

FROM (DEPT/ DIVISION): Sheriff's Office

PROGRAM: 15090-570006 - 15090-545001

SUBJECT: QA & SOP outsourcing through Moetivations

<p>Background:</p> <ul style="list-style-type: none"> Dispatch Efficiency Study identified that QA & SOP needed to be updated and completed to ensure quality and consistent training for all dispatchers. Moetivations offers online training to include the National Standards for answering and asking correct questions but goes further for including in-house training as needed. This ongoing module for training has led to improved customer service. The dispatchers and dispatch administration have gained valuable content from the training. The SOP's are currently a work in progress. We continue to work with the company, as time allows with the dispatch administration still being a position on the floor. As I mentioned, in the initial request, the cost will be worth the expense, as we continue to reduce our liability. Once Moetivations and Dispatch Administration have successfully completed the SOP updating process, then Dispatch Administration will have a better opportunity to maintain and update the SOPs based on changing policies and procedures. The cost for QA/QI from July 1, 2023 - June 30, 2024 will be \$10,164.00 The Virtual/On-Line Trainings for July 1, 2023 - June 30, 2024 will be \$3,075.78 The still ongoing SOP and Editioning module will be \$3,280.00 for a year. The total for the virtual online training, SOP, policies, and the QA/QI service will be a total of \$16,519.78 The quote was delayed on the company's end of things so that is why the dates are July 1, 2023 to June 30, 2024. 	<p><u>ACTION REQUESTED:</u></p> <p>Approve another year of QA, SOP development and Dispatch Training from Moetivations for dispatch and supervisors for the amount of \$16,519.78</p>
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ATTACHMENTS:

Date: (12/26/23)

Submitted By: (Cpt. Karen Primmer)

*****For Internal Use Only*****

Checkoffs:

- () Exec. Asst.
- () Dept. Head (copy)
- () Human Resources (copy)
- () Budget (copy)
- () Fiscal
- () Legal (copy)
- () (Other - List:)

To be notified of Meeting: Sheriff Rowan
 Undersheriff Littlefield and Cpt. Primmer

Needed at Meeting: Cpt. Karen Primmer

Scheduled for meeting on: January 3, 2024

Action taken:



TEAM ON DEMAND SERVICES RENEWAL PROPOSAL:

QUALITY ASSURANCE / QUALITY IMPROVEMENT

Assessments, Evaluation Scores, & Reports
Body Worn Camera Evaluations

LEADERSHIP DEVELOPMENT

Virtual and Onsite Training
Mentor & Coaching Programs

OPERATIONS SUPPORT SERVICES

Dispatchers on Demand
SOP & Policy Editing
Peer Support & Wellness Programs
Training Coordinator As A Service

PREPARED FOR:

Umatilla County Sheriff's Office, OR
Karen Primmer
911 Supervisor

PREPARED BY:

Mike DeSeve, On behalf of
Kristy Wade
Main Office 303.993.7850
kristyw@moetivations.com
www.moetivations.com



AGENCY: Umatilla County Sheriff's Office, OR

DATE: 12-19-2023

CONTACT: Karen Primmer

QUOTE #: 23MD126C

PROPOSAL

QA/QI - TRAINING SERVICES RENEWAL

Based on

35,000 CALLS FOR SERVICE

QA Team includes 3 to 4 team personnel, callbrating & rotating
 CJIS Certified & Experienced QA EVALUATORS; QA team lead, Instructors & Admin
 QI Coaching & Job Aides & QI Training Support
 Presentations: webinar, monthly reports & Executive Readouts

QA/QI - July 1, 2023 through June 30, 2024

ITEM	DESCRIPTION	QTY	MONTHLY UNIT PRICE	DISCOUNT	MONTHLY FEE	ANNUAL TOTAL
MQAM-001	ADVANCED QA/QI PROGRAM: Evaluations; Backlog from previous contract. Work towards application of NENA APCO ANSI Standards. Mixed protocols; random selection. Additional 10 evaluations per month from December 1, 2023 through June 30, 2024 to cover backlog.	70				Included
MQAM-001	ADVANCED QA/QI PROGRAM: Evaluations; Based on 2% CFS. Work towards application of NENA APCO ANSI Standards. Mixed protocols; random selection.	700	\$ 24.00	\$ (7.20)	\$ 980.00	\$ 11,760.00
WEEKLY	MONTHLY	ANNUAL				
13	58	700				
Credit for 95 Incomplete Evaluations						\$ (1,596.00)
12 month/ Services Subtotal						\$ 10,164.00

VIRTUAL / ONLINE TRAINING SERVICES & QI Feedback Loop
Wellness Program Support included - July 1, 2023 through June 30, 2024

