

## FUNCTIONS OF THE JUVENILE COURT

The Juvenile Court has jurisdiction over Adoptions (officially binding forever families through the formal adoption process), Child Protection (helping children under the age of 18 who are being abused or neglected) and Juvenile Delinquency (rehabilitating youth under the age of 17 who are charged with violating criminal law or committing a status offense) cases in Livingston County. In 2019, there were a total 352 cases.

## 73 ADOPTION PETITIONS



On November 21, 2019, under the direction of Chief Judge Miriam A. Cavanaugh, Livingston County hosted its annual Adoption Day celebration, welcoming a record number of people to celebrate finalizing the adoptions of 6 children. Judge Cavanaugh was joined by Michigan Court of Appeals Chief Judge Christopher Murray, Circuit Court Judge Matthew J. McGivney, and Juvenile Referee Chelsea Thomason in the Adoption Day event which brings awareness to the need for providing permanency and stability to children. The 2019 event was standing room only, complete with an emotional video of the Court's longest open child in care and a laser light show.

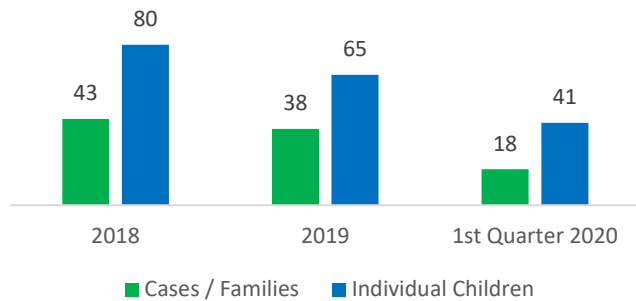
## PERMANENCY CASE INITIATIVE

In 2018, the Court established a permanency initiative, appointing a staff member to serve as a point of contact on Neglect/Abuse cases for the Department of Health and Human Services and Purchase of Service Agencies where the case goal is adoption. One year since inception, data shows fantastic results – the time between termination of parental rights and the filing of an adoption petition decreased by an average of two months!



# 38 CHILD PROTECTION PETITIONS

Child Abuse & Neglect is **on the rise in 2020**



## COURT APPOINTED SPECIAL ADVOCATES

The Court Appointed Special Advocate (CASA) program at LACASA Center provides highly-trained community volunteers who are appointed by the Court to advocate for the best interest of children who come into the court system as a result of abuse or neglect. The leadership and over 50 specially-trained volunteers of CASA work closely with the court representatives and the Department of Health Human Services to safeguard the well-being and basic human rights of foster children. In 2019 LACASA recruited and trained 17 new advocates and advocated for 100 Livingston County children.



## JEANS FOR JUSTICE

Juvenile Court staff take seriously their role to support youth and families in Livingston County. In 2018, staff initiated “Jeans for Justice,” whereby staff members can wear jeans on Fridays for a donation of \$1.00. The donations collected are given to The Connection Youth Services. In 2019 \$738 was raised to donate to programs for at-risk youth at The Connection!

## SUPPORTING SCHOOL ATTENDANCE

On 11/6/2019 the Juvenile Court convened a broad-based team of governmental and non-profit professionals to support Livingston County’s new School Truancy Officer, Deputy Kim Lockhart. Deputy Lockhart contacts families when cases are brought to her attention by local schools in order to determine and offer resources to address youth and family barriers to successful school attendance. When early intervention efforts have not been successful, court intervention may be contemplated through truancy (holding the child accountable) or educational-neglect (holding the parent accountable).

Quarterly meetings are anticipated to build connections, knowledge of services and to develop comprehensive intervention plans for struggling students. In addition to the Juvenile Court and Sheriff’s Office, partners include Community Mental Health; Department of Health and Human Services; Highfields, Inc., Livingston County Prosecutor’s Office; Livingston Educational Services Agency; and the Livingston Family Center.

## RESPONSE TO VAPING

The Juvenile Court continues to address the growing concern of vaping by youth through a dedicated monthly docket. In response to citations, the Court informally hears the matter and refers the juvenile and a parent/guardian to a vaping awareness course to learn about the dangers of vaping in an effort to reduce the likelihood of continued use. In 2019, 27 youth and their parents attended educational programming.

## MEET THE JUVENILE COURT STAFF

Candace Chodacki	Juvenile Court Clerk
Danielle Domzalski	Juvenile Services Supervisor
Jeff Johnson	Intensive Probation Officer/ Permanency & Adoption Coordinator
Jonathan Kupec	Senior Probation Officer/Intake Officer
Debra McCracken	Juvenile Court Clerk
Katie Niehaus	Juvenile Drug Court Probation Officer
Erin Ostwald	Juvenile Court Register
Ashley Pike	Intensive Probation Officer
Alexandra Sommer	Intensive Probation Officer
Chelsea Thomason	Attorney Referee
David Trudeau	Intake Hearing Officer
Yasmin	Deputy Juvenile Register

## Juvenile Probation Programs

Juvenile Probation Officers use a variety of screening and assessment tools to determine a youth's risk to re-offend, skill-building and treatment needs and to develop a comprehensive case service plan. Assessments may include the Child and Adolescent Functional Assessment Scale (CAFAS); Michigan Juvenile Justice Assessment System (MMJAS); Substance Abuse Subtle Screening Inventory (SASSI) and Juvenile Sex Offender Risk Assessment Protocol (JSOAP). Additionally, Trauma, Mental Health and Substance Use Assessments are provided, when indicated, by community providers.

