

County Clerk's Office

Richland County, Wisconsin

Derek S. Kalish
County Clerk

Richland County Courthouse
181 W Seminary Street
Richland Center, Wisconsin 53581

Phone (608) 647-2197
derek.kalish@co.richland.wi.us

June 14, 2024

Please be advised that the Richland County Board of Supervisors will convene at 7:00 p.m., Tuesday, June 18, 2024, in the County Board Room on the third floor of the Richland County Courthouse, located at 181 W Seminary Street, Richland Center, Wisconsin.

Virtual access and documents for the meeting can be found by clicking on this link:

<https://administrator.co.richland.wi.us/minutes/county-board/>

Agenda

1. Call To Order
2. Roll Call
3. Invocation
4. Pledge Of Allegiance
5. County Clerk Verification Of Open Meeting Laws Compliance
6. Approve Agenda
7. Approve Minutes Of The May 28th Meeting
8. Public Comment
9. Pen Presentation From Representative Tony Kurtz
10. Reports
 - A. Southwest Wisconsin Regional Planning Commission: Annual Report / Comprehensive Plan & Housing Study Overview
 - B. Attolles Law: Rules Of Board & Committee Follow-up
 - C. Richland County Ambulance Service Overview
 - D. Review Of Pine Valley Community Village 2023 Audit
 - E. Health & Human Services: 2023 Annual Report
11. Resolution Approving 2025 Capital Improvement Plan
12. Resolution Approving Purchase Of Finance, Payroll, And Human Resources Software From Tyler Technologies
13. Resolution Approving An Amendment to Three 2024 Provider Contracts For The Health And Human Services Department
14. Resolution Approving The Utilization Of Opioid Settlement Funds To Offer Grants To The Community To Allow For The Prevention, Treatment, And/Or Recovery Of Opioid Drug Use
15. Resolution Relating To Already Obtained Snowmobile Alliance Grants Accessible To Counties For Stream Bank Repair
16. Resolution To Pay The Bills To The Richland County Snowmobile Alliance And The Hillsboro Trailblazers From The 2023-2024 Snowmobile Maintenance Grant
17. Resolution Approving An Intradepartmental Partnership Of MIS, And The Sheriff's Department Applying For And Accepting A PSAP Grant From Wisconsin Department Of Military Affairs For 2025
18. Resolution Approving An Intradepartmental Partnership Of MIS, Land Information, And The Sheriff's Department Applying For And Accepting A NG911 GIS Grant From Wisconsin Department Of Military Affairs
19. Resolution Approving The Sheriff's Office's Purchase Of New Mobile And Portable Radios For The New Radio System
20. Ordinance Relating To A Parcel Belonging To Frank & Kathy Wanek In The Town Of Richwood
21. Report On Petitions For Zoning Amendments Received Since The Last County Board Session
22. Report On Rezoning Petitions Recommended For Denial By The Zoning And Land Information Committee
23. Closed Session: The Chair May Entertain A Motion To Enter Closed Session Pursuant To Wis. Stat, Sec 19.85(1)(F): Considering Financial, Medical, Social Or Personal Histories Or Disciplinary Data Of Specific Persons, Preliminary Consideration Of Specific Personnel Problems Or The Investigation Of Charges Against Specific Persons Except Where Par. (B) Applies Which, If Discussed In Public, Would Be Likely To Have A Substantial Adverse Effect Upon The Reputation Of Any Person Referred To In Such Histories Or Data, Or Involved In Such Problems Or Investigations – Update On Pine Valley Investigation
24. Return To Open Session
25. Possible Action On Items From Closed Session
26. Correspondence
27. Future Agenda Items
28. Adjourn

MAY MEETING

MAY 28, 2024

Chair Turk called the meeting to order at 7 PM. Roll call found all members present except Supervisor(s) Rynes, Severson, and McGuire.

County Clerk Kalish led the Pledge of Allegiance. County Clerk Kalish verified the meeting was properly posted in accordance with Wisconsin's Open Meeting Laws.

Motion by Kramer second by McKee to approve the agenda with item #22B removed. Motion carried and amended agenda declared approved.

Chair Turk asked if any member desired the minutes of the April 16th and 23rd, 2024 meetings be read or amended. Hearing no motion to read or amend the minutes of the April 16th and April 23rd, 2024 meetings, Chair Turk declared the minutes approved as published.

Public Comment: Molly Bohn, support staff member of Derrick Van Orden's office, provided an update on recent activities of the office of Van Orden.

Resolution No. 24-30 relating to cancelling stale tax certificates for the tax year 2011 and making an appropriation was read by County Clerk Kalish. Motion by Fleming second by Cosgrove that Resolution No. 24-30 be adopted. Motion carried and resolution declared adopted.

RESOLUTION NO. 24 - 30

Resolution Relating To Cancelling Stale Tax Certificates For The Tax Year 2011 And Making An Appropriation.

WHEREAS when real estate taxes on a parcel go unpaid, the County issues a tax certificate which is a lien on the real estate and, if a tax certificate remains unpaid for 11 years, Wisconsin Statutes, section 75.20 requires the County Treasurer to cancel that tax certificate, and

WHEREAS there are 7 tax certificates which County Treasurer Jeffrey Even is now required to cancel and the Finance and Personnel Committee is now presenting this Resolution to the County Board for an appropriation to reflect the lost revenues resulting from these cancelled tax certificates in the 2024 County budget.

NOW THEREFORE BE IT RESOLVED by the Richland County Board of Supervisors that approval is hereby granted for cancelling the following tax certificates for Tax year 2011.

Certificate Number	Parcel Number	Tax Amount	Property Owner
24	002-2721-2100	34.66	Gander, Stacy
392	022-0932-2100	7.00	Owner Unknown
416	022-2231-1100	3.52	Mayland Acres Inc
500	028-1633-2100	2.08	Sylvan Creamery Co.
540	032-2220-0810	117.32	Koechley, Robert
541	032-2220-0830	49.05	Koechley, Robert
542	032-2220-0880	29.85	Koechley, Robert
Total		\$243.48	

BE IT FURTHER RESOLVED that \$243.48 is hereby appropriated from the General Fund to the Cancelled Tax Certificates account in the 2024 County budget, and

BE IT FURTHER RESOLVED that this Resolution shall be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION

RESOLUTION OFFERED BY THE EXECUTIVE &
FINANCE STANDING COMMITTEE

AYES_____

NOES_____

(14 MAY 2024)

RESOLUTION ADOPTED

FOR

AGAINST

DEREK S. KALISH
COUNTY CLERK

STEVE CARROW

X

KEN RYNES

X

GARY MANNING

X

DATED: MAY 28, 2024

MARK GILL

X

INGRID GLASBRENNER

X

DAVID TURK

X

BOB FRANK

STEVE WILLIAMSON

X

MARC COUEY

X

Resolution No. 24-31 relating to cancelling stale county checks was read by County Clerk Kalish. Motion by Manning second by Fleming that Resolution No. 24-31 be adopted. Motion carried and resolution declared adopted.

RESOLUTION NO. 24 - 31

Resolution Relating To Cancelling Stale County Checks.

WHEREAS it appears in the report of the County Treasurer that the following checks have been outstanding against the County for more than one year and County Board approval is required before these checks can be taken off the books of the County.

NOW THEREFORE BE IT FURTHER RESOLVED by the Richland County Board of Supervisors that the following County checks drawn on Richland County Bank are hereby cancelled:

Check Number	Check Amount	Check Number	Check Amount
22146	4.63	26053	11.50
22173	14.84	26065	2.50
22176	14.58	26066	36.50
22656	5.17	26067	30.75
23022	4.99	26068	1.75
23473	3.70	26145	4.00
23538	2.03	26154	7.50
24674	15.00	26155	2.75
25392	114.03	26156	5.00
25843	26.20	26169	9.00

25847	56.48	26182	2.00
25918	2.00	26204	1.00
25921	1.50	26205	4.50
25931	2.00	26206	3.50
25950	4.00	26207	3.50
25972	5.00	26216	7.00
25993	1.25	26269	110.00
25994	6.00	27244	10.01
26000	2.00	27470	25.00
26005	3.75	27474	50.00
26023	4.25		
Grand Total		\$621.16	

BE IT FURTHER RESOLVED that this Resolution shall be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION

AYES _____ NOES _____

RESOLUTION OFFERED BY THE EXECUTIVE &
FINANCE STANDING COMMITTEE
(14 MAY 2024)

RESOLUTION ADOPTED

FOR

AGAINST

DEREK S. KALISH
COUNTY CLERK

STEVE CARROW
KEN RYNES
GARY MANNING

X
X
X

DATED: MAY 28, 2024

MARK GILL
INGRID GLASBRENNER
DAVID TURK
BOB FRANK
STEVE WILLIAMSON
MARC COUEY

X
X
X
X
X
X

Resolution No. 24-32 approving the purchase of a new pharmaceutical grade vaccine refrigerator for the Health and Human Services Department - Public Health Unit was read by County Clerk Kalish. Motion by Couey second by Glasbrenner that Resolution No. 24-32 be adopted. Motion carried and resolution declared adopted.

RESOLUTION NO. 24 - 32

Resolution Approving The Purchase Of A New Pharmaceutical Grade Vaccine Refrigerator For The Health And Human Services Department - Public Health Unit.

WHEREAS, Public Health departments are required to carry Vaccines for Children (VFC) vaccine with recommendations to use a pharmaceutical grade refrigerator, and

WHEREAS, Public Health is currently utilizing a commercial refrigerator and a K2 Scientific Brand refrigerator that will not properly hold all of the VFC vaccine along with flu vaccines, and

WHEREAS, a quote of \$11,127.60 was obtained to purchase a new Helmer model vaccine refrigerator, with costs to be covered by ARPA funds, and

WHEREAS, the Health and Human Services & Veterans Standing Committee has reviewed and approved the purchase to be sent to the County Board, and

NOW THEREFORE BE IT RESOLVED, by the Richland County Board of Supervisors that approval is hereby granted for the purchase of a new pharmaceutical grade vaccine refrigerator for the Public Health Unit of Health and Human Services, and

BE IT FURTHER RESOLVED, the quote received from Helmer Scientific in the amount of \$11,127.60 is accepted and the cost will be covered by ARPA funds, and

BE IT FURTHER RESOLVED, that this resolution shall be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION		RESOLUTION OFFERED BY THE COUNTY BOARD MEMBERS OF THE HEALTH AND HUMAN SERVICES & VETERANS STANDING COMMITTEE (11 APRIL 2024)	
AYES_____	NOES_____		
RESOLUTION ADOPTED		FOR	AGAINST
DEREK S. KALISH	INGRID GLASBRENNER	X	
COUNTY CLERK	DONALD SEEP	X	
	KEN RYNES	X	
DATED: MAY 28, 2024	TIMOTHY GOTTSCHALL		
	KERRY SEVERSON	X	

Resolution No. 24-33 approving the purchase of new network switches for the Community Services Building was read by County Clerk Kalish. Motion by Harwick second by Cosgrove that Resolution No. 24-33 be adopted. Motion carried and resolution declared adopted.

RESOLUTION NO. 24 -33

Resolution Approving The Purchase Of New Network Switches For The Community Services Building.

WHEREAS, the Community Services Building network switches are nine years old and will be at end of life in 2025, and

WHEREAS, ARPA funds are available for the cost to replace the switches in 2024, but will no longer be available after December 31, 2024, and

WHEREAS, a quote of \$48,471.28 was obtained from JComp Technologies, and

NOW THEREFORE BE IT RESOLVED, by the Richland County Board of Supervisors that approval is hereby granted for the purchase of new network switches for the Community Services Building, and

BE IT FURTHER RESOLVED, the quote received from JComp Technologies in the amount of \$48,471.28 is accepted and the cost will be covered by ARPA funds, and

BE IT FURTHER RESOLVED, that this resolution shall be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION

AYES_____ NOES_____

RESOLUTION OFFERED BY THE COUNTY BOARD
MEMBERS OF THE COMMUNITY & HEALTH
SERVICES STANDING COMMITTEE
(02 MAY 2024)

RESOLUTION ADOPTED

FOR AGAINST

DEREK S. KALISH
COUNTY CLERK

MARY MILLER	X
MARTY BREWER	X
SANDRA KRAMER	X
INGRID GLASBRENNER	X
MICHELLE HARWICK	X
DANIEL MCGUIRE	

DATED: MAY 28, 2024

Resolution No. 24-34 approving the purchase of new phones for the Community Services Building was read by County Clerk Kalish. Motion by Glasbrenner second by Harwick that Resolution No. 24-34 be adopted. Motion carried and resolution declared adopted.

RESOLUTION NO. 24 - 34

Resolution Approving The Purchase Of New Phones For The Community Services Building.

WHEREAS, end of life for the phones in the Community Services Building is November 1, 2024, and

WHEREAS, all support from Mitel for these phones will sunset on July 31, 2025, and

WHEREAS, a quote of \$24,765 was obtained from Marco Technologies for the purchase of 100 new phones, and

WHEREAS, ARPA funds are available for the cost to replace 100 phones in 2024, but will no longer be available after December 31, 2024, and

NOW THEREFORE BE IT RESOLVED, by the Richland County Board of Supervisors that approval is hereby granted for the purchase of 100 new phones for the Community Services Building, and

BE IT FURTHER RESOLVED, the quote received from Marco Technologies in the amount of \$24,765 is accepted and the cost will be covered by ARPA funds, and

BE IT FURTHER RESOLVED, that this resolution shall be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION

AYES_____ NOES_____

RESOLUTION OFFERED BY THE COUNTY BOARD
MEMBERS OF THE COMMUNITY & HEALTH
SERVICES STANDING COMMITTEE
(02 MAY 2024)

RESOLUTION ADOPTED

FOR AGAINST

DEREK S. KALISH
COUNTY CLERK

MARY MILLER	X
MARTY BREWER	X

DATED: MAY 28, 2024

SANDRA KRAMER	X
INGRID GLASBRENNER	X
MICHELLE HARWICK	X
DANIEL MCGUIRE	

Resolution No. 24-35 relating to the county's contribution to the cost of town highway bridge construction required by Wisconsin Statutes, Section 82.08 was read by County Clerk Kalish. Motion by Manning second by Couey that Resolution No. 24-35 be adopted. Motion carried and resolution declared adopted.

RESOLUTION NO. 24 - 35

Resolution Relating To The County's Contribution To The Cost Of Town Highway Bridge Construction Required By Wisconsin Statutes, Section 82.08.

WHEREAS Wisconsin Statutes, section 82.08, requires counties in Wisconsin to pay approximately 50% of the cost of construction or repair of any culvert or bridge on a town highway or village street when so requested by the town or village board, and

WHEREAS the Public Works Standing Committee has received the following requests from the following towns and the Public Works Standing Committee is recommending that the County Board approve the payment of the following amounts as financial aid from the County as mandated by Wisconsin Statutes, section 82.08.

NOW THEREFORE BE IT RESOLVED by the Richland County Board of Supervisors that the county shall pay the following amounts as financial aid for the following bridge or culvert projects in the following towns, as mandated by Wisconsin Statutes, section 82.08:

<u>Town or Village</u>	<u>Road Name</u>	<u>Total Cost</u>	<u>Amount of County Aid Granted</u>
Town of Henrietta	South Shore Dr.	19,028.27	9,514.14
Town of Henrietta	Shellington	11,747.80	5,873.90
TOTALS		\$30,776.07	\$15,388.04

BE IT FURTHER RESOLVED that this resolution shall be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION
AYES _____ NOES _____

RESOLUTION OFFERED BY THE PUBLIC
WORKS STANDING COMMITTEE
(11 APRIL 2024)

RESOLUTION ADOPTED	FOR	AGAINST
DEREK S. KALISH	STEVE WILLIAMSON	X
COUNTY CLERK	RICHARD MCKEE	X
	MARC COUEY	X
DATED: MAY 28, 2024	CHAD COSGROVE	X
	GARY MANNING	X
	STEVE CARROW	X
	JULIE FLEMING	X

DAN MCGUIRE

Resolution No. 24-36 approving the purchase of four plow truck body builds by the Highway Department was read by County Clerk Kalish. Motion by Cosgrove second by Couey that Resolution No. 24-36 be adopted. Motion carried and resolution declared adopted.

RESOLUTION NO. 24 – 36

Resolution Approving The Purchase Of Four Plow Truck Body Builds By The Highway Department.

WHEREAS the Public Works Committee and the County Highway Commissioner, Joshua Elder; have recommended that the Department be authorized to purchase four complete body builds for four tandem axle trucks with the funds already available in the 2024 budget.

WHEREAS Rule 14 of the Board requires County Board approval for any purchase by the Highway Department in excess of \$50,000 and

WHEREAS the Highway Department is seeking approval for the following purchases:

1. Two State Spec Tandem builds totaling \$379,660 or \$189,830 each
2. One County Spec Tandem build totaling \$181,820
3. One County Spec Tri Axle totaling \$186,925

NOW THEREFORE BE IT RESOLVED, by the Richland County Board of Supervisors that approval is hereby granted for the purchase of four plow truck body builds by the Highway Department, and

BE IT FURTHER RESOLVED that funds for these purchases are in the County Highway Department's account in the 2024 County Budget,

BE IT FURTHER RESOLVED, that this resolution shall be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION

AYES_____ NOES_____

RESOLUTION OFFERED BY THE PUBLIC
WORKS STANDING COMMITTEE
(03 MARCH 2024 & 11 APRIL 2024)

RESOLUTION ADOPTED

FOR AGAINST

DEREK S. KALISH
COUNTY CLERK

STEVE WILLIAMSON
GARY MANNING
RICHARD MCKEE
CHAD COSGROVE
MARC COUEY
DANIEL MCGUIRE
STEVE CARROW
JULIE FLEMING

X
X
X
X
X

X
X

DATED: MAY 28, 2024

Resolution No. 24-37 approving entering into a contract with Finish Excavating Inc. of East Dubuque, IL not to exceed \$3,300,000.00 was read by County Clerk Kalish. Motion by Cosgrove second by Fleming that Resolution No. 24-37 be adopted. Motion carried and resolution declared adopted.

RESOLUTION NO. 24 - 37

Resolution Approving Entering Into A Contract With Finish Excavating Inc. Of East Dubuque, IL Not To Exceed \$3,300,000.00.

WHEREAS Barbara Scott the Director of Management Information Systems has advised the Public Safety Committee that we need to enter into a contract for Tower Site Construction for the radio system project, and

WHEREAS the county has committed to replacing its current radio tower system and will require tower demolition, manufacture and erection as well as shelter construction, fencing, electrical, LP Fuel tank and generator services for the tower sites, and

WHEREAS the Public Safety Committee has carefully considered this matter and is now presenting this Resolution to the County Board for its consideration.

NOW THEREFORE BE IT RESOLVED by the Richland County Board of Supervisors that approval is hereby granted to enter into a contract with Finish Excavating Inc. of East Dubuque, IL not to exceed \$3,300,000.00.

BE IT FURTHER RESOLVED that funds to carry out this Resolution shall come from Fund 94 and approval is hereby granted for the County Administrator to sign the contract, and

BE IT FURTHER RESOLVED that this Resolution shall be effective upon its passage and publication.

VOTE ON FOREGOING RESOLUTION

RESOLUTION OFFERED BY THE PUBLIC
SAFETY STANDING COMMITTEE
(03 MAY 2024)

AYES _____ NOES _____

RESOLUTION ADOPTED

FOR AGAINST

DEREK S. KALISH
COUNTY CLERK

GARY MANNING
CRAIG WOODHOUSE
DAVID TURK
CHAD COSGROVE
BOB FRANK
KERRY SEVERSON
JULIE FLEMING

X

X
X
X
X

DATED: MAY 28, 2024

Attorney Windle reviewed the easement agreement between Richland County and Spectrum Mid-America, LLC. Motion by Frank second by McKee to approve easement agreement between Richland County and Spectrum Mid-America, LLC. Motion carried and easement agreement declared approved.

Ordinance No. 24-8 Amendment No. 598 to Richland County Comprehensive Zoning Ordinance No. 5 relating to a parcel belonging to Thomas Gebhart and Carrie Roth in the Town of Akan was read by County Clerk Kalish. Motion by Gill second by McKee that Ordinance No. 24-8 be adopted. Motion carried and the ordinance declared adopted.

ORDINANCE NO. 24 - 8

Amendment No. 598 To Richland County Comprehensive Zoning Ordinance No. 5 Relating To A Parcel Belonging To Thomas Gebhart and Carrie Roth In The Town Of Akan.

The Richland County Board of Supervisors does hereby ordain as follows:

1. The County Board, having considered the following factors, hereby finds that the following rezoning is in the best interests of the citizens of Richland County:

- (a) Adequate public facilities to serve the development are present or will be provided.
- (b) Provision of these facilities will not be an unreasonable burden to local government.
- (c) The land to be rezoned is suitable for development and development will not cause unreasonable water or air pollution, soil erosion or adverse effects on rare or irreplaceable natural areas.
- (d) Non-farm development will be directed to non-agricultural soils or less productive soils.
- (e) Non-farm development will be directed to areas where it will cause minimum disruption of established farm operations or damage to environmentally sensitive areas.
- (f) Non-farm development will be encouraged to locate so as to leave a maximum amount of farmland in farmable size parcels.
- (g) Non-farm residential development will be directed to existing platted subdivisions and sanitary districts.

2. Richland County Comprehensive Zoning Ordinance No. 5, which was adopted by the Richland County Board of Supervisors on May 20, 2003, as amended to date, is hereby further amended as follows:

That the official maps designating district boundaries, as adopted by Richland County Ordinance 1985 No. 1 (also known as Amendment No. 1 to the Richland County Comprehensive Zoning Ordinance No. 3), which was adopted on March 19, 1985, are hereby amended as follows:

That the following described 20.63-acre parcel belonging to Thomas Gebhart and Carrie Roth in the Town of Akan is hereby rezoned from Legal Non-Conforming (NC) to the Agricultural-Residential (AR) District:

Being part of The SE 1/4 of The SW 1/4 of Section 5, T10 N, R2W, Town of Akan, Richland County, Wisconsin, to wit:

Commencing at the Southwest corner of said Section 5;
thence N 05° 14' 44" W, 2,550.01';
thence N 85° 49' 22" E, 666.20' to a 1" diameter iron pipe and the POINT OF BEGINNING;
thence S 04° 37' 26" E, 661.94';
thence S 69° 55' 42" E, 7.73' to the centerline of a private driveway;
thence S 04° 29' 01" E, 175.37';
thence S 04° 20' 45" W, 295.99';
thence S 10° 37' 21" W, 176.43';
thence S 00° 57' 37" W, 158.67';
thence S 18° 54' 46" E, 146.63';
thence S 43° 20' 11" E, 40.0';
thence S 54° 19' 00" E, 269.38' to the centerline of Jim Town Rd.;
thence N 18° 56' 34" E, 554.17';
thence N 07° 50' 36" E, 114.21';
thence N 00° 59' 39" E, 163.51';

thence N 13’ 25’ 58” E, 178.28’;
thence N 20’ 44’ 07” E, 452.38’ to the East line of the NW ¼ of the SW ¼ of Section 5;
thence N 05’ 33’ 59” W, 442.97’
thence S 85’ 49’ 22” W, 669.21’ TO THE POINT OF BEGINNING.
Containing 898,642 square feet or 20.63 acres, more or less.

Together with and subject to a non-exclusive Access Easement for the benefit of Parcel I, over and across a private road, the centerline of which is described as follows;

Commencing at the SW corner of the SE ¼ of Section 5,
thence N 05’ 14’ 44” W, 2,550.01’
thence N 85’ 49’ 22” E, 666.20’
thence S 04’ 37’ 26” E, 661.97’;
thence S 69’ 55’ 42” E, 7.73’ to the centerline of a private driveway and THE POINT OF BEGINING;
thence S 04’ 29’ 01” E, 175.37’ ALONG SAID CENTERLINE;
thence S 04’ 20’ 45” W, 295.99’ ALONG SAID CENTERLINE;
thence S 10’ 37’ 21” E, 176.43’ ALONG SAID CENTERLINE;
thence S 00’ 57’ 37” W, 157.67’ ALONG SAID CENTERLINE;
thence S 18’ 54’ 46” E, 146.63’ ALONG SAID CENTERLINE;
thence S 43’ 20’ 11” E, 40.00’ ALONG SAID CENTERLINE;
thence S 54’ 19’ 00” E, 269.38’ ALONG SAID CENTERLINE TO THE POINT OF INTERSECTION WITH
THE CENTERLINE OF JIMTOWN RD. AND THE END OF THE EASEMENT;

3. This Ordinance shall be effective on May 28, 2024.

DATED: MAY 28, 2024

PASSED: MAY 28, 2024
PUBLISHED: JUNE 6, 2024

ORDINANCE OFFERED BY THE
NATURAL
RESOURCES STANDING COMMITTEE
(6 MAY 2024)

	FOR	AGAINST
DAVID TURK, CHAIR		
RICHLAND COUNTY BOARD OF SUPERVISORS		
STEVE CARROW	X	
RICHARD MCKEE		
ALAYNE HENDRICKS	X	
MARK GILL	X	
CRAIG WOODHOUSE	X	
JULIE FLEMING	X	
ROBERT BROOKENS	X	

DEREK KALISH
RICHLAND COUNTY CLERK

It was reported that no petitions for rezoning have been received since the last County Board meeting and no petitions for rezoning had been recommended for denial since the last County Board meeting.

Administrator Pesch noted that Michael Jessen was hired as the new Emergency Services Director. Motion by Fleming second by Cosgrove to confirm hire of Michael Jessen as Richland County's Emergency Services Director. Motion carried and hire declared confirmed by County Board.

Administrator Pesch provided an update on the following items: Administrator weekly update, Capital Improvement Plan progress, 2025 budget process, Maintenance of Effort reporting, wage study, occupational health contract, facilities assessment, broadband project, and Tyler Technology software for payroll, human resources, and finance.

Chair Turk noted correspondences received from the Wisconsin Department of Children and Families in regards to the Richland County Child Support office receiving the fiscal year 2023 Certificate of Excellence Award and from Van Nelson, Buena Vista Town Clerk, in regards to the size of flags used for veterans' graves.

No future agenda items noted.

Motion by Manning, second by Fleming to adjourn. Motion carried and the meeting adjourned at 7:46 PM.

STATE OF WISCONSIN)
)SS
COUNTY OF RICHLAND)

I, Derek S. Kalish, County Clerk in and for the County of Richland, do hereby certify that the foregoing is a true copy of the proceedings of the County Board of Supervisors of Richland County for the meeting held on the 28th day of May, 2024.



Derek S. Kalish
Richland County Clerk



20 S. Court St.
Platteville WI 53818
p: 608.342.1636 • f: 608.342.1220
e: info@swwrpc.org
www.swwrpc.org

June 18, 2024

Richland County Board of Supervisors
181 W. Seminary St.
Richland Center, WI 53581

Dear Supervisors,

Thank you for the on-going partnership that exists between Richland County and the Southwestern Wisconsin Regional Planning Commission (SWWRPC). This 54-year relationship began when you created us in 1970, and we continue to partner in delivering value to your residents.

Enclosed with this letter is a summary of benefits and financial return from our work in Richland County during the past five years. We've organized this information around the three unique services we provide:

- **Capacity Building** to help off-set workforce and revenue constraints.
- **Economic Development** services that complement local efforts to create and retain jobs, and generate private investment.
- **Planning** services designed to help communities compete for residents and workers, and make strategic investments.

The SWWRPC Strategic Plan directs us to "*create resilient rural communities.*" We believe the continuation of our partnership will be a crucial asset as you serve the residents of Richland County, now and into the future.

Thank you for our 54-year partnership, and for considering us in your future plans.

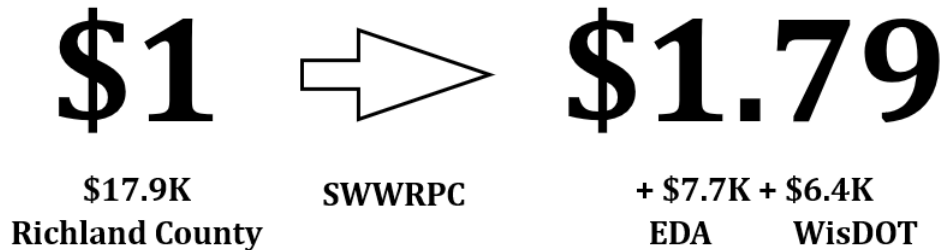
Sincerely,

A handwritten signature in blue ink, appearing to read "T. Maggied".

Troy Maggied
Executive Director

County Benefits and Return on Investment

For every \$1 Richland County provides to SWWRPC, the county receives \$1.79 in annual capacity building, economic development, and other planning services. This figure excludes contractual work and competitive grants.



Richland County's 2024 investment of \$17,913.83 amounts to \$1.04 per county resident, and enables us to provide \$32,065.99 of planning and economic development services to the county. This is due to our ability to leverage your investment for an additional \$7,739.50 from the U.S. Economic Development Administration (EDA) and \$6,412.66 from the Wisconsin Department of Transportation (WisDOT).

Working with us also results in savings due to billable rates that are lower than those offered by private, for-profit consultants. On average, our services cost \$60-\$80 per hour, compared to \$100-\$180 per hour from private firms performing similar work. This is due to our diverse revenue streams, a lean staffing model, and a non-profit structure which is affordable for small communities lacking funds for private consultants.

\$9,245,000

\$8.6M CARES & ARPA + \$645K Operations

One of the most significant benefits of our partnership, and the one that is most difficult to calculate, is having access to our staff for additional capacity on local projects. This is critical during any period, and during economic hardships it becomes more so. During the COVID pandemic, we secured over \$8.6 million for the region from CARES and ARPA stimulus packages. This funding includes \$1.5 million in new revolving loan funds (RLF) and \$6.36 million to develop 39 acres of new industrial land. We also secured \$645,000 across three years for SWWRPC operations, which dropped county contributions from 27.5% of our total funding in 2020, to 15.7% in 2023. Your investment enables our staff to be present and responsive to these opportunities.

SWWRPC Scope of Services

CAPACITY BUILDING

- ADRC Transit Plan
- NR-135 Reclamation
- Data & GIS Maps
- Rail Transit
- University Design Projects
- Opioid Needs Assessment
- Technical Training
- County Best Practices
- Emergency Management Survey

ECONOMIC DEVELOPMENT

- EDA Investments
- Main Street Bounceback Program
- Revolving Loan Funds
- Prosperity Southwest Initiatives
- WEDC Funding
- Connect Communities Program

SWWRPC

PLANNING

- Housing Study
- Elected Official On-Boarding
- Strategic Planning
- Transit and Mobility Grants
- Climate Change Preparedness
- Outdoor Recreation Plans
- Data Insights
- Other Regional and State Plans

Capacity Building Projects

- **ADRC Transit Plan:** SWWRPC uses county and WisDOT funding to write the 5-year Locally Developed Coordinated Transit Plans required for grant funding to support transit vehicle purchases and operating expenses. In 2023, we provided Richland County over 200 hours valued at \$15,500 in public engagement, data analysis, meeting facilitation, and plan writing services. Due to the creation of previous plans, Richland County ADRC received \$550,452 between 2019 and 2024 for new vehicles and operating support. This includes an average of \$79,889 in annual operating revenue only eligible through the creation of these plans.
- **GIS Mapping:** SWWRPC applies county and EDA funds for a variety of GIS maps used by local economic developers, including a regional Constructability Map, Financial Asset Map, and Broadband Asset Map. Over 280 hours of staff time valued at \$18,200 were spent on the creation of these maps during the past three years. We have also used our GIS tools to support private businesses seeking to locate in the county.

- **UW-Platteville Design Support:** SWWRPC staff frequently connect communities with UW Platteville (UWP) Senior Design initiatives that apply student and professor knowledge to local issues. Each project is estimated to provide the equivalent of \$10,000 of professional services. We have engaged or partnered to engage UWP students to study flood impacts and initial solutions in Viola (2019), assess nutrient trading options in Cazenovia (2021), conduct preliminary design on a new fire station for Yuba (2022), study flood reduction and water quality improvement impacts of re-meandering Fancy Creek in Rockbridge Township (2022), and analyze the long-term historic and projected solvency of municipal finances (2023). These projects resulted in \$50,000 of free technical assistance to the county.
- **Opioid Needs Assessment:** Richland County partnered on a regional Opioid Needs Assessment in 2022, providing \$3,000 for interviews, data analysis, and plan writing. We used your county contributions to cover the cost of interviewing state and national experts, and seek opportunities for coordination. The per-county fee for this work would be approximately \$10,000 if not for the efficiencies of a regional approach.
- **Technical Training:** SWWRPC staff serve as the liaison for regional technical assistance trainings offered by state partners. In 2021 and 2022, we partnered with the Wisconsin Department of Natural Resources (DNR) for sessions on Community Redevelopment Funding, and Managing Flood Damage to Roadways. Together, the coordination, marketing, and managing of this event was valued at \$1,500.
- **Regional Coordination:** Beginning in 2022, we facilitated regional meetings designed to foster cross-county collaboration and best-practice sharing. GIS Coordinator Jaclyn Essandoh facilitated two meetings of the region's GIS staff, continuing a practice we began in 2015. Executive Director Troy Maggied facilitated eight meetings of county broadband staff and three meetings of county board chairs and administrators. Our staff time was paid for by county contributions and equaled 165 hours valued at \$5,500.
- **Emergency Management Survey:** In late 2022, we helped county Emergency Management Directors (EMD) develop a survey for their Integrated Preparedness Planning Workshop. Each county is required to develop and deploy this survey, and we facilitated a regional process to develop the survey, deliver it in an online format, collect responses, and analyze the results. Our additional capacity reduced each county's workload and provides a regional picture of natural hazard risks and vulnerability. This process took approximately 38 hours of staff time valued at \$2,850.

Economic Development Projects

- **EDA Investments:** SWWRPC is recognized as the EDA's Economic Development District (EDD) and serves as the broker for EDA grant funding. Richland County also participates in the five-year Comprehensive Economic Development Strategy required to secure future EDA investments. The historic benefits of this partnership are significant, and include:

- Since 1990, we have secured two Public Works grants for \$1.43 million to fund the development of 132 new industrial acres in Richland Center. These projects created \$6.78 million of property value and annually generate over \$150,000 in property taxes.
 - EDA planning grants fund the administration of our regional RLFs discussed below, annually providing 150 hours of staff time valued at \$11,250.
- **Main Street Bounceback Program:** From 2020-2022, SWWRPC administered the Main Street Bounceback Program which provided 27 businesses with \$10,000 grants to start or expand in three communities across Richland County. Administering this \$270,000 was paid for by the Wisconsin Economic Development Corporation (WEDC), but required hours of up-front set up, scoping, contracting, and administrative preparation which was funded by your county contributions and our EDA funding.
- **Revolving Loan Funds:** SWWRPC administers a \$1.8 million RLF portfolio. From our three RLFs, \$550,000 has been lent to Richland County businesses, leveraging an additional \$1,137 million in private financing and resulting in the creation or retention of 28 jobs. We use our EDA funding and county contributions to cover the cost of RLF administration, marketing, and application processing. We also conduct follow-up meetings with borrowers to ensure they're successful and identify additional support they may need.
- **Prosperity Southwest Wisconsin:** SWWRPC staff serve as the administrator for Prosperity Southwest Wisconsin (PSW), the six-county Regional Economic Development Organization. Working county economic developers, we assist with procurement of regional grants and projects that have a multi-county impact. These include the regional housing studies mentioned below, administration of a \$121,000 BEAD Broadband Planning grant, a regional workforce needs mapping project valued at \$50,000, and a Talent Marketing Grant valued at \$60,000. All of these projects were secured by our grant writing efforts.
- **Entrepreneurship Accelerator:** In 2021, SWWRPC partnered with UWP to create a local entrepreneur accelerator called the IDEA Hub, located in Platteville and serving southwest Wisconsin. This \$1.1 million project is funded in equal parts by the EDA and local partners. We were able to bring \$70,000 of cash match funds from PSW, and provide staffing support for the project.
- **WEDC Funding:** As a result of our dual role as an EDD and Administrator of PSW, our Executive Director Troy Maggied has been asked to participate in a statewide process to align state and federal funding programs. Our goal is to improve the development and acquisition of EDA and WEDC grants, and to increase communities' access to this funding. This process involves weekly meetings, two statewide events, and two national workshops. It will take approximately 296 hours valued at \$27,232.

- **Connect Communities:** In 2022, SWWRPC partnered with WEDC to serve as a regional Connect Communities administrator which provides free technical assistance to small communities participating in the program. Currently, Boaz and Lone Rock participate in this program and have access to technical assistance, training, funding resources, and networking opportunities to help with community development efforts. Our work is funded by EDA planning grants and your county contributions.
- **Economic Development Staffing:** From 2017-2019, SWWRPC employee Kate Koziol provided economic development services to Richland County when there was no active economic development staff, during which time businesses were opting to by-pass the county for Reedsburg and other neighboring communities. Kate's work demonstrated the need for a full-time economic development staff, and directly resulted in the creation of a new economic development partnership between Richland Center and Richland County to create this position.

Planning Projects

- **Housing Studies:** In 2018, Richland County Economic Development Corporation provided \$5,000 to participate in a six-county housing study project, which was leveraged to secure an additional \$30,000 from WEDC. The result was a county housing study and housing studies for 11 municipalities. These plans are each valued at \$15,000 of staff time each. They are being updated in 2024.
- **Watershed Planning:** Regional Planning Commissions are eligible for grants that municipalities, private businesses, and non-profits are not. In 2021 we served as the grant administrator and fiscal agent for a \$15,000 project studying stream and wetland restoration on Fancy Creek in Rockbridge Township. The project is designed to assist with flood reduction and water quality improvements, and is funded by a \$10,000 Department of Natural Resources grant, \$2,000 in cash contributions from SWWRPC, and \$3,000 from in-kind donations from the Wisconsin Wetlands Association.
- **Transit Planning Grants:** We have used Richland County contributions as local match for two back-to-back regional transit studies and mobility management grants. The local matches of \$1,326.77 in 2019 and \$1,680.58 in 2020 resulted in grants equal to \$46,100 each year. These grants supported data analysis and asset mapping to identify future locations for volunteer driver recruitment. These grants also provided funding for regional volunteer driver recruitment and training efforts.
- **Grant Opportunity Analysis:** In 2021, SWWRPC spent \$6,800 in labor and mileage funded by EDA and county contributions to assist the Village of Yuba determine eligibility for a CDBG Public Works grant to assist with constructing a new fire station. This work included conducting a survey of the Fire District to evaluate income levels, as well as follow-up door-to-door interviews with residents who did not initially respond to the survey.

