

STATE OF TEXAS §

COUNTY OF HENDERSON §

BE IT REMEMBERED, that the Henderson County I.T. Committee met in Regular Session on February 7th, 2018 @ 1:30 P.M. in the Annex, 2nd Floor Training Room in Athens, Texas, with the following members present, to-wit:

ANN MARIE LEE	COUNTY AUDITOR
CLINT DAVIS	COUNTY ATTORNEY
BOTIE HILLHOUSE	SHERIFF
WADE MCKINNEY	COMM. PCT. #2, CHAIRMAN
MARK HALL	DISTRICT ATTORNEY, absent
MICHAEL BYNUM	COUNTY TREASURER
MARY MARGARET WRIGHT/M. SUSAN COCHRAN	COUNTY CLERK, absent
KEVIN POLLOCK	J.P. PCT. #2, absent
BETTY HERRIAGE	DISTRICT CLERK
PEGGY GOODALL	TAX ASSESSOR/COLLECTOR, absent
KEN HAYES	COMM. PCT. #1

And guests: Josh Brock, IT Administrator; Diane Russ, County Attorney's Office; Kendra Strong, County Clerk's Office and Patrick Green, Tyler Technologies

Transacted the following business, to-wit:

Comm. McKinney called the Meeting to order at 1:32 P.M.

1. Consider and Take Action to approve the Minutes of previous IT Committee Meeting.

Motion made by Michael Bynum and seconded by Comm. Hayes to accept the minutes of the December 6th, 2017 IT Meeting, for filing purposes only. Motion passes.

2. Consider and Take Action on issues related to the Odyssey Project.

Sheriff Hillhouse – has implemented some of the items that Tyler requested them to do, and it is working and Sheriff Hillhouse is pleased with it. There are things that need to be addressed and they are working on the issues that need to be cleaned up. Patrick – there were updates that were done. They talked about getting everyone on the same page. The SME Tyler talked with was spot on, found a few things that Tyler needs to look at from a support perspective that are confusing in the system. There are two questionnaires that are misleading and they will figure out which one to use and get rid of the other one. The jail plays a big role in integrated systems. One of the big things that will come out of this is communication within the county on the way the business system works. The way the bonds are processed as a collective the county needs to talk about that because it effects everyone; the same with warrants and civil papers. Whenever you have activity that multiple offices works in, they need to come together and define that process. There may be a business process in your office and it could be as changing a status on a warrant. That status goes back to the sheriff and someone could be arrested. This is why JP offices and the Sheriff's Office need to be on the same page and all statues should be the same. Wade – we need to get together and define the issues. Patrick – Josh had sessions with SME's and offices on