### Intensive Probation Services:

Designed to work with youth who are at risk of out of home placement, Intensive Probation Officers specialize in trauma, mental health, substance abuse, sexually maladaptive behavior, truancy and incorrigibility. This program offers more support and supervision than traditional probation.

### Juvenile Drug Treatment Court:

Fostered by many committed partnerships, this specialty court is a four phase intervention program designed to assist and support juveniles who are on probation and having difficulty staying clean and sober. Components include adolescent substance abuse group treatment, family education/support groups, individual and family counseling, frequent court appearances, random drug and alcohol testing, sober activities and intense monitoring.

### Mixed Martial Arts:

Through a partnership with Scorpion Fighting Systems (SFS) in Brighton, youth are provided an opportunity to participate in many different types of mixed martial arts. Youth who participate in this program do so twice a week, for two hours of physical activity and mentorship with professional MMA fighters. Youth not only learn the art of MMA, they are also taught to respect themselves and others in their homes and their community.

### Multi-Systemic Therapy (MST):

MST is an intensive, family and community-based treatment program that focuses on addressing all environmental systems that impact chronic and violent offenders. Partnering with Highfields, Inc., MST works with the toughest offenders aged 12 through 17 who have a history of continued and persistent delinquent behaviors. MST served 18 youth and their families during 2019.

### Status Offender Program:

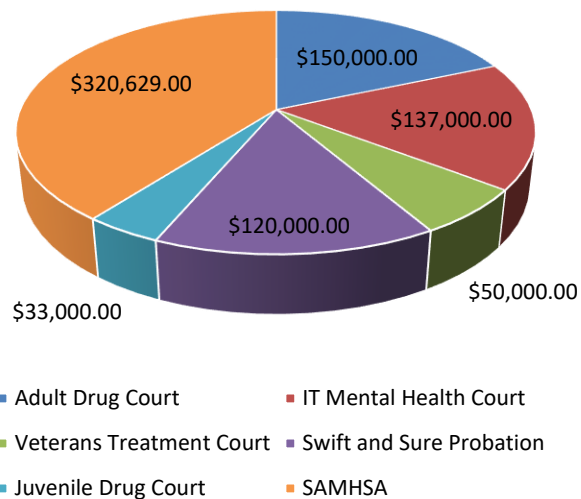
Partnering with the Livingston Family Center/The Connection Youth Service, a collaborative community project was developed to divert status offenders from formal Juvenile Court involvement, yet provide adequate services to prevent the youth's further involvement in the juvenile justice system. This program provides youth and families crisis intervention, emergency shelter, individual/family counseling and case management services.

### Wraparound:

Partnering with Livingston County Community Mental Health, Wraparound facilitators work with family, school staff, probation officers, therapists, and other community stakeholders to assist with crisis and safety planning, treatment planning and advocating for the needs of the family for youth at risk of out of home placement who have multi-system involvement.

# SPECIALTY COURTS & PROGRAMS

## Grant Awards - FY19



## FISCAL YEAR 2019 GRANT AWARDS

All of the Specialty Courts and Programs are funded through State and Federal grants. These grants allow the Courts to provide participants with testing, treatment, incentives, and sanctions which are the crux of the Specialty Court model. For FY2019, the Courts received funding in a combined amount of

