



ONEIDA COUNTY BOARD OF LEGISLATORS

ONEIDA COUNTY OFFICE BUILDING ♦ 800 PARK AVENUE ♦ UTICA, N.Y. 13501-2977

Gerald J. Fiorini
Chairman
(315) 798-5900

Mikale Billard
Clerk
(315) 798-5404

George Joseph
Majority Leader

Timothy Julian
Minority Leader

EXPEDITED COMMUNICATIONS FOR DISTRIBUTION FOR THE JULY 10, 2024 MEETING

(Correspondence relating to upcoming legislation, appointments, petitions, etc.)

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AVAILABLE ON WEBSITE ONLY
www.ocgov.net

Anthony J. Picente, Jr.
County Executive



Colleen Fahy-Box
Commissioner

ONEIDA COUNTY DEPARTMENT OF FAMILY AND COMMUNITY SERVICES
COUNTY OFFICE BUILDING ~ 800 PARK AVENUE ~ UTICA, NY 13501
PHONE: 315-798-5738 ~ FAX: 315-798-5218

June 24, 2024

FN 20

24-315

Honorable Anthony J. Picente, Jr.
Oneida County Executive
800 Park Avenue
Utica, New York 13501

*Health and Human
Services*

WAYS & MEANS

Dear Mr. Picente:

Enclosed please find a renewal of a Software as a Service Agreement between Oneida County, through its Department of Family and Community Services, and Northwoods Consulting Partners, Inc. ("Northwoods") for a central intake customer service processing system.

Per this agreement, Northwoods will continue to provide the Department with the software subscription and infrastructure support of the existing central intake customer service processing system that streamlines the check-in process for clients. This customized lobby management system provides multi-language check-in and self-serve kiosks that allow for document submission without further interaction to decrease the number of people in the waiting area(s). This system allows for the ability to track clientele volume by program area and purpose, as well as the timeliness in response to customer appointments. The system has improved workflow processes, the timeliness of response, and helped identify training needs of the employees in order to maximize productivity, efficiency and compliance.

The renewal agreement term is March 1, 2025 through February 28, 2027, at a cost of \$401,134.00. The sources of funding are: Federal 47% (\$188,532.98), State 5% (\$20,056.70), and County 48% (\$192,544.32).

If this agreement meets with your approval, I respectfully request that this matter be forwarded to the Board of Legislators for further action. Thank you for your consideration.

Sincerely,

Colleen Fahy-Box

Colleen Fahy-Box
Commissioner

Enc.

Oneida Co. Department Family and Community Services

Competing Proposal _____
Only Respondent _____
Sole Source RFP _____
Other X

Oneida County Board of Legislators
Contract Summary

Name of Proposing Organization: Northwoods Consulting Partners, Inc.
5200 Rings Road
Dublin, OH 43017

Title of Activity or Services: Renewal of Agreement for Central Intake Customer Service Process System

Proposed Dates of Operations: March 1, 2025 through February 28, 2027

Client Population/Number to be Served: Family and Community Services Clients

SUMMARY STATEMENTS

1). Narrative Description of Proposed Services

Northwoods Consulting Partners, Inc. provides the Department with a modernized central intake customer service processing system that streamlines the check-in process for clients by providing multi-language check-in and self-serve kiosks.

2). Program/Service Objectives and Outcomes

The Department utilizes this system to address three critical areas of need: the necessity to modernize the lobby management system and manage the volume of consumers who present daily, improve customer service and effectiveness, and increase Social Welfare Examiner accuracy and efficiency.

3). Program Design and Staffing Level - N/A

Total Funding Requested: \$401,134.00

Oneida County Dept. Funding Recommendation: \$401,134.00

Account Number: A 6010 6010.493-000

Proposed Funding Source (Federal \$ /State \$ / County \$):

Federal 47% = \$188,532.98
State 5% = \$20,056.70
County 48% = \$192,544.32

Cost Per Client Served: N/A

Past performance Served: N/A

O.C. Department Staff Comments: This is the only vendor who provides these services.