functionality, and weighed it out on what works the best for the county. Josh – the meeting in November was asking is this a process issue or is it a system issue, which was what needed to be established. During the meeting the County Attorney's issue was rights and roles. Multiple charges and multiple bonds have caused issues and who would they need to contact to correct this issue. Patrick – I can give direction on how Odyssey was designed and how it was intended, but if you are doing right or wrong that is on the County. Josh – if you have the correct data going in... it makes everyone's job easier. Wade – how many other process reviews are we going to be looking at? Patrick – the next step would be the County and District Attorney and be more in-depth and not just the surface that was discussed the last time. How charges are picked up and processed through. The court side – the courts are processing efficiently. The only thing we would want to introduce there is how to move paper without having to print it out. Wade – when we complete the reviews, I know you will go over each one with the departments. The meetings that we have at the county are these going to be more or less white board meetings where we come together begin to identify on our own or will there be input from Tyler? Patrick – we will be happy to participate in those meetings, as a resource. What Patrick would bring to the table is what he has seen in other counties. It will be the counties process. Wade – trying to identify for the committee our role, in those instances it will be in support. Flushing out these individual things it's going to be on the county. Patrick – yes, and we will step in and let the county know if we can or can't do something, and will give the best possible solution. Wade – have we talked about meetings? Josh – yes, we have scheduled one for this February or March. We will have a super SME, a quick gathering of those before that meeting and can zero in and take notes on what they can impact. The SME can address what needs to be addressed in the regular meeting. Wade – we aren't drowning? Patrick – no, in the very beginning there was a lot of frustration. The majority of the frustration was in the re-active mode of Tyler, there were support issues lingering, things that were out there. There was communication that needed to happen-there were some talking points. Henderson County is operating in Odyssey effectively. The issues were the re-active aspect of Tyler. Patrick hopes over the last several months the response from support and the direction on how things should be entered and where they should go has improved. Wade – how is support doing? Diane – for the County Attorney's Office it has improved a lot in getting a response back. Sheriff Hillhouse – Chris Ricci got in touch with Brian Tower and referenced to an issue that was five months old, the day before the IT meeting and closed the ticket out with no resolution. It was a reporting issue that Brian worked on and Odyssey doesn't give the information we needed the way it needed to be. Brian is the one that figured it out and told Tyler. They closed the ticket out the day before the IT Committee meeting. Same issue every time. Diane – did you get the UCR report taken care of? Sheriff Hillhouse – no, the UCR still has issues. Patrick – that's the actual tracking of property amounts. This is an example of Odyssey UCR reports the county recovered, but it reports what the county recovered on what the county reported. When the county recovers something that was reported out of another county's UCR, it doesn't take that in consideration. The State just wants to know what the county reported and what the county recovered. Chris and I talked with Brian; it's a customer port or way to put information into a different spot, so you can pull out the information. Brian was going to call some other counties to see what they do. That ticket should have been closed a long time ago. The aspect of being able to fix it, it isn't broken it's a gap. Patrick – I'm asking about issues the day before the IT meetings that is a reactive thing that has to change inside Tyler. Ken – are you going to change it? Patrick – yes, I'm working to change it with all 15 of my clients. I ask for an update and the date is 2/12/18, I'm meeting with the client on 2/13/18, and Tyler is recognizes it needs to change. Wade – it's every county that has the same issue? Patrick – no it isn't every county with this issue, it's hit or miss. The billing agency is the only thing that was noted; some counties don't put in their own county as a billing agency. Henderson County does put a county in every time. Custody status; a change being made from a business practice, Henderson County is doing it the way we want to. The jailing check list, this is one that was talked about and needs to be revisited, and it can be customized. If you want to customize the check list it can be done remotely. Bi metrics – he didn't get a price list for that. This is a licensable feature with hardware. When someone comes into the jail they can put their thumb down and it will pull up their party record if they are in the system. The data is built within Henderson County. Wade – how is party merge going to affect it? Patrick – it won't affect it. When you have a finger print on a party record and it is merged it stays there. Wade – the party merge - the last I heard. It was barely containable. There is a lot of work to do to make it work correct. Is that correct? Patrick – no, when someone comes in you have their party record. Wade – party merge we thought we would have been finished with. We did not understand the complexity of managing the data. Patrick – classification goes back to the check list, a lot of these things