**\$810,629.00**

## VETERANS TREATMENT COURT

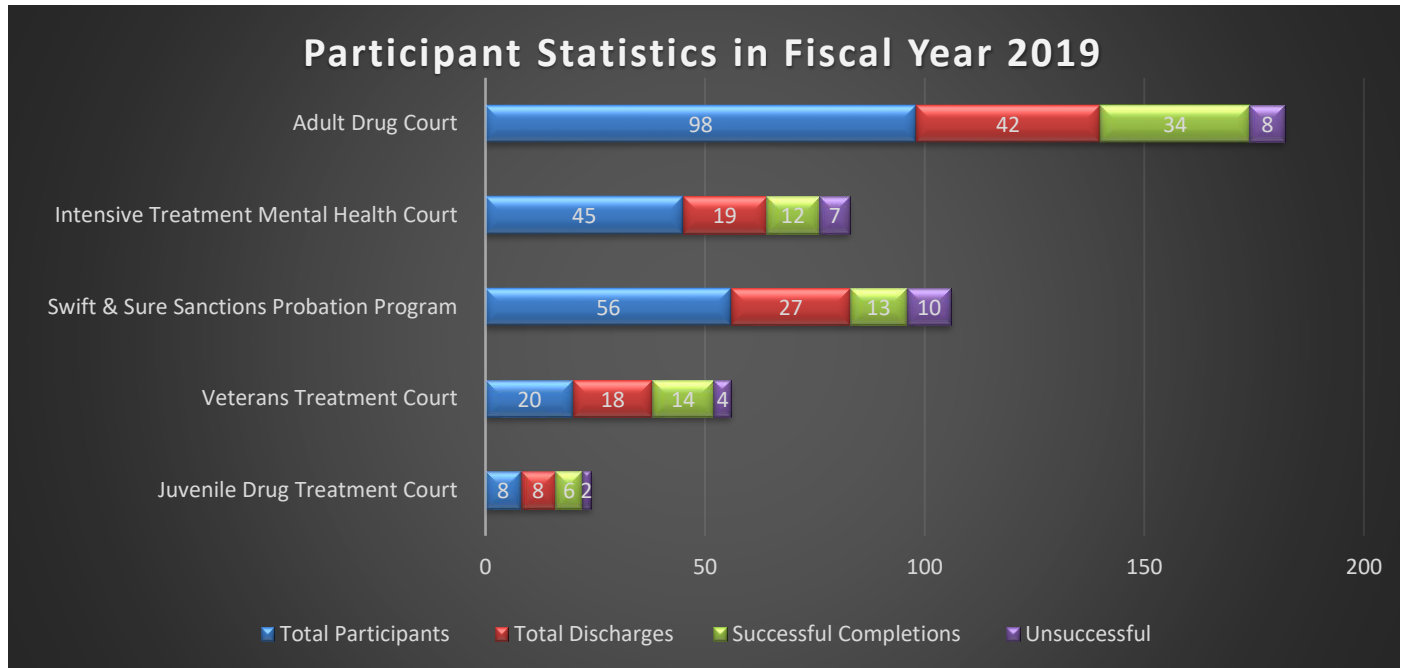
Veterans Treatment Court (VTC) diverts eligible veterans from the traditional court process to a specialized criminal court docket that provides a greater emphasis on addressing issues specific to veterans. The VTC team consists of the judge, representatives from the Prosecutor's

Office, defense bar, probation, Mentor Coordinator, Veteran Outreach Coordinator and law enforcement. All participants have the support of the Mentor Program. A veteran mentor acts as a coach, guide, role model, advocate, and support system for each participant. In 2019, VTC had 15 dedicated mentors who provided much needed supports to the participants. Participants and mentors meet with the judge twice a month for scheduled review hearings to discuss successes and barriers and how VTC can help them to be successful.

In January of 2019, VTC welcomed Judge Shauna N. Murphy as the new presiding Judge. Under Judge Murphy's leadership, the VTC has seen growth not only in the number of participants, but with additional community support and new team members. Judge Murphy and the VTC team have worked to ensure that justice-involved veterans have knowledge of the services and supports that VTC provides. The team is able to identify veterans as early in the legal process as at the time of arraignment and in some cases, as soon as they enter the jail. In addition, Judge Murphy has been active in the community, forging partnerships and speaking to various groups such as the Rotary Club and the Livingston County Bar Association. This year, the team was very excited and fortunate to add Mary Durst, Director of Livingston County Veterans Services, to the team. This addition adds tremendous expertise and provides many new services and resources to participants.



# TOTAL SPECIALTY COURT PARTICIPANTS IN 2019



## ADULT DRUG TREATMENT COURT

The Adult Drug Treatment Court (ADTC) is Livingston County's longest running Specialty Court. It is presided over by the Chief Judge Michael P. Hatty. The ADTC team consists of treatment providers, a defense attorney and an assistant prosecutor, probation officers, and the judge. This interdisciplinary team meets twice a month for pre-court staffing meetings and court hearings. The goal of the ADTC is to help participants address their substance use that led to criminal behavior. This is achieved through judicial interaction, individual and group counseling, frequent and random drug and alcohol testing, and connections to community resources. ADTC provides support, incentives, and accountability to each participant so they are able to successfully complete the program.

ADTC was certified by SCAO in 2018, as a program that holds the highest standards and follows the best practices set out by SCAO and NADCP (National Association of Drug Court Professionals). Since this recognition, the ADTC team has worked hard to update their Policies and Procedures Manual, Memorandum of Understanding, and worked with stakeholders for continued support and collaboration to create integral partnerships that make the ADTC possible and successful. ADTC has been working with stakeholders on an expansion of services which is planned for FY2020.

## JUVENILE DRUG TREATMENT COURT

In 2019, Juvenile Drug Treatment Court (JDTC) welcomed the Honorable Matthew J. McGivney as the new presiding Judge. In addition, Juvenile Court Referee, Chelsea Thomason, works with Judge McGivney to provide a team approach to the participants from the bench. In addition, participants have access to a team of community and court members for support and guidance in achieving success and maintaining community connections after completion of the Program. JDTC offers treatment to the juvenile and his/her family to support an environment which promotes sobriety, good decision-making, coping skills, and growth.