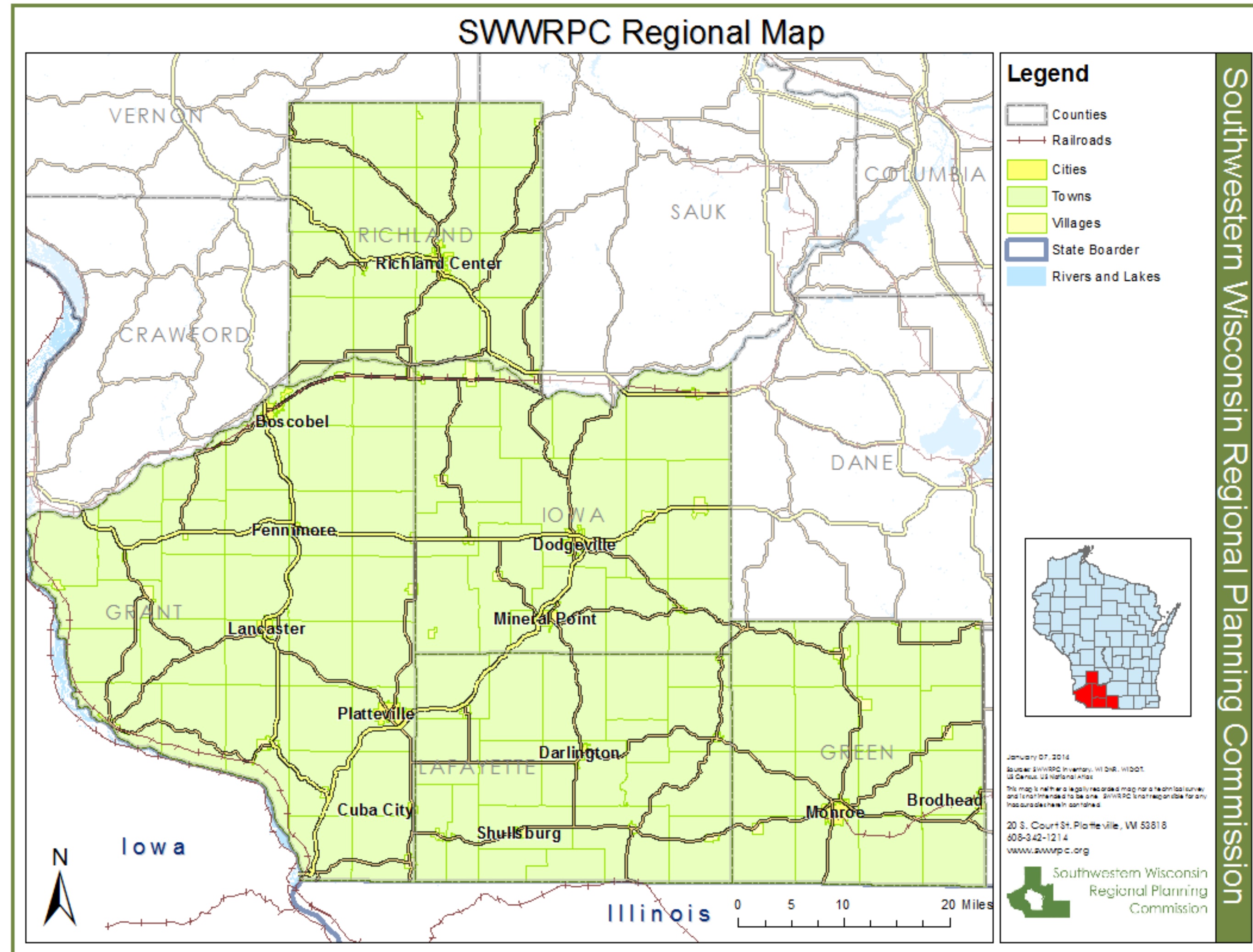
- **Flood Recovery and Economic Resiliency Planning:** In November 2019, SWWRPC and Richland County were co-applicants on a 3-year, \$328,972 EDA grant which was matched by \$82,243 in local cash and in-kind matching funds to help the county and municipalities recover from significant 2018 flooding. This scope of work included a variety of planning and economic development elements.
 - **Long-Range Planning:** Long-range planning continues to be one of our core functions, and we provide a diversity of contractual and grant-funded planning services to our communities. The Boaz, Lone Rock, and Richland Center Comprehensive Plans were completed between 2020 and 2022, and focus on helping these communities leverage their greatest assets, including Richland County's natural beauty, available land for residential growth, quaint downtowns, access to unique recreation opportunities and events, and their strategic location along a state road leading to Madison. Each of these planning projects are valued at \$15,000 to \$25,000 depending on community size, but were able to be funded through this EDA grant. We offer assistance with implementation using a plan-do-study-act continual improvement process to ensure they move forward with proposed initiatives.
 - **County Strategic Planning:** In 2020 and 2021 we lead a strategic planning process to help the county identify opportunities and challenges for the next 3-5 years. The total cost of this process is valued at \$8,000, but cost was able to be funded through the EDA grant at no additional cost to the county.
 - **Community Branding:** During 2021 and 2022, SWWRPC secured EDA funding for branding and logo development in Richland County, Richland Center, and Boaz – a process which included multiple community and partner engagement meetings. This process, with SWWRPC staff time valued at \$5,600 and an additional \$15,000 in consulting time from Kristin Mitchell Designs, was provided and paid for through the 2020 EDA Flood Recovery and Economic Resiliency Grant.
 - **Resiliency planning:** SWWRPC is currently working with Richland County EMD Darin Gudgeon, County Board Supervisor Melissa Luck, and a diverse set of other county stakeholders to identify projects that will help the county withstand and bounce back from natural or economic disasters. This is the first initiative in a region-wide process to support counties and municipalities prepare for the pending impacts of climate change, economic downturns, and other future risks. Few consultants in the region are prepared to work on these issues or have access to funding and relationships to meet these future needs. Our primary areas of focus are economic resiliency, energy security, climate migration, and asset management.
- **Recreation Planning:** In 2022, SWWRPC staff assisted the county, Boaz, and Lone Rock develop Outdoor Recreation Plans required for them to be eligible for DNR recreation grants. This project cost each community \$3,000 and was leveraged to bring in an additional \$6,000 of EDA funding for each community, returning \$18,000 to an initial \$9,000 investment.

- **A.D. German Warehouse Feasibility Study:** In 2019, we were asked to study the viability of transitioning portions of the Frank Lloyd Wright-designed A.D. German Warehouse into use by companies in the food and beverage industry. This project was funded by a \$7,500 U.S. Department of Agriculture grant and contributed to a larger opportunity assessment for this historic facility.
- **Data Insights:** One of our primary duties is to collect, analyze, and present findings on data. We do this both proactively and upon request. In the past two years, we have helped Boaz, Cazenovia, Lone Rock, Richland Center, Richland County, Richland Economic Development, and Viola by providing data insights used to address their needs and pursue grant funding. Collectively, these projects have taken over 140 hours valued at \$12,880.
- **Regional and Statewide Support:** In addition to local projects, we are also involved in regional and statewide planning efforts that ultimately benefit Richland County.
 - In 2022, SWWRPC staff facilitated a statewide strategic planning process for the Badger State Sheriffs Association (BSSA) to help them identify ways to effectively train, fund, and support sheriffs throughout Wisconsin. This process was funded by BSSA and valued at \$5,000.
 - Every three years, we develop the Needs Assessment for the Southwest Wisconsin Community Action Program (SWCAP). This year-long process identifies the poverty-related needs and is used to inform SWCAP's mission, investment decisions, grant funding, and overall strategic plan. This data-heavy process is funded by SWCAP for approximately \$8,000.

SWWRPC 2024 Update

Richland County Board of Supervisors

June 18, 2024



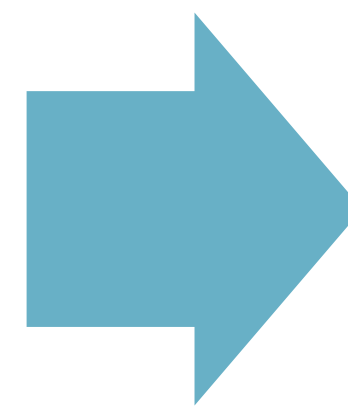
Founded: 1970

- Grant
- Green
- Iowa
- Lafayette
- Richland

Annual Return on Investment

- Richland County Cost: \$1.04 per capita

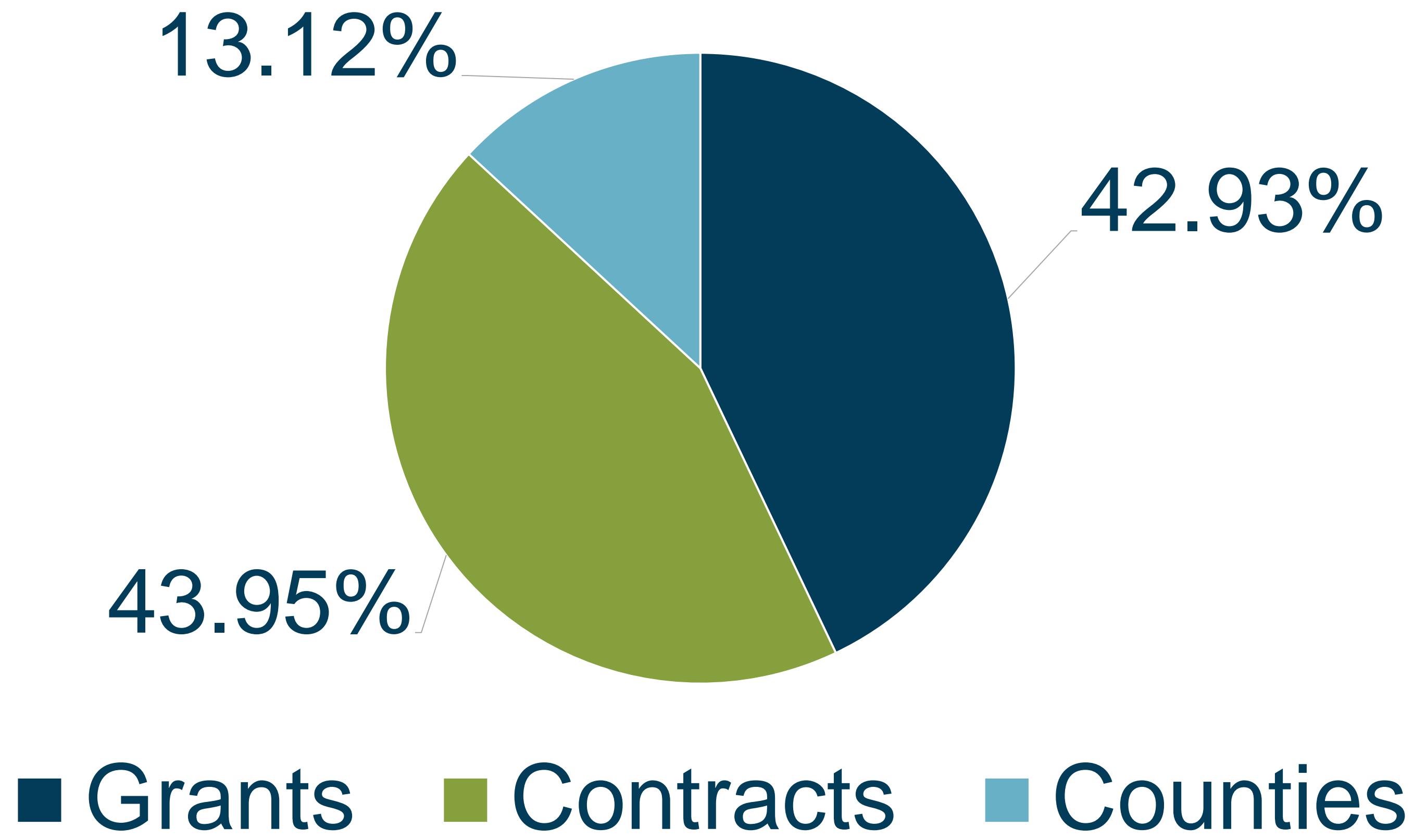
\$1 invested



\$1.79 of
services

2024 Annual Budget: \$1,234,758

Funding Sources



County Commissioners



 **melissa luck**
FOR RICHLAND COUNTY BOARD



David Turk · 2nd



How we serve:

- Capacity Building
- Economic Development
- Planning

Housing Studies

2024 Updates

Updated scope of work

2019

- 47 studies
- Demographic & housing data
- Demand and affordability
- Interviews (bankers, developers, businesses, realtors)

2024

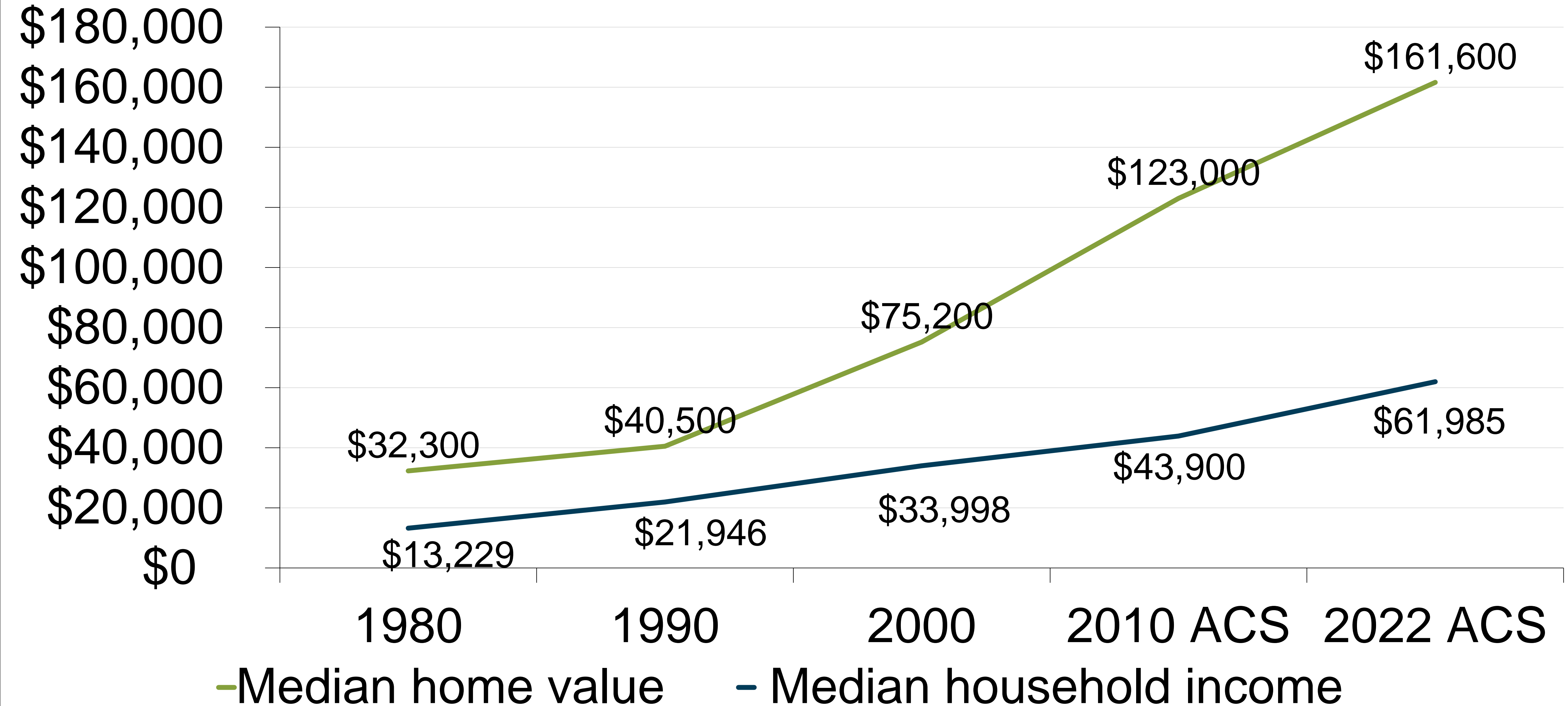
- 50 studies
- Demographic & housing data
- Demand and affordability
- Zoning ordinance review
- Enhanced mapping
- Case studies

Municipalities:

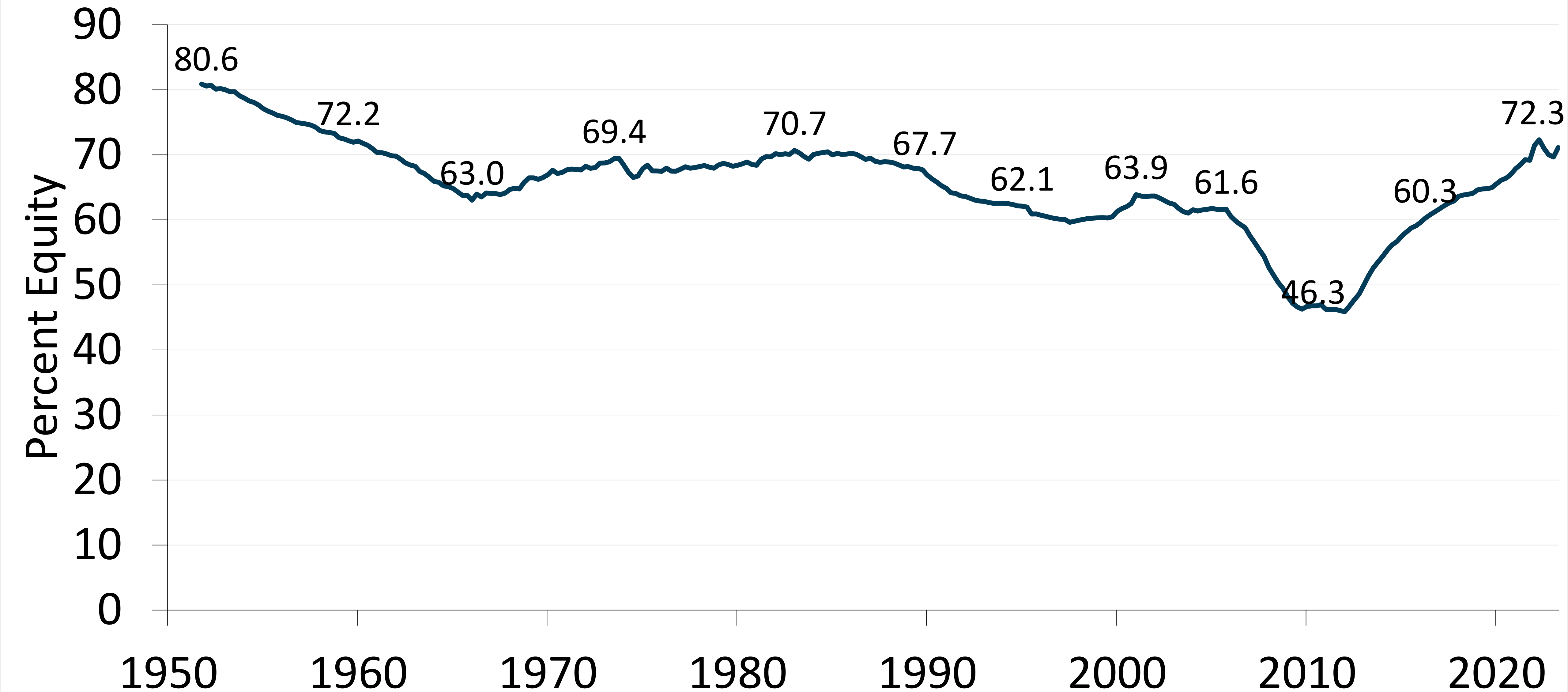
- Boaz
- Cazenovia
- Lone Rock
- Richland Center
- Viola
- Richland County

Richland County

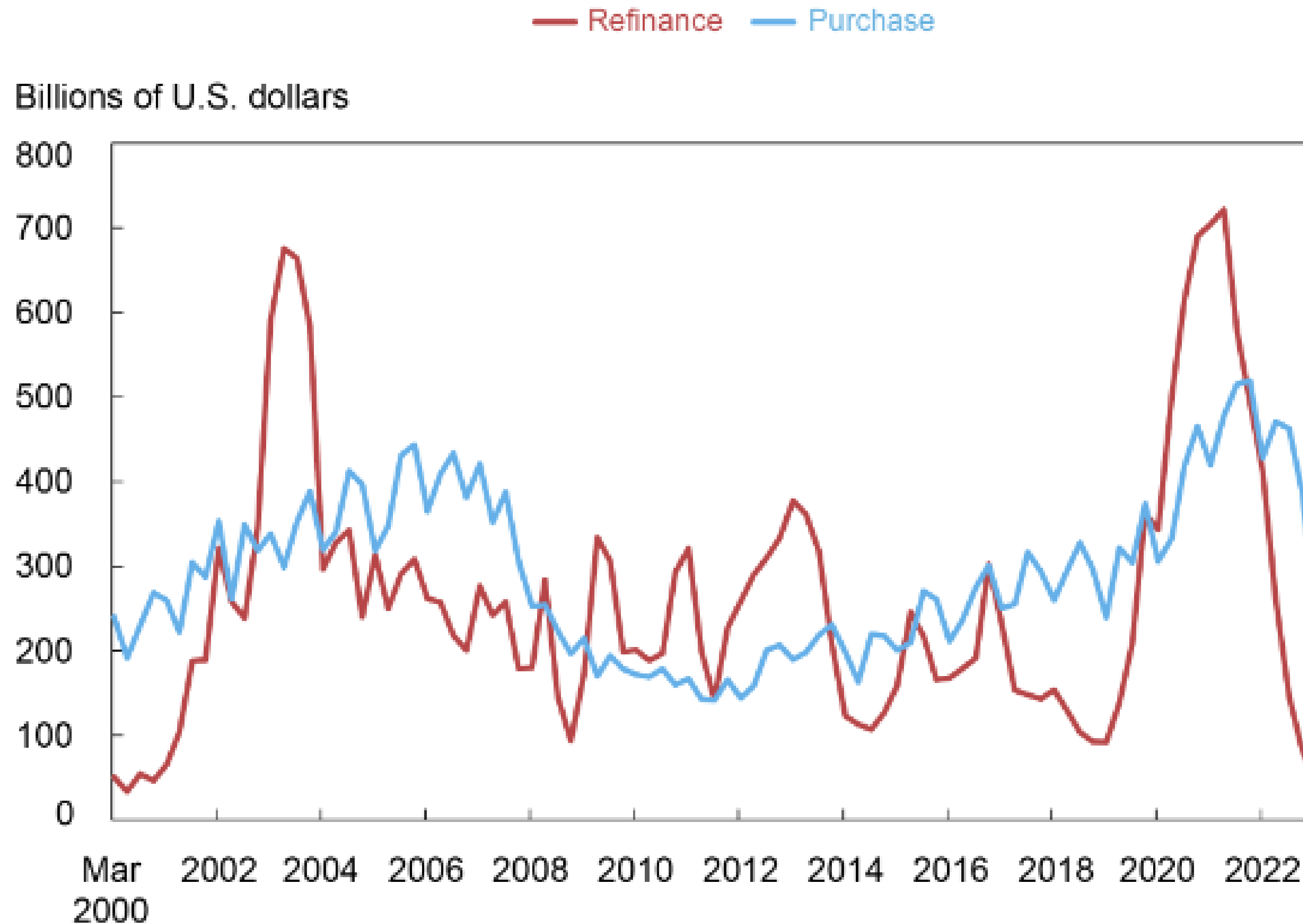
Home Values and Household Income



Owners' Equity in Real Estate as a Percentage of Household Real Estate, United States



Mortgage origination volume by purpose



Source: New York Fed Consumer Credit Panel / Equifax.

Notes: Due to lags in credit reporting, originations may lag in recording by 6-8 weeks.

Balances are in nominal dollars.

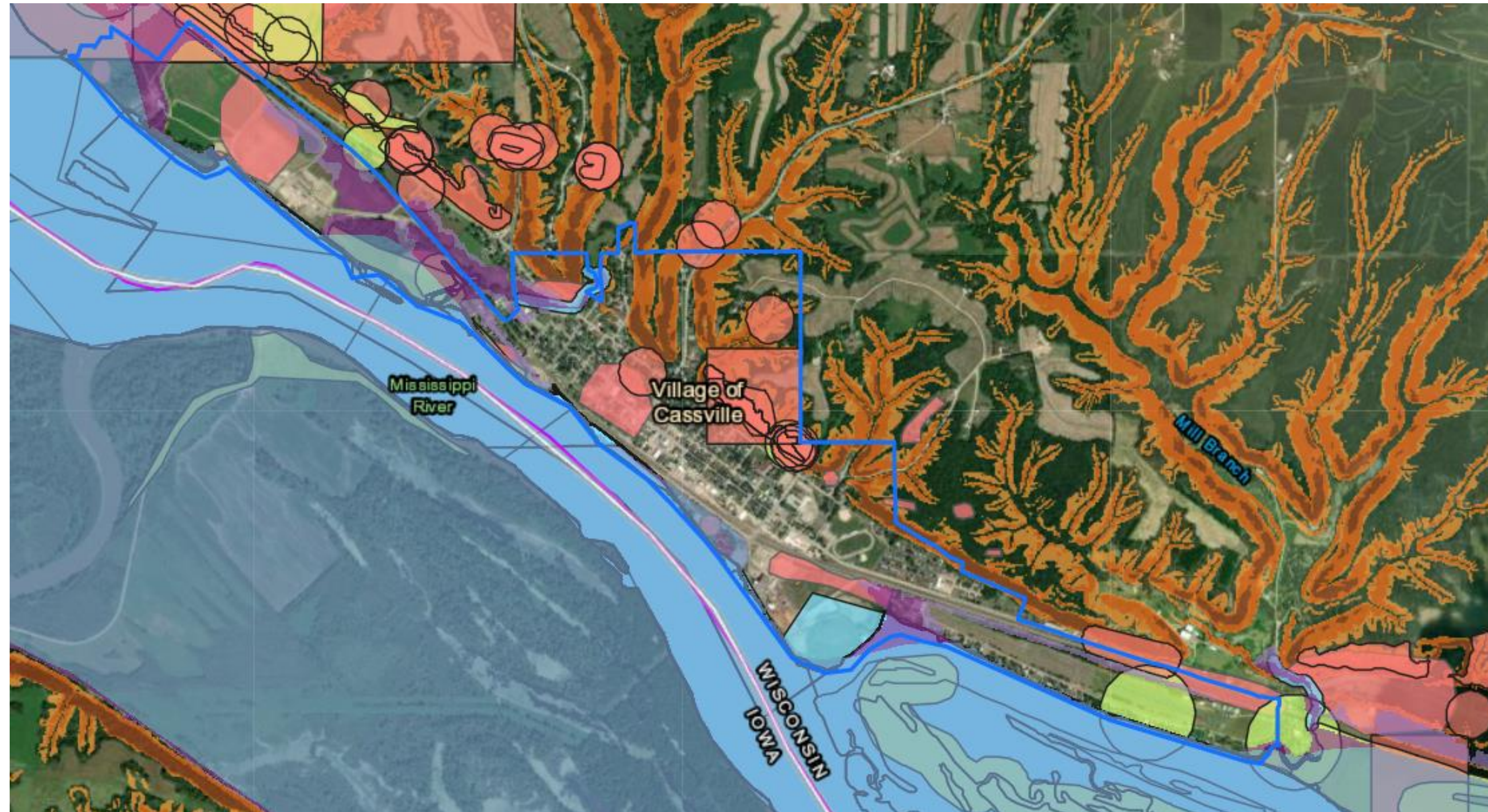
Implementation:

1. Asset mapping and planning
2. Invest in land
3. Influence development to achieve your goals

Implementation:

1. Asset mapping and planning
 - Identify buildable land

Constructability Analysis



Implementation:

1. Asset mapping and planning
 - Identify buildable land
 - Identify available funding

Available funding

- Do we have TIF funding available?
 - New TID in Lone Rock and Richland Center
- What is our available borrowing capacity?
 - Allowable G.O. debt is 5% of equalized value
- What is our undesignated fund balance?
 - Municipal funds that are neither reserved or designated

Implementation:

1. Asset mapping and planning
2. Invest in land
3. Influence development to achieve your goals

Zoning recommendations

Reduce districts to fewest possible

Enable small-lot development

Promote administrative review over legislative review

Enable 75% lot coverage

Enable Accessory Dwelling Units

Restrict short-term rentals as much as possible

County Comprehensive Plan

2024 Update

Scope of Work

- Review and incorporate existing plans
 - Richland Center
 - Lone Rock
 - Boaz
 - Viola
 - County Strategic Plan
 - Others (Rec plan, Farmland Preservation, etc.)
 - Housing studies
- Data and mapping update

Scope of Work

- Intergovernmental coordination
 - Township outreach (2-3 meetings)
 - Non- R.C. villages
 - Richland Center

Scope of Work

- Other remaining priorities
 - Economic development
 - Future land use map
- Resiliency planning

Resiliency Planning: 2024

- Vulnerability analysis
- Risk assessment
- Asset mapping
- Coalition working groups

Are we prepared?

Assessing The Impact of Climate Change On U.S. Municipal Ratings

S&P Global
Ratings

SEC Proposes Rules to Enhance and Standardize Climate-Related Disclosures for Investors

FOR IMMEDIATE RELEASE
2022-46

Washington D.C., March 21, 2022 — The Securities and Exchange Commission today prop

MOODY'S
INVESTORS SERVICE

SECTOR IN-DEPTH
28 November 2017

Rate this Research >>

Environmental risks

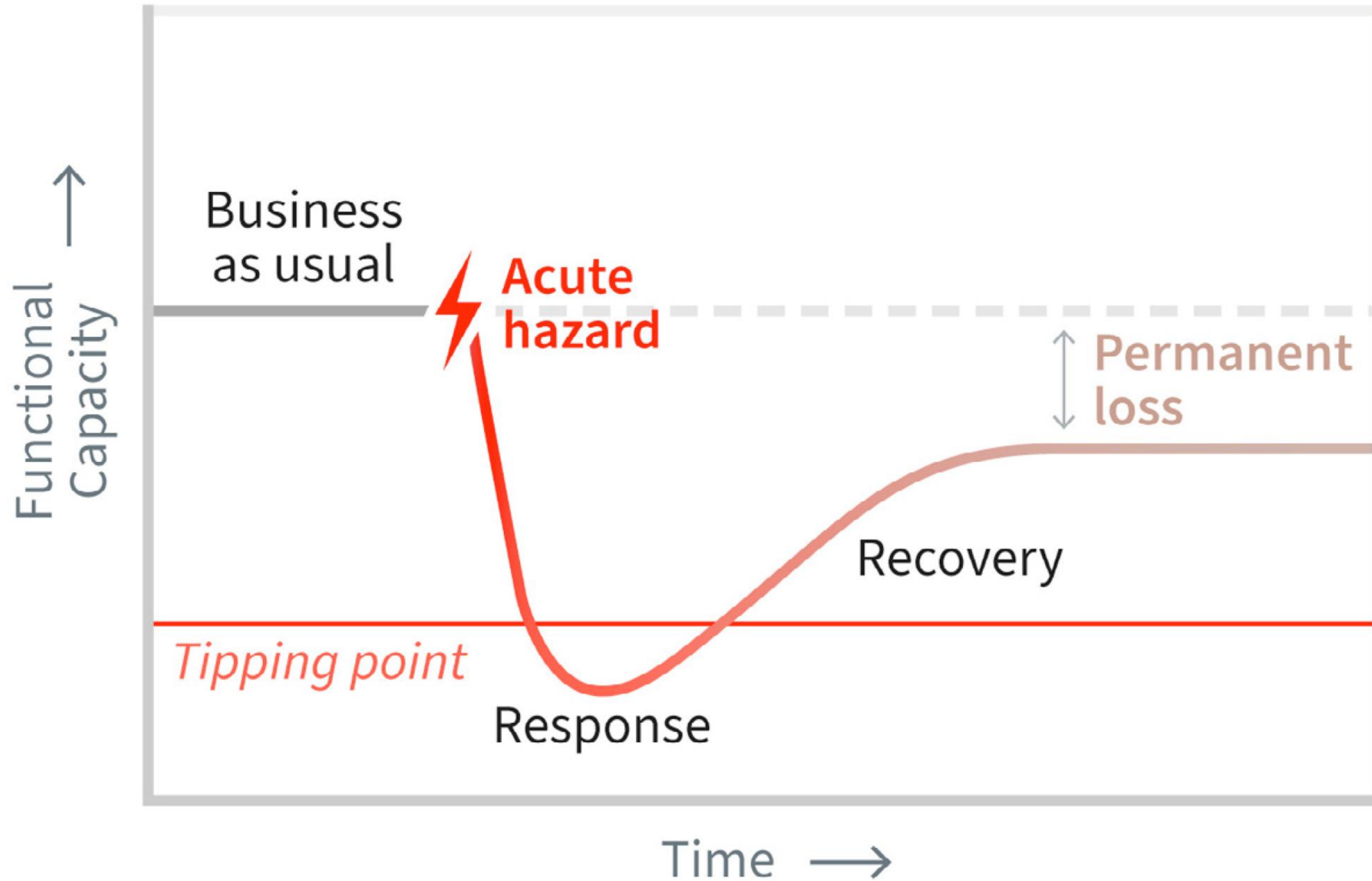
Evaluating the impact of climate change on US state and local issuers

BLACKROCK INVESTMENT INSTITUTE

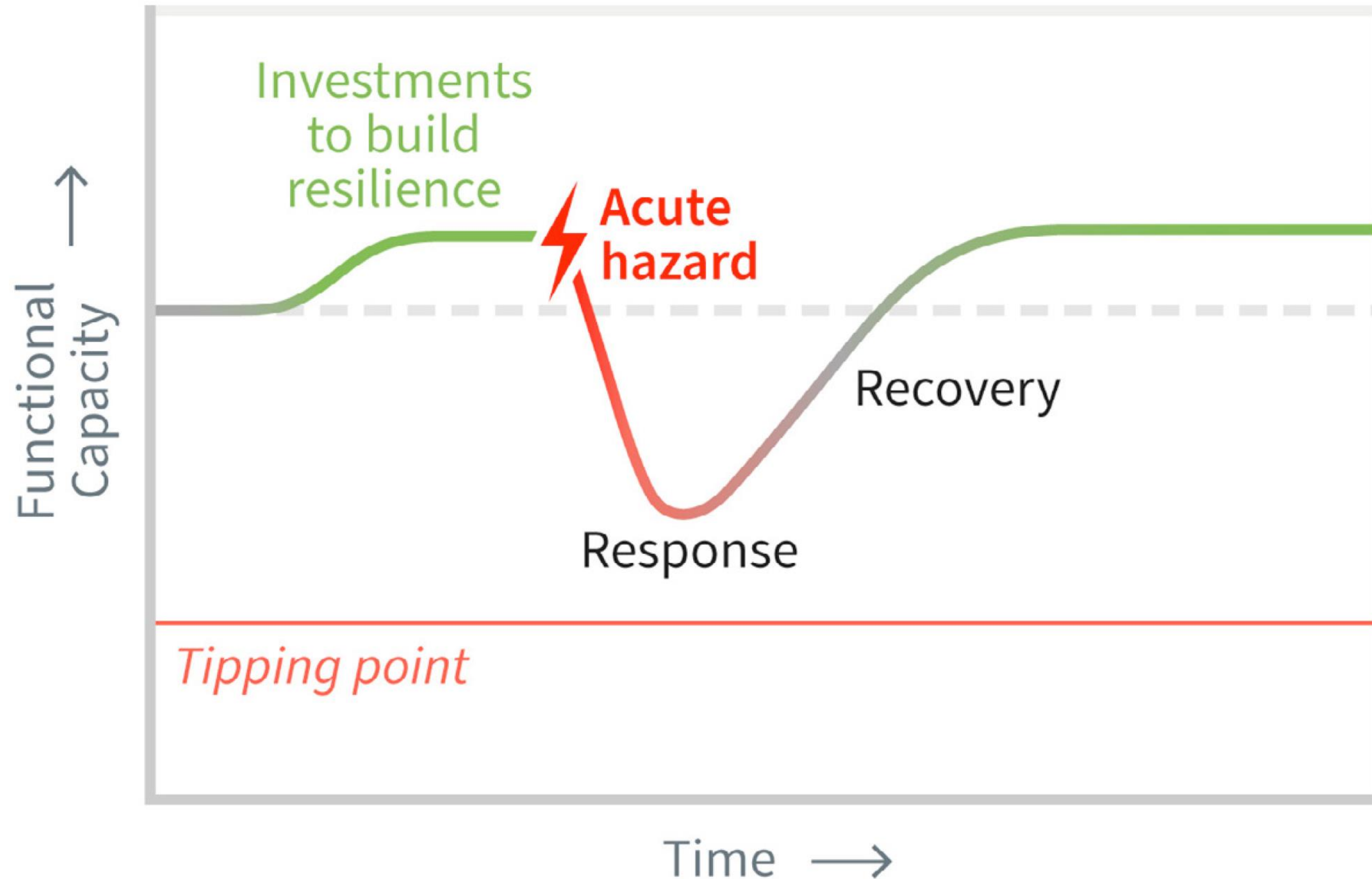
Launching climate-aware return assumptions

We believe climate risk is investment risk. That is why we are incorporating it into our portfolio design, as part of a series of actions BlackRock is taking to prepare for a net-zero world.

