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TO: Al Robinson, Chair  
Ways & Means Committee

FROM: Robert E. Guenzel, County Administrator  
Linda Edwards-Brown, Family Division Administrator

DATE: May 3, 2000

SUBJECT: Operational Review for the Friend of the Court and Juvenile  
Division, Washtenaw County Trial Court

### **Board Action Requested**

It is requested that the Board of Commissioners authorize the signature of the County Administrator on the contract with Plante & Moran to conduct an Operational Review for the Friend of the Court Office and Juvenile Division, Washtenaw County Trial Court in an amount not to exceed \$89,000.

### **Background**

The need for an Operational Review for the Friend of the Court (FOC) and Juvenile Court was the result of budgetary concerns for the FOC. The FOC Office has been involved in the transformation from an old computer system to the new state mandated CSES (Child Support Enforcement System) computer system. This transformation has changed some of the day-to-day processes within the FOC office. The FOC initially requested an additional 7.0 FTE positions to deal with this transformation to CSES. Upon a joint decision by the County Administrator and Court Administration, it was determined that the best immediate solution would be to conduct an Operational Review of the FOC, and the Juvenile Court as well. The objective of the Operational Review is to determine the true staffing needs and analyze the appropriate structure of the offices to guarantee they are conducted in the most efficient and effective manner.

### **Discussion**

The Administration Office, Trial Courts, and Finance Departments have worked closely throughout this entire process. An RFP was sent out to potential consultants to conduct the Operational Review. Three proposals were submitted by the April 28<sup>th</sup> deadline. After careful review of the proposals, it has been determined through cooperation between the Administrator and the Trial Courts that Plante & Moran is the most qualified vendor to conduct the Operational Review. This is due to their experience with workload distribution and staffing needs, their recent review of the FOC Office for

Kalamazoo County, their apparent understanding of the differences between the FOC and the Juvenile Court, and their commitment to involving staff of all levels throughout the entire review process.

The proposal from Plante & Moran outlines two different approaches that could be used throughout the review process. The first method, Option 1, outlines the project using the proposed methodology from the RFP. This breaks the process down by work type, focusing first on the FOC Cashiering, Bookkeeping, Enforcement, and Receptionist Units. Plante & Moran stated it would take them approximately 5 months to complete the entire review in this manner, and would cost approximately \$119,000. They also outlined a more efficient method for conducting the review, or Option 2. This option would only take three (3) months to complete, and would work simultaneously with the FOC and Juvenile Court. This option stresses the importance of looking at the entire office as a whole to view how all employees of an office work together, as well as how the two offices are interrelated. Option 2 is projected with a cost of \$89,000 (savings of \$30,000 from Option 1) and is the option we would like to pursue.

#### **Impact on Human Resources:**

There is no impact on Human Resources.

#### **Impact on Budget**

The total cost of the contract is \$89,000. We are currently investigating the eligibility for reimbursement of these funds through the Friend of the Court Cooperative Reimbursement Grant and the Child Care Fund. The cost of the contract is available within the Friend of the Court fund balance and therefore no budget adjustment is necessary.

#### **Impact on Indirect Costs**

There is no impact on Indirect Costs.

#### **Impact on Other County Departments or Outside Agencies**

This process has been developed through a collaborative effort between the Administration Office, Washtenaw County Trial Courts, and the Finance Department. The ultimate beneficiaries of this Operational Review are the employees and clients of the Friend of the Court and Juvenile Court Offices.

#### **Conformity to County Policies**

This process most closely adheres to Guiding Principles 1) Ensuring long term fiscal stability for the County; 5) Ensuring the adequate provision of mandated services; and 7) Intragovernmental cooperation and collaboration aimed at improving services to the citizens of Washtenaw County.

A RESOLUTION AUTHORIZING THE COUNTY ADMINISTRATOR TO SIGN THE CONTRACT WITH PLANTE & MORAN LLP TO CONDUCT AN OPERATIONAL REVIEW FOR THE FAMILY COURT, WASHTENAW COUNTY TRIAL COURT IN AN AMOUNT NOT TO EXCEED \$89,000.

WASHTENAW COUNTY BOARD OF COMMISSIONERS

June 7, 2000

WHEREAS, the Friend of the Court has implemented the new state mandated computer system CSES (Child Support Enforcement System); and

WHEREAS, the Friend of the Court initially requested an additional 7.0 FTE positions due to the implementation of CSES; and

WHEREAS, the County Administrator and Court Administration suggested an Operational Review be conducted on the Friend of the Court offices and the Juvenile Division of the Washtenaw County Trial Court; and

WHEREAS, the Administrator, Trial Court, and Finance Department drafted a Request for Proposal to potential vendors to conduct the Operational Review; and

WHEREAS, it is the joint decision of the Administrator and the Trial Court that Plante & Moran is the most suited to conduct the Operational Review; and

WHEREAS, Plante & Moran will conduct the Operational Review for a cost not to exceed \$89,000; and

WHEREAS, this matter has been reviewed by the Finance Office, County Administrator's Office, Court Administrator, Human Resources and Corporation Counsel and the Ways and Means Committee

NOW THEREFORE BE IT RESOLVED that the Washtenaw County Board of Commissioners hereby authorizes the County Administrator to sign the contract with Plante & Moran to conduct an Operational Review for the Friend of the Court and Juvenile Division, Washtenaw County Trial Court in an amount not to exceed \$89,000, upon review of Corporation Counsel to be filed with the County Clerk