## INTENSIVE TREATMENT MENTAL HEALTH COURT

*"IT Court gave me a time to focus on myself and establish goals in life. It was great to connect with others in the program going thorough similar things. I was able to learn and understand more about the resources in the community and how to utilize those services. I am now able to take better care of myself. The IT Court Program had a positive effect on me and I am very thankful for the opportunity."*

**-IT Court Graduate**

The Honorable L. Suzanne Geddis presides over the Intensive Treatment Mental Health Treatment Court (IT Court). IT Court assists court-involved participants with mental illness or co-occurring disorders through its partnership with Community Mental Health (CMH) and the National Alliance on Mental Illness (NAMI). In addition to review hearings with the judge, participants are involved in activities such as Discovery group, ACT, Dual Recovery group, Genesis House, MRT, various sober activities, peer services, and individual counseling. Once a month, IT Court takes place at CMH where the judge and team have an opportunity to meet with each participant's therapist to get a holistic view. An important part of IT Court is the celebration of participants moving to the next phase of their treatment and/or successful graduations from the program. IT Court provides participants with the treatment, support, and resources they need to successfully avoid future criminal behavior and involvement with the criminal justice system.

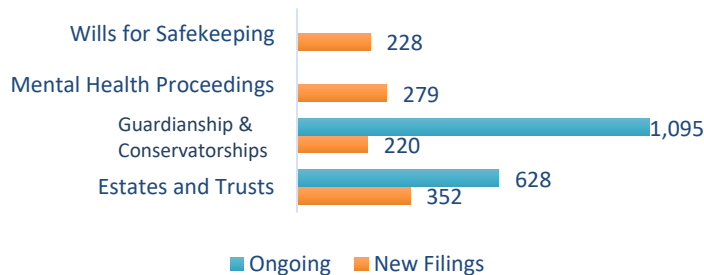
In 2019, IT Court received an increased amount of grant funding from SCAO. This additional funding was put to good use to strengthen collaboration with Livingston County Community Mental Health and expand the hours of the CMH/IT Court Case Manager position and Peer Support Specialist. Both of these positions are necessary for the success of the Program. In addition, the IT Court team worked with CMH to provide a Lunch & Learn presentation to the CMH therapists about IT Court and all the benefits of participation in the Program.

### SWIFT AND SURE SANCTIONS PROBATION PROGRAM

The Swift and Sure Sanctions Probation Program (SSSPP) is an intensive probation program that targets high risk felony offenders and is presided over by all of the Circuit Court judges. The program works to reduce recidivism as well as the number of missed appointments, positive drug and alcohol screens, probation revocations, incarceration and improve the speed and efficiency of responding to probation violations. This is accomplished through intensive supervision and pre-determined jail-based sanctions that are enforced by a Coordinator working alongside a Michigan Department of Corrections Probation (MDOC) Agent. This year the Program welcomed a new Coordinator, Sarah Lambi and a new MDOC Agent, Amy Walker.

# PROBATE COURT

## Caseload at a Glance



The Probate Court is a court of statutory jurisdiction primarily concerned with the protection of incapacitated or mentally ill individuals and their assets, and the proper transfer of assets at death.

## ESTATES & TRUSTS PROCEEDINGS

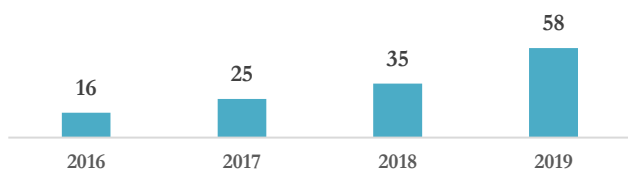
The Probate Court resolves issues regarding wills and trusts in the event of uncertainty or conflict and determines the heirs in estates where there is no will. Estates can be ongoing for several years. The Probate Court received 352 new petitions in the year 2019 and managed 628 ongoing files.

## GUARDIANSHIP & CONSERVATORSHIP

The Probate Court hears all petitions to initiate, modify, or terminate guardianships and conservatorships for minors and adults, as well as guardianships for developmentally disabled persons. The Court received 220 case filings in 2019 and continues to maintain 1,094 case files. These files require annual reporting and the Court is responsible for ensuring compliance.

New guardianship filings for persons 60 years of age and older has more than tripled since 2016.

New Guardianship are Increasing for Older Residents



Public guardians – professional guardians who step in when no appropriate family member is available to serve – are appointed in 22% of senior guardianship cases.

## MENTAL HEALTH PROCEEDINGS

The Probate Court manages proceedings under the Mental Health Code including mental health commitment hearings, requests for assisted outpatient treatment, substance abuse treatment, and emergency requests for mental health examination and possible hospitalization. Mental health commitment hearings are held within seven days and the Judge must decide whether the respondent is mentally ill and requires treatment and whether or not hospitalization is the only appropriate treatment. The Court received 279 petitions in 2019, a 12% increase over 2018 (249).