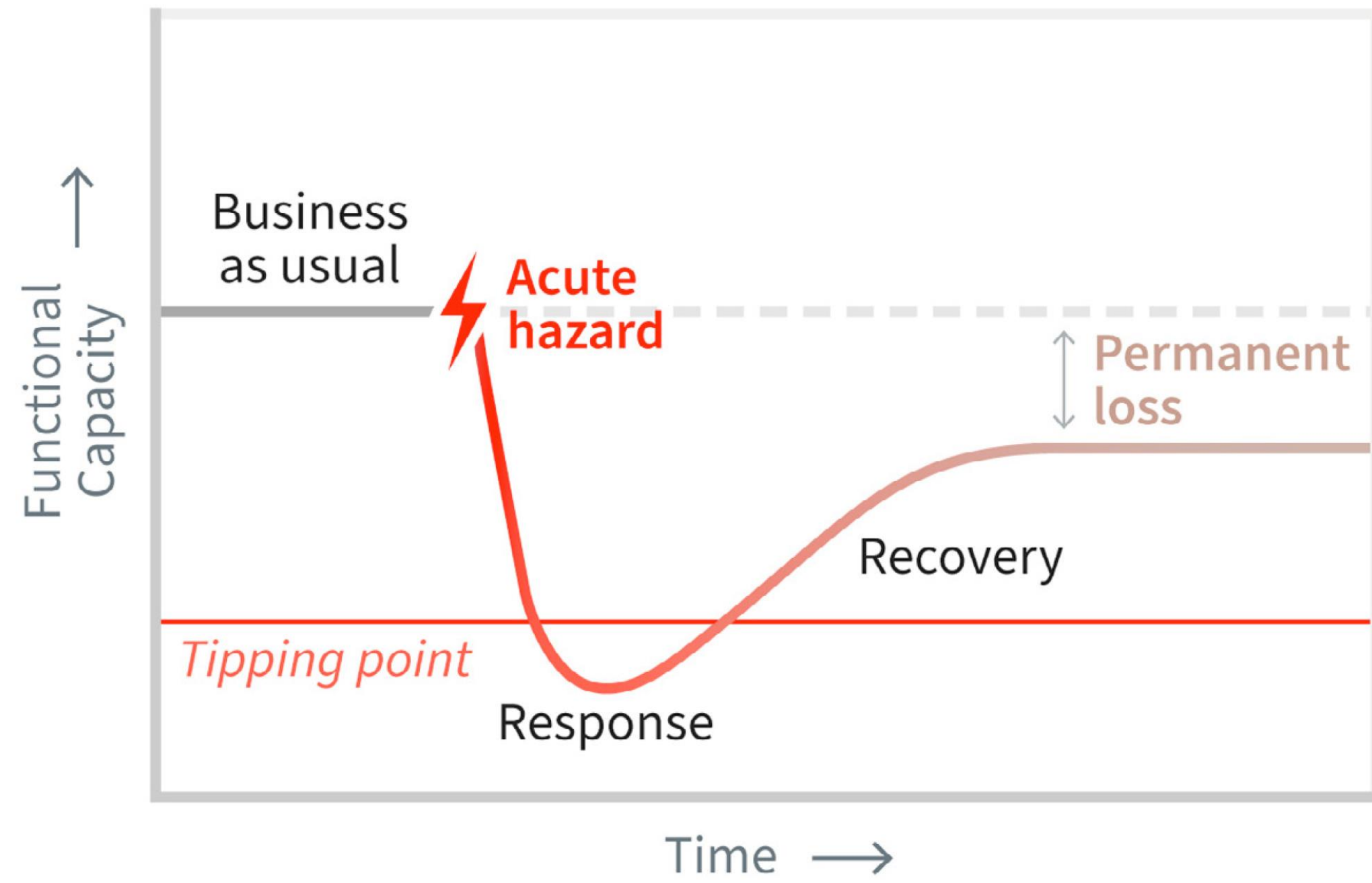
Less Resilient



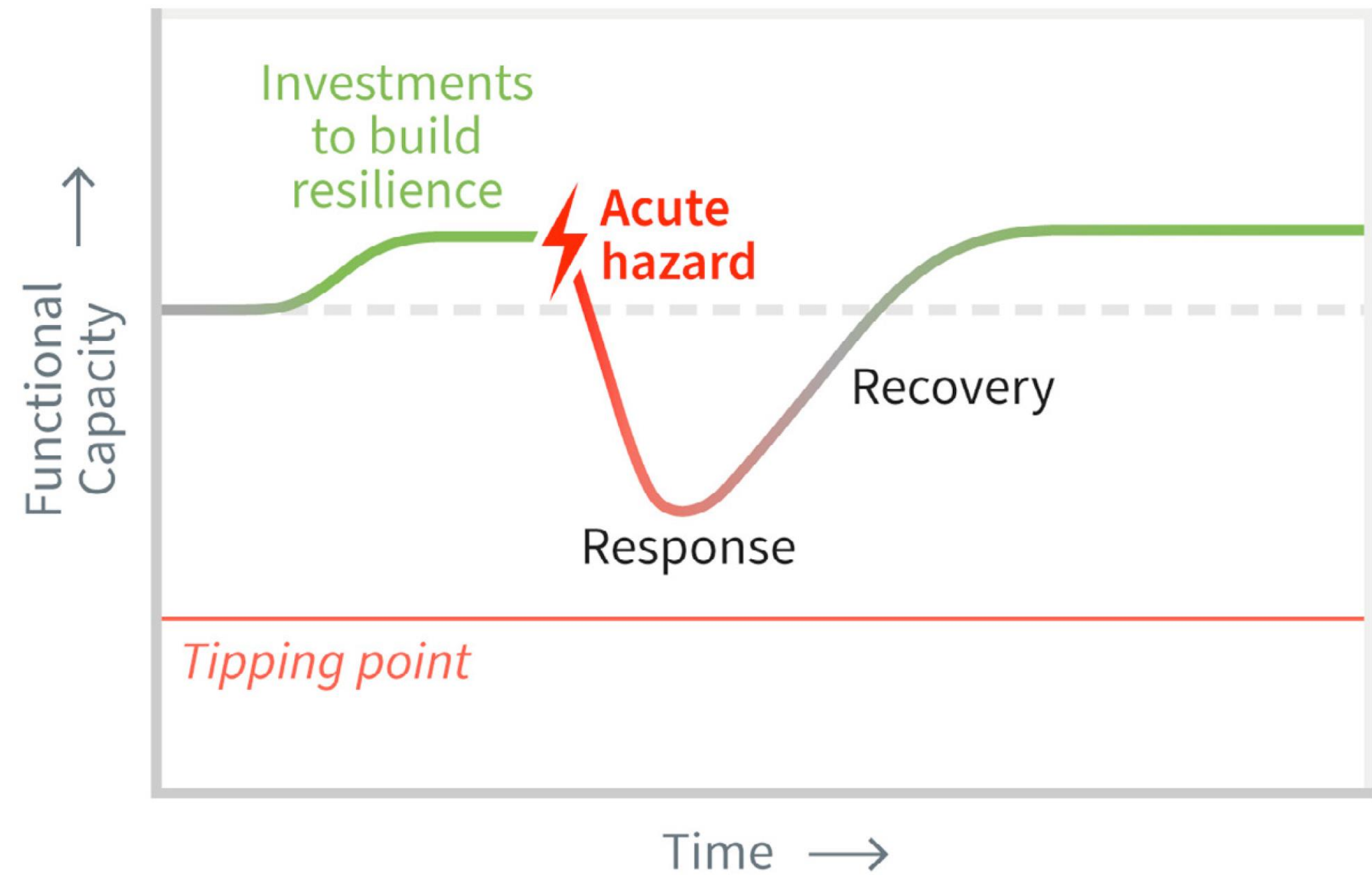
More Resilient



Less Resilient



More Resilient



RESILIENT PEOPLE

- Inter-agency and government collaboration and sharing
- Mental health support
- Age diversity (school enrollment, vibrancy, workforce, volunteers)
- Volunteer base, community and youth involvement
- Housing and utility affordability, availability, and durability
- Risk-aware and proactive leadership

RESILIENT INFRASTRUCTURE

- Shelters, address aging buildings
- Design stormwater and transportation infrastructure for future expected conditions rather than past history
- Green infrastructure
- Energy security and resilience
- Broadband access
- Capital improvements planning

RESILIENT BUSINESSES

- Economic diversity
- Business continuity planning
- Supply chain security
- Flexible work options
- Public-private partnerships

RESILIENT ENVIRONMENT

- Forest management
- Habitat restoration (prairies, wetlands, streams, etc.)
- Regenerative agriculture practices, runoff management
- Carbon footprint reduction

Our Goal

Annual Return on Investment

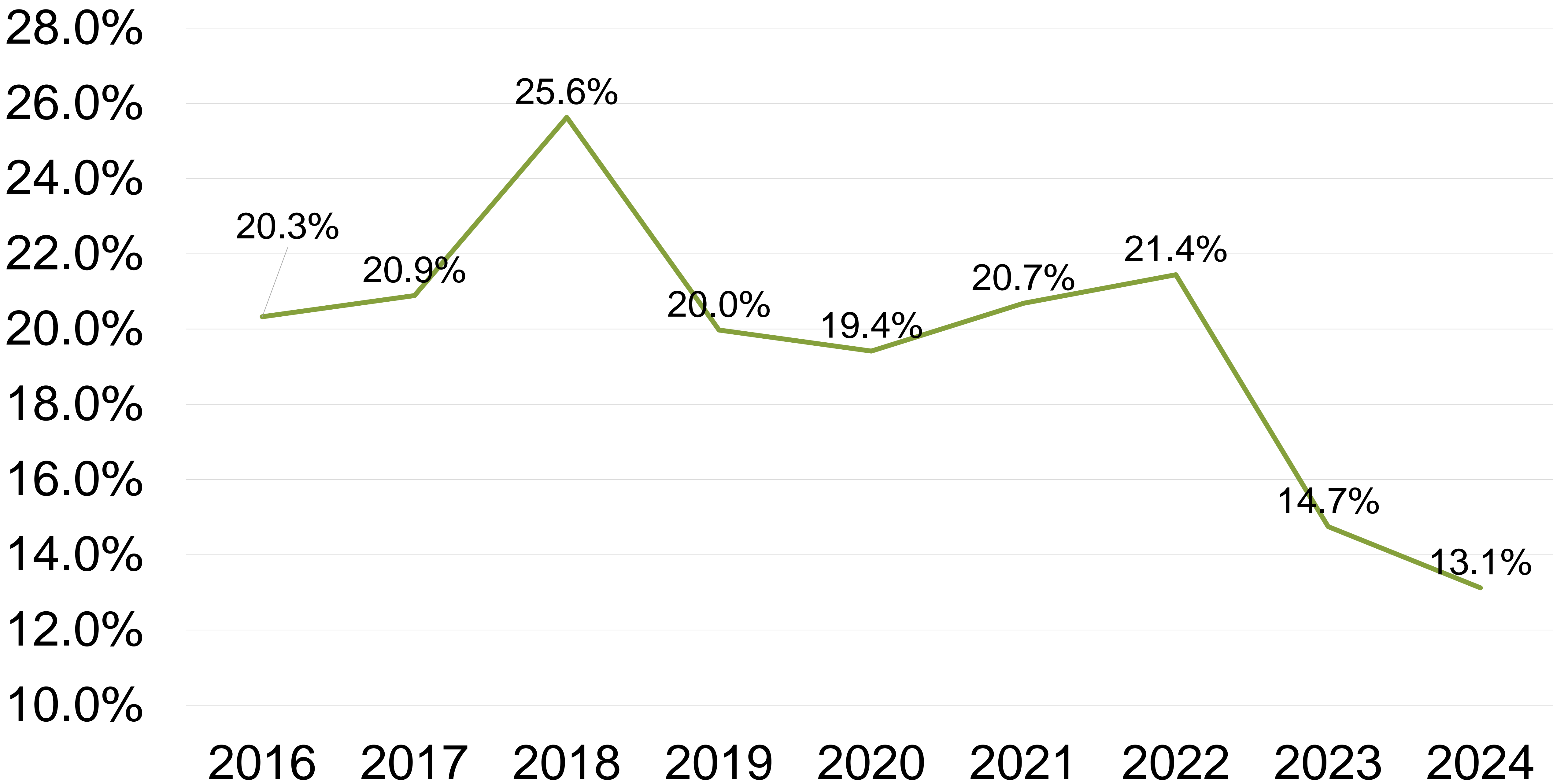
- Richland County Cost: \$1.04 per capita

\$1 invested



\$1.79 of
services

County Contributions as a % of Revenue



Troy Maggied
t.maggied@swwrpc.org
608-342-1636



Richland County Ambulance Service

RICHLAND COUNTY BOARD

MAY 21, 2024



Joint Ambulance Committee & the Richland County Ambulance Service

- ▶ Joint Ambulance Committee established in 2015
 - ▶ Per County Resolution and MOU with municipalities
 - ▶ County Board has ultimate decision-making authority
 - ▶ Representatives from each municipality so all have a voice at the table
 - ▶ Created non-lapsing segregated account
 - ▶ Subcommittee for Strategic Planning discusses options and presents to JAC for consideration
- ▶ Ambulance Service established in 1972
 - ▶ Volunteer/Paid-on-Call until addition of Full-Time in 2015
 - ▶ Currently 20 members

Service Members

New members since February 2020:

- ▶ Kisha Dehnart 7/2020
- ▶ Sarah Orr 8/2020
- ▶ Abby Jongquist 3/2021
- ▶ Stacy Petersheim 3/2022
- ▶ Abby Noggle 3/2022
- ▶ Hope Petersheim 12/2022
- ▶ Kaili Klatt 2/2023



Pictured above: Darin Gudgeon, Tim Dehnart, Kisha Dehnart, Dean Winchell, Judy Shireman, Stacy Petersheim, Amber Morris, Robin Pierson, Kim Clark, Kaili Klatt, Hope Petersheim, Sarah Orr, Cody Layer, Brianna Johann, Abby Noggle, Amber Burch. Not Pictured: Jerry Crotsenberg, Abby Jongquist, Jason Marshall, Mike Marshall, Barb Scott, David Yardley. Photo taken May 2023.

Paid on Call : 10

Casual: 6

Full-Time : 5

Staffing Two Ambulances

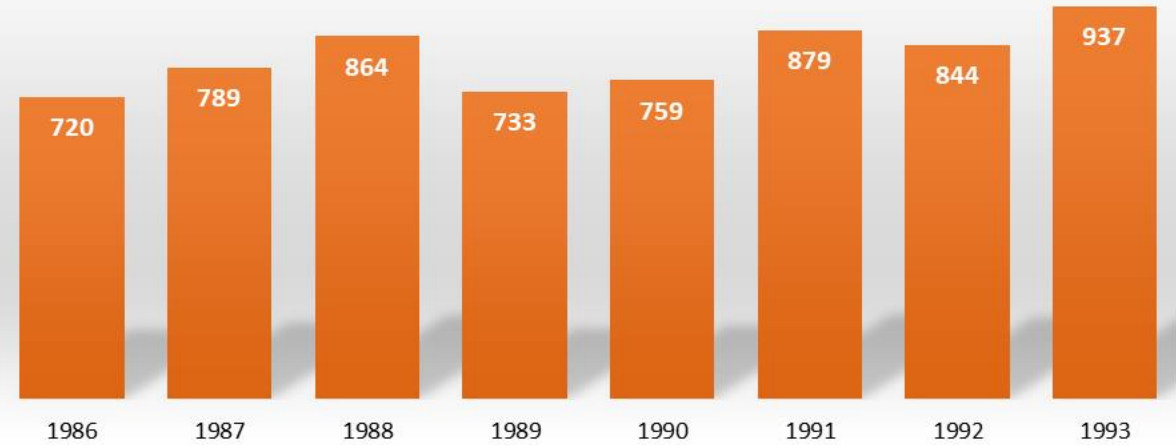
- ▶ JAC Goal to establish staffing to provide two staffed ambulances
- ▶ Full-time and Casual staff always in state of readiness or response.
 - ▶ When not on a call, staff have assigned chores and tasks (cleaning, maintenance, inventory, etc)
- ▶ Roughly 15% of ambulance calls are covered by the back-up truck
- ▶ Having second truck staffed means less delay in response for
 - ▶ Multiple patients on first scene
 - ▶ Second 911 calls
 - ▶ Transfers from local hospitals to other hospitals or facilities
 - ▶ Transfers help the patient, the hospital, the Service, and the community.

Call Volume

Total Ambulance Calls for the Year 2012-2023



Total Ambulance Calls for the Year 1986-1993



Likely Reasons for change:

- ▶ Aging population
- ▶ Increased number of lift-assists
- ▶ Taking more transfers
- ▶ Assisting neighbors

Budget Overview

- ▶ No County Tax Levy dollars used
- ▶ Budget consists of
 - ▶ Payment for Services Rendered
 - ▶ Municipality payments
 - ▶ Grants, donations, and other miscellaneous
- ▶ Recent Expenditures
 - ▶ \$40,000 to New Ambulance Outlay
 - ▶ 3 New LifePak15 Cardiac Monitors
 - ▶ New engine for Unit 35 (2009 Ford E450)
 - ▶ New used ambulance to replace 2003 unit

2/02/2024 14:22:13		Balance Sheet JAN 31, 2024	
----	FUND----	51	AMBULANCE SERVICE FUND
ACCOUNT		BEGINNING BALANCE	
-----		-----	
		ASSETS	

		CURRENT ASSETS:	
51.0000.0000.1110		CASH	205,038.55
51.0000.0000.1180		PETTY CASH	0.00

- ▶ Future Expenditures
 - ▶ New System Compliant Radios
 - ▶ Roof Replacement
 - ▶ Staffing

Keeping Tax Payers in Mind

- ▶ AFG Grant for required radio upgrades (applied for, awards TDA)
- ▶ FLEX Grant for staffing
 - ▶ \$22,260
- ▶ FAP Grant for annual training and related supplies
- ▶ Re-Chassis ambulances rather than buying new
- ▶ Utilizing back-up crew when available for lifting assistance, etc
- ▶ Emergency Services Building Project



Fiscally Responsible Building Project

- Purchased items such as desk tops and chairs from Wisconsin Surplus
- Whenever possible, handled projects such as installing fire-door and ceiling with our staff/volunteers
- Items such as kitchen cabinets donated

COVID-19 Response Efforts

Support provided by Richland County Ambulance during the COVID-19 pandemic:

- ▶ Procurement and Distribution of PPE
- ▶ COVID-19 Free Community Testing
- ▶ Vaccine Administration/Support



Joint Ambulance Committee

Goals & Priorities

▶ Primary Focus Areas:

- ▶ Staffing
- ▶ Ensure Municipalities have their voice heard
- ▶ Planning for future financial needs
- ▶ Strengthening partnerships with Richland Hospital and Richland Center Fire Department
- ▶ Work toward providing paramedic-level service and community medicine program
 - ▶ Hoping to roll out Flex Medic January 2025

Richland County Emergency Services Building

Our sincerest thanks to the
Richland Electric Cooperative
Board, Shannon Clark,
and Bob Simpson
for their generous donations,
without which this project
would not have been possible.

Building Occupancy: January 18, 2023



Seeking Feedback

- ▶ How are we doing?
- ▶ Is there any other information you would like to receive?

Pine Valley Community Village

2023 Financial Statements Presentation

Pine Valley Assets & Deferred Outflows

Pine Valley Community Village		
Richland County Wisconsin		
Statement of Net Position		
December 31, 2023 and 2022		
	2023	2022
ASSETS		
CURRENT ASSETS:		
Cash	3,780,292	3,385,875
Designated Cash	1,619,498	1,325,270
Accounts Receivable (net of allowance for doubtful accounts)	807,237	1,220,646
Inventory of Supplies	45,130	60,856
Prepaid Expenses	97,299	343,999
Total current assets	6,349,456	6,336,646
RESTRICTED ASSETS:		
Restricted resident trust funds	8,625	11,706
Net pension asset		1,903,820
Total restricted assets	8,625	1,915,526
CAPITAL ASSETS:		
Capital assets	23,403,559	23,019,702
Accumulated depreciation	-8,892,086	-7,855,971
Total capital assets	14,511,473	15,163,731
Total Assets	20,869,554	23,415,903
DEFERRED OUTFLOWS OF RESOURCES		
Pension outflows	4,717,804	3,703,609
OPEB - group life insurance outflows	153,268	190,363
Total deferred outflows of resources	4,871,072	3,893,972
TOTAL ASSETS AND DEFERRED OUTFLOWS OF RESOURCES	\$25,740,626	\$27,309,875

Pine Valley Liabilities, Deferred Inflows & Net Position

Pine Valley Community Village		
Richland County Wisconsin		
Statement of Net Position		
December 31, 2023 and 2022		
	2023	2022
<u>LIABILITIES</u>		
CURRENT LIABILITIES:		
Vouchers payable	\$135,447	\$198,398
Accrued salaries and wages	260,340	232,519
Accrued vacation pay	259,142	255,040
Accrued interest	157,641	168,440
Resident trust funds	8,625	11,706
Current portion of long-term debt	1,015,000	990,000
Total current liabilities	1,836,195	1,856,103
LONG-TERM LIABILITIES:		
Net pension liability	1,267,258	
Accrued sick leave	273,451	257,186
Long-term debt	15,262,356	16,297,919
OPEB - group life insurance	364,081	549,257
Total long-term liabilities	17,167,146	17,104,362
Total Liabilities	19,003,341	18,960,465
<u>DEFERRED INFLOWS OF RESOURCES</u>		
Pension inflows	2,655,029	4,482,719
OPED - group life insurance	279,331	71,817
Total deferred inflows of resources	2,934,360	4,554,536
<u>NET POSITION</u>		
Net investment in capital assets	(1,513,527)	(1,851,269)
Restricted		
Net pension asset		1,903,820
Unrestricted	5,316,452	3,742,323
Total net position	3,802,925	3,794,874
TOTAL LIABILITIES, DEFERRED INFLOWS OF RESOURCES, AND NET POSTION	\$25,740,626	\$27,309,875

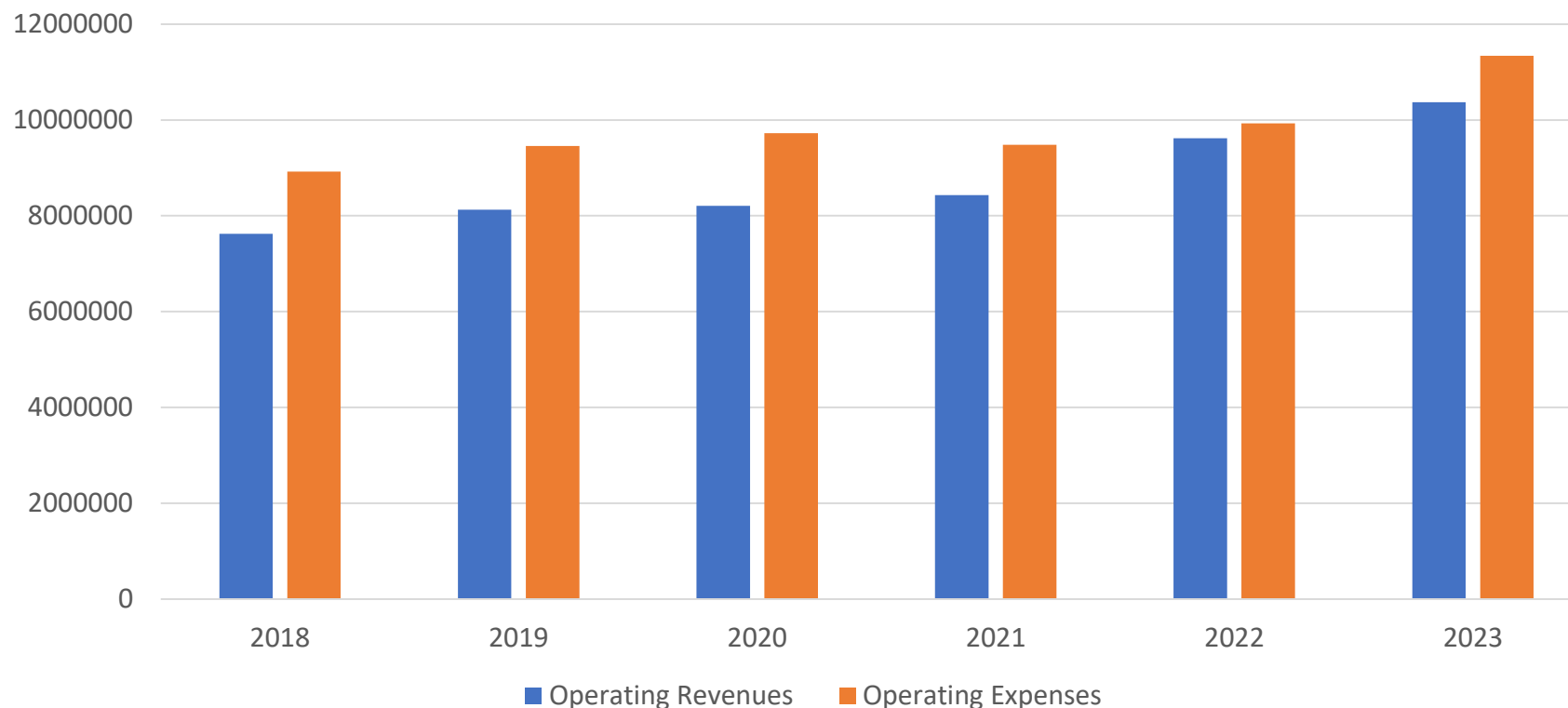
Pine Valley Revenues, Expenses & Changes Net Position

Pine Valley Community Village		
Richland County Wisconsin		
Statement of Revenues, Expenses, and		
Changes in Net Position		
December 31, 2023 and 2022		
	2023	2022
OPERATING REVENUES:		
Resident care:		
Routine daily charges	\$10,124,878	\$9,462,331
Ancillary charges	408,418	305,617
Total resident care revenues	10,533,296	9,767,948
Adjustments and allowances	(203,475)	(152,394)
Net resident care revenues	10,329,821	9,615,554
Other operating revenues	38,846	4,638
Total Operating Revenues	10,368,667	9,620,192
OPERATING EXPENSES:		
Nursing services	6,353,994	5,310,082
Support and special services	440,259	368,741
General services	1,668,126	1,481,286
Administrative services	927,478	837,342
Assisted Living	467,978	431,398
Depreciation	1,126,543	1,114,513
Insurance	206,885	211,530
Utilities	144,338	169,959
Other	2,048	2,320
Total operating expenses	11,337,649	9,927,171
Operating income (loss)	(968,982)	(306,979)
NONOPERATING REVENUES (EXPENSES):		
Donations	137,620	15,237
Grant revenue	21,875	
Supplemental payments	103,135	570,950
Amortization of debt premium	20,562	20,562
Loss of disposal on capital assets	(6,247)	(4,424)
Interest expense	(478,276)	(507,933)
Total nonoperating revenues (expenses)	(201,331)	94,392
Income (loss) before transfers	(1,170,313)	(212,587)
TRANSFERS:		
Transfer from County - tax subsidies	1,479,075	1,481,013
Transfer to County	(300,711)	(504,996)
Net transfers	1,178,364	976,017
Change in net position	8,051	763,430
NET POSITION, BEGINNING OF YEAR	3,794,874	3,031,444
NET POSITION, END OF YEAR	\$3,802,925	\$3,794,874

Pine Valley-Operating Income (Loss) Per Resident Day

Pine Valley Community Village					
Richland County, Wisconsin					
Operating Income Statements Per Resident Day					
Nursing Home Operations					
	2023	2022	2021	2020	2019
Operating revenue					
per resident day	\$440.54	\$394.74	\$337.51	\$325.01	\$292.33
Operating expenses per resident day:					
Nursing care	269.97	217.89	201.12	208.85	176.21
Support and special services	18.71	15.13	14.91	14.58	12.09
Dietary	37.95	32.76	28.77	30.24	26.83
Plant operations and maintenance	13.72	12.00	11.15	10.20	10.72
Housekeeping	14.01	11.55	9.79	11.95	9.35
Laundry	4.95	4.36	4.60	3.31	4.93
Administrative	39.41	34.36	32.03	32.22	29.30
Assisted living	19.88	17.70	16.06	16.21	16.55
Depreciation	47.86	45.73	44.94	44.27	40.16
Insurance	8.79	8.68	8.58	7.17	6.82
Utilities	6.13	6.97	5.94	5.72	5.37
Other	0.09	0.10	1.58	0.07	1.71
Total operating expenses					
per resident day	481.47	407.23	379.47	384.79	340.04
Operating Income (loss)					
per residents day	(\$40.93)	(\$12.49)	(\$41.96)	(\$59.78)	(\$47.71)

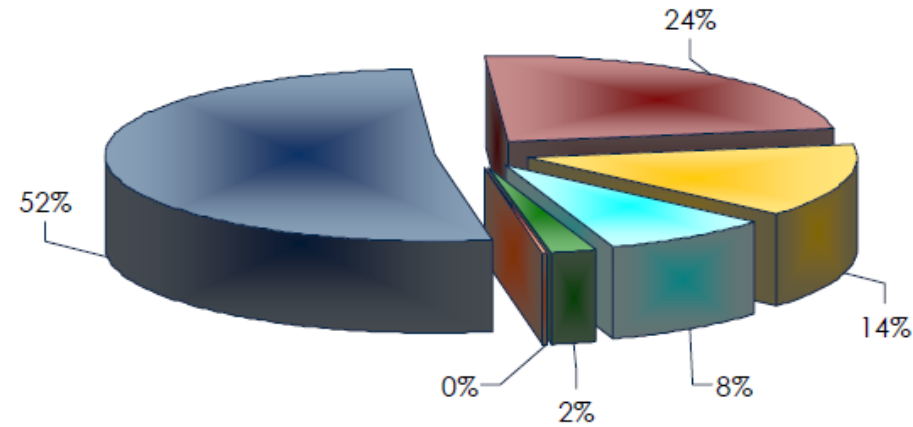
Comparing PV Operating Expenses and Revenues



	2018	2019	2020	2021	2022	2023
Operating Expenses	\$ 8,921,157	\$9,456,355	\$9,722,078	\$9,485,008	\$9,927,171	\$11,337,649
Operating Revenues	\$7,620,779	\$8,128,569	\$8,210,495	\$8,434,286	\$9,620,192	\$10,368,667

Pine Valley Community Village

Operating Revenues for 2023

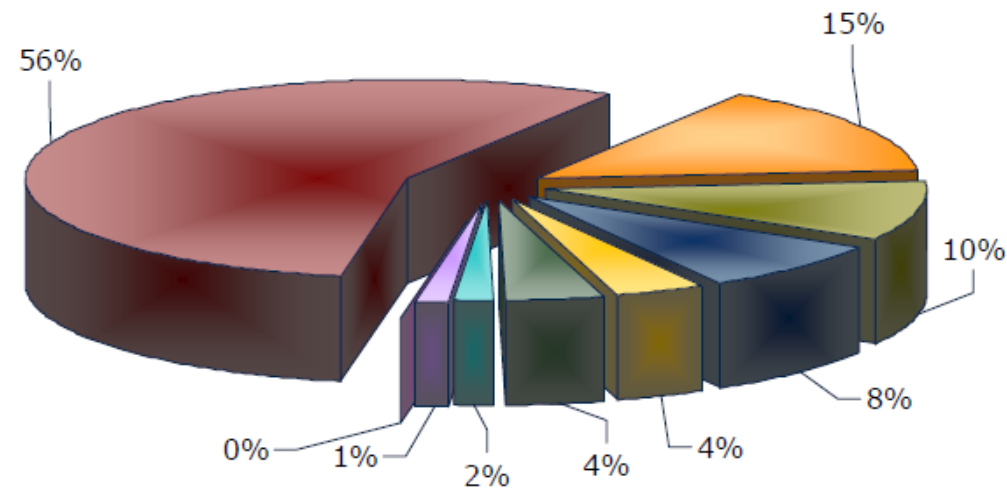


■	Medicaid - \$5,366,436
■	Medicare - \$2,452,992
■	Private Pay - \$1,423,361
■	Assisted Living - \$880,514
■	Therapy and Supplies - \$204,943
■	Miscellaneous - \$40,421

➤ Miscellaneous revenues include dietary sales, services fees, investment income, other nursing revenues and other miscellaneous operating revenues.

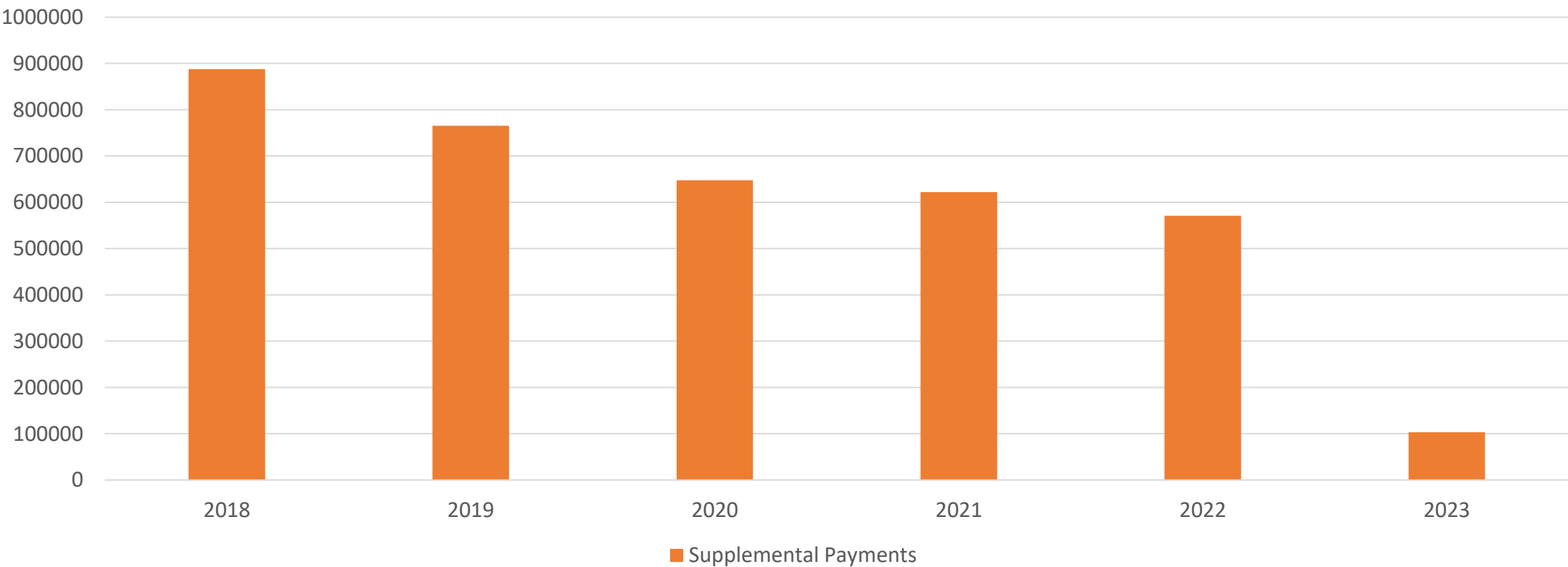
Pine Valley Community Village

Operating Expenses for 2023



Nursing Services	- \$6,353,994
General Services	- \$1,668,126
Depreciation	- \$1,126,543
Administrative Services	- \$927,478
Support & Special Services	- \$440,259
Assisted Living	- \$467,978
Insurance	- \$206,885
Utilities	- \$144,338
Other Miscellaneous	- \$2,048

Pine Valley History of Supplemental Payments

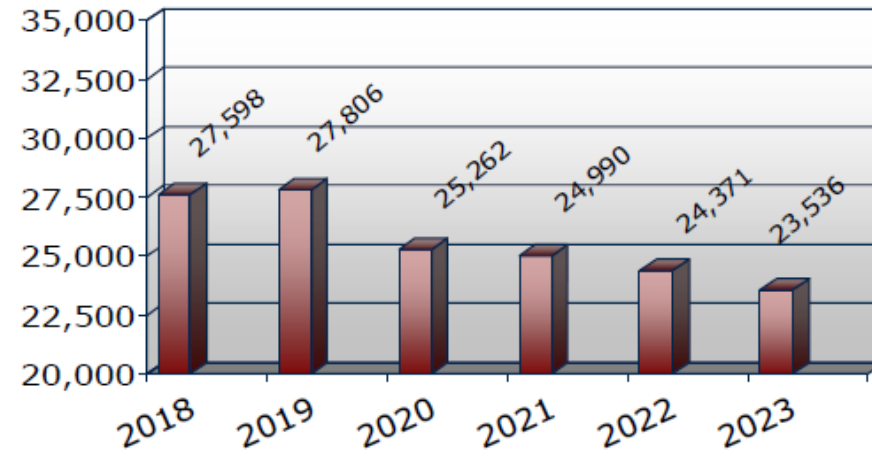


	2018	2019	2020	2021	2022	2023
Supplemental Payments	\$887,500	\$765,250	\$647,050	\$621,950	\$570,950	\$103,135

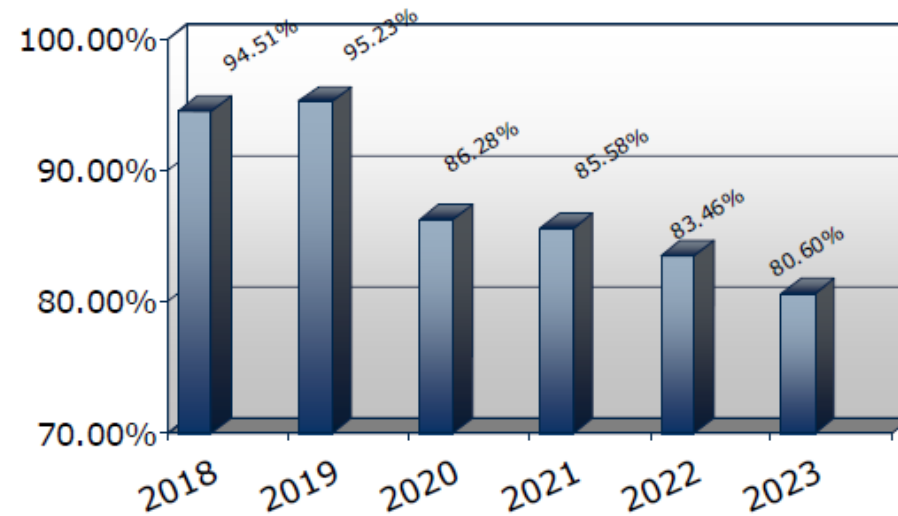
Pine Valley Community Village

Nursing Home Resident Days and Percent of Occupancy

NURSING HOME RESIDENT DAYS



PERCENT OF OCCUPANCY TO AVAILABLE DAYS





2023

Annual Report

Public Health

Economic Support

Child & Youth Services

Behavioral Health Services

Administrative & Financial Services

ADRC of Eagle County – Richland Center

Community Services Building
221 W. Seminary Street, Richland Center, WI 53581
Phone: (608) 647-8821 Fax: (608) 647-6611
ADRC Phone: (608) 647-4616 or (877) 794-2372 Fax: (608) 647-6611



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FROM THE DIRECTOR

To: Honorable Richland County Board Supervisors and Citizens of Richland County

On behalf of the Health and Human Services and Veterans Standing Committee and agency staff, I am pleased to present the 2023 Annual Report. This document contains program and statistical information related to services; listing of our associated committees, boards and contract providers; and financial data related to our budget.