ONEIDA COUNTY
DEPARTMENT OF EMERGENCY SERVICES
FIRE COORDINATOR
911 CENTER
STOP DWI PROGRAM

ANTHONY J. PICENTE, JR.
County Executive

EDWARD STEVENS
Director

120 Base Road ♦ Oriskany, New York 13424

Phone: 315-765-2526 ♦ Fax: 315-765-2529

June 20, 2024

Honorable Anthony J. Picente, Jr.
Oneida County Executive
800 Park Avenue
Utica, NY 13501

FN 20 24 - 397

PUBLIC SAFETY

WAYS & MEANS

Dear County Executive Picente:

Enclosed please find a proposed six-month extension with Innovative Practices, LLC for 911 Diversion services. Our prior contract recently expired, and this extension will allow us the necessary time to issue a new Request for Proposals and evaluate the same. This extension will be for the term beginning May 18, 2024 and ending November 17, 2024 at a cost of \$15,777.00 per month for a total cost during the extension period of \$94,662.00.

If this extension meets with your approval, please forward to the Oneida County Board of Legislators for its approval.

Thank you for your personal attention to this matter. Should you have any further questions, please contact my office.

Sincerely,


Edward T. Stevens
Director of Emergency Services

Oneida Co. Department: Emergency Services

Competing Proposal _____
Only Respondent _____
Sole Source _____
Other X

ONEIDA COUNTY BOARD
OF LEGISLATORS

Name & Address of Vendor: Innovative Practices, LLC
6363 S. Fiddler's Green Circle, Suite 1500
Greenwood Village, CO 80111

Title of Activity or Service: 911 Diversion Services

Proposed Dates of Operation: 5/18/2024 - 11/17/2024

Client Population/Number to be Served: Oneida County

Summary Statements

- 1) **Narrative Description of Proposed Services:** Six-month extension to recently expired one-year contract. This service allows non-emergency/low-acuity 911 calls to be appropriately transferred to a nurse navigator for the most appropriate level of medical care.
- 2) **Program/Service Objectives and Outcomes:** Filter out non-emergency calls from the 911 system to allow dispatchers to efficiently cater to the needs of those in dire situations.
- 3) **Program Design and Staffing:** N/A

Total Funding Requested: \$94,662.00

Account # A3020 3020.495-000

Oneida County Dept. Funding Recommendation: \$94,662.00 (\$15,777.00 per month)

Proposed Funding Sources (Federal \$/State \$/County \$): County

Cost Per Client Served: N/A

Past Performance Data: N/A

O.C. Department Staff Comments: This extension will allow us to issue a new request for proposals.



ONEIDA COUNTY BOARD OF LEGISLATORS

Gerald J. Fiorini, Chairman ♦ 800 Park Avenue ♦ Utica, New York 13501
Work Phone: 315-798-5900 ♦ Home Phone: 315-337-9045

FN 20 24 - 488

June 27, 2024

Oneida County Board of Legislators
800 Park Avenue
Utica, NY 13501

WAYS & MEANS

Honorable Members:

In accordance with Public Authorities Law, Section 827, The Board of Legislators has one appointment to the Central New York Regional Market Authority.

Martin Broccoli is unable to continue on the Board and I am recommending that Keith Schiebel be appointed to the Board immediately following Board Approval.

I respectfully refer this matter to ways and means and the full board, for consideration at the next meeting scheduled for July 10, 2024

Respectfully submitted,

Gerald J. Fiorini
Chairman of the Board of Legislators



ONEIDA COUNTY BOARD OF LEGISLATORS

Gerald J. Fiorini, Chairman ♦ 800 Park Avenue ♦ Utica, New York 13501
Work Phone: 315-798-5900 ♦ Home Phone: 315-337-9045

FN 20 24 - 489

June 27, 2024

WAYS & MEANS

Oneida County
Board of Legislators
800 Park Avenue
Utica, New York 13501

Honorable Members:

The term for Upper Mohawk Valley Memorial Auditorium Authority Board member Paul Romano has expired. I have decided to go in a different direction and not reappoint Mr. Romano. I am recommending that Patrick Brenann be appointed to the Board, immediately following Board approval, to a term ending December 31, 2026.

I respectfully refer this request to ways & means and the full board, for consideration at the next meeting, scheduled for July 10, 2024.

Respectfully submitted,

Gerald J. Fiorini
Chairman of the Board of Legislators