## FOCUSED ACHIEVEMENTS IN 2019

In 2019, the Court implemented a system of new procedures to safeguard vulnerable wards, enhance customer service and enhance reimbursements. To increase compliance by those charged with caring for court wards, training is offered to new fiduciaries. To enhance timeliness of annual reporting by fiduciaries, a system of reminders and accountability has been instituted, resulting in a drastic reduction in deficiencies. To reduce costs, where able, the Court began seeking reimbursement for statutorily required adult guardianship reviews, conducted by part-time staff. In 2019, the Court conducted 109 statutorily required reviews of established adult guardianships and collected \$2,880, far exceeding the initial goal of 25% reimbursement.

Heather Smothers, Denise Harrison, and Kristy Andrews, led by Probate Register Kathe Wenzel take seriously their task of preserving and protecting the dignity, rights, interests, safety, and well-being of some of Livingston County's most vulnerable citizens during the most trying of times.

## 2020 GOALS

1. Enhance customer service through expanded use of technological resources.
2. Implement electronic document storage system in anticipation of state mandated electronic filing.

# 53<sup>RD</sup> DISTRICT COURT

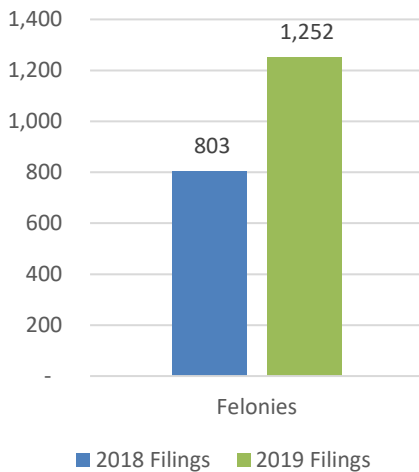
## DISTRICT COURT OVERVIEW

The 53rd District Court is responsible for criminal misdemeanor cases and the initial stages of arraignment and preliminary examination on felony cases. Civil matters, civil infractions, traffic tickets and weddings are also handled by the District Court.

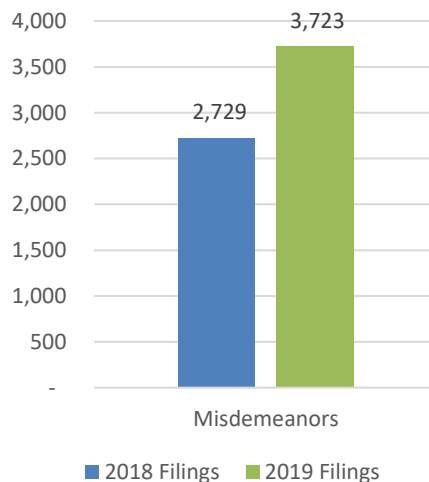
On January 1, 2019, the number of judgeships in the 53rd District Court was reduced by statute from three judgeships to two judgeships. The District Court also saw a significant increase in new cases filed with the Court. The District Court received a total of 24,212 new case filings in 2019, up 17% from 20,652 new case filings in 2018.

In 2019, the 53rd District Court welcomed a new team to the Court with two new District Court Judges, Judge Daniel B. Bain and Judge Shauna N. Murphy, and a new District Court Administrator, Marisa Lutz.

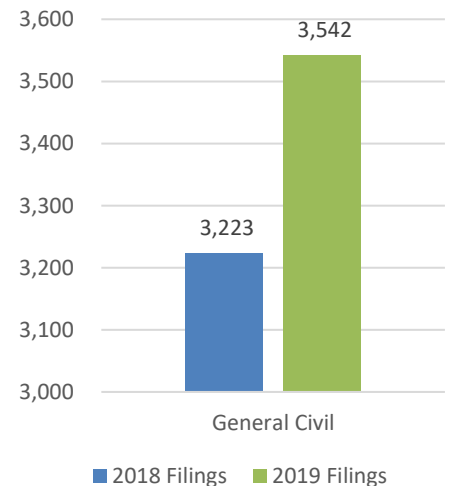
**Felony Filings**  
(EX, FY, FD, FT)



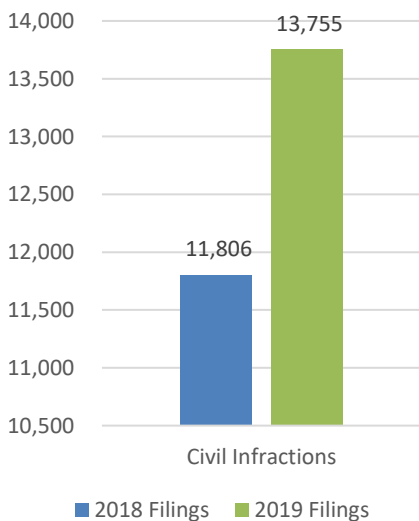
**Misdemeanor Filings**  
(OM, SM, OD, SD, OT, ST)