In early 2023, Rose Kohout retired as the Public Health Officer/Manager. She was a calming force throughout the COVID-19 pandemic. This brought on a new Manager/Public Health Officer. With this change, also came restructuring. Public Health transitioned from being all nurses to incorporating public health specialists into the unit.

A new manager was hired in the Behavioral Health Unit. The year brought periods of time that the unit was fully staffed; something that had not happened in years.

Our Administrative and Building Operations Manager left in 2023. This is a position that we did not fill as her duties were absorbed by the Business and Financial Services Manager and the Confidential Administrative Secretaries.

Our Economic Support unit spent their second half of the year focusing on Medicaid Unwinding. Throughout the pandemic, those with Medicaid had continuous coverage. Beginning in May, the workers began completing reviews on these cases to determine eligibility. Our staff worked hard and took on more than their expected share of the consortium caseload.

The beginning of 2023 brought a change to the ADRC region. The ADRC of Eagle County went from a four-county consortium with Sauk, Juneau, Crawford and Richland to a three with Sauk leaving. The senior nutrition program also moved to the ADRC from Public Health. This brought depth to the program and increased collaboration.

Child and Youth Services enjoyed stability in 2023. There was minimal staff turnover. The unit added a full time Family Preservation Worker.

Staff continue to amaze me. They prioritize the individuals they serve. They work hard and want to see people succeed. In the summer, we had a half day staff development day. This was a great opportunity to get everyone together and be revitalized. It is the goal to do this again this year. Another goal we have for 2024 is to increase collaboration across units within the Department. It is the hope that the all agency training will help to accomplish this.

As you review this report, I hope you won't hesitate to reach out with your questions. This, as well as past reports, program information, staff contacts, and meeting minutes are available on our website at www.co.richland.wi.us.

Respectfully,
Tricia Clements, Director
Richland County Health and Human Services



MISSION STATEMENT

Mission Statement

Promote the Health, Well-Being, and Self Sufficiency for All People of Richland County

In carrying out the mission of the agency, all staff and programs shall:

- Treat others fairly and with respect in a friendly, courteous, responsive and confidential manner.
- Demonstrate integrity and commitment in all actions.
- Create an environment of hope and positive expectation.
- Recognize and respect the uniqueness of individuals and families, as well as foster collaborative decision-making.
- Value diversity.
- Provide individualized services in the least intrusive and least restrictive manner possible.
- Promote collaboration within the agency and with community partners.
- Provide quality services through continuous improvement and outcome measurement.
- Manage public resources responsibly.



BOARDS & COMMITTEES

Boards & Committees (as of 12/31/2023)

Richland County Health and Human Services & Veterans Standing Committee

Ingrid Glasbrenner, Chair

Kerry Severson, Vice Chair
Cindy Chicker, Secretary
Timothy Gottschall
Francis Braithwaite
Donald Seep

Ken Rynes
Lee Van Landuyt
Dr. Jerel Berres
Sherry Hillesheim

Commission on Aging & Disability Board

Virginia Wiedenfeld
Carolyn Denman
Sandra Kramer
Larry Engel

Angela Metz
Julie Fleming
David Scribbins
Linda Symons

Nutrition Advisory Council

Roseanne Knower
Lee Van Landuyt

Linda Symons
Virginia Wiedenfeld

Comprehensive Community Services (CCS) Coordination Committee

Beth Muth
Connie Welte
Brandi Christianson
Nathan McBain
Charlie Hillman

Jessica Brown
Anna Carlson
Mackenzie Fisher
Dr. Jerel Berres



BOARDS & COMMITTEES

Coordinated Services Team (CST) Coordinating Committee

Shari Johnson
Amanda Miller
Ashley Kramer
Marjorie Fillyaw
Sue Sharp
Sarah Iverson
Sherry Hillesheim
Leah Garner

Cindy Chicker
Lisa McDougal
Tara Ruhland
Angela Tjaden
Brandie Anderson
Laurie Couey
Briana Turk

Mississippi Valley Health Services Commission

Dr. Jerel Berres

Ken Rynes

Transportation Coordinating Committee

Sandra Kramer, Chair

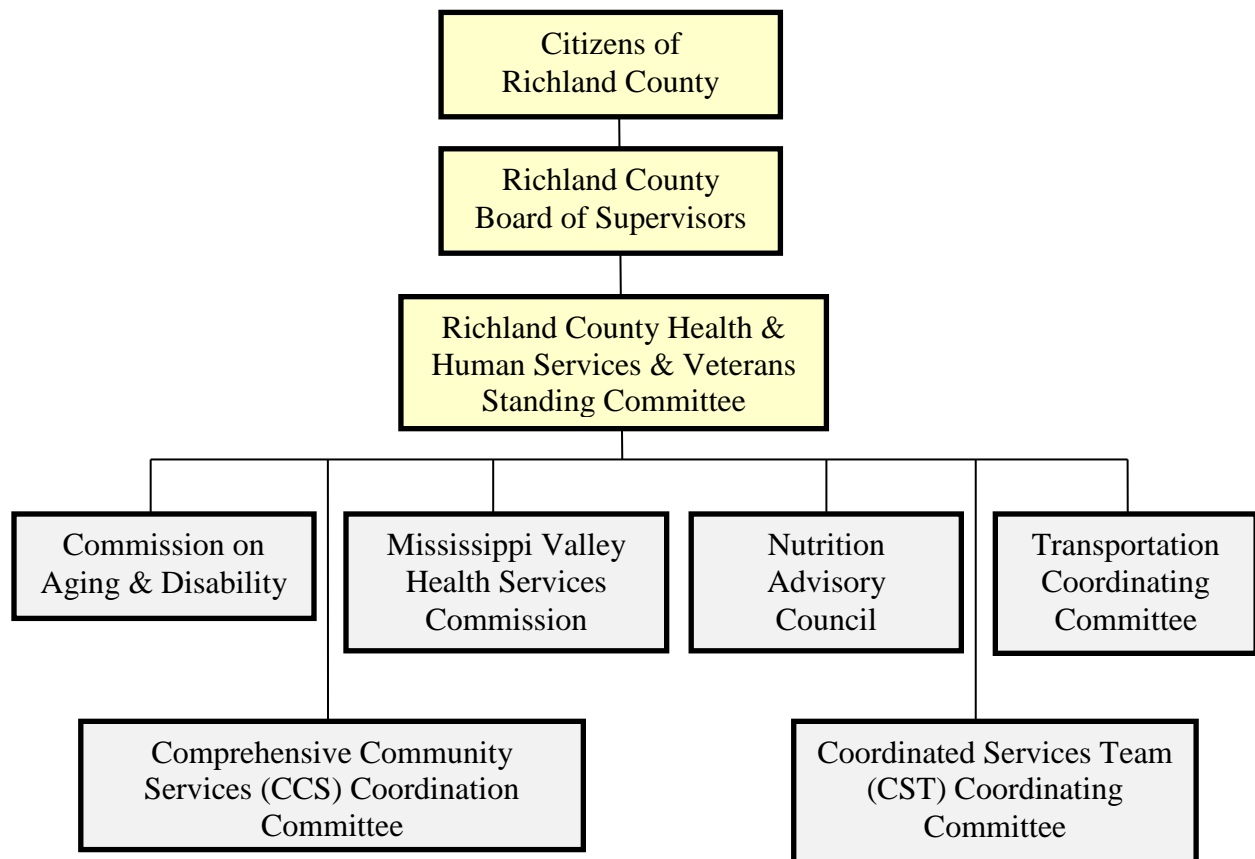
Donald Seep
Sandra McKittrick
Robert Shiere
Aaron Gray
Cindy Riley
Mary Miller

Jesse Nelson
Richard McKee
Darin Steinmetz
Linda Symons
Jeremy Walsh



BOARD ORGANIZATIONAL STRUCTURE

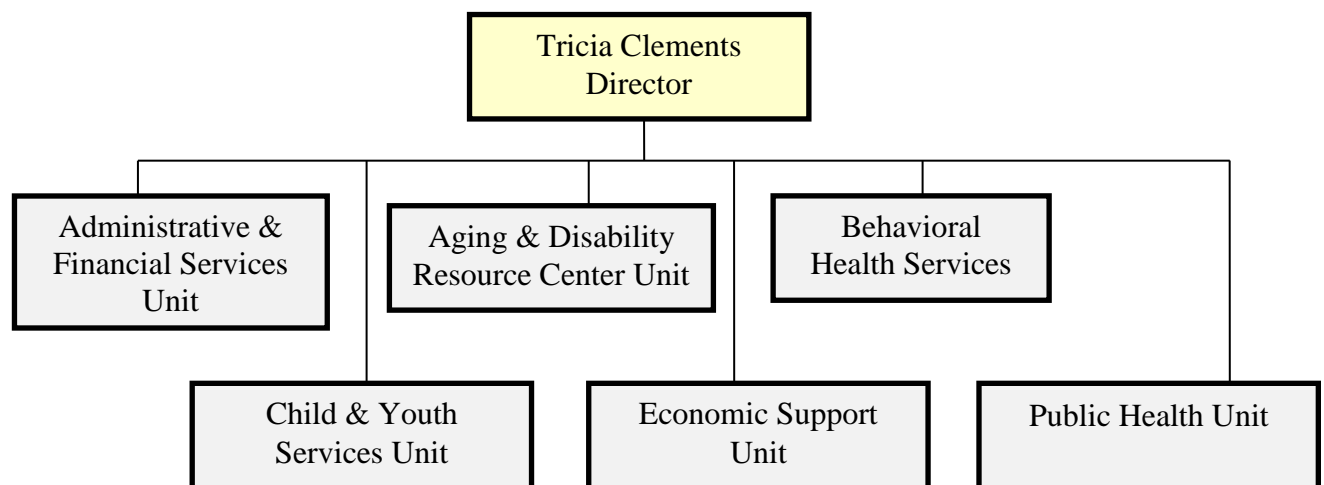
BOARD ORGANIZATIONAL STRUCTURE





UNIT ORGANIZATIONAL STRUCTURE

UNIT ORGANIZATIONAL STRUCTURE





ADMINISTRATIVE & FINANCIAL SERVICES UNIT

ADMINISTRATIVE & FINANCIAL SERVICES UNIT

Mission Statement

The Administrative and Financial Services Unit of Richland County Health and Human Services continually strives to enhance the provision of accurate and considerate support in a confidential and timely manner to agency staff and clients.

The Administrative & Financial Services Unit is in place to provide support to the entire agency, regardless of program. Here is just a partial list of their areas of responsibility:

- Accounts Payable
- Accounts Receivable
- Annual Budget Preparation
- Board & Committee Support
- Cleaning & Building Maintenance Coordination
- Client Rights & Complaints
- Contracts Management
- Fiscal Reporting
- Grant & Program Claiming & Reconciliation
- Data Entry & Tracking
- Human Resources
- Office Management
- Payroll
- Public Health Immunization Clinics
- Public Information Dissemination
- Reception & Information
- Representative Payee services
- Social Media – HHS Facebook Page
- Insurance Billing
- Audit Research & Coordination

The unit staff wholeheartedly embrace the mission of striving to support agency staff and clients in an accurate, timely and considerate manner no matter the circumstances. Each and every one of them has a servant's heart in that regard.

This heart has never been more evident than with how they handled the resignation of the Administration and Building Operations Manager followed by the elimination of the position in early 2023. As a result, we consolidated the Administration & Building Operations Unit and the Business & Financial Services Unit. We are now the Administrative & Financial Services Unit under one manager.

In addition to the organizational change, the duties of the Administration and Building Operations Manager had to be absorbed. The majority of which were added to the plate of the Confidential Administrative Secretaries. This could only occur with the dedication and focus needed to streamline processes and seek out efficiencies all while continuing to provide the same high level of support the unit is known for.



ADMINISTRATIVE & FINANCIAL SERVICES UNIT

With that said, on top of this change, Administrative & Financial Services staff were able to meet some of the 2023 goals they set for themselves. Of special note:

- **DocuSign:** Unit staff successfully expanded the use of DocuSign in 2023 resulting in the use of DocuSign to provide efficiencies in other areas of Administration including but not limited to Human Resources paperwork. DocuSign also continued to be used to securely process over 100 annual provider contracts totaling over \$7.5m. DocuSign saves on paper and postage costs, improves the turnaround time, and expands the overall efficiency of the contracting process.
- **Electronic Health Record (EHR) System:** Unit staff were an integral part of the planning and roll-out of the new Engage module of the Behavioral Health Services Electronic Health Record (EHR) system, Tebra (previously known as Kareo), to improve efficiencies related to Main Front Desk support and document storage/filing.
- **Human Resources:** In 2023, some Human Resources functions were to be centralized at the county level. While this did not happen, it did not prevent unit staff from spending time improving processes that will remain within the unit when this does happen such as internal payroll, time-tracking, and onboarding to name a few.
- **Revenues:** Unit staff remained diligent in maximizing revenues by building tracking and monitoring systems into their billing practices for the plethora of Behavioral Health programs as well as putting those processes in writing.
- **WIMCR:** All Administrative & Financial Services staff once again achieved success in WIMCR reporting that resulted in a positive revenue adjustment.
- **Billing:** Significant strides were made to fully implement paperless EHR billing in order to complete more real-time billing in 2023. This will continue as a goal into 2024 as more programs and providers are added to Tebra and become proficient with electronic processes.
- **Financial Interviewing:** Our financial interviewing process was improved and has increased our capture of insurance information before a client is seen. This pre-appointment contact allows us to gather proper authorizations prior to a client's appointment.
- **Cross-Training:** Unit staff never shy away from continually cross-training each other to prevent lapses in completing the work required to accomplish the mission. The agency thanks each of them for this commitment.



ADMINISTRATIVE & FINANCIAL SERVICES UNIT

2023 Financial Summary (Un-audited)

2023 Core Expenses

Expenses by Program	2023 Budget	Actual
Administrative Services		
Staff	\$763,757	\$563,160
Building & Operating Costs	\$291,591	\$281,499
Public Health		
Public Health	\$335,192	\$208,510
Aging & Disability Resource Center		
Elderly Services	\$365,273	\$346,942
Nutrition	\$256,053	\$288,847
Resource Center	\$421,249	\$401,544
Economic Support Unit		
ES Programs	\$971,094	\$865,804
Child & Youth Services		
Children & Youth Programs	\$745,247	\$604,032
CPS Contracted Services	\$83,883	\$66,325
Behavioral Health		
MH Outpatient/Crisis Services	\$778,818	\$564,122
AODA Outpatient	\$215,092	\$87,822
CCS	\$2,873,893	\$2,393,667
Adult Protective Services	\$93,881	\$85,553
Treatment Court	\$157,614	\$129,951
Birth to Three Program	\$195,933	\$190,492
Children with Disabilities	\$177,280	\$152,858
Total	\$8,725,849	\$7,231,130

221 West Seminary Street • Richland Center, WI • 53581

Phone: (608) 647-8821 Fax: (608) 647-6611 E-Mail: rchhs@co.richland.wi.us



ADMINISTRATIVE & FINANCIAL SERVICES UNIT

2023 Revenues

Revenue by Source	Actual
County Tax Levy	\$956,085
Medicaid/Medicare (Inc. WIMCR)	\$2,563,340
ARPA Funding	\$81,757
Other Funding	\$154,921
State-Base County Allocation	\$799,243
State-Categorical Programs	\$3,002,414
Total	\$7,557,761

End of Year Core Budget Balance

End of Year Core Budget Balance	+ \$326,631
--	--------------------

2023 Placement Expenses

Adult (Fund 54)	
Budget	\$705,000
Expenses	-\$903,608
Tax Levy	\$705,000
Other Revenue	\$438,889
Fund 54 Balance	\$240,281
Children (Fund 44)	
Budget	\$680,000
Expenses	-\$836,737
Tax Levy	\$680,000
Other Revenue	\$113,390
Fund 44 Balance	-\$43,347

End of Year Placement Balance

End of Year Placement Balance	+ \$196,934
--------------------------------------	--------------------



ADMINISTRATIVE & FINANCIAL SERVICES UNIT

2023 Health & Human Services Contracts (Over \$10,000)

• A&J Vans dba A&J Mobility	\$64,789
• Annika Mersmann	\$13,015
• Children's Hospital of WI	\$70,525
• Chileda Institute	\$283,365
• Community Care Resources	\$96,737
• Cornerstone Foundation	\$179,590
• Coulee Region Psychiatric Services	\$34,500
• Diane's Adult Family Home	\$91,384
• Driftless Counseling, LLC	\$808,146
• Evergreen Manor, Inc.	\$33,589
• Family Services of NE WI	\$16,593
• Forward Home for Boys	\$108,504
• Impact Community Planning Group	\$15,105
• Jean Warrior, Ph.D	\$13,110
• Jessica Leinberger Counseling	\$23,766
• Logan James Herr Foundation, Inc.	\$23,050
• M Squared NC, LLC dba Action Fence	\$19,474
• Memorial Hospital of Boscobel, Inc.	\$11,647
• Northwest Counseling & Guidance Clinic	\$85,602
• Premier Financial Management Services	\$148,551
• RTP (WI), S.C.	\$57,627
• Rural Wisconsin Health Cooperative	\$56,213
• Shay Rehabilitation & Psych Services	\$188,163
• SW WI Workforce Development Board	\$39,100
• Tellurian, Inc.	\$45,035
• TLC Home Care, LLC	\$71,693
• Vista Care Wisconsin	\$742,334
• Dean Saner, Psy. D.	\$11,864
• Hailey Schneider	\$39,328
• Hansen Assessments	\$12,900
• Highland Spring Counseling	\$15,945
• KSMS – Our House	\$15,198
• Miramont Behavioral Health	\$120,544
• Options Lab	\$10,523



BEHAVIORAL SERVICES UNIT

BEHAVIORAL HEALTH SERVICES UNIT

Mission Statement

To Individuals and families... Behavioral Health Services strives to improve the emotional well-being of individuals and families based upon their identified wants and needs by providing accessible, quality assessment, treatment, rehabilitation, education, and support in areas of mental health and addiction recovery.

To the community... Behavioral Health services endeavors to serve as a resource to the community on mental health and addiction in the areas of education, intervention, and treatment in order to promote an environment that is supportive to individuals seeking and obtaining assistance.

Overview

Behavioral Health Services provide a continuum of services to Richland County residents that range from brief crisis intervention to intensive long-term treatment services. Behavioral Health Services help individuals and families who are experiencing acute emotional crises, addiction, short-term mental health concerns, or persistent mental illnesses and substance use disorders.

Treatment Court

Treatment Court is an alternative to an incarceration program for non-violent adult offenders for whom substance abuse was a contributing factor in their criminal activity. Richland County currently has Sobriety Court for those convicted of alcohol related offenses, and Drug Court for those convicted of drug related offenses. This program works closely with the Circuit Court of Richland County.

In 2023, Richland County Treatment Court served 16 consumers.

Outpatient Clinic

Richland County HHS has an outpatient mental health and substance abuse clinic that provides mental health therapy, substance abuse counseling, psychological assessments, and psychiatric care. The clinic is staffed by two therapists, a substance abuse counselor, a psychiatric nurse, a psychiatric nurse practitioner, a psychologist, and a psychiatrist. Our outpatient clinic also

221 West Seminary Street • Richland Center, WI • 53581

Phone: (608) 647-8821 Fax: (608) 647-6611 E-Mail: rchhs@co.richland.wi.us



BEHAVIORAL SERVICES UNIT

conducts Intoxicated Driver Assessments to assess treatment needs of those convicted of driving under the influence. Lastly, our clinic provides Choices, an educational program that is offered as an alternative sentence by the courts for underage drinking charges.

In 2023, the Behavioral Health Clinic completed 94 Intoxicated Driver Assessments, 82 Mental Health Assessments, 27 Substance Abuse Assessments, and 94 Psychiatric Assessments. 13 underage youth completed the Choices program.

Crisis

Crisis services are set up to give an individual someone to talk to, to provide a response of them, and to help find a place to go if needed to ensure the safety of themselves and/or others. Behavioral Health Staff provide walk-in crisis services, and mobile responses to crisis during regular business hours of Health and Human Services. During non-business hours, Northwest connections is a contracted service that response to crises in Richland County.

In 2023, Northwest Connections had 367 crisis contacts. Richland County HHS Crisis Staff has 1183 crisis contacts. This brings the total for 2023 to 1550 crisis contacts in Richland County.

An emergency detention occurs when an individual is taken into custody after it has been determined that they pose a risk to themselves or others. The individual is transported to a designated treatment facility where they may remain in custody for up to 72 hours while assessments are completed to determine the individuals needs and whether additional involuntary treatment is required.

In 2023, Richland County had 21 people emergency detained.

Adult Protective Services (APS)

Adult Protective Services (APS) helps elderly adults and adults at risk who have been abused, neglected, or financially exploited.

In 2023, there were 118 APS referrals



BEHAVIORAL SERVICES UNIT

Comprehensive Community Services (CCS):

Comprehensive Community Services (CCS) is a fully funded program by Medicaid that helps individuals of all ages with mental health and/or substance use disorders. The goal of CCS is to help consumers live as independently as possible in their home communities. CCS is an intensive mental health program where consumers receive treatment in their homes and the community.

In 2023, 47 consumers were served in CCS.

Mental Health Residential Services

Mental Health residential services are provided when individuals require supervised living services in order to cope with their mental health symptoms. These services are provided in Adult Family Homes (AFH) or Community-Based Residential Facilities (CBRF).

In 2023, 11 consumers received mental health residential services.

Children's Long-Term Support (CLTS) Program

The Children's Long-Term Support (CLTS) program helps children with disabilities and their families through supports and services that help children grow and live their best lives in their home and community.

In 2023, 78 children were served in CLTS.

Birth to Three (BT3)

Birth to 3 (BT3) is an early intervention special education program that helps children under the age of 3 who have delays or disabilities.

In 2023, 61 children were served in BT3.

Coordinated Services Team (CST)

Coordinated Services Team (CST) is for children who are involved in multiple system of care such as mental health, substance use, child welfare, juvenile justice, special education, or developmental disabilities.

In 2023, 3 children were served in CST



AGING & DISABILITY RESOURCE CENTER

AGING & DISABILITY RESOURCE CENTER OF EAGLE COUNTY *Richland Center Office*

Mission Statement

In the Aging and Disability Resource Center we are dedicated to working with adults and their families who are impacted by disability or aging. We will strive to enhance their self-sufficiency and quality of life by providing information, assistance and education. In doing so we will at all times promote the rights, dignity and preferences of the individual.

We also uphold the provisions under the Older Americans Act of 1965 to enable Richland County elderly residents to lead dignified and healthful lives by providing a staff and volunteer network that seeks to provide timely, friendly assistance to the elderly as they cope with various health issues and difficulties in living independently.

Overview

The Aging and Disability Resource Center (ADRC) is the local office of the ADRC of Eagle Country serving Crawford, Richland and Juneau Counties. The ADRC provides information and assistance services designed to inform and connect county residents to programming, services, and public benefits. The ADRC serves:

- Adults who are elderly
- Adults with physical and/or developmental disabilities
- Adults with substance abuse issues
- Adults with mental health issues
- Youth with disabilities transitioning from children to adult services

The ADRC's Elder Benefit Specialist and a Disability Benefit Specialist provide benefits-related counseling and services to the elderly, as well as adults with disabilities between the ages of 18 and 59 years. Through the ADRC, customers can also access health-related information and services that focus on early intervention/prevention. Staff also provide intake and eligibility determination for the publicly-funded long-term care programs called IRIS (Include, Respect, I Self-Direct) and Family Care. The ADRC also provides low vision support services and transportation assistance services. In 2023, the Richland Center Office of the ADRC of Eagle Country processed 14,939 incoming contacts (phone calls or walk-in customers).

221 West Seminary Street • Richland Center, WI • 53581

Phone: (608) 647-8821 Fax: (608) 647-6611 E-Mail: rchhs@co.richland.wi.us



AGING & DISABILITY RESOURCE CENTER

Information, Referral, Assistance and Options Counseling

Services in this key area range from providing simple information, to providing short-term case management. These services are often provided by phone or by making home visits, when more in-depth counseling is needed to discuss all care and service options, to address more complex situations and assist customers with accessing programs and services.

In 2023, ADRC Specialists received 4638 contacts from customers. Contacts are defined as first-time customers, as well as repeat customers who contact the ADRC for assistance with a new issue or need. These contacts were requests, concerns or needs that generated the provision of information, referral, assistance, options counseling, short-term case management, or early intervention/prevention services.

Publicly Funded Long-Term Care Programs

The ADRC is the intake point for State Long-Term Care Programs. In Richland County, those programs are Family Care and IRIS.

Eligibility determination and enrollment into both Family Care and IRIS is a complex process that occurs through the coordinated efforts of Economic Support, the Family Care Organization or IRIS Independent Consultant Agency, and the Aging and Disability Resource Center. It is the ADRC Specialists who guide customers through the eligibility determination and enrollment process, including:

- Conducting the Long-Term Care Functional Screen to determine functional eligibility;
- Working with the Economic Support Unit to facilitate financial eligibility;
- Providing enrollment counseling and answering questions about Family Care and IRIS;
- Completing Family Care enrollments or making referrals to the IRIS Independent Consultant Agency;
- Helping to transition customers into Family Care or IRIS; and
- Providing advocacy for customers who are having issues or concerns with their chosen long-term care program after enrollment.

In 2023, staff completed 89 Functional Screens and enrolled 77 customers into long-term care publicly funded programming.



AGING & DISABILITY RESOURCE CENTER

Disability Benefit Specialist

Disability Benefit Specialist services are available to Richland County residents ages 18 through 59 years with physical disabilities, developmental disabilities, and/or disabilities due to mental illness and/or substance abuse disorders. The Disability Benefit Specialist provides information on public and private benefits, and assists with applications, appeals, and advocacy. Typical areas of assistance include programs, such as Social Security Disability Income (SSDI), Supplemental Security Income (SSI), Medical Assistance, and Medicare Part D. The Disability Benefit Specialist also works closely with other ADRC staff to provide referrals for community resources and services, options counseling, and information and assistance related to the long-term care benefit. The Disability Benefit Specialist position consults with a Technical Advisor who is an attorney at Disability Rights Wisconsin.

In 2023, the Disability Benefit Specialist program assisted 131 Richland County residents in receiving over \$658,315 in Federal, State or private benefits for which they qualified.

Since the Disability Benefit Specialist Program began in Richland County in 2002, the total financial impact for residents of Richland County amounts to over \$17,920,014. These positive results are not only for those who successfully obtained benefits but also for the entire community, as these individuals are now able to purchase goods and services, such as housing, food, clothing and medical treatment.

Elderly Benefit Specialist

Through the Elder Benefit Specialist Program, Richland County residents age 60 or older can receive free advocacy and assistance with issues related to public and private benefits to which they are entitled due to age, disability, or financial factors. In order to ensure high-quality advocacy and representation of program participants, the Elder Benefit Specialist receives in-depth, on-going legal training and supervision from attorneys through the Greater Wisconsin Agency on Aging Resources.

The Elder Benefit Specialist works closely with ADRC Specialists to provide referrals for community resources and services, options counseling, and information and assistance related to long-term care services. The Elder Benefit Specialist provides information on program eligibility criteria, assistance applying for benefits, appealing benefit denials or incorrect benefit amounts, and also offers representation in the areas of consumer debt, landlord/tenant law, and private insurance. In an effort to address the growing need for pre-retirement information and



AGING & DISABILITY RESOURCE CENTER

assistance, 10 Medicare workshops were offered. In 2023, 47 people attended to learn how to navigate Medicare Programs and an additional 294 seniors received other assistance.

In 2023, the Elder Benefit Specialist Program provided a savings to 341 Richland County residents totaling \$1,658,169 in Federal, State, and other funding based on the type of program.

These savings benefit the community as elders use the funds locally to purchase food, clothes, medication and pay for housing.

Early Intervention/Prevention Services

In partnership with the Symons Recreation Center, the ADRC provided the funding and technical support to hold Tai Chi, Strong Bodies, PALS (Physical Activity for Lifelong Success) and SAIL (Stay Active and Independent for Life) classes which are evidence based programs that significantly reduce falls for seniors.

A Total of 35 seniors participated in the classes.

Transition Services for Youth

Transition services for youth involve developing collaborative relationships with area schools and community agencies in order to assist young adults/students who have physical or developmental disabilities, have mental health or substance abuse disorders and are in need of long-term care. Transition services assist students and their families in accessing information, options counseling, and connections to needed services. An ADRC Specialist is assigned to each client to take the lead in developing and promoting transition services. Transition activities in the 2022-2023 school year included:

- Ongoing provision of information and assistance to teachers (who are making requests on behalf of the students) via email, telephone, and in-person meetings.
- Provision of specialized options counseling to youth and their families when transitioning from children's disability services to adult disability services and benefits.
- Leadership and participation in monthly County Communities on Transitioning (CCOT) meetings. The Council members include high school teachers, representatives of community organizations, such as the Vocational Rehabilitation and Independent Living Services, Southwest Technical College, CESA #3, and staff from other areas of Health and Human Services, such as Children with Disabilities staff.
- Ongoing outreach to all area schools.

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Alzheimer's Family Caregiver Support Program (AFCSP)

The Alzheimer's Family Caregiver Support Program was established by the Legislature in 1985 under Wisconsin Statutes and is implemented in accordance with administrative rule HFS 68. The program funding supports the entire family of a person with irreversible dementia so that caregivers can continue to provide home and community-based care. There is required financial eligibility determination and a maximum household ability to pay determination.

In 2023, Richland County Health and Human Services received \$5532. The funding was used to provide information, assistance, supportive care services to Richland County families, and conduct outreach and education to the community.

Dementia Care Specialist

The Dementia Care Specialist (DCS) is a person employed by the Aging & Disability Resource Center (ADRC) of Eagle Country's Regional Office who is responsible for assisting individuals and families living with dementia to continue to be active in their community and remain in their homes for as long as they are able. The DCS also ensures the ADRC staff are knowledgeable about dementia and are prepared to meet the needs of the people they serve in a supportive, helpful manner.

- **Individual Consultations:** Individuals and their families plan for their future by providing information on what to expect, decisions they may want to consider in advance and resources available to support individuals living with these changes.
- **Dementia Live:** The Dementia Live experience gives participants an idea of what it is like to have dementia. This is done by altering their senses and providing them with tasks to do in a controlled setting. In just 15 minutes participants gain greater awareness and understanding of the daily struggles affecting persons with dementia.

In 2023, Dementia Live was provided to local banks, HHS staff, local EMS, Sheriff's Department, Richland Center Police Department and individual families.



AGING & DISABILITY RESOURCE CENTER

The Richland County Transportation Program

In 2023 the Richland County Transportation program saw a large increase in need for transportation including medically necessary, food security, social recreation, personal business and quality of life trips. The Transportation program has four main services it provides including the driver escort program, public bus routes, public bus grocery routes and on-demand wheelchair transportation to medical appointments. The public bus routes are designed to provide transportation to rural residents and bordering communities in an effort to connect them with Richland Center and surrounding counties. The driver escort program provides door-to-door transportation service to the elderly and disabled community members of Richland County to medical appointments within an 85-mile radius.

- **Richland County Public Transportation & Lift Vehicle Transportation:** In 2023, the Richland County Public Transportation and Lift Vehicle Transportation programs had four temporary casual drivers who provided a total of 1498 trips.
- **Richland County Driver Escort Program:** In 2023, the Driver Escort Program had 20 volunteer drivers providing a total of 4049 one-way trips traveling 154,986 miles. Volunteer drivers donated a total of 5488 hours of their time.

National Family Caregiver Support Program (NFCSP)

The National Family Caregivers Support Program was established as an amendment to the Older Americans Act in 2000. Funding support in 2023 totaled \$12,636 to provide five basic components under the program:

- Information to Caregivers about available services
- Assistance in gaining access to support services
- Individual counseling, advice on organization of support groups, and caregiver training
- Respite care
- Supplemental services to complement the care provided by caregivers

Use of these funds is less restricted with minimal guidelines that allow for more generalized family caregiver support. Possible uses include support services for grandparents and other relative caregivers of children 18 and under, older individuals providing care to persons with developmental disabilities and family caregivers of older persons age 60 and over.

In 2023, the funds supported 33 local families, provided assistance through the ADRC and subsidized some transportation needs for caregiver families.

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AGING & DISABILITY RESOURCE CENTER

Senior Nutrition Program

In May 2023, the Richland County Nutrition Program moved to the Aging & Disability Resource Center of Eagle Country Richland County Office. Since the population served and other Older American Programs are under the ADRC of Eagle Country it was an easy transition to also take on the Elder Nutrition Program.

Goals of the Richland County Senior Nutrition Program are to reduce hunger and food insecurity, promote socialization of older individuals and promote the health and well-being of older individuals. Richland County has three active meal sites and delivers meals to homebound individuals from two of those three locations. In the spring of 2023, the Request for Proposals (RFP) process was completed, resulting in a change in vendors for the program.

For the 2023 year, 3 meal sites operated with congregate dining at each location:

- **Richland Center:** The Grab N' Go program still operated at the Richland Center Site and has good attendance for this service as well as congregate meals, averaging 5-10 Grab N'Go meals and 15-20 Congregate meals daily. Meals on Wheels continued to be provided M-W-F's from the Richland Center location. During 2023 approximately 90-110 hot home delivered meals were provided each M-W-F. Frozen meals were offered for individuals who were in need of meals 5-7 days per week.
- **Cazenovia:** In 2023 20-25 individuals were provided congregate meals every Wednesday, and 10 home delivered meals each day delivery is offered.
- **Rockbridge:** In 2023, there was an increase in attendance, and the site remained open 3 days per week. It is hoped that the partnership of the Senior Nutrition Program with Bethlehem Lutheran Church will bring a variety of benefits including bridging the gap between generations.

The Senior's Farmers' Market Nutrition Program operates June through September, offering vouchers valued at \$35 to low-income older residents to purchase fresh, locally grown fruits, vegetables and herbs from certified farmers.

In 2023, Richland County was allocated 196 sets of vouchers, of which 189 were utilized



ECONOMIC SUPPORT

ECONOMIC SUPPORT UNIT

Mission Statement

The Richland County Health and Human Services Economic Support Unit believes that all persons requesting our assistance have the right to be treated with respect, dignity and confidentiality. Our Mission is to provide all individuals within the Capital Consortium access to services needed to achieve economic stability within the programs we administer, including referrals to other appropriate agencies.

Overview

Income Maintenance Consortia have been around since 2012. Richland County is a member of the Capital Consortium, which also includes Adams, Columbia, Dane, Dodge, Juneau, Sauk and Sheboygan. Richland County ESS (Economic Support Specialists) handle cases from all of these counties. There is a large number of programs administered by the unit, including:

- FoodShare
- Wisconsin Shares/Child Care Subsidy
- BadgerCare Plus
- Caretaker Supplement/CTS
- Medicaid for Elderly, Blind, Disabled
- Day Care Certification
- Program Integrity, Fraud and Front End Investigations

Economic Support Specialists

In 2015, the consortium was looking to increase the number of Economic Support Specialists (ESS) and chose to have them hired by Richland County. This brought eight additional ESS positions, as well as one Lead Worker position into the community. The unit currently has thirteen Economic Support Specialists, one Lead Worker, and one Manager. All thirteen specialists handle calls on the Call Center, and based on the number of workers in Richland County, the unit has a goal to handle 8.9% of all call center calls. That goal was exceeded 2023!

Total Calls Handled by the Consortium in 2023	Total Calls Handled by Richland County ESS:	Percentage of Calls Handled by Richland County ESS:
313,962	32,293	9.4%



ECONOMIC SUPPORT

In addition to handling calls on the Call Center, Economic Support Specialists (ESS), manage a caseload. Currently, a Family ESS averages 730 cases each while the Elderly, Blind, and Disabled ESS averages 700 cases each. Casework consists of processing applications, renewals, six-month report forms (SMRFs) for FoodShare, processing documents, discrepancies, alerts, and ACCESS Change Reports. Several tasks are required for each of these processes. For example, there are several tasks required for each Application that is processed.

Total Tasks Handled by Consortium in 2023	Total Tasks Handled by Richland County ESS in 2023	Percentage of Tasks Handled by Richland County ESS in 2023
1,169,671	107,574	9.1%

Economic Support Specialists (ESS) have 30 days to process an application. The benchmark for application processing timeliness is 95%. This means at least 95% of applications for FoodShare, BadgerCare, and Caretaker Supplement/CTS are completed within those 30 days. The Capital Consortium processed a total of 71,346 applications in 2023 with a timeliness rate of 98.18%. Richland County processed 5,683 of those applications with a timeliness rate of 98.74%. Richland County ESS work hard to meet and exceed the benchmarks set by the state.

In addition to their regular daily tasks, each Economic Support Specialist takes one to two days a month to be the unit contact person for agency staff, county staff, and the community. In 2023, we averaged about 40 contacts per month.

2023 Population of Richland County 2023	2023 Richland County Residents Receiving Economic Independence Assistance	2023 % of Richland County Population Receiving Economic Independence Assistance
17,014	4,895	28.7%

The following link will give you more information on what an Economic Support Specialist does. <https://wchsa.org/economic-support-staff>

FoodShare

In 2023, the average number of cases open for Foodshare in Richland County was 1,198, and 372,086 for the entire State of Wisconsin. The FoodShare program brought \$4,379,474 into Richland County's economy, for an average of \$364,956 per month. In 2023, \$1,497,926,181 of Foodshare benefits were paid out to Wisconsin residents, for an average of \$124,827,182 per month.



ECONOMIC SUPPORT

Year:	Total Number of Recipients (unduplicated) in Richland County:	Adults:	Children:	Number of Assistance Groups:
2023	3,250	2,092	1,186	1,671
2022	3,248	2,128	1,158	1,679

Year:	Total Number of Recipients (unduplicated) in Wisconsin:	Adults:	Children:	Number of Assistance Groups:
2023	930,518	581,116	360,327	492,517
2022	938,312	586,082	362,638	495,543

The following link will give you more information on the FoodShare program, including income limits. <https://www.dhs.wisconsin.gov/foodshare/index.htm>

Medicaid (Including BadgerCare and Elderly, Blind Disabled Medicaid)

Richland County ESS enrolled as many as 15,142 people into the Medicaid program in 2023. Of those, 4,212 were Richland County residents. In the 2022 calendar year, the most recent data available, Medicaid expenditures paid on behalf of Richland County residents (including EBD & Long Term Care programs) totaled \$43,665,499. In 2021, that amount was \$38,387,662.