relate to the check list. There are two options and we need to figure out which option to use. Visitation; I do have a part number for the scanner. This will allow you to scan a driver's license. Property tab – we talked about this recommendation but the Sheriff has his process and the way they step through it. Incident tab – Henderson County has already been using this. Tracking tab – we do not currently use it. Henderson County tracks the information that would be used here. Activities log – this is also tracked in another location. Jailing's – one of the recommendations that was made on this, is to separate those. This is a piece of functionality that another county paid for so they could track it that way. When Patrick went out and surveyed another project manager, what Henderson County is doing is one of the best practices across the state. CJIS – we are good. When forms are put in, tokens get broken sometimes if it is copied over or used. This is an inherent problem to Odyssey and word integration and Microsoft has yet to find a solution for us. Jailing and intermittent tab; work release and weekenders; this is something that again the County paid for this functionality and a lot of counties use it but, Henderson County got direction from our inspector to do it the way we are doing it. Odyssey recommends something different, but the Henderson County inspector said not to do it that way. Wade – how much more efficient is it? Sheriff Hillhouse – a lot more efficient, we have to book them completely out, every time they come back we have to completely book them back in and book them completely out every day. There is a shorter way. The way Odyssey recommends is the way it should be done. Three years ago the inspector said not to do it that way. Patrick – bonds - this is something we have talked about on many different occasions. When Patrick started asking other counties, Henderson County has the best practice. There is an enhancement feature. Wade – what is the enhancement? Patrick – the enhancement is for a county that has a check box and it spreads out the bond, the challenge that most counties has with it is the Judges in the county never set an amount on the charge. Offence codes – Henderson County is releasing them. Patrick – doesn't agree with the recommendation here, Henderson County has someone that manages the offence codes, this is the best practice. Diane takes care of the offence codes. When the State updates codes, the State sends Diane the updates. Patrick – papers - this goes back to a separate meeting we had, after the resource was done in the jail. We met with the offices and Henderson County is processing papers by design for Odyssey. Henderson County is going to have to come together when we issue a warrant, this is the status and make sure everyone agrees with the status. When the return comes back, who is updating the system? There is a spot in Odyssey for service. The clerks will need the update. Tyler recommends if it isn't a county warrant don't put it into Odyssey, because it isn't the county's warrant to begin with. If there is a warrant and that city doesn't have the access to NCIC to update that warrant that is a different story. Someone has to put that warrant in their system. Wade – on those instances they bring us the warrant anyway. Patrick – everyone understands how the process works and using the system the way it should be used. Bonds – how we are entering them; think where it originates, that is the most important and where it goes next. There is a process that is standard operating procedure; everyone does it this way because there is no other way. A bond comes in and the charges never acted on. In Odyssey 2018 there is going to be a pre-file case that allows the jail to put in the bond on a case so it stays there and it has no public record because there has not been any action taken on it. The bond will be linked to the case when it has been acted on. Wade – did we get the issues on the bond surety limits been resolved? Michael – thinks it has been resolved. Patrick – run the surety reports and do a manual check against the bonds for that company. Once they reach the surety limit the system will flag them. UCR – the reports operates as designed. Chris is checking to see what other counties are doing to see if we need to write a custom UCR. It would be something that would allow you to get the information that is in the system out of the system. Patrick – Tyler University is recommended for new jail employees to watch videos for training in book-ins and releases etc. Data exchange was discussed, and Patrick's next step will be the County and District Attorney's offices. Wade – the two things I came away with this discussion is the County group going after shared items; warrant, bonds, civil papers etc. Are there any others? Patrick – Charges – this will be part of what they go through with the attorney manager. Wade – we are operating the system efficiently based on our processes. Patrick – Tyler Community – this is a group of people that only use Tyler products; if you post a question about a process. The response you are getting is from another county that uses Tyler with that process. Wade – what are we looking for developing an education program? Do we have anything to date or something that will be developed over the next 90 to 180 days? Josh – with the turn over at the Sheriff's office it may be harder to gauge on some things. Josh talked with Diane at the jail about using her to gauge her new employees with the training from Tyler University. Sheriff Hillhouse – has two field training officers in the jail. New employees train for two weeks before they go to their shift, in that two weeks he wants

them to use Tyler University. Patrick – I have a list for every class built for jail. I want a list of the FTO's, and I want them in training curriculum. He will have Tyler build it.

3. Consider and Discuss IT Director Report.

Josh – the main thing that can be reported is we had taken on the Animal Shelter after the first of the year when the Humane Society moved out. Internet was brought in by Suddenlink and they are supposed to be finishing up burying the cable today (February 7th, 2018). We connected them with the County and gave them a phone through the system. Their service seems to be working well. Josh is looking for software for animal management.

4. Consider and Take Action to adjourn.

Motion made by Comm. Hayes and seconded by Sheriff Hillhouse to adjourn the meeting @ 2:46 P.M. Voted unanimously by those present. The next meeting will be January 3, 2018.

Read and Approved:



County Judge, Richard Sanders

(For Filing Purposes Only)

NOTE: Any actions taken by the Henderson County I.T. Committee at this Special Meeting shall be non-binding recommendations. Any such recommendations shall subsequently, be presented to the Henderson County Commissioners' Court for the Court to consider and take action on behalf of Henderson County.