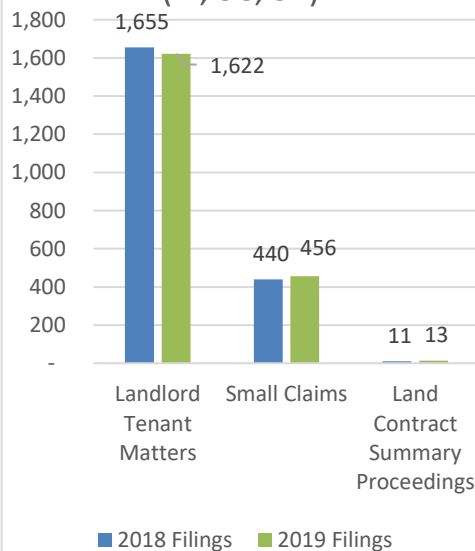
**General Civil Filings**  
(GC, GZ)



**Civil Infraction Filings**  
(OI, SI, ON, SN, OK, SK)



**Summary Civil Filings**  
(LT, SC, SP)



## CASE TYPES

### FELONY FILINGS

EX – Extradition/Detainer  
FY – Felony Criminal  
FD – Felony Drunk Driving  
FT – Felony Traffic

### MISDEMEANOR FILINGS

OM – Ordinance Misdemeanor Criminal/non-traffic  
SM – Statute Misdemeanor Criminal/non-traffic  
OD – Ordinance Misdemeanor Drunk Driving  
SD – Statute Misdemeanor Drunk Driving  
OT – Ordinance Misdemeanor Traffic  
ST – Statute Misdemeanor Traffic

### GENERAL CIVIL FILINGS

GC – General Civil  
GZ – Miscellaneous Civil

### CIVIL INFRACTIONS

OI – Ordinance Civil Infraction Traffic  
SI – Statute Civil Infraction Traffic  
ON – Ordinance Civil Infraction Nontraffic  
SN – Statute Civil Infraction Nontraffic  
OK – Ordinance Parking  
SK – Statute Parking

### SUMMARY CIVIL FILINGS

LT – Landlord Tenant Summary Proceedings  
SC – Small Claims  
SP – Land Contract Summary Proceedings

# DISTRICT COURT JUDGES



## Honorable Shauna N. Murphy

was appointed to the 53<sup>rd</sup> District Court bench by Governor Rick Snyder on December 26, 2018. She is currently the Presiding Judge of the 53<sup>rd</sup> District Court and the Livingston County Veteran's Treatment Court.

Judge Murphy earned a Bachelor of Arts degree in Political Theory and Constitutional Democracy with a minor in International Relations from Michigan State University's James Madison College in 2000. She earned her Juris Doctor from the Michigan State University College of Law in 2003.

Prior to her judicial appointment, Judge Murphy was a courtroom trial attorney for over fifteen years. She litigated thousands of cases in both state and federal courts. As a Senior Assistant Attorney General in the Health Care Fraud Division of the Michigan Department of Attorney General, she specialized in the prosecution of complex cases involving elder abuse and financial exploitation, nursing home abuse and neglect, Medicaid/Medicare and healthcare fraud, the opioid crisis, and white collar

crime. She also negotiated large civil settlements and drafted legislation on behalf of the Attorney General and the State of Michigan. Prior to joining the Attorney General, Judge Murphy was an Assistant Prosecuting Attorney in the Circuit Court Division of the Oakland County Prosecutor's Office where she prosecuted violent crimes and other felonies as lead trial counsel. Prior to beginning her career in public service, Judge Murphy was a civil litigator and Associate Attorney in the Complex Commercial Litigation Group of the law firm Sullivan, Ward, Asher, and Patton, P.C. in Southfield. As an undergraduate student at Michigan State University, she was a Student Assistant in the Office of the MSU President and Board of Trustees and a Legislative Intern in the Government Policy and Practice Group of the law firm of Dykema Gossett, PLLC. As a law student at Michigan State University, she was a Law Clerk for the MSU Office of the General Counsel and she completed the Prosecuting Attorneys Association of Michigan's Trial Internship Program at the Ingham County Prosecutor's Office.

Judge Murphy is licensed to practice law in both the State of Michigan and the United States District Court for the Eastern District of Michigan. She is a member of the State Bar of Michigan, the American Judges Association, the Michigan District Judges Association, the Michigan Association of Treatment Court Professionals, and the Livingston County Bar Association.

Judge Murphy is the recipient of the Prosecuting Attorneys Association of Michigan Ten Years of Prosecution Service Award (2015) and the Oakland County Prosecutor's Office Distinguished Service Award (2014). She is also the recipient of the "Circle of Light" Award (2009) from the Child Abuse and Neglect Council of Oakland County which was presented to her as a result of her work on behalf of abused and neglected children. Judge Murphy is involved with numerous local charitable organizations.

Judge Murphy is a graduate of Fenton High School and is a longtime resident of Livingston County, residing in Brighton Township.