ITEM	DESCRIPTION	QTY	LIST PRICE	DISCOUNT	MONTHLY FEES	ANNUAL TOTAL
Based on						
25	Total Agency student count: Management and staff					
MT-002	Online Training: Basic Courses & Peer Community - for Management, Supervisors and Training Dept.	4	\$ 14.99	\$ (4.50)	\$ 41.96	\$ 503.52
MT-001	Online Training: Basic Courses & Peer Community - for Staff (dispatcher & TC team)	21	\$ 12.99	\$ (4.50)	\$ 178.29	\$ 2,139.48
MT-001AW	Online Training: Advanced Supervisor Workshops for management and Training Dept.	4	\$ 29.75	\$ (4.50)	\$ 101.00	\$ 1,212.00
Credit for 78 Unused Logins						\$ (779.22)
VIRTUAL TRAINING						\$ 3,075.78

AGENCY: Umatilla County Sheriff's Office, OR

DATE: 12-19-2023

CONTACT: Karen Primmer

 QUOTE #: **23MD126C**
POLICY EDITING SERVICES

ITEM	DESCRIPTION	ANNUAL TOTAL
MTOD-001	Policy Manual Editing Policy Manual Editing estimated scope: review of existing manual required prior to finalizing proposal and approving scope 1) Combine Policies and SOP's into 1 manual 2) Update Policies & SOP's to meet industry standards 3) Format Manual for approval process 4) Recommend training and implementation sequence & schedule (training is deployed using MOE911 system)	\$ 3,280.00
POLICY EDITING TOTAL:		\$ 3,280.00

OPTIONAL: ONSITE TRAINING SERVICES

ITEM	DESCRIPTION	QTY	LIST PRICE	DISCOUNT	ONSITE FEE	ANNUAL TOTAL
MT-1902T	Onsite Training (2 full days): Discounted to allow agency to host and invite other agencies to attend at the rate of \$150 per seat.	1	\$ 5,750.00	\$ (1,437.50)	\$ 4,312.50	\$ 4,313.50
ONSITE TRAINING TOTAL:						\$ 4,313.50

AGENCY: Umatilla County Sheriff's Office, OR

DATE: 12-19-2023

CONTACT: Karen Primmer

 QUOTE #: **23MD126C**
APPROVAL PAGE

Quote Valid for 120 days

QA LAUNCH FEE INCLUDES:

- Secure file set up and documentation approval; SOPs and communication workflow between agency and QA/QI TEAM
- Evaluator access & responsibilities for QAEs.
- QAE assignments and agency percentage goals.
- Refresh existing process requirements or create new ones.
- Training Aids, Job Aids, and Scorecard documentation.
- Monthly reporting schedule.
- Set up of 'Coaches Corner' and feedback loop.
- Virtual training and onsite training implementation (optional).

PAYMENT TERMS

SERVICES	DEPOSIT	Launch Fee or 25% of program
	Monthly Fee	Net 21
	Prepaid & Discounted	Net 30
TRAINING	ONSITE	40% due upon signing. 60% due within 10 days of training date.
	VIRTUAL	NET 30

PROPOSAL APPROVAL

Total \$ _____

AUTHORIZING SIGNATURE _____

Date _____

AUTHORIZING NAME _____

TITLE _____

OPTIONS APPROVED

Total \$ _____

The authorizing party must have budgetary discretion to approve the terms described in this Proposal. Final invoices to include any taxes or credit card processing fees, if applicable. The approved proposal will be attached as an Exhibit to the Service Agreement, as needed.

Statement of Confidentiality & Non-Disclosure

This document contains proprietary and confidential information. All data submitted to your agency is provided in reliance upon its consent not to use or disclose any information contained herein except in the context of its business dealings with MOETIVATIONS, Inc. The recipient of this document agrees to inform employees of your agency who view or have access to its content of its confidential nature. The recipient agrees not to duplicate or distribute or permit others to duplicate or distribute any material contained herein without MOETIVATIONS, Inc. express written consent. MOETIVATIONS, Inc. retains all title, ownership and intellectual property rights to the material and trademarks contained herein, including all supporting documentation, files, marketing material, and multimedia. By acceptance of this document, the recipient agrees to be bound by the aforementioned statement.



LEADERSHIP DEVELOPMENT & WELLNESS

Character and Communications Leadership displayed during crisis and critical emergencies is based on training, history, personal experience, upbringing, and stress level...all which Impact or guide team response, expectations and behavior. Methodology: Revive morale; improve coping skills; reduce the long-term impact of crisis related stress. Reset common courtesies, customer satisfaction intentions, personal accountability, being mindful, encouraging increase in positivity; reduces gossip.