The following link will provide more information on BadgerCare Plus.
<https://www.dhs.wisconsin.gov/badgercareplus/index.htm> .

The following link will provide more information on Medicaid.
<https://www.dhs.wisconsin.gov/medicaid/index.htm> .

Caretaker Supplements/CTS

Caretaker Supplement (CTS) is a cash benefit for parents who get SSI payments and who meet program rules.

In 2023, 12 Richland County children received \$29,495 in assistance.

The following link will provide more information on Caretaker Supplements/CTS.
<https://www.dhs.wisconsin.gov/ssi/caretaker.htm> .



ECONOMIC SUPPORT

Wisconsin SHARES/Child Care Subsidy

This program assists parents with paying for quality child care while they are participating in an approved activity.

Number of participating families in 2023:	Number of children served:	Total benefits utilized:
24	44	\$121,382.05

The following link will provide more information on Wisconsin SHARE/Child Care Subsidy.
<https://dcf.wisconsin.gov/childcare>.

Program Integrity, Front End Investigations and Fraud

Richland County continues to create a consistent and timely approach to program integrity by sub-contracting with Dane County. Dane County has full-time staff and resources dedicated to this department. Economic Support Specialists make referrals in the BRITS system. The Dane staff will work those referrals and, if appropriate, overpayment, repayment, and/or sanctions will be established. Referrals could even be made to the district attorney for prosecution.

In 2023, 35 fraud or overpayment referrals were created on Richland County residents. Of those referrals, overpayments in the amount of \$31,328 were established.

The following link to the Office of the Inspector General will provide more information on program integrity. <https://www.dhs.wisconsin.gov/oig/index.htm>

Daycare Certification

The Richland County Economic Support Unit is responsible for certifying day care facilities. There were no certified day care providers in Richland County in 2023. (There are currently 8 licensed facilities.)

The following link will provide more information on Child Care Regulation.
<https://dcf.wisconsin.gov/ccregulation>.



CHILD & YOUTH SERVICES UNIT

CHILD & YOUTH SERVICES UNIT

Mission Statement

Richland County Children's Services works with local children ranging in age from birth to at least eighteen years of age, in some circumstances it may be longer. We interact and support families through four individual program initiatives, all mandated through the State departments of Children & Families, Health Services, and Corrections.

Those four programs are as follows:

- Child Protective Services
- Youth Justice
- Foster Care and Kinship Care
- Independent Living

Child Protective Services

Children's Protective Services (CPS) is a key component of the Child Welfare system in Richland County. CPS involvement is warranted when there is a referral indicating a child may be unsafe, abused or neglected, or at risk of maltreatment. CPS identifies and addresses underlying family conditions that make children unsafe or at risk of maltreatment and implements a variety of safety plans with families in attempts of mitigating concerns by the least restrictive means possible. CPS workers in Richland County are required to follow strict laws and standards when determining if CPS intervention is warranted.

2023 CPS Reports	
Reports Received	275
Alleged Victims	436
Initial Assessments	61
Child Welfare Reports	79
Child Welfare Cases Opened	52



CHILD & YOUTH SERVICES UNIT

Child Welfare Model for Practice:

1. **Trust** – CPS workers approach complex family situations with honesty and integrity to support positive change.
2. **Engagement** – CPS established relationships with families through collaboration, empathy and partnership. The voices of families are included and welcomed in planning.
3. **Accountability** – We are accountable for the children, youth, and families in our community and are responsible for providing trauma-informed, culturally sensitive services. It is our job to learn, self-correct, innovate, and work towards positive outcomes.
4. **Trauma-Informed Practices** – CPS workers understand the impact of trauma on children and families and recognizes that practice is most effective when trauma is considered.
5. **Respect** – We acknowledge the worth, ideas and experience of every person and family system.
6. **Culturally Responsible** – We seek to reduce all biases and disparities at the individual, agency, and system level and treat clients with fairness and equity and serve them within the context of their identity, family, community, tribe, history, culture and traditions.
7. **Workforce Support** – The system promotes teaming amongst workers, supports professional development and seeks to ensure the safety of all workers and provides support to address secondary trauma.
8. **Family Centered** – Workers engage with families with a strengths-based perspective, supports teaming and advocate for appropriate services and supports to meet the needs of families, youth, and caregivers. Families and youth are the drivers for change and are empowered to make decisions with the recognition that they are the experts on their needs.



CHILD & YOUTH SERVICES UNIT

Youth Justice (Juvenile Justice)

Youth Justice (also known as Juvenile Justice) is the second component of the local Child Welfare system, which serves children who are 17 years of age or younger, who have been alleged to have violated laws. The focus of interventions is to interrupt destructive, delinquent behavior and also prevent youth from ending up in the adult prison system in the future. Services traditionally provided include: processing juvenile referrals, making recommendations to the court, case management and service coordination, collection and distribution of restitution, electronic monitoring, and reunification for youth who have been placed out of the home.

In 2023, there were 25 Youth Justice Referrals, 7 cases ended up with Supervision and Services, 4 cases that were pending in the court process at the end of the year.

There is a new vision for Youth Justice being implemented at the state level which encompasses a vision for accountability of youth rather than on punishment. This movement stems from recent research that indicates traditional sanctions such as sending youth to secure detention, often increases recidivism and pulls them deeper into the system. Under the new vision, the needs of victims are taken into account and clearly addressed, and stakeholders such as social workers and judges share an understanding of accountability that truly allows youth to take account for, and learn from their mistakes. Accountability for youth includes: repairing harm, opportunity to learn and grow, engagement in the process rather than simply the outcome, building youth support systems. As part of this program Child and Youth Services staff have begun to be trained in an evidence based assessment and planning tool (YASI-Youth Assessment Screening Instrument). The department is further working with ADA Amy Forehand and Judge Lisa McDougal to develop a protocol and procedure to utilize this tool to assess recidivism risk of youth and develop case planning that addresses specific identified needs of the youth involved in the Youth Justice System.

YES (Youth Empowerment Services)

One particular effort in Richland County to support youth and provide restorative justice opportunities is our YES program. YES provides youth with opportunities to develop life skills and supportive relationships with peers and adults. Participating youth share their collective energy and creativity in completing projects that benefit our community and explore topics such as self-esteem, citizenship, and cooperation.



CHILD & YOUTH SERVICES UNIT

Foster Care, Kinship Care, Subsidized Guardianship

CPS tries to keep families together whenever possible and works hard to make in-home safety plans. When it is not possible to do so however, children need sensitive and caring alternate caregivers to support the family through transitions, separations and reunifications. The CPS unit in Richland County licenses level 1 and level 2 foster homes and supports an array of relative or kinships homes. Richland County utilizes relative placements as much as possible. We conduct diligent outreach to relatives when a child is placed out of their home. We support these alternate caregivers with the training and support from our Foster and Kinship Coordinator.

Guardianship is a legal permanency option for children placed in out of home care through the child welfare system. A caregiver who is appointed guardian of a child by the court has the duty and authority to make important legal decisions for the child without severing the child's legal relationship to their parents and other family members. Subsidized guardianship supports the legal permanence option of guardianship and allows the guardian to continue receiving a monthly payment to offset the costs of caring for the child.

Richland County receives a small stipend to help youth who age out of care to achieve independence post 18 years. In 2015, the state began assuming responsibilities for this activity statewide by regions. In 2016, Richland County relinquished activity and funding to the State and no longer provides this service locally. Our regional services are delivered out of Platteville through a private partnership contracted by the state.



PUBLIC HEALTH UNIT

PUBLIC HEALTH UNIT

Overview

2023 was a year of restructure and resilience for the Public Health Unit, as they experienced a year of significant staffing changes. With the retirement of a tenured health officer, an additional staff nurse, as well as an environmental health consultant, public health suffered a deficit of institutional knowledge & skills. The remaining staff nurse assumed the interim Health Officer role for the public health unit and was eventually appointed to the permanent position. Fortunately, nursing duties continued for some specific services such as administering vaccines, TB skin tests, and medications for latent TB infection (LTBI) by the public health officer/nurse and another registered nurse in the agency, whose primary role is providing psychiatric nursing services. MOU agreements with two neighboring counties were developed to ensure delivery of other mandated services such as communicable disease surveillance, animal bites, and immunization services.

Due to unsuccessful attempts to fill the vacant public health nurse positions, a new Public Health Specialist position was created and filled by two qualified candidates who began work in October 2023. A nurse was contracted with to conduct mass vaccination flu clinics in the Richland County schools. Despite initial challenges coordinating these clinics, there was a slight increase in the overall number of children vaccinated against influenza. Sincere appreciation is extended to all of the staff working in or assisting the Public Health unit during this year of transition.

On a positive note, the Public Health Emergency Order ended in May of 2023 with a shift back to surveillance of communicable disease, in which the number of reported COVID cases and requirements for follow up decreased significantly. Although COVID vaccine demand decreased for several months, Wisconsin Department of Health Services implemented the Bridge Access Program (BAP), to ensure that COVID vaccines would remain available to uninsured and underinsured adults beginning in the fall. COVID vaccines were also approved to be provided as a VFC (Vaccine for Children) program vaccine and public health was able to secure the Pfizer COVID vaccine product once again for all age groups and continues to keep this product on hand.



PUBLIC HEALTH UNIT

Immunizations

Richland County Public Health staff follow guidance provided by the State of Wisconsin Immunization Program to provide life-saving immunizations to eligible Richland County families. Dr. Neil Bard serves as the public health medical advisor for standing orders, and immunizations offered by public health are provided under the Vaccine for Children (VFC) and Vaccines for Adults (VFA) programs. These programs focus on providing immunizations to uninsured or underinsured families, including Medicaid eligible, American Indian, or Alaskan Native client populations. Additionally, in the fall influenza immunizations are made available for the entire community. All ACIP recommended vaccines continue to be offered to qualifying families.

Immunization	2022	2023	Immunization	2022	2023
COVID Pfizer Bivalent 12+	299	-	Polio	2	1
COVID Pfizer 5-11yrs	17	-	Prevnam	3	2
COVID Pfizer 12+	315	-	Td	6	4
COVID Pfizer 6mos-4yrs	8	1	Varicella	5	5
COVID Pfizer Bivalent Booster	6	3	Menactra	-	4
DTaP	4	1	Td-Pertussis (Tdap)	11	8
Hepatitis A	7	4	Covid-19	719	-
Hepatitis B	6	1	HPV (Gardasil)	1	2
Adult Hepatitis B	-	-	RotaTeq	-	2
Hib	1	-	DTaP-Hib-Polio (Pentacel)	2	2
Influenza	534	457	DTaP-Polio (KINRIX)	-	-
MMR	2	3	Proquad (MMRV)	1	3
Pneumonia	-	-			

Total Immunizations	2022	2023
	1,949	503

In July of 2023, staff successfully completed a scheduled visit by the Wisconsin Immunization Program, ensuring continuation of immunization services for Richland County Residents including:

- Vaccine for Children Immunization Clinics
- Vaccine clinics for local school districts
- Vaccines to area care facilities serving the elderly & Disabled populations



PUBLIC HEALTH UNIT

Communicable Disease Investigation & Follow-Up

In Wisconsin reportable diseases are divided into three categories. In Wisconsin reportable diseases are divided into three categories. Category I diseases are considered to be of urgent Public Health importance and are to be reported immediately to local Public Health. Category II diseases must be reported to local Public Health within 72 hours of the identification of a case or suspected case. Category III disease (HIV and AIDS) is to be reported to the state epidemiologist within 72 hours of identification of a case or suspected case.

Specific infection control measures such as isolation, quarantine, and personal protection are common methods utilized to prevent the spread of communicable disease. Public Health staff provide investigation and follow up on communicable disease reports on Richland County residents.

Disease Group	2022	2023	Disease Group	2022	2023
Babesiosis	1	2	Influenza	39	87
Campylobacteriosis	8	6	Invasive Streptococcal Disease (Groups A&B)	2	3
Carbapenemase producing organisms	1	0	Metal Poisoning (non-lead)	3	1
Carbon Monoxide Poisoning	4	6	MRSA	0	3
Chlamydia Trachomatis Infection	38	38	Mycobacterial Disease (Nontuberculous)	2	2
Coronavirus	2086	465	Not Reportable	0	1
Cryptosporidiosis	4	2	Pathogenic E. Coli	0	67
Ehrlichiosis/Anaplasmosis	9	2	Pertussis (Whooping Cough)	7	10
Environmental & Occupational Lung Diseases	4	0	RSV	0	1
Giardiasis	1	1	Salmonellosis	3	1
Gonorrhea	8	6	Shigellosis	1	0
Haemophilus Influenza Invasive Disease	1	0	Streptococcus Pneumoniae Invasive Disease	3	5
Hepatitis B	0	1	Tuberculosis, Class A or B	1	0
Hepatitis C	2	3	Tuberculosis, Latent Infection (LTBI)	1	0
Histoplasmosis	1	0	Vancomycin-Resistant Enterococci	1	0
			Yersiniosis	1	0

Total Diseases	2022: 2,282	2023: 759
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PUBLIC HEALTH UNIT

TB Skin Test

Public Health provides a comprehensive tuberculosis (TB) prevention and control program including TB skin testing. TB skin tests are most often completed as a pre-employment requirement, but may be requested or recommended as follow-up to a potential exposure.

135 total TB skin tests were provided by Public Health in 2023

TB Skin Dispensary

The Wisconsin Department of Health Services Tuberculosis (TB) Dispensary Program reimburses local health departments for certain medical services provided to TB cases, suspects, contacts, and Latent TB Infections (LTBIs). The goal of the program is to assure health care service to patients/clients in Richland County that have been diagnosed with TB infection or disease, regardless of ability to pay. The Wisconsin Department of Health and Human Services Tuberculosis Program provides oversight and consultation to local health departments in the management of confirmed or suspected TB and LTBI cases.

In 2023, the Wisconsin DHS TB dispensary program was accessed 4 times for dispensing of medications in Richland County; 3 times for new clients (the fourth client finished treatment in the beginning of 2023). Richland County Public Health nursing staff provided direct observation therapy (DOT) medication services to all 3 clients in the clinic setting, each over the course of approximately 12 weeks. There were 2 “suspect” cases of LTBI reported, and one determined to be “not a case”, for a total of 6 LTBI cases requiring public health follow up and some level of case management in 2023.

Rabies Prevention & Control

Public Health works with the Richland County Sheriff’s Department, the Richland Center Police Department, the Richland County District Attorney and the Corporation Counsel, as well as local veterinary services and animal shelters to assure that procedures outlined in the Rabies Prevention and Control Policy are followed when there is an animal bite to a human. When Public Health receives a bite order from Law Enforcement, public health staff contact both the animal owner, to assure the owner understands the requirements for quarantine and vaccination of the biting animal, and the victim to assure understanding of potential consequences of an animal bite and the importance of medical attention after an animal bite. Once the quarantine is complete or a rabies test result is obtained, Public Health contacts the person who was bitten to report the outcome.

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PUBLIC HEALTH UNIT

In 2023 staff provided follow up on a total of 67 cases for rabies control

In 2023, public health staff authorized fee exempt testing for 17 specimens, which were primarily dogs, but also included bats, squirrels, goats, cats, and raccoons. These specimens were submitted to the Wisconsin State lab of Hygiene, or WSLH, and there were no positive rabies cases that resulted from those tests.

Maternal Child Health Program

Richland County Public Health provides Maternal Child Health (MCH) home visits as part of the Wisconsin Healthiest Families statewide initiative that strives to improve systems to address family supports, child development, mental health and safety and injury prevention. In 2023, there were 7 MCH referrals received by Richland County Public Health from area healthcare providers. 1 client accepted a home visit from Public Health, with additional phone consultation and follow up provided to other referred clients. Richland County Public Health also provided information in birth packets sent to 151 families which included brochures from SWCAP WIC, Birth to 3, and information on milestone developments, immunizations, and car seat safety.

Loan Closet

The Richland County Public Health Department has a supply of medical equipment to be provided for short-term use for our area residents. A small deposit is required which is returned when the resident no longer needs the equipment.

In 2023, the loan closet rented out 324 items throughout the year.

Richland Community Free Clinic

The Free Clinic provides primary health care to people and is staffed by medical professionals and community volunteers on Tuesday mornings at The Richland Hospital. Public Health continued to assist at the Free Clinic until March of 2023. With the abrupt decrease in staff capacity, a decision was made to offer support from ADRC staff to assist with sharing resources to clients in the absence of public health nurses. In the fall, public health nursing staff were able to offer a vaccine clinic specific for flu shots during the flu season to those that were eligible.



PUBLIC HEALTH UNIT

Environmental Health

Richland County was part of a five county consortium through the end of 2023 to provide environmental health services to residents of Richland County. The Grant County Health Department was the lead agency and fiscal agent for the Environmental Health Consortia and employed one Registered Sanitarian who was the Environmental Health Coordinator for all five counties, which included Grant, Iowa, Lafayette, Vernon, and Richland. The Grant County Environmental Health Coordinator assisted with investigation and follow-up of human health hazard complaints and coordinated environmental health programs listed below, with the assistance of public health staff accompanying on some home visits.

2023 Environmental Health Contacts		2023 Environmental Health Home Visits	
Lead	18	Lead	3
Radon	30	Radon	1
Water	12	Water	0
Asbestos	9	Asbestos	1
Solid Waste	42	Solid Waste	9
Air Quality	28	Air Quality	3
Sewer	6	Fit Testing	2
Animal/Pest	14	Animal/Pest	0
Housing	41	Housing	13
Total	200	Total	32

Private Well Testing

Water sampling kits are available free of charge for testing private wells for bacteria, nitrates, fluoride, and metals for families with new babies. Water test kits are also available fee-for-service for anyone who wants to test their private well water supply. Public Health has test kits available at the agency and the fees are sent directly to the Wisconsin State Laboratory of Hygiene with the sample. The Public Health department is happy to help explain the results of the water tests or consult on concerns related to water quality.

Radon Test Kits

Radon is a radioactive gas that comes from the natural decay of uranium, which is found in nearly all soils. Radon typically moves up through the ground to the air above and seeps into homes through cracks and other holes in foundations. Radon can get trapped in homes where it



PUBLIC HEALTH UNIT

can build up and have a negative impact on health. The Public Health Department has free radon kits to test for this gas.

In 2023, 55 Radon test kits were distributed and 34 test kits returned.

Childhood Lead Poisoning Prevention

Lead poisoning in children can be difficult to detect, resulting in devastating long term effects including reduced IQ and attention span, learning disabilities, developmental delays and other health and behavioral issues. Preventing exposure requires preventing children from coming into contact with lead hazards by identifying and repairing the hazards.

Children are screened by the collection of a capillary blood sample which is sent to the Wisconsin State Laboratory of Hygiene (WSLH) for analysis. Public Health Nurses and the Environmental Health Coordinator make home visits to provide education and assessment of the child's environment for lead hazards.

Property owners are responsible to comply with lead hazard reduction measures ordered by Public Health. Lead poisoning screening and prevention activities provide essential tools to identify risk and eliminate exposure.

131 Richland County children were screened for lead exposure in 2023 with 12 reported cases of elevated blood lead test results.

Preparedness & Response

In the fall of 2023, preparedness/response efforts shifted away from COVID-19 response. Richland County Public Health is a member of the Region #5 South Central Wisconsin Healthcare Emergency Readiness Coalition (SCWIHERC) which participates in trainings/education pertaining to preparedness & response services and capabilities.

The mass immunization influenza clinics offered in the Richland county schools in October of 2023 served as an emergency preparedness functional exercise and was successfully completed by all public health staff within their respective roles.

Richland County
CIP Department List
Budget year 2025

[illegible]

RESOLUTION NO. 24 - 38

Resolution Approving 2025 Capital Improvement Plan.

WHEREAS the current practice of short-term borrowing has been utilized to complete various capital improvement projects within the county, and

WHEREAS a significant reduction in the amount of short-term borrowing is proposed for 2025 capital improvement projects, and

WHEREAS the amount of proposed short-term borrowing for 2025 capital improvement projects is \$601,200 (excluding fees) with \$500,000 for Highway Department projects and \$101,200 for MIS projects, and

WHEREAS the Executive and Finance Standing Committee has carefully reviewed the proposed 2025 Capital Improvement Plan, and

NOW THEREFORE BE IT RESOLVED by the Richland County Board of Supervisors that the 2025 Capital Improvement Plan is approved as presented, and

BE IT FURTHER RESOLVED that Administrator Pesch and Finance Director Erbs are directed to initiate the required procedure(s) to utilize short-term borrowing, and

BE IT FURTHER RESOLVED that this resolution should be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION		RESOLUTION OFFERED BY THE EXECUTIVE & FINANCE STANDING COMMITTEE (11 JUNE 2024)	
AYES_____	NOES_____		
RESOLUTION_____		FOR	AGAINST
DEREK S. KALISH COUNTY CLERK		STEVE CARROW	X
		KEN RYNES	X
DATED: JUNE 18, 2024		GARY MANNING	X
		MARK GILL	X
		INGRID GLASBRENNER	X
		DAVID TURK	X
		BOB FRANK	
		STEVE WILLIAMSON	X
		MARC COUEY	

RESOLUTION NO. 24 - 39

Resolution Approving Purchase Of Finance, Payroll, And Human Resources Software From Tyler Technologies.

WHEREAS the county’s current Finance, Payroll, and Human Resources software is outdated and has limited processing capabilities and functionalities, and

WHEREAS the features of new and upgraded Finance, Payroll, and Human Resources software will create efficiencies in a variety of county departmental functions, allow for increased analysis of county information for general operational purposes, and assist in the efforts to promote transparency and the availability of information to the general public, and

WHEREAS the Executive and Finance Standing Committee has carefully reviewed the quote for Finance, Payroll, and Human Resources software from Tyler Technologies, and

WHEREAS costs for implementation and the first three years of expense will be funded with ARPA funds (Fund 93) with subsequent years being funded within the general county operations as currently budgeted, and

NOW THEREFORE BE IT RESOLVED by the Richland County Board of Supervisors that approval is hereby given for the purchase of Finance, Payroll, and Human Resources software from Tyler Technologies with an implementation cost of \$163,505 and an annual cost not to exceed \$120,000 for initial term (first three years) of contract.

BE IT FURTHER RESOLVED that this resolution should be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION		RESOLUTION OFFERED BY THE EXECUTIVE & FINANCE STANDING COMMITTEE (11 JUNE 2024)	
AYES_____	NOES_____		
RESOLUTION_____		FOR	AGAINST
DEREK S. KALISH	STEVE CARROW		X
COUNTY CLERK	KEN RYNES		X
	GARY MANNING		X
DATED: JUNE 18, 2024	MARK GILL		X
	INGRID GLASBRENNER		X
	DAVID TURK		X
	BOB FRANK		
	STEVE WILLIAMSON		X
	MARC COUEY		



SOFTWARE AS A SERVICE AGREEMENT

This Software as a Service Agreement is made between Tyler Technologies, Inc. and Client.

WHEREAS, Client selected Tyler to provide certain products and services set forth in the Investment Summary, including providing Client with access to Tyler's proprietary software products, and Tyler desires to provide such products and services under the terms of this Agreement;

WHEREAS, Client is a member of Sourcewell (formerly known as National Joint Powers Alliance) ("Sourcewell") under member number 199217.

WHEREAS, Tyler participated in the competitive bid process in response to Sourcewell RFP #090320 by submitting a proposal, on which Sourcewell awarded Tyler a Sourcewell contract, numbered 090320-TTI (hereinafter, the "Sourcewell Contract");

WHEREAS, documentation of the Sourcewell competitive bid process, as well as Tyler's contract with and pricing information for Sourcewell is available at <https://www.sourcewell-mn.gov/cooperative-purchasing/090320-tti>; and

WHEREAS, Client desires to purchase off the Sourcewell Contract to procure financial management and Time and Attendance management software functionality from Tyler, which Tyler agrees to deliver pursuant to the Sourcewell Contract and under the terms and conditions set forth below;

NOW THEREFORE, in consideration of the foregoing and of the mutual covenants and promises set forth in this Agreement, Tyler and Client agree as follows:

SECTION A – DEFINITIONS

- **"Agreement"** means this Software as a Service Agreement.
- **"Business Travel Policy"** means our business travel policy. A copy of our current Business Travel Policy is attached as Schedule 1 to Exhibit B.
- **"Client"** means Richland County, Wisconsin.
- **"Data"** means your data necessary to utilize the Tyler Software.
- **"Data Storage Capacity"** means the contracted amount of storage capacity for your Data identified in the Investment Summary.
- **"Defect"** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our written proposal to you, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **"Defined Users"** means the number of users that are authorized to use the SaaS Services. The Defined Users for the Agreement are as identified in the Investment Summary. If Exhibit A

contains Enterprise Permitting & Licensing labeled software, defined users mean the maximum number of named users that are authorized to use the Enterprise Permitting & Licensing labeled modules as indicated in the Investment Summary.

- **“Developer”** means a third party who owns the intellectual property rights to Third Party Software.
- **“Documentation”** means any online or written documentation related to the use or functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-help documentation.
- **“Effective Date”** means the date by which both your and our authorized representatives have signed the Agreement.
- **“Force Majeure”** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.
- **“Investment Summary”** means the agreed upon cost proposal for the products and services attached as Exhibit A.
- **“Invoicing and Payment Policy”** means the invoicing and payment policy. A copy of our current Invoicing and Payment Policy is attached as Exhibit B.
- **“Order Form”** means an ordering document that includes a quote or investment summary and specifying the items to be provided by Tyler to Client, including any addenda and supplements thereto.
- **“SaaS Fees”** means the fees for the SaaS Services identified in the Investment Summary.
- **“SaaS Services”** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting or other professional services.
- **“SLA”** means the service level agreement. A copy of our current SLA is attached hereto as Exhibit C.
- **“Statement of Work”** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software, and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit E.
- **“Support Call Process”** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Schedule 1 to Exhibit C.
- **“Third Party Hardware”** means the third party hardware, if any, identified in the Investment Summary.
- **“Third Party Products”** means the Third Party Software and Third Party Hardware.
- **“Third Party SaaS Services”** means software as a service provided by a third party, if any, identified in the Investment Summary.
- **“Third Party Services”** means the third party services, if any, identified in the Investment Summary.
- **“Third Party Software”** means the third party software, if any, identified in the Investment Summary.
- **“Third Party Terms”** means, if any, the end user license agreement(s) or similar terms for the Third Party Products or other parties’ products or services, as applicable, and attached or

indicated at Exhibit D.

- **“Tyler”** means Tyler Technologies, Inc., a Delaware corporation.
- **“Tyler Software”** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **“we”, “us”, “our”** and similar terms mean Tyler.
- **“you”** and similar terms mean Client.

SECTION B – SAAS SERVICES

1. Rights Granted. We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your internal business purposes for the number of Defined Users only. The Tyler Software will be made available to you according to the terms of the SLA. You acknowledge that we have no delivery obligations and we will not ship copies of the Tyler Software as part of the SaaS Services. You may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(9). The foregoing notwithstanding, to the extent we have sold you perpetual licenses for Tyler Software, if and listed in the Investment Summary, for which you are receiving SaaS Services, your rights to use such Tyler Software are perpetual, subject to the terms and conditions of this Agreement including, without limitation, Section B(4). We will make any such software available to you for download.
2. SaaS Fees. You agree to pay us the SaaS Fees. Those amounts are payable in accordance with our Invoicing and Payment Policy. The SaaS Fees are based on the number of Defined Users and amount of Data Storage Capacity. You may add additional users or additional data storage capacity on the terms set forth in Section H(1). In the event you regularly and/or meaningfully exceed the Defined Users or Data Storage Capacity, we reserve the right to charge you additional fees commensurate with the overage(s).
3. Ownership.
 - 3.1 We retain all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by us under this Agreement. You do not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.
 - 3.2 The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.
 - 3.3 You retain all ownership and intellectual property rights to the Data. You expressly recognize that except to the extent necessary to carry out our obligations contained in this Agreement, we do not create or endorse any Data used in connection with the SaaS Services.
4. Restrictions. You may not: (a) make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party’s business operations; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services; (c) access or use the SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to us; or (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services, Tyler Software, or

Documentation available to any third party other than as expressly permitted by this Agreement.

5. Software Warranty. We warrant that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the maintenance and support process set forth in Section C(9), below, the SLA and our then current Support Call Process.
6. SaaS Services.
 - 6.1 Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 21. We have attained, and will maintain, SOC 1 and SOC 2 compliance, or its equivalent, for so long as you are timely paying for SaaS Services. The scope of audit coverage varies for some Tyler Software solutions. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our compliance report(s) or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information. If our SaaS Services are provided using a 3rd party data center, we will provide available compliance reports for that data center.
 - 6.2 You will be hosted on shared hardware in a Tyler data center or in a third-party data center. In either event, databases containing your Data will be dedicated to you and inaccessible to our other customers.
 - 6.3 Our Tyler data centers have fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Tyler Software in the event of a disaster or component failure. In the event of a data center failure, we reserve the right to employ our disaster recovery plan for resumption of the SaaS Services. In that event, we commit to a Recovery Point Objective ("RPO") of 24 hours and a Recovery Time Objective ("RTO") of 24 hours. RPO represents the maximum duration of time between the most recent recoverable copy of your hosted Data and subsequent data center failure. RTO represents the maximum duration of time following data center failure within which your access to the Tyler Software must be restored.
 - 6.4 We conduct annual penetration testing of either the production network and/or web application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. We will provide you with a written or electronic record of the actions taken by us in the event that any unauthorized access to your database(s) is detected as a result of our security protocols. We will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at your written request. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of our network and systems (hosted or otherwise) is prohibited without the prior written approval of our IT Security Officer.
 - 6.5 We test our disaster recovery plan on an annual basis. Our standard test is not client-specific. Should you request a client-specific disaster recovery test, we will work with you to schedule

and execute such a test on a mutually agreeable schedule. At your written request, we will provide test results to you within a commercially reasonable timeframe after receipt of the request.

6.6 We will be responsible for importing back-up and verifying that you can log-in. You will be responsible for running reports and testing critical processes to verify the returned Data.

6.7 We provide secure Data transmission paths between each of your workstations and our servers.

6.8 Tyler data centers are accessible only by authorized personnel with a unique key entry. All other visitors to Tyler data centers must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.

6.9 Where applicable with respect to our applications that take or process card payment data, we are responsible for the security of cardholder data that we possess, including functions relating to storing, processing, and transmitting of the cardholder data and affirm that, as of the Effective Date, we comply with applicable requirements to be considered PCI DSS compliant and have performed the necessary steps to validate compliance with the PCI DSS. We agree to supply the current status of our PCI DSS compliance program in the form of an official Attestation of Compliance, which can be found at <https://www.tylertech.com/about-us/compliance>, and in the event of any change in our status, will comply with applicable notice requirements.

SECTION C – PROFESSIONAL SERVICES

1. Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and described in the Statement of Work.
2. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy. You acknowledge that the fees stated in the Investment Summary are good-faith estimates of the amount of time and materials required for your implementation. We will bill you the actual fees incurred based on the in-scope services provided to you. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours.
3. Additional Services. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote.
4. Cancellation. If you cancel services less than four (4) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (a) daily fees associated with cancelled professional services if we are unable to reassign our personnel and (b) any non-refundable travel expenses already incurred by us on your behalf. We will make all reasonable efforts to reassign

personnel in the event you cancel within four (4) weeks of scheduled commitments.

5. Services Warranty. We will perform the services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.
6. Site Access and Requirements. At no cost to us, you agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.
7. Background Checks. For at least the past twelve (12) years, all of our employees have undergone criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies.
8. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission).
9. Maintenance and Support. For so long as you timely pay your SaaS Fees according to the Invoicing and Payment Policy, then in addition to the terms set forth in the SLA and the Support Call Process, we will:
 - 9.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (subject to any applicable release life cycle policy);
 - 9.2 provide support during our established support hours;
 - 9.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third Party Software, if any, in order to provide maintenance and support services;
 - 9.4 make available to you all releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and
 - 9.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with any applicable release life cycle policy.

We will use all reasonable efforts to perform support services remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably

require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain your VPN for backup connectivity purposes.

For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (b) application design; (c) other consulting services; or (d) support outside our normal business hours as listed in our then-current Support Call Process. Requested services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) weeks' advance notice.

SECTION D – THIRD PARTY PRODUCTS

1. Third Party Hardware. We will sell, deliver, and install onsite the Third Party Hardware, if you have purchased any, for the price set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.
2. Third Party Software. As part of the SaaS Services, you will receive access to the Third Party Software and related documentation for internal business purposes only. Your rights to the Third Party Software will be governed by the Third Party Terms.
3. Third Party Products Warranties.
 - 3.1 We are authorized by each Developer to grant access to the Third Party Software.
 - 3.2 The Third Party Hardware will be new and unused, and upon payment in full, you will receive free and clear title to the Third Party Hardware.
 - 3.3 You acknowledge that we are not the manufacturer of the Third Party Products. We do not warrant or guarantee the performance of the Third Party Products. However, we grant and pass through to you any warranty that we may receive from the Developer or supplier of the Third Party Products.
4. Third Party Services. If you have purchased Third Party Services, those services will be provided independent of Tyler by such third-party at the rates set forth in the Investment Summary and in accordance with our Invoicing and Payment Policy.

SECTION E - INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you the SaaS Fees and fees for other professional services in the Investment Summary per our Invoicing and Payment Policy, subject to Section E(2).

2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all SaaS Services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

SECTION F – TERM AND TERMINATION

1. Term. The initial term of this Agreement is equal to the number of years indicated for SaaS Services in Exhibit A, commencing on the first day of the first month following the Effective Date, unless earlier terminated as set forth below. If no duration is indicated in Exhibit A, the initial term is one (1) year. Upon expiration of the initial term, this Agreement will renew automatically for additional one (1) year renewal terms at our then-current SaaS Fees unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current renewal term. Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.
2. Termination. This Agreement may be terminated as set forth below. In the event of termination, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than your termination for cause must have been submitted as invoice disputes in accordance with Section E(2).
 - 2.1 Failure to Pay SaaS Fees. You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of SaaS Fees. If you fail to timely pay the SaaS Fees, we may discontinue the SaaS Services and deny your access to the Tyler Software. We may also terminate this Agreement if you don't cure such failure to pay within forty-five (45) days of receiving written notice of our intent to terminate.
 - 2.2 For Cause. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section H(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section H(3).
 - 2.3 Force Majeure. Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of the SaaS Services for a period of forty-five (45) days or more.
 - 2.4 Lack of Appropriations. If you should not appropriate or otherwise make available funds sufficient to utilize the SaaS Services, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. You will not be entitled to a refund or offset of previously paid, but unused SaaS Fees. You agree not to use termination for lack of appropriations as a

substitute for termination for convenience.

SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.

- 1.1 We will defend you against any third party claim(s) that the Tyler Software or Documentation infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.
- 1.2 Our obligations under this Section G(1) will not apply to the extent the claim or adverse final judgment is based on your use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties, or your willful infringement.
- 1.3 If we receive information concerning an infringement or misappropriation claim related to the Tyler Software, we may, at our expense and without obligation to do so, either: (a) procure for you the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent, in which case you will stop running the allegedly infringing Tyler Software immediately. Alternatively, we may decide to litigate the claim to judgment, in which case you may continue to use the Tyler Software consistent with the terms of this Agreement.
- 1.4 If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

2. General Indemnification.

- 2.1 We will indemnify and hold harmless you and your agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by our negligence or willful misconduct; or (b) our violation of PCI-DSS requirements or a law applicable to our performance under this Agreement. You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.
- 2.2 To the extent permitted by applicable law, you will indemnify and hold harmless us and our agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by your negligence or willful misconduct; or (b) your violation of a law applicable to your performance under this Agreement. We will notify you promptly in writing of the claim and will give you sole control over its defense

or settlement. We agree to provide you with reasonable assistance, cooperation, and information in defending the claim at your expense.

3. **DISCLAIMER.** EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CLIENT UNDERSTANDS AND AGREES THAT TYLER DISCLAIMS ANY LIABILITY FOR ERRORS THAT RELATE TO USER ERROR.
4. **LIMITATION OF LIABILITY.** EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) DURING THE INITIAL TERM, AS SET FORTH IN SECTION F(1), TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (B) DURING ANY RENEWAL TERM, THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY AND TO THE MAXIMUM EXTENT ALLOWED UNDER APPLICABLE LAW, THE EXCLUSION OF CERTAIN DAMAGES, AND EACH SHALL APPLY REGARDLESS OF THE FAILURE OF AN ESSENTIAL PURPOSE OF ANY REMEDY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS G(1) AND G(2).
5. **EXCLUSION OF CERTAIN DAMAGES.** TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
6. **Insurance.** During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (a) Commercial General Liability of at least \$1,000,000; (b) Automobile Liability of at least \$1,000,000; (c) Professional Liability of at least \$1,000,000; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least \$5,000,000. We will add you as an additional insured to our Commercial General Liability and Automobile Liability policies, which will automatically add you as an additional insured to our Excess/Umbrella Liability policy as well. We will provide you with copies of certificates of insurance upon your written request.

SECTION H – GENERAL TERMS AND CONDITIONS

1. **Additional Products and Services.** You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional products and services at our then-current list price, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.
2. **Optional Items.** Pricing for any listed optional products and services in the Investment Summary will be valid for twelve (12) months from the Effective Date.

3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, then the parties shall participate in non-binding mediation in an effort to resolve the dispute. If the dispute remains unresolved after mediation, then either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.
4. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.
5. Nondiscrimination. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.
6. E-Verify. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.
7. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.
8. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of, either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.
9. Force Majeure. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.

10. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party Terms.
11. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Purchase orders submitted by you, if any, are for your internal administrative purposes only, and the terms and conditions contained in those purchase orders will have no force or effect. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.
12. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.
13. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.
14. Independent Contractor. We are an independent contractor for all purposes under this Agreement.
15. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (a) actual receipt by the receiving party; (b) upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the receiving party; (c) upon receipt by sender of proof of email delivery; or (d) if not actually received, five (5) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the other party at the address set forth on the signature page hereto or such other address as the party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving party of a change in address will be borne by the intended receiving party.
16. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials.
17. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (*e.g.*, social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This

obligation of confidentiality will not apply to information that:

- (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
- (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
- (c) a party receives from a third party who has a right to disclose it to the receiving party; or
- (d) is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.