## Honorable Daniel B. Bain

was appointed to the 53<sup>rd</sup> District Court bench by Governor Gretchen Whitmer on September, 18, 2019.

Prior to his judicial appointment, Judge Bain was in private practice with the firm of Bain & Bain PC for 25 years. He represented clients in legal matters varying from misdemeanors, felonies and capital

felony matters, commercial and business litigations, landlord tenant disputes, probate litigations, divorce, family law; as well as representing clients in front of multiple administrative boards including but not limited to Township Boards, City Councils Zoning Board of Appeals, Michigan Liquor License Commission, and the Michigan Department of State. While in private practice, Judge Bain litigated and tried several cases in multiple jurisdictions throughout the state of Michigan. Judge Bain is a co-author of ICLES 2010 "Michigan Criminal Procedure". He frequently lectures to middle school and high school students regarding issues pertaining to the criminal law and the decisions that affect people's lives.

Judge Bain served on the 52-1 District Court Sobriety Court Advisory Board and as a member of the Michigan United Conservation Club. He is a member of State Bar of Michigan; U.S. Eastern District of Michigan; Livingston County Bar Association; Howell Rotary Club; Michigan Association of Justice; Michigan United Conservation Club.

Judge Bain earned his Bachelor of Arts from Michigan State University and Juris Doctor Degree from the Thomas M. Cooley Law School. He is a graduate of Hartland High School and a longtime resident of Livingston County, residing in Howell.

**Marisa Lutz** was hired as 53<sup>rd</sup> District Court Administrator on February 3, 2020. Marisa has over 8 years of experience in the Washtenaw County District Courts. As Supervisor, she was responsible for the planning, organizing and overseeing all aspects of District Court management. She managed courts financials by overseeing the receipt of funds and maintenance of accounting records, transmittals of court revenue, and bank deposits. Marisa was responsible for the training and development of all staff. She was a member of Washtenaw County Leadership Academy. Marisa received certifications as Court Electronic Operator (CEO) to record court proceedings for both Magistrates and Judges, LEIN TAC (Terminal Agency Coordinator), and First Aid Responder.

Prior to joining the courts, Marisa worked over 15 years in Category Management, Marketing, and Sales Planning for major consumer products manufacturers such as Dial-Henkel Corporation. Marisa's expertise was in developing unique long-term sales and marketing plans that increased sales volume of upwards of \$17 million, resulting in profitability, and market share growth. She cultivated her skills in securing effective relationships with clients by determining their needs and uncovering opportunities not seen by most. She took that innovative drive and effective organizational skill set to the court system and hasn't looked back.

# FRIEND OF THE COURT

## MISSION STATEMENT

The Livingston County Friend of the Court is committed to delivering exceptional public service to the citizens of Livingston County. We recognize that the families we serve are good people often experiencing turmoil in their lives. It is our goal to deliver services to our clients in a timely, compassionate and professional manner, while focusing on the best interest of the child.

On behalf of Chief Judge Michael P. Hatty, Family Division Presiding Judge Matthew J. McGivney, Deputy Friend of the Court Lori A. Marran, the employees of the Friend of the Court office and myself, we are pleased to present to you this 2019 Annual Report.

The primary responsibility of the FOC is to assist the circuit court in domestic relations cases. These cases include parents going through divorce with children; parents who were never married but have children and are separating; and parties who are going through a divorce and have no children, or no minor children, but where spousal support may be ordered. In addition, as these cases result in either a Judgment of Divorce or a Final Order, while it signals the end of a marriage or the end of a relationship, it is not the end of the connection or bond between parents and their children. In cases where parents separate or divorce when a child is an infant, the association of the family with the Court/FOC can be for 18 years or more.

The FOC office makes reports and recommendations to the court on matters of child support establishment and modification, custody, parenting time, medical support, child care, and change of domicile. The office also conducts attorney referee hearings and utilizes a variety of statutory remedies to enforce the orders of the court pertaining to custody, parenting time, and support. Attorney referees assist the court in handling motions involving almost any type of domestic matter with the goal of resolving conflicts peacefully. Through the referee process, many cases are settled efficiently and expeditiously. Another proven method of resolving disputes between parents is the use of the FOC's Facilitative Information-Gathering Conference (FIGC).

Conducting the FIGC is a trained and experienced former FOC referee who focuses the meeting on helping parents come to a resolution that is best for their children and their family.

With child custody and parenting time, the Court retains jurisdiction to modify custody and parenting time arrangements only until the child reaches 18 years of age and is no longer considered a minor under the law. The FOC employs two custody and parenting time investigators who, when parents cannot agree and when ordered by the court, prepare detailed written reports and recommendations to assist the court, and the parents, in deciding what is best for their children, in light of the divorce, separation, or change in circumstance that often occurs post-judgment.