Training content includes best practices; communicating in a way that improves team during crisis, reduce bullying & intimidation; Practical Workplace Application

Thrive-ability! Reveal Life Application techniques, Healthy lifestyles & hobbies

Encourage character-based communications, discretion, honor

Reset Discipline goals; Improving Manager & Staff interaction, noticing negativity and not tolerating toxic behaviors to spread throughout a team; Review Leadership skills by example, as shown in the workplace.

Personal Development; notice improvement in the most unlikely individuals.

Mentoring & Coaching: Supervisors in the workplace

Emotional Strength & Peer Support

Recognizing stress in yourself and others

Resilience & Readiness; Restoration

Coping Skills & Wellness Program development

Customer Service

Officer Safety

OPERATIONS SUPPORT

SOP & POLICY EDITING SERVICES

Starting at \$480/month

Example SOP & POLICY EDITING / SCOPE OF WORK

Author Policy Main Categories and Subcategories (quantity to be determined)

Recommend SOP supporting/not supporting and recommendations to SOP Manual

Use pre-determined template and client-provided Table of Contents.

Draft, revisions, and re-draft SOP or Policies - Includes re-drafting before HR or legal approval.

Align SOPs with known HR rules.

Facilitate presentation process and discussions; Facilitate editing, approval process, and signatures required for file and mutually approved posting/implementation date.

POLICY & SOP EDITING SUPPORT FOR PSAPs

Coordinate completion for main categories to align with client-provided training memos and client-provided training to support maximum adoption. Support training goals with memo recommendations

Revisions to include where requested a high level summary of the SOPs: Summary to include

SOPs best practices where needed for management and supervisors to use in messaging for consistency; recommendations such as mandatory or non-mandatory; example distribution best practices: Place notices, training schedule, and new SOP(s) on bulletin boards; distribute same at shift roll-call.

Note in the SOP documentation (where requested) whether the employees are required to read and acknowledge the SOP(s), and if a system exists to track the employee and the date the SOP(s) was opened. Or if signatures are required.

Document the staggered and/or preset Implementation dates as needed.

TEAM ON DEMAND Services

Quality Assurance

QA Standards Application - MOETIVATIONS, Inc. uses the industry APCO/NENA voluntary standards, as well as local and national requirements based on agency rules, most of which describe recommended policy and QA program launch roadmap. We will define internal QA standards based on Industry Best Practices. The QA/QI program, processes, and requests for release of information shall comply with all applicable federal, tribal, state/provincial and local laws, rules and regulations.

BASIC - Set up QA and train agency personnel to run a QA/QI program that meets APCO NENA ANSI Standards, can choose to have ongoing calibration by our team as needed.

ENHANCED - Calibration of existing agency QA/QI program, assess and make recommendations for agency existing QA processes, feedback loop, provide training recommendations. Support application of APCO NENA ANSI Standards, accreditation goals and training improvement.

ADVANCED - QA/QI services for agency personnel, provide scoring, training recommendations, job aids & monthly reports.

Our TEAM ON DEMAND supports you with QA/QI processes & services, including training:

Attitude – tone of voice, empathy and community service; soft skills; professionalism.

Protocol – Applying policy and procedures as agreed upon; grow your agency towards NENA APCO ANSI standards and compliance with other related certifications as needed. (Example: IAED, Police/Fire/EMD, CALEA, and other required protocols) Certifications & Expertise include APCO RPL, NENA ENP, APCO CTO, PowerPhone, Priority Dispatch, IAED, APCO, NENA, and other state & local CEU requirements.

QAE Guidelines: Listening to pre-determined percentage calls; As a guideline, PSAP agencies should review 1% to 3% of calls, admin and/or calls for service; cases involving catastrophic loss and/or high-acuity events as soon as possible after the receipt of the call and/or following the radio dispatch or at least within five (5) days.

QAEs will select specific CAD code CFS or across CAD and staff as random selection;

Evaluators will use a mutually agreed upon scoring system, utilizing existing SOPs and protocols. We will adapt forms and tailor feedback based on skills, incident type, responsibilities, and other performance priorities mutually set.

Reporting: Team on Demand will provide the quantitative documentation to the agency to assist with employee evaluations and performance enhancements. Notice trends and address them by recommending corrective maneuvers.

Monthly Reporting

Quarterly Reporting

Implementing New or Revised SOPs and/or Policy

QUALITY IMPROVEMENT & TRAINING SUPPORT SERVICES: QA/QI evaluators follow the standards and provide feedback loop, training aids, and performance recommendations while setting goals that the PSAPs can easily manage, in a “crawl, walk, run” model.