18. Quarantining of Client Data. Some services provided by Tyler require us to be in possession of your Data. In the event we detect malware or other conditions associated with your Data that are reasonably suspected of putting Tyler resources or other Tyler clients' data at risk, we reserve the absolute right to move your Data from its location within a multi-tenancy Tyler hosted environment to an isolated "quarantined" environment without advance notice. Your Data will remain in such quarantine for a period of at least six (6) months during which time we will review the Data, and all traffic associated with the Data, for signs of malware or other similar issues. If no issues are detected through such reviews during the six (6) month period of quarantine, we will coordinate with you the restoration of your Data to a non-quarantined environment. In the event your Data must remain in quarantine beyond this six (6) month period through no fault of Tyler's, we reserve the right to require payment of additional fees for the extended duration of quarantine. We will provide an estimate of what those costs will be upon your request.
19. Business License. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license.
20. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law.
21. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.
22. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. We reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.
23. Data & Insights Solution Terms. Your use of certain Tyler solutions includes Tyler's Data & Insights data platform. Your rights, and the rights of any of your end users, to use Tyler's Data & Insights data platform is subject to the Data & Insights SaaS Services Terms of Service, available at <https://www.tylertech.com/terms/data-insights-saas-services-terms-of-service>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using any of the Tyler solutions listed at the

linked terms, you certify that you have reviewed, understand, and agree to said terms.

24. Contract Documents. This Agreement includes the following exhibits:

Exhibit A	Investment Summary
Exhibit B	Invoicing and Payment Policy
	Schedule 1: Business Travel Policy
Exhibit C	Service Level Agreement
	Schedule 1: Support Call Process
Exhibit D	Third Party Terms
Exhibit E	Statement of Work

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Agreement as of the date(s) set forth below.

Tyler Technologies, Inc.

Richland County, WI

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Address for Notices:

Tyler Technologies, Inc.
One Tyler Drive
Yarmouth, ME 04096
Attention: Chief Legal Officer

Address for Notices:

Richland County
181 West Seminary Street
Richland Center, WI 53581
Attention: Derek Kalish



Exhibit A

Investment Summary

The following Investment Summary details the software and services to be delivered by us to you under the Agreement. This Investment Summary is effective as of the Effective Date, despite any expiration date in the Investment Summary that may have lapsed as of the Effective Date.

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**Sales Quotation For:**

Richland County
 181 W. Seminary Street
 Richland Center WI 53581-0310
 Derek Kalish
 +1 (608) 647-2197
 derek.kalish@co.richland.wi.us

Quoted BY Scott Isaacs
 Quote Expiration 9/28/24
 Quote Name Tyler Investment Summary

Tyler Annual Software – SaaS			
Description	List Price	Discount	Annual
ERP Pro			
ERP Pro 10 Financial Management Suite			
Applicant Tracking	\$ 3,900	\$ 1,053	\$ 2,847
Invoice Approvals	\$ 0	\$ 0	\$ 0
Core Financials	\$ 18,001	\$ 4,860	\$ 13,141
Benefits Enrollment	\$ 14,025	\$ 3,787	\$ 10,238
Electronic Time Clock Interface (Kronos - Import/Export)	\$ 2,829	\$ 764	\$ 2,065
Grants Management	\$ 1,800	\$ 486	\$ 1,314
Human Resources Management (Includes Position Budgeting)	\$ 25,717	\$ 6,944	\$ 18,773
Employee Access Pro	\$ 0	\$ 0	\$ 0
Project Accounting	\$ 4,202	\$ 1,135	\$ 3,067
ePurchasing	\$ 2,000	\$ 540	\$ 1,460
Purchasing	\$ 5,602	\$ 1,513	\$ 4,089
Accounts Receivable	\$ 4,598	\$ 1,241	\$ 3,357

Tyler Annual Software – SaaS			
Description	List Price	Discount	Annual
ERP Pro 10 Customer Relationship Management Suite			
Cashiering	\$ 1,415	\$ 382	\$ 1,033
Tyler One			
Identity			
Identity Workforce Advanced [350]	\$ 2,100	\$ 0	\$ 2,100
Time & Attendance			
Time & Attendance Mobile Access License	\$ 1,503	\$ 406	\$ 1,097
Advanced Scheduling	\$ 15,683	\$ 4,234	\$ 11,449
Time & Attendance	\$ 16,334	\$ 4,410	\$ 11,924
Data & Insights			
Open Budget	\$ 3,500	\$ 945	\$ 2,555
Finance Insights	\$ 9,000	\$ 2,430	\$ 6,570
Finance Insights Expenditures	\$ 2,750	\$ 743	\$ 2,007
Open Payroll	\$ 2,750	\$ 743	\$ 2,007
Content Manager Suite			
Content Manager Enterprise	\$ 15,432	\$ 4,167	\$ 11,265
Content Manager Employee Onboarding	\$ 5,787	\$ 1,562	\$ 4,225
TOTAL:			
Term # of Years: 3			
	\$ 158,928	\$ 42,345	\$ 116,583

Tyler Annual Services			
Description	List Price	Discount	Annual
ERP			
Other Services			
Tyler University	\$ 4,998	\$ 2,499	\$ 2,499

TOTAL: \$ 4,998 \$ 2,499 \$ 2,499

Tyler Fees per Transaction	
Description	Net Unit Price
ERP Pro	
ERP Pro 10 Financial Management Suite	
AP Automation	\$ 0.00

Third Party Software & Hardware				
Description	Quantity	Unit Price	Extended Price	Annual
Tyler One				
Time & Attendance				
Touchscreen 10: Biometric and Mag Stripe Reader	1	\$ 3,010	\$ 3,010	\$ 301
TOTAL:			\$ 3,010	\$ 301

Services		
Description	Hours/Units	Extended Price
ERP Pro 10 Financial Management Suite		
Professional Services	552	\$ 80,040
Data Conversion Services		\$ 11,000
Project Management	1	\$ 2,000
ERP Pro 9 Financial Management Suite		
Professional Services	4	\$ 580
Project Management	1	\$ 2,000

Services		
Description	Hours/Units	Extended Price
ERP Pro 10 Customer Relationship Management Suite		
Professional Services	20	\$ 2,900
Project Management	1	\$ 1,250
Time & Attendance		
Project Management	1	\$ 2,000
Professional Services	192	\$ 27,840
Data & Insights		
Professional Services	51	\$ 7,395
Content Manager Suite		
Professional Services	162	\$ 23,490
TOTAL:		\$ 160,495

Summary	One Time Fees	Recurring Fees
Total SaaS		\$ 116,583
Total Third Party Hardware, Software, Services	\$ 3,010	\$ 301
Total Tyler Services	\$ 160,495	\$ 2,499
Summary Total	\$ 163,505	\$ 119,383

Comments

Work will be delivered remotely unless otherwise noted in this agreement.
SaaS is considered a term of one year unless otherwise indicated.

Cashiering	Cashiering supports credit/debit cards, is PCI Compliant, and includes a cash collection interface and a cashiering receipt import.
Core Financials	Core Financials includes general ledger, budget prep, bank recon, AP, CellSense, a standard forms pkg, output director, positive pay, secure signatures.
Identity Workforce Advanced [350]	Tyler’s Identity Workforce currently supports the following identity providers (IdP’s) for use with Tyler back-office solutions: Microsoft Active Directory through Azure AD, ADFS or Okta AD agent, Google Cloud Identity, Identity Automation RapidIdentity, and Okta. Any requirement by you to use an IdP not supported by Tyler may require additional costs, available upon request. Identity Workforce SaaS Fees are based on user counts. Year one SaaS Fee is based on estimated user count as indicated in this order. Unless otherwise agreed by the parties, the SaaS Fee for each subsequent annual term is based on the preceding annual term’s annual user count.
Invoice Approvals	Invoice Approvals, included with AP Automation, automates invoice workflows by routing them to the appropriate departments for completion and approval.
Content Manager Enterprise	Includes Employee Onboarding
Advanced Scheduling	Advanced Scheduling includes Advanced Scheduling Mobile Access
Human Resources Management Data Conversion	Human Resources Management conversion includes employee master, deductions/taxes, retirement, current leave totals, current direct deposit, current calendar year transactions, and unlimited history.

General Ledger Data Conversion

General Ledger conversion includes Chart of Accounts, current fiscal year transactions, and unlimited history.

Accounts Payable Data Conversion

Accounts Payable conversion includes Vendor Master records, current fiscal year transactions, and unlimited history.

Accounts Receivable Data Conversion

Accounts Receivable conversions include master files (contacts properties)

AP Automation

AP Automation pricing quoted reflects processing via check or Virtual Card. Processing checks will incur a fee and an invoice will be provided annually based on actual usage. Please refer to the Terms of Use for Fee Structure and to agree to terms: <https://www.tylertech.com/client-terms/ap-automation-payment-terms-of-use>



Exhibit B

Invoicing and Payment Policy

We will provide you with the software and services set forth in the Investment Summary of the Agreement. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

Invoicing: We will invoice you for the applicable software and services in the Investment Summary as set forth below. Your rights to dispute any invoice are set forth in the Agreement.

1. **SaaS Fees.** SaaS Fees, for the entire three (3) year initial term, will be invoiced upon the commencement of the initial term as set forth in Section F (1) of this Agreement. Your annual SaaS fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual SaaS fees are invoiced on an annual basis and will be at our then-current rates.
2. **Other Tyler Software and Services.**
 - 2.1 *Implementation and Other Professional Services (including training):* Implementation and other professional services (including training) are billed and invoiced as delivered, at the rates set forth in the Investment Summary.
 - 2.2 *Consulting Services:* If you have purchased any Business Process Consulting services, if they have been quoted as fixed-fee services, they will be invoiced 50% upon your acceptance of the Best Practice Recommendations, by module, and 50% upon your acceptance of custom desktop procedures, by module. If you have purchased any Business Process Consulting services and they are quoted as an estimate, then we will bill you the actual services delivered on a time and materials basis.
 - 2.3 *Conversions:* Fixed-fee conversions are invoiced 50% upon initial delivery of the converted Data, by conversion option, and 50% upon Client acceptance to load the converted Data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, we will bill you the actual services delivered on a time and materials basis.
 - 2.4 *Requested Modifications to the Tyler Software:* Requested modifications to the Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. You must report any failure of the modification to conform to the specifications within thirty (30) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 30-day window has passed. You may still report Defects to us as set forth in this Agreement.
 - 2.5 *Other Fixed Price Services:* Other fixed price services are invoiced as delivered, at the rates set forth in the Investment Summary. For the avoidance of doubt, where "Project Planning Services" are provided, payment will be due upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be billed monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
 - 2.6 *Web Services:* Annual fees for web services are payable in advance, commencing upon the

availability of the service. Your annual fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual fees will be at our then-current rates.

2.7 *Annual Services*: Unless otherwise indicated in this Exhibit B, fees for annual services are due annually, in advance, commencing on the availability of the service. Your annual fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual fees will be at our then-current rates.

3. Third Party Products and Hardware.

3.1 *Third Party Software License Fees*: License fees for Third Party Software, if any, are invoiced when we make it available to you for downloading.

3.2 *Third Party Software Maintenance*: The first year maintenance fee for the Third Party Software is invoiced when we make it available to you for downloading. Subsequent annual maintenance fees for Third Party Software are invoiced annually, in advance, at then-current rates, upon each anniversary thereof.

3.3 *Hardware*: Third Party Hardware costs, if any, are invoiced upon delivery.

3.4 *Hardware Maintenance*: The first year maintenance fee for Hardware is invoiced upon delivery of the hardware. Subsequent annual maintenance fees for hardware are invoiced annually, in advance, at then-current rates, upon each anniversary thereof.

3.5 *Third Party Services*: Fees for Third Party Services, if any, are invoiced as delivered, along with applicable expenses, at the rates set forth in the Investment Summary. For the avoidance of doubt, Finite Matters will invoice Client directly for any services fees for Pattern Stream.

3.6 *Third Party SaaS*: Third Party SaaS Services fees, if any, are invoiced annually, in advance, commencing with availability of the respective Third Party SaaS Services. Pricing for the first year of Third Party SaaS Services is indicated in the Investment Summary. Pricing for subsequent years will be at the respective third party's then-current rates.

4. Transaction Fees. Unless paid directly by an end user at the time of transaction, per transaction (call, message, etc.) fees are invoiced on a quarterly basis. Fees are indicated in the Investment Summary and may be increased by Tyler upon notice of no less than thirty (30) days.

5. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses for Tyler delivered services will be billed as incurred and only in accordance with our then-current Business Travel Policy, plus a 10% travel agency processing fee. Our current Business Travel Policy is attached to this Exhibit B as Schedule 1. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. We prefer to receive payments electronically. Our electronic payment information is available by contacting AR@tylertech.com.



Exhibit B
Schedule 1
Business Travel Policy

1. Air Travel

A. Reservations & Tickets

The Travel Management Company (TMC) used by Tyler will provide an employee with a direct flight within two hours before or after the requested departure time, assuming that flight does not add more than three hours to the employee's total trip duration and the fare is within \$100 (each way) of the lowest logical fare. If a net savings of \$200 or more (each way) is possible through a connecting flight that is within two hours before or after the requested departure time and that does not add more than three hours to the employee's total trip duration, the connecting flight should be accepted.

Employees are encouraged to make advanced reservations to take full advantage of discount opportunities. Employees should use all reasonable efforts to make travel arrangements at least two (2) weeks in advance of commitments. A seven (7) day advance booking requirement is mandatory. When booking less than seven (7) days in advance, management approval will be required.

Except in the case of international travel where a segment of continuous air travel is six (6) or more consecutive hours in length, only economy or coach class seating is reimbursable. Employees shall not be reimbursed for "Basic Economy Fares" because these fares are non-refundable and have many restrictions that outweigh the cost-savings.

B. Baggage Fees

Reimbursement of personal baggage charges are based on trip duration as follows:

- Up to five (5) days = one (1) checked bag
- Six (6) or more days = two (2) checked bags

Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

A. Private Automobile

Mileage Allowance – Business use of an employee's private automobile will be reimbursed at the current IRS allowable rate, plus out of pocket costs for tolls and parking. Mileage will be calculated by using the employee's office as the starting and ending point, in compliance with IRS regulations. Employees who have been designated a home office should calculate miles from their home.

B. Rental Car

Employees are authorized to rent cars only in conjunction with air travel when cost, convenience, and the specific situation reasonably require their use. When renting a car for Tyler business, employees should select a "mid-size" or "intermediate" car. "Full" size cars may be rented when three or more employees are traveling together. Tyler carries leased vehicle coverage for business car rentals; except for employees traveling to Alaska and internationally (excluding Canada), additional insurance on the rental agreement should be declined.

C. Public Transportation

Taxi or airport limousine services may be considered when traveling in and around cities or to and from airports when less expensive means of transportation are unavailable or impractical. The actual fare plus a reasonable tip (15-18%) are reimbursable. In the case of a free hotel shuttle to the airport, tips are included in the per diem rates and will not be reimbursed separately.

D. Parking & Tolls

When parking at the airport, employees must use longer term parking areas that are measured in days as opposed to hours. Park and fly options located near some airports may also be used. For extended trips that would result in excessive parking charges, public transportation to/from the airport should be considered. Tolls will be reimbursed when receipts are presented.

3. Lodging

Tyler's TMC will select hotel chains that are well established, reasonable in price, and conveniently located in relation to the traveler's work assignment. Typical hotel chains include Courtyard, Fairfield Inn, Hampton Inn, and Holiday Inn Express. If the employee has a discount rate with a local hotel, the hotel reservation should note that discount and the employee should confirm the lower rate with the hotel upon arrival. Employee memberships in travel clubs such as AAA should be noted in their travel profiles so that the employee can take advantage of any lower club rates.

"No shows" or cancellation fees are not reimbursable if the employee does not comply with the hotel's cancellation policy.

Tips for maids and other hotel staff are included in the per diem rate and are not reimbursed separately.

Employees are not authorized to reserve non-traditional short-term lodging, such as Airbnb, VRBO, and HomeAway. Employees who elect to make such reservations shall not be reimbursed.

4. Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status within the continental U.S. are in accordance with the federal per diem rates published by the General Services Administration. Incidental expenses include tips to maids, hotel staff, and shuttle drivers and other minor travel expenses. Per diem rates are available at www.gsa.gov/perdiem.

Per diem for Alaska, Hawaii, U.S. protectorates and international destinations are provided separately by the Department of State and will be determined as required.

A. Overnight Travel

For each full day of travel, all three meals are reimbursable. Per diems on the first and last day of a trip are governed as set forth below.

Departure Day

Depart before 12:00 noon	Lunch and dinner
Depart after 12:00 noon	Dinner

Return Day

Return before 12:00 noon	Breakfast
Return between 12:00 noon & 7:00 p.m.	Breakfast and lunch
Return after 7:00 p.m.*	Breakfast, lunch and dinner

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

The reimbursement rates for individual meals are calculated as a percentage of the full day per diem as follows:

Breakfast	15%
Lunch	25%
Dinner	60%

B. Same Day Travel

Employees traveling at least 100 miles to a site and returning in the same day are eligible to claim lunch on an expense report. Employees on same day travel status are eligible to claim dinner in the event they return home after 7:00 p.m.*

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

5. Internet Access – Hotels and Airports

Employees who travel may need to access their e-mail at night. Many hotels provide free high speed internet access and Tyler employees are encouraged to use such hotels whenever possible. If an employee's hotel charges for internet access it is reimbursable up to \$10.00 per day. Charges for internet access at airports are not reimbursable.

6. International Travel

All international flights with the exception of flights between the U.S. and Canada should be reserved through TMC using the "lowest practical coach fare" with the exception of flights that are six (6) or more consecutive hours in length. In such event, the next available seating class above coach shall be reimbursed.

When required to travel internationally for business, employees shall be reimbursed for photo fees, application fees, and execution fees when obtaining a new passport book, but fees related to passport renewals are not reimbursable. Visa application and legal fees, entry taxes and departure taxes are reimbursable.

The cost of vaccinations that are either required for travel to specific countries or suggested by the U.S. Department of Health & Human Services for travel to specific countries, is reimbursable.

Section 4, Meals & Incidental Expenses, and Section 2.b., Rental Car, shall apply to this section.



Exhibit C

SERVICE LEVEL AGREEMENT

I. Agreement Overview

This SLA operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels that we will provide to you to ensure the availability of the application services that you have requested us to provide. All other support services are documented in the Support Call Process. This SLA does not apply to any Third Party SaaS Services. All other support services are documented in the Support Call Process.

II. Definitions. Except as defined below, all defined terms have the meaning set forth in the Agreement.

Actual Attainment: The percentage of time the Tyler Software is available during a calendar month, calculated as follows: $(\text{Service Availability} - \text{Downtime}) \div \text{Service Availability}$.

Client Error Incident: Any service unavailability resulting from your applications, content or equipment, or the acts or omissions of any of your service users or third-party providers over whom we exercise no control.

Downtime: Those minutes during Service Availability, as defined below, when all users cannot launch, login, search or save primary data in the Tyler Software. Downtime does not include those instances in which only a Defect is present.

Emergency Maintenance Window: (1) maintenance that is required to patch a critical security vulnerability; (2) maintenance that is required to prevent an imminent outage of Service Availability; or (3) maintenance that is mutually agreed upon in writing by Tyler and the Client.

Planned Downtime: Downtime that occurs during a Standard or Emergency Maintenance window.

Service Availability: The total number of minutes in a calendar month that the Tyler Software is capable of receiving, processing, and responding to requests, excluding Planned Downtime, Client Error Incidents, denial of service attacks and Force Majeure. Service Availability only applies to Tyler Software being used in the live production environment.

Standard Maintenance: Routine maintenance to the Tyler Software and infrastructure. Standard Maintenance is limited to five (5) hours per week.

III. **Service Availability**

a. Your Responsibilities

Whenever you experience Downtime, you must make a support call according to the procedures outlined in the Support Call Process. You will receive a support case number.

b. Our Responsibilities

When our support team receives a call from you that Downtime has occurred or is occurring, we will work with you to identify the cause of the Downtime (including whether it may be the result of Planned Downtime, a Client Error Incident, denial of service attack or Force Majeure). We will also work with you to resume normal operations.

c. Client Relief

Our targeted Attainment Goal is 100%. You may be entitled to credits as indicated in the Client Relief Schedule found below. Your relief credit is calculated as a percentage of the SaaS Fees paid for the calendar month.

In order to receive relief credits, you must submit a request through one of the channels listed in our Support Call Process within fifteen days (15) of the end of the applicable month. We will respond to your relief request within thirty (30) day(s) of receipt.

The total credits confirmed by us will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Credits are only payable when Actual Attainment results in eligibility for credits in consecutive months and only for such consecutive months.

Client Relief Schedule	
Actual Attainment	Client Relief
99.99% - 99.70%	Remedial action will be taken
99.69% - 98.50%	2% of SaaS Fees paid for applicable month
98.49% - 97.50%	4% of SaaS Fees paid for applicable month
97.49% - 96.50%	6% of SaaS Fees paid for applicable month
96.49% - 95.50%	8% of SaaS Fees paid for applicable month
Below 95.50%	10% of SaaS Fees paid for applicable month

* Notwithstanding language in the Agreement to the contrary, Recovery Point Objective is one (1) hour.

IV. **Maintenance Notifications**

We perform Standard Maintenance during limited windows that are historically known to be reliably low-traffic times. If and when maintenance is predicted to occur during periods of higher traffic, we will provide advance notice of those windows and will coordinate to the greatest extent possible with you.

Not all maintenance activities will cause application unavailability. However, if Tyler anticipates that activities during a Standard or Emergency Maintenance window may make the Tyler Software unavailable, we will provide advance notice, as reasonably practicable, that the Tyler Software will be unavailable during the maintenance window.



Exhibit C Schedule 1 Support Call Process

Support Channels

Tyler Technologies, Inc. provides the following channels of software support for authorized users*:

- (1) On-line submission (portal) – for less urgent and functionality-based questions, users may create support incidents through the Tyler Customer Portal available at the Tyler Technologies website. A built-in Answer Panel provides users with resolutions to most “how-to” and configuration-based questions through a simplified search interface with machine learning, potentially eliminating the need to submit the support case.
- (2) Email – for less urgent situations, users may submit emails directly to the software support group.
- (3) Telephone – for urgent or complex questions, users receive toll-free, telephone software support.

** Channel availability may be limited for certain applications.*

Support Resources

A number of additional resources are available to provide a comprehensive and complete support experience:

- (1) Tyler Website – www.tylertech.com – for accessing client tools, documentation, and other information including support contact information.
- (2) Tyler Search -a knowledge based search engine that lets you search multiple sources simultaneously to find the answers you need, 24x7.
- (3) Tyler Community –provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
- (4) Tyler University – online training courses on Tyler products.

Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). Tyler’s holiday schedule is outlined below. There will be no support coverage on these days.

New Year’s Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

For support teams that provide after-hours service, we will provide you with procedures for contacting



support staff after normal business hours for reporting Priority Level 1 Defects only. Upon receipt of such a Defect notification, we will use commercially reasonable efforts to meet the resolution targets set forth below.

We will also make commercially reasonable efforts to be available for one pre-scheduled Saturday of each month to assist your IT staff with applying patches and release upgrades, as well as consulting with them on server maintenance and configuration of the Tyler Software environment.

Incident Handling

Incident Tracking

Every support incident is logged into Tyler's Customer Relationship Management System and given a unique case number. This system tracks the history of each incident. The case number is used to track and reference open issues when clients contact support. Clients may track incidents, using the case number, through Tyler's Customer Portal or by calling software support directly.

Incident Priority

Each incident is assigned a priority level, which corresponds to the Client's needs. Tyler and the Client will reasonably set the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain "characteristics" may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the Client towards clearly understanding and communicating the importance of the issue and to describe generally expected response and resolution targets in the production environment only.

References to a "confirmed support incident" mean that Tyler and the Client have successfully validated the reported Defect/support incident.

Priority Level	Characteristics of Support Incident	Resolution Targets*
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client's remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database.

Priority Level	Characteristics of Support Incident	Resolution Targets*
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler's responsibility for loss or corrupted data is limited to assisting the Client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack, which shall occur at least quarterly. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database.
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

**Response and Resolution Targets may differ by product or business need*

Incident Escalation

If Tyler is unable to resolve any priority level 1 or 2 defect as listed above or the priority of an issue has elevated since initiation, you may escalate the incident to the appropriate resource, as outlined by each product support team. The corresponding resource will meet with you and any Tyler staff to establish a mutually agreeable plan for addressing the defect.

Remote Support Tool

Some support calls may require further analysis of the Client's database, processes or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Tyler's support team must have the ability to quickly connect to the Client's system and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.



Exhibit D Third Party Terms

Cornerstone OnDemand Terms. Your use of Cornerstone OnDemand software and services is subject to terms found here: <https://s3.us-east-1.amazonaws.com/sumtotalsystems.com/prod/images/cornerstone-terms-of-use.pdf>. By signing a Tyler Agreement or Order Form including Cornerstone software or services, or accessing, installing, or using Cornerstone software or services, you agree that you have read, understood, and agree to such terms.

DocOrigin Terms. Your use of Tyler Forms software and forms is subject to the DocOrigin End User License Agreement available for download here: <https://eclipsecorp.us/eula/>. By signing a Tyler Agreement or Order Form including Tyler forms software or forms, or accessing, installing, or using Tyler Forms software or forms, you agree that you have read, understood, and agree to such terms.

Emphasys Terms. Your use of SymPro software and services is governed by terms available here: <https://tylertech.com/portals/0/terms/Emphasys-Software-Agreement/Emphasys-Software-Agreement.pdf>. By signing a Tyler Agreement or Order Form containing such software or services, or accessing, installing, or using SymPro software or services, you agree that you have read, understood, and agree to such terms.

Fire Prevention Mobile Terms. Your use of Tyler's Fire Prevention Mobile solutions is subject to the terms found here: <https://www.tylertech.com/terms/fire-prevention-mobile-third-party-terms>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using the Fire Prevention Mobile solution, you agree that you have read, understood, and agree to such terms.

Pattern Stream Terms. Your use of Pattern Stream software and services is subject to the terms found here: <https://www.tylertech.com/terms/finite-matters-ltd-consolidated-terms>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using Pattern Stream software or services, you agree that you have read, understood, and agree to such terms.

Quatred Terms. Your use of Quatred solutions is subject to the End User License Agreement terms found here: <https://www.quatred.com/eula>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using Quatred solutions provided to you by Tyler, you agree that you have read, understood, and agree to such terms.

ThinPrint Terms. Your use of Tyler Forms software and forms is subject to the End User License Agreement terms for ThinPrint Engine, ThinPrint License Server, and Connected Gateway found here: <https://www.thinprint.com/en/legal-notes/eula/>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using Tyler Forms software or forms, you agree that you have read, understood, and agree to such terms.



Twilio Acceptable Use Policy. Your use of the Tyler solutions listed below includes functionality provided by a Third Party Developer, Twilio. Your rights, and the rights of any of your end users, to use said functionality are subject to the terms of the Twilio Acceptable Use Policy, available at <http://www.twilio.com/legal/aup>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using any such Tyler solution, you certify that you have reviewed, understand and agree to said terms. Tyler hereby disclaims any and all liability related to your or your end user's failure to abide by the terms of the Twilio Acceptable Use Policy. Any liability for failure to abide by said terms shall rest solely with the person or entity whose conduct violated said terms.

- Electronic Warrants
- Online Dispute Resolution
- Enterprise Justice Notifications Add On (text notifications)
- Absence & Substitute
- Notify
- Enterprise Jury Manager
- Enterprise Supervision
- Virtual Court



Exhibit E
Statement of Work

Richland County

SOW from Tyler Technologies, Inc.

5/6/2024

Presented to:
Derek Kalish
181 W. Seminary St
Richland, WI 53581

Contact:
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Part 1: Executive Summary

1. Project Overview

1.1 Introduction

Tyler Technologies (“Tyler”) is the largest and most established provider of integrated software and technology services focused solely on the public sector. Tyler’s end-to-end solutions empower public sector entities including local, state, provincial and federal government, to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler’s solutions transform how clients gain actionable insights that solve problems in their communities.

1.2 Project Goals

This Statement of Work (“SOW”) documents the methodology, implementation stages, activities, and roles and responsibilities, and project scope listed in the Investment Summary of the Agreement between Tyler and the County (collectively the “Project”).

The overall goals of the project are to:

- Successfully implement the contracted scope on time and on budget
- Increase operational efficiencies and empower users to be more productive
- Improve accessibility and responsiveness to external and internal customer needs
- Overcome current challenges and meet future goals
- Providing a single, comprehensive, and integrated solution to manage business functions
- Streamline business processes through automation, integration, and workflows
- Provide a user-friendly user interface to promote system use and productivity
- Eliminate redundant data entry

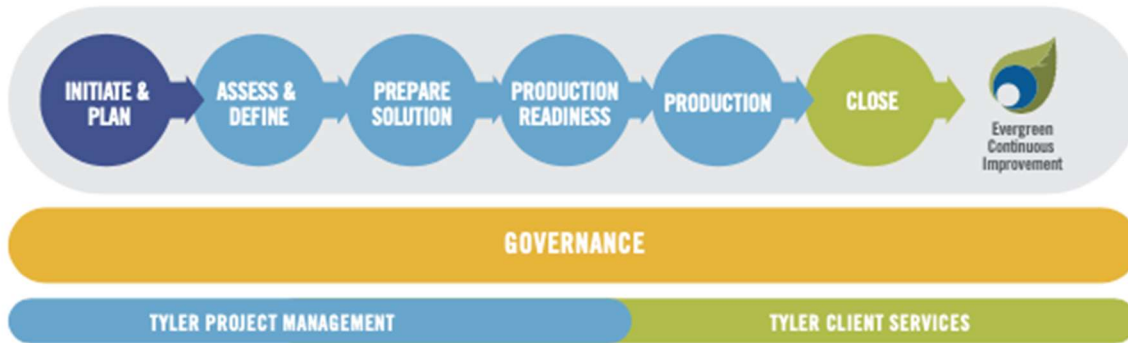
1.3 Methodology

This is accomplished by the County and Tyler working as a partnership and Tyler utilizing its depth of implementation experience. While each Project is unique, all will follow Tyler’s six-stage methodology. Each of the six stages is comprised of multiple work packages, and each work package includes a narrative description, objectives, tasks, inputs, outputs/deliverables, assumptions, and a responsibility matrix.

Tailored specifically for Tyler’s public sector clients, the project methodology contains Stage Acceptance Control Points throughout each Phase to ensure adherence to scope, budget, timeline controls, effective communications, and quality standards. Clearly defined, the project methodology repeats consistently across Phases, and is scaled to meet the County’s complexity and organizational needs.



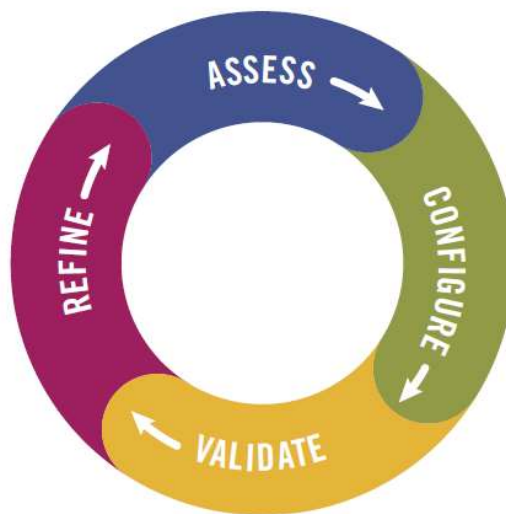
Tyler's Six Stage Project Methodology



The methodology adapts to both single-phase and multiple-phase projects.

To achieve Project success, it is imperative that both the County and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that the County and Tyler Project teams work collaboratively to complete tasks. An underlying principle of Tyler's Implementation process is to employ an iterative model where the County's business processes are assessed, configured, validated, and refined cyclically in line with the project budget. This approach is used in multiple stages and work packages as illustrated in the graphic below.

Iterative Project Model



The delivery approach is systematic, which reduces variability and mitigates risks to ensure Project success. As illustrated, some stages, along with work packages and tasks, are intended to be overlapping by nature to complete the Project efficiently and effectively.



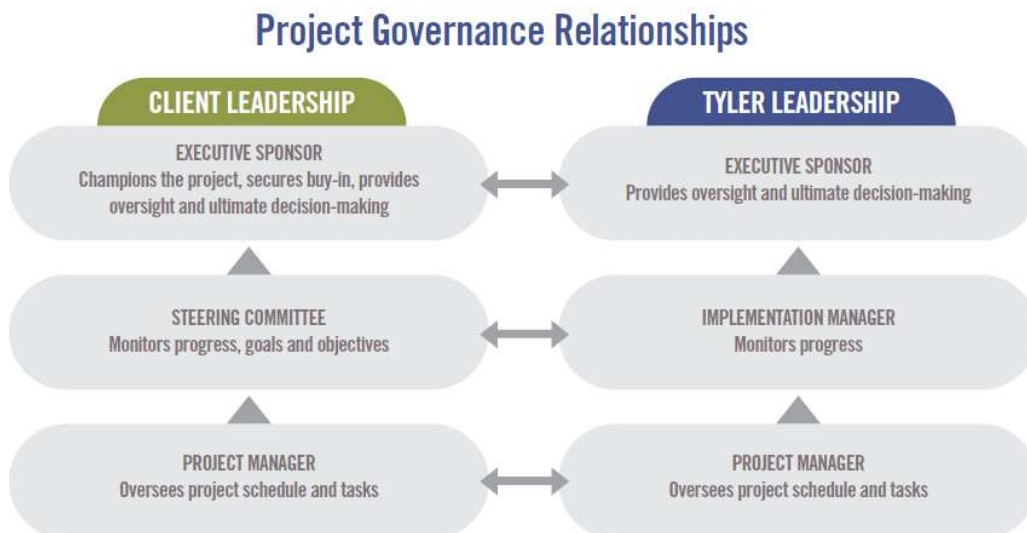
Part 2: Project Foundation

2. Project Governance

Project governance is the management framework within which Project decisions are made. The role of Project governance is to provide a decision-making approach that is logical, robust, and repeatable. This allows organizations to have a structured approach for conducting its daily business in addition to project related activities.

This section outlines the resources required to meet the business needs, objectives, and priorities for the Project, communicate the goals to other Project participants, and provide support and guidance to accomplish these goals. Project governance defines the structure for escalation of issues and risks, Change Control review and authority, and Organizational Change Management activities. Throughout the Statement of Work Tyler has provided RACI Matrices for activities to be completed throughout the implementation which will further outline responsibilities of different roles in each stage. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

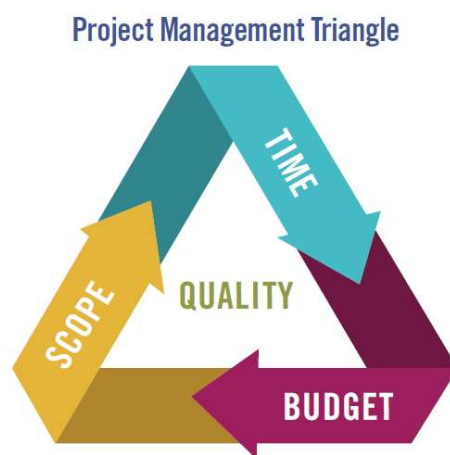
The chart below illustrates an overall team perspective where Tyler and the County collaborate to resolve Project challenges according to defined escalation paths. If project managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the County Steering Committee become the escalation points to triage responses prior to escalation to the County and Tyler executive sponsors. As part of the escalation process, each Project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. The County and Tyler executive sponsors serve as the final escalation point.



3. Project Scope Control

3.1 Managing Scope and Project Change

Project Management governance principles contend that there are three connected constraints on a Project: budget, timeline, and scope. These constraints, known as the “triple constraints” or project management triangle, define budget in terms of financial cost, labor costs, and other resource costs. Scope is defined as the work performed to deliver a product, service or result with the specified features and functions, while time is simply defined as the schedule. The Triple Constraint theory states that if you change one side of the triangle, the other two sides must be correspondingly adjusted. For example, if the scope of the Project is increased, cost and time to complete will also need to increase. The Project and executive teams will need to remain cognizant of these constraints when making impactful decisions to the Project. A simple illustration of this triangle is included here, showing the connection of each item and their relational impact to the overall Scope.



A pillar of any successful project is the ability to properly manage scope while allowing the appropriate level of flexibility to incorporate approved changes. Scope and changes within the project will be managed using the change control process outlined in the following section.

3.2 Change Control

It may become necessary to change the scope of this Project due to unforeseeable circumstances (e.g., new constraints or opportunities are discovered). This Project is being undertaken with the understanding that Project scope, schedule, and/or cost may need to change to produce optimal results for stakeholders. Changes to contractual requirements will follow the change control process specified in the final contract, and as described below.

3.3 Change Request Management

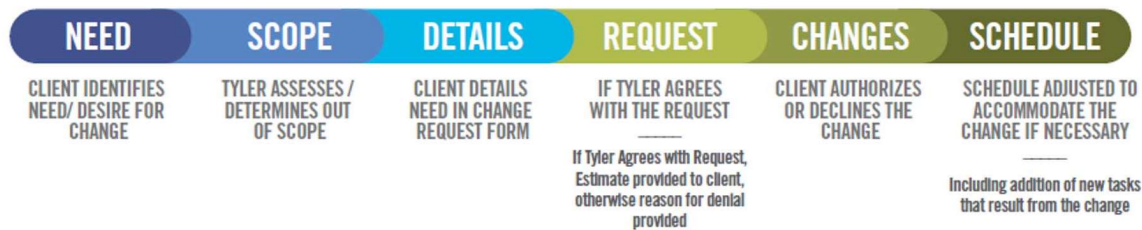
Should the need for a change to Project scope, schedule, and/or cost be identified during the Project, the change will be brought to the attention of the Steering Committee and an assessment of the change will occur. While such changes may result in additional costs and delays relative to the schedule, some changes may result in less cost to the County; for example, the County may decide it no longer needs a deliverable originally defined in the Project. The Change Request will include the following information:



- The nature of the change.
- A good faith estimate of the additional cost or associated savings to the County, if any.
- The timetable for implementing the change.
- The effect on and/or risk to the schedule, resource needs or resource responsibilities.

