

David Feldpausch  
Director



Amy Chapman  
Deputy Director

1911 Tooley Rd \* Howell, MI 48855  
Business (517) 546-6220 \* Fax (517) 546-6788 \* Emergency 911  
[www.livgov.com](http://www.livgov.com)

## Memorandum

To: Livingston County Board of Commissioners  
Fr: David Feldpausch, EMS Director  
Date: 3-15-2024  
Re: Resolution Authorizing the addition of 1.5 Administrative Specialist positions in the EMS.

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We have a couple of significant projects moving forwarding EMS this year.

First, we have an RFP for a new EMS billing software that is very close to going out for proposals. Our current software is so poorly supported the current sales manager will not even sell the product anymore. We have never been able to properly balance our EMS accounts in the billing software since my arrival in 2020. The previous two years both Jenny Nash and I spent hours working with Sansio support to correct the issue. Despite following their instructions, we were still unable to balance this year's end with no reply from several requests from their support team. The timing is good with the current Sansio Contract as it is set to expire at the end of 2025. My hope is to have a new system up and running as close to 1-1-2025 as possible. It will take us about 12 months to work the accounts in Sansio, so we are prepared to sunset it on 12-31-2025. Accounts cannot be moved from one system to another so we will need to maintain two programs for one year. This change will require a significant increase in staff time to ensure that we set up and train our staff on new software while closing out the accounts in the Sansio system.

On another note, we will be losing our current Office Manager to retirement in July. Replacing her 22 years of experience will be a big challenge for us as well. We rely on Kathy for so many things and her retirement will significantly impact our department no matter how much we prepare for it.

Adding the additional staff now will position us to be more prepared for both the billing transition and the pending retirement. We do not plan to replace the office manager position at this time. So, we are only adding the one FTE for a period of 3 months while moving the other Administrative Specialist from part time to full time which will take our office FTE's back to where we were in 2020 when I arrived.

We really need the 3 months of overlap and an additional 0.5 FTE to ensure the least impactful transition of staff and software to best positioning ourselves for the future.

If you have any questions or comments, I always welcome them.

David Feldpausch  
[dfeldpausch@livgov.com](mailto:dfeldpausch@livgov.com)  
517/294-1853