The FOC also sponsors the SMILE program for parents going through separation or divorce. The program stands for: Start Making It Livable for Everyone and is designed to help parents understand and cope with the emotional impact divorce has on themselves and their children. The program seeks to better equip parents with the tools they need to help themselves and their children through the divorce and separation process.

With respect to the collection and enforcement of child support, the time frame in which the Court can retain jurisdiction is much longer than with custody and parenting time. The Court can order child support until a child turns 18 or graduates from high school up until a child is 19 ½. If there are support arrears remaining after a child turns 18 or up until age 19 ½, then the law allows the FOC to continue to collect on those arrears for an additional 10 years or more. In cases where the Court has ordered support for a spouse, or spousal support, this can often be in effect for a lifetime and the FOC will collect and enforce for the duration of the order.

**In 2019, with 5,529 open cases, the FOC collected and disbursed \$29,766,430 dollars in total support.**

In 1975, through Title IV-D of the Social Security Act, the U.S. Department of Health and Human Services, Office of Child Support, began the process to contract with States to provide for the establishment and collection, distribution and enforcement of child support. We are currently in a five year contract with the State of Michigan, Department of Health and Human Services (10/01/2016 – 9/30/2021) which provides for 66% reimbursement of eligible child support expenses.

**In 2019 the FOC received \$1,951,212 in total revenue.**

First contact with the FOC usually involves someone calling the office or coming into the office with a question or to make a payment. Support payments can also be made to the Michigan State Disbursement Unit (MiSDU) online, by mail, or telephone. We also have a content based website to assist parties. In some instances, this might be the only contact someone has with the FOC so it is very important that the “first contact” be professional, courteous, and effective.

From the front desk, we have three clerks who enter new cases into a statewide child support computer program. The Michigan Child Support Enforcement System (MiCSES) is used by every FOC office in the State of Michigan. These clerks enter orders and modification of orders into MiCSES; enforce health care provisions with parties and employers; locate individuals who have not kept their addresses current with the FOC; and assist the front desk staff.

These clerks work closely with the caseworkers who are the ones responsible for the day-to-day management of each file. This includes meeting with parties, answering their phone calls, writing letters, preparing show cause petitions for those not paying their support as ordered and other duties.

In order to be efficient and best utilize our resources to serve the public, we have specialized some functions among the caseworkers. We have five enforcement caseworkers, one intergovernmental caseworker and two review and modification caseworkers.

Enforcement caseworkers use various enforcement tools to collect support include income withholding orders where an employer garnishes wages from an employee’s check; intercepting tax refunds; liens on bank accounts; and passport denials to name some of the most used. Individuals who do not pay their court ordered support and fail to appear for hearings are issued bench warrants and our support enforcement officer seeks out these individuals for arrest and brings them before the court.

**While approximately 80% of our cases pay regular support,** those that choose not to have contact with the FOC often end up with a bench warrant for failing to appear at a hearing. In those situations, our support enforcement officer is able to assist. Deputized by the Sheriff (and a retired MSP Trooper), he is able to arrest individuals with bench warrants and bring them before the judge.

While primarily the majority of the FOC cases center around Livingston County and Michigan residents, a growing number of cases are occurring in other states and around the world. This is becoming an increasingly specialized area of child support and is governed primarily by the Uniform Interstate Family Support Act (UIFSA) which has been adopted by all the States. As such, one caseworker is designated as the intergovernmental caseworker and is assigned the primary duties of handling cases when one parent moves out-of-state or to another country. Or, if another state or country has established a support order and then one or both parties move to Livingston County, at the request of the particular state or country, we will register the order here for enforcement. Similarly, we can request another state or country enforce a Michigan order, if that is the best way to collect support.

Lastly, we have two caseworkers who specialize in making recommendations regarding child support and preparing reports, recommendations, and proposed orders. They are referred to as the review and modification caseworkers. They review files and other information to determine if orders need modification due to changes in circumstances, such as incarceration or receipt of social security disability benefits. It is extremely rare that a child support order remains the same from a Judgment of Divorce or Final Order. Generally, as a party finds a new job, or loses an old job, or has additional children, etc. support needs to be modified. The two caseworkers responsible for these reviews are well trained in the Michigan Child Support Formula. This Formula is promulgated by the Michigan Supreme Court upon recommendations from the State Court Administrative Office (SCAO) and are mandatory. Deviations are permitted but only under specific conditions.

While the caseworkers and clerks are responsible for different functions within the FOC office, all are cross trained to be able to assist each other when needed.

While those experiencing divorce or separation are often going through the most difficult periods in their lives, we seek to provide a trained, experienced, and understanding office to assist the parties through this challenging time. Normally, the FOC office is open to the public through the lunch hour for a total of 45 hours each week. Appointments are not required and someone is always available to assist when a party has questions or concerns. With the recent Executive Orders from Governor Whitmer, however, we are not able to be open to the public for in-person contacts, but we have remained available to answer telephone calls, emails, and faxes, in addition to processing custody, parenting time, and support orders and reviews.



Respectfully submitted,

Melissa A. Scharrer  
Friend of the Court