The County will use its good faith efforts to either approve or disapprove any Change Request within ten (10) Business Days (or other period as mutually agreeable between Tyler and the County). Any changes to the Project scope, budget, or timeline must be documented and approved in writing using a Change Request form. These changes constitute a formal amendment to the Statement of Work and will supersede any conflicting term in the Statement of Work.

Change Request Process



4. Acceptance Process

The implementation of a Project involves many decisions to be made throughout its lifecycle. Decisions will vary from higher level strategy decisions to smaller, detailed Project level decisions. It is critical to the success of the Project that each County office or department designates specific individuals for making decisions on behalf of their offices or departments.

Both Tyler and the County will identify representative project managers. These individuals will represent the interests of all stakeholders and serve as the primary contacts between the two organizations.

The coordination of gaining County feedback and approval on Project deliverables will be critical to the success of the Project. The County project manager will strive to gain deliverable and decision approvals from all authorized County representatives. Given that the designated decision-maker for each department may not always be available, there must be a designated proxy for each decision point in the Project. Assignment of each proxy will be the responsibility of the leadership from each County department. The proxies will be named individuals that have the authorization to make decisions on behalf of their department.

The following process will be used for accepting Deliverables and Control Points:

- The County shall have five (5) business days from the date of delivery, or as otherwise mutually agreed upon by the parties in writing, to accept each Deliverable or Control Point. If the County does not provide acceptance or acknowledgement within five (5) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.
- If the County does not agree the Deliverable or Control Point meets requirements, the County shall notify Tyler project manager(s), in writing, with reasoning within five (5) business days, or the otherwise agreed-upon timeframe, not to be unreasonably withheld, of receipt of the Deliverable.
- Tyler shall address any deficiencies and redeliver the Deliverable or Control Point. The County shall then have two (2) business days from receipt of the redelivered Deliverable or Control Point to accept or again submit written notification of reasons for rejecting the milestone. If the County does not provide acceptance within two (2) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.

5. Roles and Responsibilities

The following defines the roles and responsibilities of each Project resource for the County and Tyler. Roles and responsibilities may not follow the organizational chart or position descriptions at the County, but are roles defined within the Project. It is common for individual resources on both the Tyler and County project teams to fill multiple roles. Similarly, it is common for some roles to be filled by multiple people.

5.1 Tyler Roles & Responsibilities

Tyler assigns a project manager prior to the start of each Phase of the Project (some Projects may only be one Phase in duration). Additional Tyler resources are assigned as the schedule develops and as needs arise.



5.1.1 Tyler Executive Manager

Tyler executive management has indirect involvement with the Project and is part of the Tyler escalation process. This team member offers additional support to the Project team and collaborates with other Tyler department managers as needed to escalate and facilitate implementation Project tasks and decisions.

- Provides clear direction for Tyler staff on executing on the Project Deliverables to align with satisfying the County's overall organizational strategy.
- Authorizes required Project resources.
- Resolves all decisions and/or issues not resolved at the implementation management level as part of the escalation process.
- Acts as the counterpart to the County's executive sponsor.

5.1.2 Tyler Implementation Manager

- Tyler implementation management has indirect involvement with the Project and is part of the Tyler escalation process. The Tyler project managers consult implementation management on issues and outstanding decisions critical to the Project. Implementation management works toward a solution with the Tyler Project Manager or with County management as appropriate. Tyler executive management is the escalation point for any issues not resolved at this level.
- Assigns Tyler Project personnel.
- Provides support for the Project team.
- Provides management support for the Project to ensure it is staffed appropriately and staff have necessary resources.
- Monitors Project progress including progress towards agreed upon goals and objectives.

5.1.3 Tyler Project Manager

- The Tyler project manager(s) provides oversight of the Project, coordination of Tyler resources between departments, management of the Project budget and schedule, effective risk, and issue management, and is the primary point of contact for all Project related items. As requested by the County, the Tyler Project Manager provides regular updates to the County Steering Committee and other Tyler governance members. Tyler Project Manager's role includes responsibilities in the following areas:

5.1.3.1 Contract Management

- Validates contract compliance throughout the Project.
- Ensures Deliverables meet contract requirements.
- Acts as primary point of contact for all contract and invoicing questions.
- Prepares and presents contract milestone sign-offs for acceptance by the County project manager(s).
- Coordinates Change Requests, if needed, to ensure proper Scope and budgetary compliance.

5.1.3.2 Planning

- Delivers project planning documents.
- Defines Project tasks and resource requirements.
- Develops initial Project schedule and Project Management Plan.
- Collaborates with the County project manager(s) to plan and schedule Project timelines to achieve on-time implementation.



5.1.3.3 Implementation Management

- Tightly manages Scope and budget of Project to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently.
- Establishes and manages a schedule and Tyler resources that properly support the Project Schedule and are also in balance with Scope/budget.
- Establishes risk/issue tracking/reporting process between the County and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to the County any items that may impact the outcomes of the Project.
- Collaborates with the County 's project manager(s) to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the project.
- Collaborates with the County 's project manager(s) to set a routine communication plan that will aide all Project team members, of both the County and Tyler, in understanding the goals, objectives, status, and health of the Project.

5.1.3.4 Resource Management

- Acts as liaison between Project team and Tyler manager(s).
- Identifies and coordinates all Tyler resources across all applications, Phases, and activities including development, forms, installation, reports, implementation, and billing.
- Provides direction and support to Project team.
- Manages the appropriate assignment and timely completion of tasks as defined in the Project Schedule, task list, and Go-Live Checklist.
- Assesses team performance and adjusts as necessary.
- Consulted on in Scope 3rd party providers to align activities with ongoing Project tasks.

5.1.4 Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler project manager(s).
- Documents activities for services performed by Tyler.
- Guides the County through software validation process following configuration.
- Assists during Go-Live process and provides support until the County transitions to Client Services.
- Facilitates training sessions and discussions with the County and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time.
- May provide conversion review and error resolution assistance.

5.1.5 Tyler Sales

- Supports Sales to Implementation knowledge transfer during Initiate & Plan.
- Provides historical information, as needed, throughout implementation.
- Participates in pricing activities if additional licensing and/or services are needed.

5.1.6 Tyler Technical Services

- Maintains Tyler infrastructure requirements and design document(s).
- Involved in system infrastructure planning/review(s).
- Provides first installation of licensed software with initial database on servers.
- Supports and assists the project team with technical/environmental issues/needs.
- Deploys Tyler products.



- Provides technical training.

5.1.7 Tyler Cloud Operations

- Sets up Tyler-hosted servers.
- Provides maintenance of hosted infrastructures
- Provides IT-related services for server environment.
- Provides remote technical assistance and tracks issues.
- Provides system management and disaster recovery services within hosting services.

5.2 County Roles & Responsibilities

County resources will be assigned prior to the start of each Phase of the Project. One person may be assigned to multiple Project roles.

5.2.1 County Executive Sponsor

The County executive sponsor provides support to the Project by providing strategic direction and communicating key issues about the Project and its overall importance to the organization. When called upon, the executive sponsor also acts as the final authority on all escalated Project issues. The executive sponsor engages in the Project, as needed, to provide necessary support, oversight, guidance, and escalation, but does not participate in day-to-day Project activities. The executive sponsor empowers the County steering committee, project manager(s), and functional leads to make critical business decisions for the County.

- Champions the project at the executive level to secure buy-in.
- Authorizes required project resources.
- Actively participates in organizational change communications.

5.2.2 County Steering Committee

The County steering committee understands and supports the cultural change necessary for the Project and fosters an appreciation for the Project's value throughout the organization. The steering committee oversees the County project manager and Project through participation in regular internal meetings. The County steering committee remains updated on all Project progress, Project decisions, and achievement of Project milestones. The County steering committee also serves as primary level of issue resolution for the Project.

- Works to resolve all decisions and/or issues not resolved at the project manager level as part of the escalation process.
- Attends all scheduled steering committee meetings.
- Provides support for the project team.
- Assists with communicating key project messages throughout the organization.
- Prioritizes the project within the organization.
- Ensures the project staffed appropriately and that staff have necessary resources.
- Monitors project progress including progress towards agreed upon goals and objectives.
- Has the authority to approve or deny changes impacting the following areas:
 - Cost
 - Scope
 - Schedule
 - Project Goals
 - County Policies



- Needs of other client projects

5.2.3 County Project Manager

The County shall assign project manager(s) prior to the start of this project with overall responsibility and authority to make decisions related to Project Scope, scheduling, and task assignment. The County Project Manager should communicate decisions and commitments to the Tyler project manager(s) in a timely and efficient manner. When the County project manager(s) do not have the knowledge or authority to make decisions, he or she engages the necessary resources to participate in discussions and make decisions in a timely fashion to avoid Project delays. The County project manager(s) are responsible for reporting to the County steering committee and determining appropriate escalation points.

5.2.3.1 Contract Management

- Validates contract compliance throughout the project.
- Ensures that invoicing and Deliverables meet contract requirements.
- Acts as primary point of contact for all contract and invoicing questions. Collaborates on and approves Change Requests, if needed, to ensure proper scope and budgetary compliance.

5.2.3.2 Planning

- Reviews and accepts project planning documents.
- Defines project tasks and resource requirements for the County project team.
- Collaborates in the development and approval of the project schedule.
- Collaborates with Tyler project manager(s) to plan and schedule project timelines to achieve on-time implementation.

5.2.3.3 Implementation Management

- Tightly manages project budget and scope.
- Collaborates with Tyler project manager(s) to establish a process and approval matrix to ensure that scope changes and budget (planned versus actual) are transparent and handled effectively and efficiently.
- Collaborates with Tyler project manager to establish and manage a schedule and resource plan that properly supports the project schedule as a whole and is also in balance with scope and budget.
- Collaborates with Tyler project manager(s) to establish risk and issue tracking and reporting process between the County and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to Tyler any items that may impact the outcomes of the project.
- Collaborates with Tyler project manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project.
- Routinely communicates with both the County staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the project by all team members.
- Manages the requirements gathering process and ensure timely and quality business requirements are being provided to Tyler.

5.2.3.4 Resource Management

- Acts as liaison between project team and stakeholders.
- Identifies and coordinates all County resources across all modules, phases, and activities including data conversions, forms design, hardware and software installation, reports building, and satisfying invoices.



- Provides direction and support to project team.
- Builds partnerships among the various stakeholders, negotiating authority to move the project forward.
- Manages the appropriate assignment and timely completion of tasks as defined.
- Assesses team performance and takes corrective action, if needed.
- Provides guidance to County technical teams to ensure appropriate response and collaboration with Tyler Technical Support Teams to ensure timely response and appropriate resolution.
- Owns the relationship with in-Scope 3rd party providers and aligns activities with ongoing project tasks.
- Ensures that users have appropriate access to Tyler project toolsets as required.
- Conducts training on proper use of toolsets.
- Validates completion of required assignments using toolsets.

5.2.4 County Functional Leads

- Makes business process change decisions under time sensitive conditions.
- Communicates existing business processes and procedures to Tyler consultants.
- Assists in identifying business process changes that may require escalation.
- Contributes business process expertise for Current & Future State Analysis.
- Identifies and includes additional subject matter experts to participate in Current & Future State Analysis.
- Validates that necessary skills have been retained by end users.
- Provides End Users with dedicated time to complete required homework tasks.
- Acts as an ambassador/champion of change for the new process and provide business process change support.
- Identifies and communicates any additional training needs or scheduling conflicts to the County project manager.
- Actively participates in all aspects of the implementation, including, but not limited to, the following key activities:
 - Task completion
 - Stakeholder Meeting
 - Project Management Plan development
 - Schedule development
 - Maintenance and monitoring of risk register
 - Escalation of issues
 - Communication with Tyler project team
 - Coordination of County resources
 - Attendance at scheduled sessions
 - Change management activities
 - Modification specification, demonstrations, testing and approval assistance
 - Data analysis assistance
 - Decentralized end user training
 - Process testing
 - Solution Validation

5.2.5 County Power Users

- Participate in project activities as required by the project team and project manager(s).
- Provide subject matter expertise on the County business processes and requirements.
- Act as subject matter experts and attend Current & Future State Analysis sessions as needed.



- Attend all scheduled training sessions.
- Participate in all required post-training processes as needed throughout project.
- Test all application configuration to ensure it satisfies business process requirements.
- Become application experts.
- Participate in Solution Validation.
- Adopt and support changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Demonstrate competency with Tyler products processing prior to Go-live.
- Provide knowledge transfer to the County staff during and after implementation.
- Participate in conversion review and validation.

5.2.6 County End Users

- Attend all scheduled training sessions.
- Become proficient in application functions related to job duties.
- Adopt and utilize changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Utilize software to perform job functions at and beyond Go-live.

5.2.7 County Technical Lead

- Coordinates updates and releases with Tyler as needed.
- Coordinates the copying of source databases to training/testing databases as needed for training days.
- Coordinates and adds new users, printers and other peripherals as needed.
- Validates that all users understand log-on process and have necessary permission for all training sessions.
- Coordinates interface development for County third party interfaces.
- Develops or assists in creating reports as needed.
- Ensures on-site system meets specifications provided by Tyler.
- Assists with software installation as needed.
- Extracts and transmits conversion data and control reports from the County's legacy system per the conversion schedule set forth in the project schedule.

5.2.7.1 County Upgrade Coordination

- Becomes familiar with the software upgrade process and required steps.
- Becomes familiar with Tyler's releases and updates.
- Utilizes Tyler resources to stay abreast of the latest Tyler releases and updates, as well as the latest helpful tools to manage the County's software upgrade process.
- Assists with the software upgrade process during implementation.
- Manages software upgrade activities post-implementation.
- Manages software upgrade plan activities.
- Coordinates software upgrade plan activities with County and Tyler resources.
- Communicates changes affecting users and department stakeholders.
- Obtains department stakeholder acceptance to upgrade production environment.

5.2.8 County Change Management Lead

- Validates that users receive timely and thorough communication regarding process changes.



- Provides coaching to supervisors to prepare them to support users through the project changes.
- Identifies the impact areas resulting from project activities and develops a plan to address them proactively.
- Identifies areas of resistance and develops a plan to reinforce the change.
- Monitors post-production performance and new process adherence.



Part 3: Project Plan

6. Project Stages

Work Breakdown Structure

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase broken down into smaller, more manageable components. The top-level components are called “Stages” and the second level components are called “Work Packages”. The work packages, shown below each stage, contain the high-level work to be done. The detailed Project Schedule, developed during Project/Phase Planning and finalized during subsequent stages, lists the tasks to be completed within each work package. Each stage ends with a “Control Point”, confirming the work performed during that stage of the Project has been accepted by the County.

Work Breakdown Structure (WBS)

1. Initiate & Plan	2. Assess & Define	3. Prepare Solution	4. Production Readiness	5. Production	6. Close
1.1 Initial Coordination	2.1 Solution Orientation	3.1 Initial System Deployment	4.1 Solution Validation	5.1 Go Live	6.1 Phase Close Out
1.2 Project/Phase Planning	2.2 Current & Future State Analysis	3.2 Configuration	4.2 Go Live Readiness	5.2 Transition to Client Services	6.2 Project Close Out
1.3 GIS Planning*	2.3 Modification Analysis	3.3 Process Refinement	4.3 End User Training	5.3 Post Go Live Activities	
1.4 Infrastructure Planning	2.4 Conversion Assessment	3.4 Conversion Delivery			
1.5 Stakeholder Meeting	2.5 Data Assessment	3.5 Data Delivery			
		3.6 Modifications*			

**Items noted with an asterisk in the graphic above relate to specific products and services. If those products and services are not included in the scope of the contract, these specific work packages will be noted as “This work package is not applicable” in Section 6 of the Statement of Work.*



6.1 Initiate and Plan

The Initiate and Plan stage involves Project initiation, infrastructure, and planning. This stage creates a foundation for the Project by identifying and establishing sequence and timing for each Phase as well as verifying scope for the Project. This stage will be conducted at the onset of the Project, with a few unique items being repeated for the additional Phases as needed.

6.1.1 Initial Coordination

Prior to Project commencement, Tyler management assigns project manager(s). Additional Project resources will be assigned later in the Project as a Project schedule is developed. Tyler provides the County with initial Project documents used to gather names of key personnel, their functional role as it pertains to the Project, as well as any blackout dates to consider for future planning. the County gathers the information requested by the provided deadline ensuring preliminary planning and scheduling can be conducted moving the Project forward in a timely fashion. Internally, the Tyler Project Manager(s) coordinate with sales to ensure transfer of vital information from the sales process prior to scheduling a Project Planning Meeting with the County's team. During this step, Tyler will work with the County to establish the date(s) for the Project and Phase Planning session.

Objectives:

- Formally launch the project.
- Establish project governance.
- Define and communicate governance for Tyler.
- Identify County project team.

STAGE 1	Initial Coordination																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Tyler project team is assigned	A	R	C	I	I	I	I		I		I						
County project team is assigned									A	I	R	I	I	I			
Provide initial project documents to the County		A	R	C			C		I		I						
Gather preliminary information requested			I						A		R	C		C		C	C
Sales to implementation knowledge transfer		A	R	I	I	I	I				I						
Create Project Portal to store project artifacts and facilitate communication		A	R								I						



Inputs	Contract documents
	Statement of Work

Outputs/Deliverables	Working initial project documents
	Project portal

Work package assumptions:

- Project activities begin after the agreement has been fully executed.

6.1.2 Project/Phase Planning

Project and Phase planning provides an opportunity to review the contract, software, data conversions and services purchased, identify applications to implement in each Phase (if applicable), and discuss implementation timeframes.

During this work package Tyler will work with the County to coordinate and plan a formal Project planning meeting(s). This meeting signifies the start of the Project and should be attended by all County Project team members and the Tyler Project Manager. The meeting provides an opportunity for Tyler to introduce its implementation methodology, terminology, and Project management best practices to the County's Project Team. This will also present an opportunity for project managers and Project sponsors to begin to discuss Project communication, metrics, status reporting and tools to be used to measure Project progress and manage change.

Tyler will work with the County Project Team to prepare and deliver the Project Management Plan as an output of the planning meeting. This plan will continue to evolve and grow as the Project progresses and will describe how the project will be executed, monitored, and controlled.

During project planning, Tyler will introduce the tools that will be used throughout the implementation. Tyler will familiarize the County with these tools during project planning and make them available for review and maintenance as applicable throughout the project. Some examples are Solution validation plan, issue log, and go-live checklist.

STAGE 1	Project/Phase Planning																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
		A	R						I		C	C	I				
	Schedule and conduct planning session(s)																



Develop Project Management Plan		A	R						I		C	C	I				
Develop initial project schedule		A	R	I	I	I	I		I	I	C	C	I	I	C		I

Inputs	Contract documents
	Statement of Work
	Guide to Starting Your Project

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Project Management Plan	Delivery of document
	Project Operational Plan	Delivery of document
	Initial Project Schedule	County provides acceptance of schedule based on resource availability, project budget, and goals.

Work package assumptions:

- County has reviewed and completed the Guide to Starting Your Project document.

6.1.3 Infrastructure Planning

Procuring required hardware and setting it up properly is a critical part of a successful implementation. Tyler will be responsible for building the environments for a hosted/SaaS deployment, unless otherwise identified in the Agreement. The County is responsible for the installation, setup, and maintenance of all peripheral devices.

Objectives:

- Ensure the County's infrastructure meets Tyler's application requirements.
- Ensure the County's infrastructure is scheduled to be in place and available for use on time.

STAGE 1	Infrastructure Planning																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads
		A	R		C		C				C						C
		A	R				C				I						



Inputs	Initial Infrastructure Requirements	
Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Completed Infrastructure Requirements	Delivery of Requirements

6.1.4 Stakeholder Meeting

Communication of the Project planning outcomes to the County Project team, executives and other key stakeholders is vital to Project success. The Stakeholder meeting is a strategic activity to inform, engage, gain commitment, and instill confidence in the County team. During the meeting, the goals and objectives of the Project will be reviewed along with detail on Project scope, implementation methodology, roles and responsibilities, Project timeline and schedule, and keys to Project success.

Objectives:

- Formally present and communicate the project activities and timeline.
- Communicate project expectations.

STAGE 1	Stakeholder Meeting																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Create Stakeholder Meeting Presentation	I	A	R	I	I				I	I	C		I				
Review Stakeholder Meeting Presentation		I	C						A		R		C				
Perform Stakeholder Meeting Presentation	I	A	R	I	I				I	I	C	I	I	I	I	I	I

Inputs	Agreement
	SOW
	Project Management Plan

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Stakeholder Meeting Presentation	

Work package assumptions:



- None

6.1.5 This work package is not applicable.

6.1.6 Control Point 1: Initiate & Plan Stage Acceptance

Acceptance criteria for this stage includes completion of all criteria listed below.

Note: Advancement to the Assess & Define stage is not dependent upon Tyler's receipt of this stage acceptance.

Initiate & Plan Stage Deliverables:

- Project Management Plan
- Initial Project Schedule

Initiate & Plan stage acceptance criteria:

- All stage deliverables accepted based on acceptance criteria previously defined
- Project governance defined
- Project portal made available to the County
- Stakeholder meeting complete

6.2 Assess & Define

The Assess & Define stage will provide an opportunity to gather information related to current County business processes. This information will be used to identify and define business processes utilized with Tyler software. The County collaborates with Tyler providing complete and accurate information to Tyler staff and assisting in analysis, understanding current workflows and business processes.

6.2.1 Solution Orientation

The Solution Orientation provides the Project stakeholders a high-level understanding of the solution functionality prior to beginning the current and future state analysis. The primary goal is to establish a foundation for upcoming conversations regarding the design and configuration of the solution.

Tyler utilizes a variety of tools for the Solution Orientation, focusing on County team knowledge transfer such as: eLearning, documentation, or walkthroughs. The County team will gain a better understanding of the major processes and focus on data flow, the connection between configuration options and outcome, integration, and terminology that may be unique to Tyler's solution.

Objectives:

- Provide a basic understanding of system functionality.
- Prepare the County for current and future state analysis.

STAGE 2	Solution Orientation	
	Tyler	County



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Provide pre-requisites			A	R							I	I		I	I		I
Complete pre-requisites											A	R		C			C
Conduct orientation			A	R							I	I		I	I		I

Inputs	Solution orientation materials
	Training Plan

6.2.2 Current & Future State Analysis

The Current & Future State Analysis provides the Project stakeholders and Tyler an understanding of process changes that will be achieved with the new system.

The County and Tyler will evaluate current state processes, options within the new software, pros and cons of each based on current or desired state and make decisions about the future state configuration and processing. This may occur before or within the same timeframe as the configuration work package. The options within the new software will be limited to the scope of this implementation and will make use of standard Tyler functionality.

The County will adopt the existing Tyler solution wherever possible to avoid project schedule and quality risk from over customization of Tyler products. It is the County's responsibility to verify that in-scope requirements are being met throughout the implementation if functional requirements are defined as part of the contract. The following guidelines will be followed when evaluating if a modification to the product is required:

- A reasonable business process change is available.
- Functionality exists which satisfies the requirement.
- Configuration of the application satisfies the requirement.
- An in-scope modification satisfies the requirement.

Requirements that are not met will follow the agreed upon change control process and can have impacts on the project schedule, scope, budget, and resource availability.

STAGE 2	Current & Future State Analysis	
	Tyler	County



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Current State process review			A	R	I	I	I				C	C	C	C			C
Discuss future-state options			A	R	C	C	C				C	C	C	C			C
Make future-state decisions (non-COTS)			C	C	C	C	C				A	R	I	C			C
Document anticipated configuration options required to support future state			A	R	C	C	C				I	I	I	I			I

Inputs	County current state documentation
	Solution Orientation completion

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Documentation that describes future-state decisions and configuration options to support future-state decisions.	Delivery of document

Work package assumptions:

- County attendees possess sufficient knowledge and authority to make future state decisions.
- The County is responsible for any documentation of current state business processes.
- The County can effectively communicate current state processes.

6.2.3 Data Assessment

Given the completion of the Current & Future State Analysis, the Data Assessment will provide the implementation team the design for data delivery prior to configuration. The data Assessment will also allow the Tyler and the County teams to identify the data that will be configured within the Tyler System. The team will develop and map out dataset structures to ensure that data is structured in a way that allows maximum utility.

The teams will review any existing data publish and metadata standards for the County's current data program to determine any necessary adjustments or configuration needs. Finally, the implementation team develops data workflows to map data from the source system(s) into the Tyler system, discussing any additional data requirements as needed.

Objectives:



- Communicate a common understanding of the project goals with respect to data.
- Ensure complete and accurate source data is available for review/transfer.
- Map the data from the source to the Tyler system.
- Document the data conversion/loading approach.

STAGE 2	Data Conversion Assessment																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
			I		C						A						R
		A	R	C	C						I	C		C			I
			I	I	I						A	R		C			I
			R	C	C							C	I	I	I		

Inputs	County Source data
	County Source data Documentation (if available)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data Conversion Plan built/updated (if applicable)	County Acceptance of Data Conversion Plan, if Applicable
		County acceptance of Solution Design Document

Work package assumptions:

- Tyler will be provided with data from the Legacy system(s) in a mutually agreed upon format.
- Tyler will work with the County representatives to identify business rules before writing the conversion.
- County subject matter experts and resources most familiar with the current data will be involved in the data conversion planning effort.



6.2.4 Conversion Assessment

Data Conversions are a major effort in any software implementation. Tyler's conversion tools facilitate the predictable, repeatable conversion process that is necessary to support a successful transition to the Tyler system. The first step in this process is to perform an assessment of the existing ("legacy") system(s), to better understand the source data, risks, and options available. Once the data has been analyzed, the plan for data conversion is completed and communicated to the appropriate stakeholders.

Objectives:

- Communicate a common understanding of the project goals with respect to data.
- Ensure complete and accurate source data is available for review/transfer.
- Map the data from the source to the Tyler system.
- Document the data conversion/loading approach.

STAGE 2	Data Conversion Assessment																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Extract Data from Source Systems			I		C						A						R
Review and Scrub Source Data			I	I	I						A	R		C			I
Build/Update Data Conversion Plan			R	C	C						C	I	I	I			I

Inputs	County Source data
	County Source data Documentation (if available)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data Conversion Plan built/updated	County Acceptance of Data Conversion Plan, if Applicable

Work package assumptions:

- Tyler will be provided with data from the Legacy system(s) in a mutually agreed upon format.
- Tyler will work with the County representatives to identify business rules before writing the conversion.



- County subject matter experts and resources most familiar with the current data will be involved in the data conversion planning effort.

6.2.5 This work package is not applicable.

6.2.6 This work package is not applicable.

6.2.7 Control Point 2: Assess & Define Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below.

Note: Advancement to the Prepare Solution Stage is dependent upon Tyler's receipt of the Stage Acceptance.

Assess & Define Stage Deliverables:

- Documentation of future state decisions and configuration options to support future state decisions.
- Modification specification document.
- Assess & Define Stage Acceptance Criteria:
- All stage deliverables accepted based on criteria previously defined.
- Solution Orientation is delivered.
- Conversion data extracts are received by Tyler.
- Data conversion plan built.

6.3 Prepare Solution

During the Prepare Solution stage, information gathered during the Initiate & Plan and Assess & Define stages will be used to install and configure the Tyler software solution. Software configuration will be validated by the County against future state decisions defined in previous stages and processes refined as needed to ensure business requirements are met.

6.3.1 Initial System Deployment

The timely availability of the Tyler Solution is important to a successful Project implementation. The success and timeliness of subsequent work packages are contingent upon the initial system deployment of Tyler Licensed Software on an approved network and infrastructure. Delays in executing this work package can affect the project schedule.

Objectives:

- All licensed software is installed and operational.
- The County can access the software.

STAGE 3	Initial System Deployment (Hosted/SaaS)*	
	Tyler	County



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Prepare hosted environment			A				R				I						C
Install Licensed Software for Included Environments			A				R				I						C
Install Licensed Software on County Devices (if applicable)			I				C				A						R
Tyler System Administration Training (if applicable)			A				R				I						C

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Licensed Software is Installed on the Server(s)	Software is accessible
	Licensed Software is Installed on County Devices (if applicable)	Software is accessible
	Installation Checklist/System Document	

Work package assumptions:

- The most current available version of the Tyler Licensed Software will be installed.
- The County will provide network access for Tyler modules, printers, and Internet access to all applicable County and Tyler Project staff.
- The County has technical infrastructure in place that meets Tyler requirements to ensure sufficient speed and operability of Tyler Licensed Software. Tyler will not support the user of Licensed Software if the County does not meet the minimum standards of Tyler's published specifications.

6.3.2 Configuration

The purpose of Configuration is to prepare the software product for validation.

Tyler staff collaborates with the County to complete software configuration based on the outputs of the future state analysis performed during the Assess and Define Stage. The County collaborates with Tyler staff iteratively to validate software configuration.

Objectives:



- Software is ready for validation.
- Educate the County Power User how to configure and maintain software.
- Prepare standard interfaces for process validation (if applicable).

STAGE 3	Configuration																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Conduct configuration training			A	R							I	C		C			
Complete Tyler configuration tasks (where applicable)			A	R							I	I		I			
Complete County configuration tasks (where applicable)			I	C							A	R		C			
Standard interfaces configuration and training (if applicable)			A	R			C				I	C		C			C
Updates to Solution Validation testing plan			C	C							A	R		C			C

Inputs	Documentation that describes future state decisions and configuration options to support future state decisions.
--------	--

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Configured System	

Work package assumptions:

- Tyler provides guidance for configuration options available within the Tyler software. The County is responsible for making decisions when multiple options are available.

6.3.3 Process Refinement

Tyler will educate the County users on how to execute processes in the system to prepare them for the validation of the software. The County collaborates with Tyler staff iteratively to validate software configuration options to support future state.

Objectives:



- Ensure that the County understands future state processes and how to execute the processes in the software.
- Refine each process to meet the business requirements.
- Validate standard interfaces, where applicable.
- Validate forms and reports, where applicable.

STAGE 3	Process Refinement																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Conduct process training			A	R							I	C	I	C			
Confirm process decisions			I	C						A	R	C	I	C			
Test configuration			I	C							A	R		C			
Refine configuration (County Responsible)			I	C							A	R		C			
Refine configuration (Tyler Responsible)			A	R							I	I		I			
Validate interface process and results			I	C			C				A	R		C			C
Update County-specific process documentation (if applicable)			I	C							A	R		C			
Updates to Solution Validation testing plan			C	C							A	R		C			C

Inputs	Initial Configuration
	Documentation that describes future state decisions and configuration options to support future state decisions.
	Solution validation test plan

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated solution validation test plan	
	Completed County-specific process documentation (completed by County)	



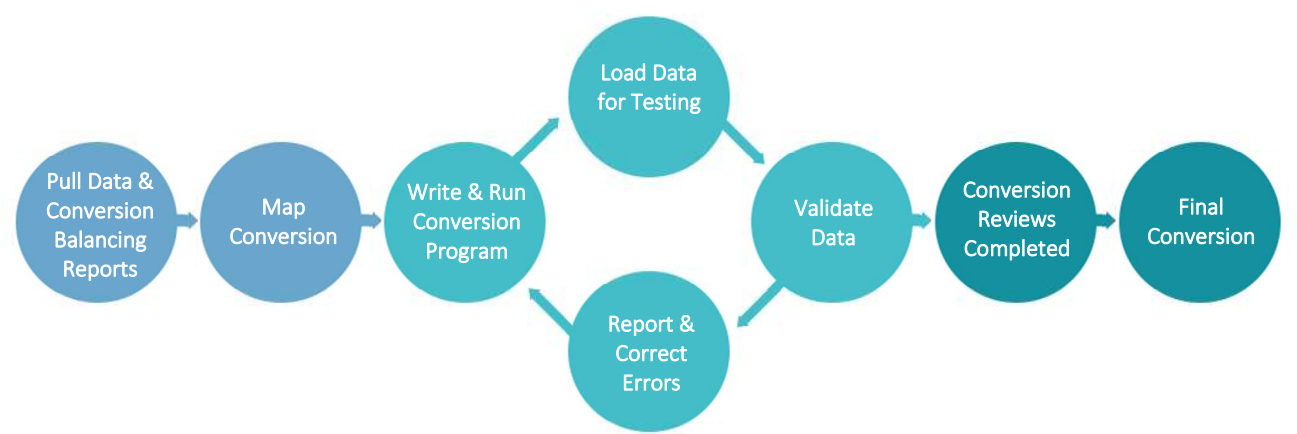
Work package assumptions:

- None

6.3.4 Conversion Delivery

The purpose of this task is to transition the County’s data from their source (“legacy”) system(s) to the Tyler system(s). The data will need to be mapped from the legacy system into the new Tyler system format. A well-executed data conversion is key to a successful cutover to the new system(s).

With guidance from Tyler, the County will review specific data elements within the system and identify / report discrepancies. Iteratively, Tyler will collaborate with the County to address conversion discrepancies. This process will allow for clean, reconciled data to transfer from the source system(s) to the Tyler system(s). Reference Conversion Appendix for additional detail.



Objectives:

- Data is ready for production (Conversion).

STAGE 3	Data Delivery & Conversion																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Provide data crosswalks/code mapping tool			A	C	R						I	I		I			



Populate data crosswalks/code mapping tool			I	C	C						A	R		C			
Iterations: Conversion Development			A	C	R						I						I
Iterations: Deliver converted data			A		R		I				I						I
Iterations: Proof/Review data and reconcile to source system			C	C	C						A	R		C			C

Inputs	
	Data Conversion Plan
	Configuration

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Code Mapping Complete / Validated	
	Conversion Iterations / Reviews Complete	Conversion complete, verified, and ready for final pass

Work package assumptions:

- The County will provide a single file layout per source system as identified in the investment summary.
- The County subject matter experts and resources most familiar with the current data will be involved in the data conversion effort.
- The County project team will be responsible for completing the code mapping activity, with assistance from Tyler.

6.3.5 This work package is not applicable.

6.3.6 This work package is not applicable.

6.3.7 Control Point 3: Prepare Solution Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below in each Work Package.

Note: Advancement to the Production Readiness Stage is dependent upon Tyler's receipt of the Stage Acceptance.

Prepare Solution Stage Deliverables:

- Licensed software is installed.
- Installation checklist/system document.
- Conversion iterations and reviews complete.



Prepare Solution Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Software is configured.
- Solution validation test plan has been reviewed and updated if needed.

6.4 Production Readiness

Activities in the Production Readiness stage will prepare the County team for go-live through solution validation, the development of a detailed go-live plan and end user training. A readiness assessment will be conducted with the County to review the status of the project and the organizations readiness for go-live.

6.4.1 Solution Validation

Solution Validation is the end-to-end software testing activity to ensure that the County verifies all aspects of the Project (hardware, configuration, business processes, etc.) are functioning properly, and validates that all features and functions per the contract have been deployed for system use.

Objectives:

- Validate that the solution performs as indicated in the solution validation plan.
- Ensure the County organization is ready to move forward with go-live and training (if applicable).

STAGE 4	Solution Validation																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Update Solution Validation plan			A	R	C						C	C		C			
Update test scripts (as applicable)			C	C	C						A	R		C			
Perform testing			C	C	C						A	R		C			
Document issues from testing			C	C	C						A	R		C			
Perform required follow-up on issues			A	R	C						C	C		C			

Inputs	Solution Validation plan
	Completed work product from prior stages (configuration, business process, etc.)

Outputs / Deliverables	Acceptance Criteria [only] for Deliverables
------------------------	---



Work package assumptions:

- Designated testing environment has been established.
- Testing includes current phase activities or deliverables only.

6.4.2 Go-Live Readiness

Tyler and the County will ensure that all requirements defined in Project planning have been completed and the Go-Live event can occur, as planned. A go-live readiness assessment will be completed identifying risks or actions items to be addressed to ensure the County has considered its ability to successfully Go-Live. Issues and concerns will be discussed, and mitigation options documented. Tyler and the County will jointly agree to move forward with transition to production. Expectations for final preparation and critical dates for the weeks leading into and during the Go-Live week will be planned in detail and communicated to Project teams.

Objectives:

- Action plan for go-live established.
- Assess go-live readiness.
- Stakeholders informed of go-live activities.

STAGE 4	Go-Live Readiness																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Perform Readiness Assessment	I	A	R	C	C	I	C	I	I	I	I		I				I
Conduct Go-Live planning session		A	R	C							C	C	C	C	C		C
Order peripheral hardware (if applicable)			I							A	R						C
Confirm procedures for Go-Live issue reporting & resolution		A	R	I	I	I	I				C	C	I	I	I	I	I
Develop Go-Live checklist		A	R	C	C						C	C	I	C			C
Final system infrastructure review (where applicable)			A				R				C						C

Inputs	Future state decisions
	Go-live checklist



Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated go-live checklist	Updated Action plan and Checklist for go-live delivered to the County

Work package assumptions:

- None

6.4.3 End User Training

End User Training is a critical part of any successful software implementation. Using a training plan previously reviewed and approved, the Project team will organize and initiate the training activities.

Train the Trainer: Tyler provides one occurrence of each scheduled training or implementation topic. County users who attended the Tyler sessions may train additional users. Additional Tyler led sessions may be contracted at the applicable rates for training.

Tyler Led: Tyler provides training for all applicable users. One or multiple occurrences of each scheduled training or implementation topic will be covered.

Self-directed: Tyler provides e-learning, documentation, or videos to facilitate end user training.

Tyler will provide standard application documentation for the general use of the software. It is not Tyler's responsibility to develop County specific business process documentation. County-led training labs using County specific business process documentation if created by the County can be added to the regular training curriculum, enhancing the training experiences of the end users.

Objectives:

- End users are trained on how to use the software prior to go-live.
- The County is prepared for on-going training and support of the application.

STAGE 4	End User Training																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Update training plan		A	R	C							C		I		C		
End User training (Tyler-led)		A	R	C							C	C	I	C	C	C	
Train-the-trainer		A	R	C							C	C	I	C			
End User training (County-led)			C	C							A	R	I	C	C	C	



Inputs	Training Plan
	List of End Users and their Roles / Job Duties
	Configured Tyler System

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	End User Training	County signoff that training was delivered

Work package assumptions:

- The County project team will work with Tyler to jointly develop a training curriculum that identifies the size, makeup, and subject-area of each of the training classes.
- Tyler will work with the County as much as possible to provide end-user training in a manner that minimizes the impact to the daily operations of County departments.
- The County will be responsible for training new users after go-live (exception—previously planned or regular training offerings by Tyler).

6.4.4 Control Point 4: Production Readiness Stage Acceptance

Acceptance criteria for this stage includes all criteria listed below. Advancement to the Production stage is dependent upon Tyler's receipt of the stage acceptance.

Production Readiness stage deliverables:

- Solution Validation Report.
- Update go-live action plan and/or checklist.
- End user training.

Production Readiness stage acceptance criteria:

- All stage deliverables accepted based on criteria previously defined.
- Go-Live planning session conducted.

6.5 Production

Following end user training the production system will be fully enabled and made ready for daily operational use as of the scheduled date. Tyler and the County will follow the comprehensive action plan laid out during Go-Live Readiness to support go-live activities and minimize risk to the Project during go-live. Following go-live, Tyler will work with the County to verify that implementation work is concluded, post go-live activities are scheduled, and the transition to Client Services is complete for long-term operations and maintenance of the Tyler software.

6.5.1 Go-Live

Following the action plan for Go-Live, defined in the Production Readiness stage, the County and Tyler will complete work assigned to prepare for Go-Live.



The County provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final conversion iteration, if applicable. If defined in the action plan, the County manually enters any data added to the Legacy System after final data extract into the Tyler system.

Tyler staff collaborates with the County during Go-Live activities. The County transitions to Tyler software for day-to day business processing.

Some training topics are better addressed following Go-Live when additional data is available in the system or based on timing of applicable business processes and will be scheduled following Go-Live per the Project Schedule.

Objectives:

- Execute day to day processing in Tyler software.
- County data available in Production environment.

STAGE 5	Go-Live																
	Tyler							County									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Provide final source data extract, if applicable			C		C						A						R
Final source data pushed into production environment, if applicable			A	C	R						I	C		C			C
Proof final converted data, if applicable			C	C	C						A	R		C			
Complete Go-Live activities as defined in the Go-Live action plan			C	C	C					A	R	C	I	C			
Provide Go-Live assistance			A	R	C	C		I			C	C	I	C		I	C

Inputs	Comprehensive Action Plan for Go-Live
	Final source data (if applicable)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data is available in production environment	County confirms data is available in production environment



Work package assumptions:

- The County will complete activities documented in the action plan for Go-Live as scheduled.
- External stakeholders will be available to assist in supporting the interfaces associated with the Go-Live live process.
- The County business processes required for Go-Live are fully documented and tested.
- The County Project team and subject matter experts are the primary point of contact for the end users when reporting issues during Go-Live.
- The County Project Team and Power User's provide business process context to the end users during Go-Live.

6.5.2 Transition to Client Services

This work package signals the conclusion of implementation activities for the Phase or Project with the exception of agreed-upon post Go-Live activities. The Tyler project manager(s) schedules a formal transition of the County onto the Tyler Client Services team, who provides the County with assistance following Go-Live, officially transitioning the County to operations and maintenance.

Objectives:

- Ensure no critical issues remain for the project teams to resolve.
- Confirm proper knowledge transfer to the County teams for key processes and subject areas.

STAGE 5	Transition to Client Services																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Transfer County to Client Services and review issue reporting and resolution processes	I	I	A	I	I			R	I	I	C	C		C			
Review long term maintenance and continuous improvement			A					R			C	C		C			

Inputs	Open item/issues List
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Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Client Services Support Document	



Work package assumptions:

- No material project issues remain without assignment and plan.

6.5.3 Post Go-Live Activities

Some implementation activities are provided post-production due to the timing of business processes, the requirement of actual production data to complete the activities, or the requirement of the system being used in a live production state.

Objectives:

- Schedule activities that are planned for after Go-Live.
- Ensure issues have been resolved or are planned for resolution before phase or project close.

STAGE 5	Post Go-Live Activities																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Schedule contracted activities that are planned for delivery after go-live		A	R	C	C	C	C	I			C	C	I	C			C
Determine resolution plan in preparation for phase or project close out		A	R	C	C	C		I			C	C	I	C			

Inputs	List of post Go-Live activities
--------	---------------------------------

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated issues log	

Work package assumptions:

- System is being used in a live production state.

6.5.4 Control Point 5: Production Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below:



- Advancement to the Close stage is not dependent upon Tyler's receipt of this Stage Acceptance.
- Converted data is available in production environment.

Production Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Go-Live activities defined in the Go-Live action plan completed.
- Client services support document is provided.

6.6 Close

The Close stage signifies full implementation of all products purchased and encompassed in the Phase or Project. The County transitions to the next cycle of their relationship with Tyler (next Phase of implementation or long-term relationship with Tyler Client Services).

6.6.1 Phase Closeout

This work package represents Phase completion and signals the conclusion of implementation activities for the Phase. The Tyler Client Services team will assume ongoing support of the County for systems implemented in the Phase.

Objectives:

- Agreement from Tyler and the County teams that activities within this phase are complete.

STAGE 6	Phase Close Out																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Reconcile project budget and status of contract Deliverables	I	A	R						I	I	C						
Hold post phase review meeting		A	R	C	C	C	C				C	C	C	C			C
Release phase-dependent Tyler project resources	A	R	I								I						

Participants	Tyler	County
	Project Leadership	Project Manager
	Project Manager	Project Sponsor(s)
	Implementation Consultants	Functional Leads, Power Users, Technical Leads



	Technical Consultants (Conversion, Deployment, Development)	
	Client Services	

Inputs	Contract
	Statement of Work
	Project artifacts

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Final action plan (for outstanding items)	
	Reconciliation Report	
	Post Phase Review	

Work package assumptions:

- Tyler deliverables for the phase have been completed.

6.6.2 Project Closeout

Completion of this work package signifies final acceptance and formal closing of the Project.

At this time the County may choose to begin working with Client Services to look at continuous improvement Projects, building on the completed solution.

Objectives:

- Confirm no critical issues remain for the project teams to resolve.
- Determine proper knowledge transfer to the County teams for key processes and subject areas has occurred.
- Verify all deliverables included in the Agreement are delivered.

STAGE 6	Project Close Out																
	Tyler								County								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Conduct post project review		A	R	C	C	C	C				C	C	C	C			C
Deliver post project report to County and Tyler leadership	I	A	R						I	I	C						



Release Tyler project resources	A	R	I																
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Inputs	Contract
	Statement of Work

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Post Project Report	County acceptance; Completed report indicating all project Deliverables and milestones have been completed

Work package assumptions:

- All project implementation activities have been completed and approved.
- No critical project issues remain that have not been documented and assigned.
- Final project budget has been reconciled and invoiced.
- All Tyler deliverables have been completed.

6.6.3 Control Point 6: Close Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below.

Close Stage Deliverables:

- Post Project Report.

Close Stage Acceptance Criteria:

- Completed report indicating all Project deliverables and milestones have been completed.

7. General Assumptions

Tyler and the County will use this SOW as a guide for managing the implementation of the Tyler Project as provided and described in the Agreement. There are a few assumptions which, when acknowledged and adhered to, will support a successful implementation. Assumptions related to specific work packages are documented throughout the SOW. Included here are general assumptions which should be considered throughout the overall implementation process.

7.1 Project

- Project activities will begin after the Agreement has been fully executed.
- The County Project Team will complete their necessary assignments in a mutually agreed upon timeframe to meet the scheduled go-live date, as outlined in the Project Schedule.
- Sessions will be scheduled and conducted at a mutually agreeable time.
- Additional services, software modules and modifications not described in the SOW or Agreement will be considered a change to this Project and will require a Change Request Form as previously referenced in the definition of the Change Control Process.



- Tyler will provide a written agenda and notice of any prerequisites to the County project manager(s) ten (10) business days or as otherwise mutually agreed upon time frame prior to any scheduled on-site or remote sessions, as applicable.
- Tyler will provide guidance for configuration and processing options available within the Tyler software. If multiple options are presented by Tyler, the County is responsible for making decisions based on the options available.
- Implementation of new software may require changes to existing processes, both business and technical, requiring the County to make process changes.
- The County is responsible for defining, documenting, and implementing their policies that result from any business process changes.

7.2 Organizational Change Management

Unless otherwise contracted by Tyler, County is responsible for managing Organizational Change. Impacted County resources will need consistent coaching and reassurance from their leadership team to embrace and accept the changes being imposed by the move to new software. An important part of change is ensuring that impacted County resources understand the value of the change, and why they are being asked to change.

7.3 Resources and Scheduling

- County resources will participate in scheduled activities as assigned in the Project Schedule.
- The County team will complete prerequisites prior to applicable scheduled activities. Failure to do so may affect the schedule.
- Tyler and the County will provide resources to support the efforts to complete the Project as scheduled and within the constraints of the Project budget.
- Abbreviated timelines and overlapped Phases require sufficient resources to complete all required work as scheduled.
- Changes to the Project Schedule, availability of resources or changes in Scope will be requested through a Change Request. Impacts to the triple constraints (scope, budget, and schedule) will be assessed and documented as part of the change control process.
- The County will ensure assigned resources will follow the change control process and possess the required business knowledge to complete their assigned tasks successfully. Should there be a change in resources, the replacement resource should have a comparable level of availability, change control process buy-in, and knowledge.
- The County makes timely Project related decisions to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Failure to do so may affect the schedule, as each analysis and implementation session is dependent on the decisions made in prior sessions.
- The County will respond to information requests in a comprehensive and timely manner, in accordance with the Project Schedule.
- The County will provide adequate meeting space or facilities, including appropriate system connectivity, to the project teams including Tyler team members.
- For on-site visits, Tyler will identify a travel schedule that balances the needs of the project and the employee.

7.4 Data

- Data will be converted as provided and Tyler will not create data that does not exist.
- The County is responsible for the quality of legacy data and for cleaning or scrubbing erroneous legacy data.



- Tyler will work closely with the County representatives to identify business rules before writing the conversion. The County must confirm that all known data mapping from source to target have been identified and documented before Tyler writes the conversion.
- All in-scope source data is in data extract(s).
- Each legacy system data file submitted for conversion includes all associated records in a single approved file layout.
- The County will provide the legacy system data extract in the same format for each iteration unless changes are mutually agreed upon in advance. If not, negative impacts to the schedule, budget and resource availability may occur and/or data in the new system may be incorrect.
- The County Project Team is responsible for reviewing the converted data and reporting issues during each iteration, with assistance from Tyler.
- The County is responsible for providing or entering test data (e.g., data for training, testing interfaces, etc.)

7.5 Facilities

- The County will provide dedicated space for Tyler staff to work with County resources for both on-site and remote sessions. If Phases overlap, County will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- The County will provide staff with a location to practice what they have learned without distraction.



8. Glossary

Word or Term	Definition
Acceptance	Confirming that the output or deliverable is suitable and conforms to the agreed upon criteria.
Accountable	The one who ultimately ensures a task or deliverable is completed; the one who ensures the prerequisites of the task are met and who delegates the work to those responsible. [Also see RACI]
Application	A computer program designed to perform a group of coordinated functions, tasks, or activities for the benefit of the user.
Application Programming Interface (API)	A defined set of tools/methods to pass data to and received data from Tyler software products
Agreement	This executed legal contract that defines the products and services to be implemented or performed.
Business Process	The practices, policy, procedure, guidelines, or functionality that the client uses to complete a specific job function.
Business Requirements Document	A specification document used to describe Client requirements for contracted software modifications.
Change Request	A form used as part of the Change Control process whereby changes in the scope of work, timeline, resources, and/or budget are documented and agreed upon by participating parties.
Change Management	Guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational success & outcomes
Code Mapping [where applicable]	An activity that occurs during the data conversion process whereby users equate data (field level) values from the old system to the values available in the new system. These may be one to one or many to one. Example: Old System [Field = eye color] [values = BL, Blu, Blue] maps to New Tyler System [Field = Eye Color] [value = Blue].
Consulted	Those whose opinions are sought, typically subject matter experts, and with whom there is two-way communication. [Also see RACI]
Control Point	This activity occurs at the end of each stage and serves as a formal and intentional opportunity to review stage deliverables and required acceptance criteria for the stage have been met.
Data Mapping [where applicable]	The activity determining and documenting where data from the legacy system will be placed in the new system; this typically involves prior data analysis to understand how the data is currently used in the legacy system and how it will be used in the new system.
Deliverable	A verifiable document or service produced as part of the Project, as defined in the work packages.
Go-Live	The point in time when the Client is using the Tyler software to conduct daily operations in Production.
Informed	Those who are kept up-to-date on progress, often only on completion of the task or deliverable, and with whom there is just one-way communication. [Also see RACI]



Infrastructure	The composite hardware, network resources and services required for the existence, operation, and management of the Tyler software.
Interface	A connection to and potential exchange of data with an external system or application. Interfaces may be one way, with data leaving the Tyler system to another system or data entering Tyler from another system, or they may be bi-directional with data both leaving and entering Tyler and another system.
Integration	A standard exchange or sharing of common data within the Tyler system or between Tyler applications
Legacy System	The software from which a client is converting.
Modification	Custom enhancement of Tyler's existing software to provide features or functions to meet individual client requirements documented within the scope of the Agreement.
On-site	Indicates the work location is at one or more of the client's physical office or work environments.
Organizational Change	The process of changing an organization's strategies, processes, procedures, technologies, and culture, as well as the effect of such changes on the organization.
Output	A product, result or service generated by a process.
Peripheral devices	An auxiliary device that connects to and works with the computer in some way. Some examples: scanner, digital camera, printer.
Phase	A portion of the Project in which specific set of related applications are typically implemented. Phases each have an independent start, Go-Live and closure dates but use the same Implementation Plans as other Phases of the Project. Phases may overlap or be sequential and may have different Tyler resources assigned.
Project	The delivery of the software and services per the agreement and the Statement of Work. A Project may be broken down into multiple Phases.
RACI	A matrix describing the level of participation by various roles in completing tasks or Deliverables for a Project or process. Individuals or groups are assigned one and only one of the following roles for a given task: Responsible (R), Accountable (A), Consulted (C), or Informed (I).
Remote	Indicates the work location is at one or more of Tyler's physical offices or work environments.
Responsible	Those who ensure a task is completed, either by themselves or delegating to another resource. [Also see RACI]
Scope	Products and services that are included in the Agreement.



Solution	The implementation of the contracted software product(s) resulting in the connected system allowing users to meet Project goals and gain anticipated efficiencies.
Stage	The top-level components of the WBS. Each Stage is repeated for individual Phases of the Project.
Standard	Software functionality that is included in the base software (off-the-shelf) package; is not customized or modified.
Statement of Work (SOW)	Document which will provide supporting detail to the Agreement defining Project-specific activities, services, and Deliverables.
System	The collective group of software and hardware that is used by the organization to conduct business.
Test Scripts	The steps or sequence of steps that will be used to validate or confirm a piece of functionality, configuration, enhancement, or Use Case Scenario.
Training Plan	Document(s) that indicate how and when users of the system will be trained relevant to their role in the implementation or use of the system.
Validation (or to validate)	The process of testing and approving that a specific Deliverable, process, program, or product is working as expected.
Work Breakdown Structure (WBS)	A hierarchical representation of a Project or Phase broken down into smaller, more manageable components.
Work Package	A group of related tasks within a project.



Part 4: Appendices

9. Conversion

9.1 ERP Pro Financials Conversion Summary

9.1.1 General Ledger

Standard Conversion Includes:

- Full chart of accounts listing, descriptions, and corresponding account types
- Element (segment) values and descriptions
- Summarized budget figures for current fiscal year
- Unlimited historical transactions as provided by client.

NOTE: Training will be provided on how to import additional budget years from Excel.

9.1.2 Accounts Payable

Standard Conversion Includes:

- Vendor master information, address, primary contact, and NOTES
- Unlimited historical transactions as provided by client.

9.1.3 Personnel Management

Standard Conversion Includes:

- Basic employee information – employee master, address, primary contact, dates, phone numbers, dependents, **NOTES**
- Employee Deductions & Taxes
- Employee Direct Deposit Information
- Employee Leave Balances
- Employee Retirement
- Rates/Base Pay (salary / hourly compensation)
- Unlimited historical transactions provided by client.

NOTE: Employee positions/deductions will be created according to recommended best business practices.



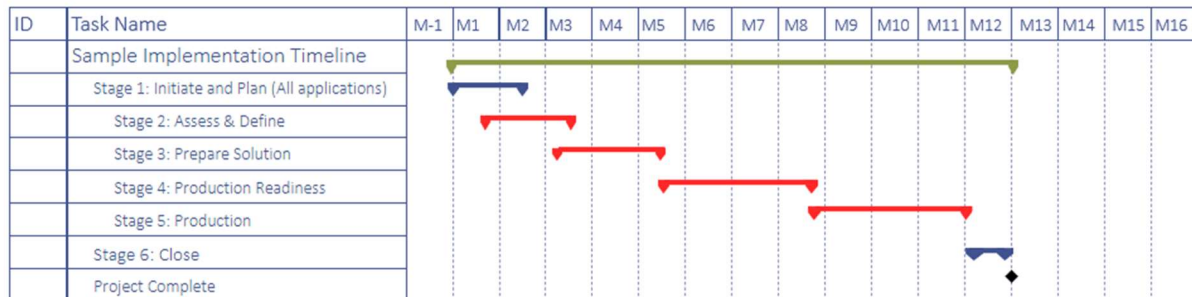
10. Additional Appendices

10.1 This work package is not applicable.



11. Project Timeline

11.1 ERP Pro Financial Management Timeline

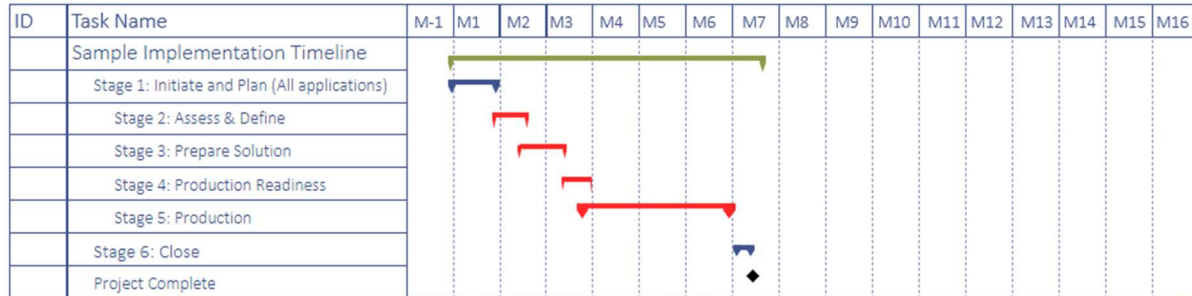


example

This timeline is an example. Please use it as a general guide...ONLY. Its purpose is to demonstrate the order in which various products are typically implemented and the potential overlap of stages for each phase. The exact timing of each deliverable depends on many factors including, but not limited to, the client's ability to commit resources to the project, client blackout dates, and the alignment of client business practices with Tyler implementation methodology. Tyler makes no guarantees that implementation schedules will align with this example.



11.2 Tyler Content Manager Enterprise Timeline



example

This timeline is an example. Please use it as a general guide...ONLY. Its purpose is to demonstrate the order in which various products are typically implemented and the potential overlap of stages for each phase. The exact timing of each deliverable depends on many factors including, but not limited to, the client's ability to commit resources to the project, client blackout dates, and the alignment of client business practices with Tyler implementation methodology. Tyler makes no guarantees that implementation schedules will align with this example.

11.3 This work package is not applicable.



RESOLUTION NO. 24 - 40

Resolution Approving An Amendment to Three 2024 Provider Contracts For The Health And Human Services Department.

WHEREAS Rule 14 of the Rules of the Board provides that any contract entered into by the Department of Health and Human Services involving the expenditure more than \$50,000 either at one time or within the course of one year must be approved by the County Board, and

WHEREAS the Health and Community Services Committee has carefully considered this matter and is now presenting this resolution to the County Board for its consideration.

NOW, THEREFORE, BE IT RESOLVED by the Richland County Board of Supervisors that approval is hereby granted for the following amendments to the following contract:

With **You Are Enough Counseling** of Avoca, with the original contract being for \$49,500, amended to \$85,000 due to an increased need for a variety of services to Comprehensive Community Services consumers in the Behavioral Health Services Unit; and

With **Arneson Counseling, LLC** of Richland Center, with the original contract being for \$49,500, amended to \$100,000 due to an increased need for a variety of services to Comprehensive Community Services consumers in the Behavioral Health Services Unit; and

With **Red Maple Consulting Services, LLC** of Gays Mills, with the original contract being for \$49,500, amended to \$150,000 due to an increased need for a variety of services to Comprehensive Community Services consumers in the Behavioral Health Services Unit; and

BE IT FURTHER RESOLVED that the Health and Human Services Board is hereby authorized to amend any of the above contracts by not more than 15%, and

BE IT FURTHER RESOLVED that the Director of the Health and Human Services Department, Ms. Tricia Clements, is hereby authorized to sign the above contracts on behalf of Richland County in accordance with this Resolution, and

BE IT FURTHER RESOLVED that this resolution shall be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION

RESOLUTION OFFERED BY THE COUNTY BOARD
MEMBERS OF THE COMMUNITY & HEALTH
SERVICES STANDING COMMITTEE
(06 JUNE 2024)

AYES _____ NOES _____

RESOLUTION _____

FOR AGAINST

DEREK S. KALISH
COUNTY CLERK

MARY MILLER	X
MARTY BREWER	
SANDRA KRAMER	X
INGRID GLASBRENNER	X
MICHELLE HARWICK	X
DANIEL MCGUIRE	X

DATED: JUNE 18, 2024

RESOLUTION NO. 24 - 41

Resolution Approving The Utilization Of Opioid Settlement Funds To Offer Grants To The Community To Allow For The Prevention, Treatment, And/Or Recovery Of Opioid Drug Use.

WHEREAS Richland County is the recipient of Opioid Settlement Funds and is expected to receive up to \$489,794 through the end of 2038, and

WHEREAS a committee was created to determine the best utilization of these funds and it was determined grants would be offered to Richland County non-profit organization and those that serve Richland County Residents to allow for the prevention, treatment, and/or recovery of opioid drug use and its various effects, and

WHEREAS grant applications will be accepted twice a year to be reviewed by Community and Health Services Committee with final approval by the full County Board, and

WHEREAS awards will generally be between \$1,000 and \$25,000 and projects can be renewed annually if funding allows and reporting requirements have been met.

NOW THEREFORE. BE IT RESOLVED by the Richland County Board of Supervisors that the Richland County Department of Health and Human Services is hereby authorized to utilize Opioid Settlement Funds to offer grants to the community to allow for the prevention, treatment, and/or recovery of opioid drug use through the end of 2038, and

BE IT FURTHER RESOLVED grant applications will be accepted twice a year to be reviewed by the Community and Health Services Committee with final approval by the full County Board, and

BE IT FURTHER RESOLVED grant awards shall not exceed Opioid Settlement funds received by Richland County, and

BE IT FURTHER RESOLVED that this Resolution shall be effective immediately upon its passage and publication

VOTE ON FOREGOING RESOLUTION

RESOLUTION OFFERED BY THE COUNTY BOARD
MEMBERS OF THE COMMUNITY & HEALTH
SERVICES STANDING COMMITTEE
(06 JUNE 2024)

AYES _____ NOES _____

RESOLUTION _____

FOR AGAINST

DEREK S. KALISH
COUNTY CLERK

MARY MILLER	X
MARTY BREWER	
SANDRA KRAMER	X
INGRID GLASBRENNER	X
MICHELLE HARWICK	X
DANIEL MCGUIRE	X

DATED: JUNE 18, 2024



Richland County Health & Human Services

Tricia Clements, Director

To: Public Notification – Grant Program

Date:

Richland County is the recipient of Opioid Settlement Funds. In total, Richland County is expected to receive up to \$489,794 through the end of 2038. In February of 2023, the Richland County Health and Human Services/Veterans Standing Committee approved the creation of a committee to determine the best utilization of these funds with Health and Human Services(HHS) taking the lead. The committee was comprised of county employees: including staff from HHS, Sheriff's office, District Attorney's office, Child Support, and the Judge; Richland Center Police Department, community AODA professionals and community stakeholders. The committee met in April, July, September and November in 2023 and again in May of 2024 to determine how these funds could best serve the community.

The committee process started with reviewing the Richland County Opioid Settlement Funds Use Assessment completed by Southwestern Wisconsin Regional Planning Commission. Three primary goals were identified; prevention, treatment and recovery.

Prevention activities educate and support individuals and communities to reduce the risk that individuals will begin using or misusing opioids. Investment in proactive measures would reduce the need for reactive measures.

Treatment includes measures to help individuals stop using opioids, stay drug-free, and be productive in the family, at work and in society. The Needs Assessment found that in Richland County, the need for treatment exceeds the capacity.

Recovery is about returning people to lifestyles that are productive and functioning in their family, workplace, and communities. The first step in long-lasting recovery are preventing overdose deaths and finding treatment options. There needs to be an understanding that the recovery process happens slowly. Part of supporting those in recovery is removing barriers to long term recovery, providing life skills education and guidance.

The Needs Assessment provided three recommendations.

1. Increase capacity of existing services within the designated agencies.
2. Task a person or a position with coordinating the existing resources either in Richland County, or regionally so that information is more widely available and not in "silos."
3. Find ways to help remove or reduce barriers.

The committee had brainstorming sessions to determine the best utilization of the funds. In the end, it was determined that the best utilization of the funds would be to offer grants to the community to allow for the

prevention, treatment and/or recovery of opioid drug use and its various effects. Since these funds will be available over a period of 14 years, the needs of the community may change and the utilization of these funds may fall under a different category. Ultimately, the application must address how the proposed grant would meet the needs of the community related to Opioid Use.

When to apply:

Grant applications will be accepted twice a year and will be reviewed by the Community and Health Services Committee with final approval by the full county board.

Who can apply:

Richland County non-profit organizations and those that serve Richland County residents, businesses in Richland County, schools (including Richland Center, Ithaca, Weston, River Valley, Riverdale, and Kickapoo) and local governmental agencies.

Eligible projects:

Projects that support efforts to educate, train, reduce, and prevent harm from consequences of opioids. Funds can also be used to support those that work directly with individuals who are impacted by the Opioid Epidemic. Please refer to page 116 of [Final Distributor Settlement Agreement](#) to see the full list of opioid remediation eligibility.

Application process:

Applications can be submitted to the Director of Richland County HHS. The Community Health Services Committee will review the applications and will submit final recommendations to the full county board for their approval. Once a project is awarded, they are allowed to start the month following the award being granted.

All applicants will be available at the Richland County Community and Health Services Committee to answer questions. Awards will generally be between \$1000 and \$25,000. Projects can be renewed annually if funding allows and all reporting requirements have been met.

If a Richland County Department requests funds, the request can be made directly to the Richland County Community and Health Services Committee to expediate time specific requests.

Grant award:

Grant funds will be distributed quarterly on a reimbursement model unless otherwise approved by the full county board. All projects must be operational within three years of the project start date.

Grant reporting:

Quarterly reports are to be submitted to Director of HHS and will be shared with the Richland County Community and Health Services Committee. They are to be submitted by the 15th of the month in January, April, July and October. Payment will be made by the 15th of the following month. Report templates and reimbursement processes will be shared once funding has been approved.

RESOLUTION NO. 24 – 42

Resolution Relating To Already Obtained Snowmobile Alliance Grants Accessible To Counties For Stream Bank Repair.

WHEREAS the lowest bids were successfully obtained by Wanless Excavation LLC for the stream bank repair and protection at the sites identified as Mobile and Schreiber sites.

WHEREAS the Richland County Public Works Standing Committee working with the Richland County Snowmobile Alliance and the Wisconsin DNR awards the Mobile Site Project, totaling \$16,497 and the Schreiber Site, totaling \$15,993.40 to the lowest bidder of Wanless Construction LLC for all work to be completed by 06/30/2025 and

WHEREAS this has been reviewed by the Fair Parks and Recycling Committee in 2023, Public Works Standing Committee, and

WHEREAS funding for these projects have been made available from Snowmobile Trail Grants successfully awarded to Richland County in 2022 with no match

NOW THEREFORE BE IT RESOLVED by the Richland County Board of Supervisors that approval is hereby granted to complete the projects as defined and submit for reimbursement once all work is completed.

BE IT FURTHER RESOLVED that this resolution shall be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION
AYES _____ NOES _____

RESOLUTION OFFERED BY THE PUBLIC
WORKS STANDING COMMITTEE
(06 JUNE 2024)

RESOLUTION _____	FOR	AGAINST
DEREK S. KALISH	STEVE WILLIAMSON	X
COUNTY CLERK	DAN MCGUIRE	X
	MARC COUEY	X
DATED: JUNE 18, 2024	CHAD COSGROVE	X
	GARY MANNING	X
	STEVE CARROW	X
	KEN RYNES	X

RESOLUTION NO. 24 - 43

Resolution To Pay The Bills To The Richland County Snowmobile Alliance And The Hillsboro Trail Blazers From The 2023-24 Snowmobile Maintenance Grant.

WHEREAS State funds are available to counties in Wisconsin for the maintenance and grooming of state snowmobile trail under the County Snowmobile Trail Aids Program which is administered by the State Department of Natural Resources (DNR)and

WHEREAS the Richland County applied for and received the grant, and

WHEREAS the Richland County Snowmobile Alliance, Hillsboro Trail Blazers, grooming and non-grooming hours eligible for payment of \$35,077.75, and

NOW, THEREFORE, BE IT RESOLVED by the Richland County Board of Supervisors that approval is hereby granted to pay the bills from the Richland County Snowmobile Alliance and Hillsboro Trail Blazers for grooming and non-grooming hours through the 2023-24 Snowmobile Maintenance grant, and

BE IT FURTHER RESOLVED that this Resolution shall be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION
AYES _____ NOES _____

RESOLUTION OFFERED BY THE PUBLIC
WORKS STANDING COMMITTEE
(06 JUNE 2024)

RESOLUTION _____	FOR	AGAINST
DEREK S. KALISH	STEVE WILLIAMSON	X
COUNTY CLERK	DAN MCGUIRE	X
	MARC COUEY	X
DATED: JUNE 18, 2024	CHAD COSGROVE	X
	GARY MANNING	X
	STEVE CARROW	X
	KEN RYNES	X

RESOLUTION NO. 24 - 44

Resolution Approving An Intradepartmental Partnership Of MIS, And The Sheriff’s Department Applying For And Accepting A PSAP Grant From Wisconsin Department Of Military Affairs For 2025.

WHEREAS Barbara Scott the Director of Management Information Systems has advised the Public Safety Committee that we may be eligible to receive the PSAP Grant to provide additional funding for the equipment upgrades and advanced training necessary for Next Generation 9-1-1 (NG9-1-1) implementation, and

WHEREAS Rule 19 of the Rules of the Board requires County Board approval for any department of County government to apply for and accept a grant, and WHEREAS the Public Safety Standing Committee has carefully considered this matter and is now presenting this Resolution to the County Board for its consideration. and

NOW THEREFORE BE IT RESOLVED by the Richland County Board of Supervisors that approval is hereby granted for MIS to apply for and accept a PSAP Grant from Wisconsin Department of Military Affairs to provide additional funding for the equipment upgrades and advanced training necessary for Next Generation 9-1-1 (NG9-1-1) implementation, and

BE IT FURTHER RESOLVED that the grant would fund up to \$750,000 and requires a minimum local match of 10%, and

BE IT FURTHER RESOLVED that this Resolution shall be effective upon its passage and publication.

VOTE ON FOREGOING RESOLUTION

RESOLUTION OFFERED BY THE
PUBLIC SAFETY STANDING COMMITTEE
(07 JUNE 2024)

AYES_____ NOES_____

RESOLUTION _____

FOR AGAINST

DEREK S. KALISH
COUNTY CLERK

BOB FRANK	X
DAVID TURK	X
GARY MANNING	
JULIE FLEMING	X
CHAD COSGROVE	X
KERRY SEVERSON	X
CRAIG WOODHOUSE	X

DATED: JUNE 18, 2024

RESOLUTION NO. 24 - 45

Resolution Approving An Intradepartmental Partnership Of MIS, Land Information, And The Sheriff's Department Applying For And Accepting A NG911 GIS Grant From Wisconsin Department Of Military Affairs.

WHEREAS Barbara Scott the Director of Management Information Systems has advised the Public Safety Committee that we may be eligible to receive the NG911GIS Grant to provide additional funding for the equipment upgrades and advanced training necessary for Next Generation 9-1-1 (NG9-1-1) implementation, and

WHEREAS Rule 19 of the Rules of the Board requires County Board approval for any department of County government to apply for and accept a grant, and WHEREAS the Public Safety Standing Committee has carefully considered this matter and is now presenting this Resolution to the County Board for its consideration. and

NOW THEREFORE BE IT RESOLVED by the Richland County Board of Supervisors that approval is hereby granted for MIS to apply for and accept an NG911 GIS Grant from Wisconsin Department of Military Affairs to provide additional funding for the equipment upgrades and advanced training necessary for Next Generation 9-1-1 (NG9-1-1) implementation, and

BE IT FURTHER RESOLVED that the grant would fund up to \$750,000 and requires a minimum local match of 10%, and

BE IT FURTHER RESOLVED that this Resolution shall be effective upon its passage and publication.

VOTE ON FOREGOING RESOLUTION		RESOLUTION OFFERED BY THE PUBLIC SAFETY STANDING COMMITTEE (07 JUNE 2024)	
AYES_____	NOES_____		
RESOLUTION _____		FOR	AGAINST
DEREK S. KALISH	BOB FRANK	X	
COUNTY CLERK	DAVID TURK	X	
	GARY MANNING		
DATED: JUNE 18, 2024	JULIE FLEMING	X	
	CHAD COSGROVE	X	
	KERRY SEVERSON	X	
	CRAIG WOODHOUSE	X	

RESOLUTION NO. 24 - 46

Resolution Approving The Sheriff's Office's Purchase Of New Mobile And Portable Radios For The New Radio System.

WHEREAS Sheriff Clay Porter has recommended to the Public Safety Committee that the Sheriff's Office be authorized to spend no more than \$78,000 to purchase and install new squad and handheld radios, and

WHEREAS it is provided in Rule 14 of the Rules of the Board that nearly all purchases in excess of \$10,000 must be approved by the County Board, and

WHEREAS the Executive & Finance Standing Committee has carefully considered this matter and is now presenting this Resolution to the County Board for its consideration.

NOW THEREFORE BE IT RESOLVED by the Richland County Board of Supervisors that approval is hereby granted for the Sheriff's Office to spend no more than \$78,000 for the purchase of new radio equipment capable of operating on the new system, and

BE IT FURTHER RESOLVED these purchases shall be paid from the 2024 Short Term Borrowing Fund (Fund # 92), and

BE IT FURTHER RESOLVED that this Resolution shall be effective immediately upon its passage and publication.

VOTE ON FOREGOING RESOLUTION

AYES _____ NOES _____

RESOLUTION OFFERED BY THE
PUBLIC SAFETY STANDING COMMITTEE
(07 JUNE 2024)

RESOLUTION _____

FOR AGAINST

DEREK S. KALISH
COUNTY CLERK

BOB FRANK	X
DAVID TURK	X
GARY MANNING	
JULIE FLEMING	X
CHAD COSGROVE	X
KERRY SEVERSON	X
CRAIG WOODHOUSE	X

DATED: JUNE 18, 2024

Approved at Executive & Finance Standing Committee on June 11, 2024

ORDINANCE NO. 24 - 09

Amendment No. 599 To Richland County Comprehensive Zoning Ordinance No. 5 Relating To A Parcel Belonging To Frank And Kathy Wanek In The Town Of Richwood.

The Richland County Board of Supervisors does hereby ordain as follows:

1. The County Board, having considered the following factors, hereby finds that the following rezoning is in the best interests of the citizens of Richland County:

- (a) Adequate public facilities to serve the development are present or will be provided.
- (b) Provision of these facilities will not be an unreasonable burden to local government.
- (c) The land to be rezoned is suitable for development and development will not cause unreasonable water or air pollution, soil erosion or adverse effects on rare or irreplaceable natural areas.
- (d) Non-farm development will be directed to non-agricultural soils or less productive soils.
- (e) Non-farm development will be directed to areas where it will cause minimum disruption of established farm operations or damage to environmentally sensitive areas.
- (f) Non-farm development will be encouraged to locate so as to leave a maximum amount of farmland in farmable size parcels.
- (g) Non-farm residential development will be directed to existing platted subdivisions and sanitary districts.

2. Richland County Comprehensive Zoning Ordinance No. 5, which was adopted by the Richland County Board of Supervisors on May 20, 2003, as amended to date, is hereby further amended as follows:

That the official maps designating district boundaries, as adopted by Richland County Ordinance 1985 No. 1 (also known as Amendment No. 1 to the Richland County Comprehensive Zoning Ordinance No. 3), which was adopted on March 19, 1985, are hereby amended as follows:

That the following described 14.46-acre parcel belonging to Frank and Kathy Wanek in the Town of Richwood is hereby rezoned from Legal Non-Conforming (NC) to the Agricultural-Residential (AR) District:

Being part of The SE 1/2 of The NE 1/4 of Section 33, T09 N, R2W, Town of Richwood, Richland County, Wisconsin, to wit:

The West 280.5’ of The SE 1/4 of The NE 1/4;
East of the Centerline of County Highway M in The SW 1/4 of The NE 1/4.

Containing 629,877 square feet or 14.46 acres, more or less.

3. This Ordinance shall be effective on June 18, 2024.

DATED: JUNE 18, 2024		ORDINANCE OFFERED BY THE LAND &	
PASSED: JUNE 18, 2024		ZONING STANDING COMMITTEE	
PUBLISHED: JUNE 27, 2024		(03 JUNE 2024)	
		FOR	AGAINST
DAVID TURK, CHAIR RICHLAND COUNTY BOARD OF SUPERVISORS	ROBERT BROOKENS	X	
	STEVE CARROW	X	
	JULIE FLEMING	X	
	MARK GILL	X	
	ALAYNE HENDRICKS	X	
	RICHARD MCKEE		
	CRAIG WOODHOUSE	X	
DEREK KALISH RICHLAND COUNTY CLERK			