

Anderson County Charter Commission Minutes

October 2, 2017

BE IT REMEMBERED THAT THE ANDERSON COUNTY CHARTER COMMISSION MET IN REGULAR SESSION ON OCTOBER 2, 2017 AT 6:00 PM, WITH THE FOLLOWING MEMBERS PRESENT: V L STONECIPHER, TIM ISBEL, MARK ALDERSON, STEVE MEAD, BOB SMALLRIDGE and JERRY WHITE. ABSENT: STEVE EMERT AND DAVID STANLEY.

Meeting was called to order by Chairman Stonecipher.

Prayer was led by Commissioner White

Pledge of Allegiance was led by Commissioner Smallridge

Upon motion made by Commissioner White, seconded by Commissioner Mead and passed, minutes of the September 5, 2017 meeting were approved.

1. Appearance of Citizens – None
2. Appearance of Elected Officials and Heads of Departments
 - E911-Regina Copeland, Director, discussed the duties and responsibilities and accomplishments of the department.
 - Sheriff's Dispatch Center- Sgt. Kenny Bradley discussed the duties of the Dispatch Center.
 - Tourism- Stephanie Wells, Executive Director, discussed operations of the Tourism Council and the different events in place and future events to attract people to visit/vacation in Anderson County.
 - Health Department – Art Miller, Director, discussed the various programs offered by the Health Department for children and adults.
 - Conservation and Parks – Phil Warfield discussed improvements made to the various parks in Anderson County.
 - Office on Aging and Senior Center – Cherie Phillips, Director, discussed how this Council fills the needs of older persons through providing information and assistance, referring them to an agency that could also help them, and acting as an advocate for senior citizens.
 - Pre-Trial Release – Heidi Miller, Director, discussed the operations of the Pre-Trial Release Department, the eligibility requirements and savings to the County.
 - Probation – Chad McNabb, Director, was unable to attend meeting.
3. Old Business – None.
4. New Business – None.

Upon motion made by Commissioner White, meeting was adjourned.

Next meeting will be on November 6, 2017 at 6:00 pm.

**Anderson County Charter Commission
Minutes
September 5, 2017**

BE IT REMEMBERED THAT THE ANDERSON COUNTY CHARTER COMMISSION MET IN REGULAR SESSION ON SEPTEMBER 5, 2017 AT 6:00 PM, WITH THE FOLLOWING MEMBERS PRESENT: V L STONECIPHER, TIM ISBEL, STEVE EMERT, MARK ALDERSON, STEVE MEAD, BOB SMALLRIDGE AND DAVID STANLEY.

ABSENT: JERRY WHITE

Meeting was called to order by Chairman Stonecipher.

Prayer was led by Commissioner Emert

Pledge of Allegiance was led by Commissioner Smallridge

Upon motion made by Commissioner Emert, seconded by Commissioner Alderson and passed, minutes of the July 13, 2017 meeting were approved.

1. Appearance of Citizens – None
2. Appearance of Elected Officials and Heads of Departments
 - Director of Schools- Dr. Tim Parrott discussed the mission, focus and accomplishments of the school department.
 - Benefits and Finance- Jim Woodward discussed the financial status and trends related to system support of the school department.
 - Technology Office- Joanna Whitley discussed the goals of the Office and gave an update of the 1:1 project.
3. Old Business – None.
4. New Business – None.

Upon motion made by Commissioner Alderson, meeting was adjourned.

Next meeting will be on October 2, 2017 at 6:00 pm.

ANDERSON COUNTY SHERIFF'S 911 COMMUNICATIONS



INITIAL TRAINING

After being sworn in, all Dispatcher recruits attend an eight week academy style training program followed by another eight weeks of field training under the watchful eye of an experienced trainer before being released to independent duty



We are currently seeking accreditation for our academy training through the Association of Public Safety Communications Officials

ONGOING TRAINING

Dispatchers are required to attend 40 hours of ongoing training each year.



Additionally, personnel attend a variety of training offered by outside agencies throughout the year.

STAFFING

We are currently authorized a staff of 16 full time and 3 part time employees. These personnel staff the 911 Communications Center 24/7.

Based on our volume of telephone transactions, calls for service dispatched across all disciplines, and NCIC queries we are considerably understaffed according to data available from the National Emergency Number Association (NENA). That agency recommends a staff of 25 Dispatchers / Shift Supervisors to operate a center of our call volume at maximum efficiency.

This figure assumes no attrition, which drives the necessary number of personnel up to 33 Full-Time equivalent positions. While we do not believe that such a dramatic increase in personnel is necessary, adding some additional manpower would certainly alleviate crisis level staffing and reduce errors currently attributed to periods of overwhelming call volume.

AUTHORIZED PERSONNEL

Administrative Positions	1
Supervisory Positions	4
Full Time Dispatchers	11
Part Time Dispatchers	3

RECOMMENDED PERSONNEL

Administrative Positions	1
Supervisory Positions	3
Full Time Dispatchers	22
Part Time Dispatchers	0

STAFFING

Minimum Shift Staffing

Day Shift	3
Afternoon Shift	3
Night Shift	2

Assigned Personnel

Day Shift	5
Afternoon Shift	5
Night Shift	4
Floating	1

ANSWER TIMES

To meet national standards, 90% of all 911 calls must be answered within ten seconds and 95% must be answered within twenty (20) seconds.

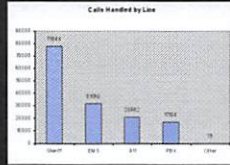
We are pleased to announce that our 911 center exceeds these rates with 99.5% of our calls answered within the defined parameters.



CALL PROCESSING

Our center managed approximately **150,000** telephone calls this year. This figure includes incoming calls to 911, incoming and outgoing calls on administrative lines for the Sheriff's Department and EMS, and Calls transferred from the County's PBX.

This telephone traffic resulted in the dispatching of nearly **55,000** calls for emergency services.



Average number of telephone calls answered per day:
431

PEAK PERFORMANCE

OUR BUSIEST

Hour of the Day:

1500 hrs (3 pm)

Day of the Week:

Wednesday

Month of the Year:

May

Day of the Month

10th



LAW ENFORCEMENT OPERATIONS

Our law enforcement desk handled **23,322** calls for service this year, a 0.9% decrease from 2015.

Traffic Stops and Wanted Persons accounted for 25% of all calls. These calls contributed to a notable increase in radio traffic.

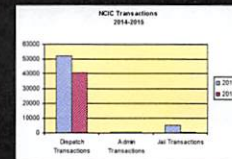
Overall, 83% of law enforcement calls for service were initiated with a call to our communications center.

The other 17% were officer initiated.



NCIC TRANSACTIONS

Our personnel completed over 50,000 NCIC transactions this year ranging from simple Driver License and Registration checks to complex tasks like Order for Protection and Missing Person entries that can take over 30 uninterrupted minutes each.



NCIC entries were up nearly 40% over last year.

EMERGENCY MEDICAL SERVICES OPERATIONS

Our 911 Center dispatched **26,253** Emergency Medical calls for service in 2016. This number increased 3% from 2015.

Additionally, we managed 4,577 "Post Moves" which are strategic reallocations of resources to minimize response times when units are away from their normal duty stations.



EMERGENCY MEDICAL DISPATCH (EMD)

We launched our Emergency Medical Dispatch (EMD) program last year which revolutionized the method of dispatching EMS calls in our jurisdiction.

Our dispatchers are trained to interrogate callers with a nationally recognized, criteria based, system under the direction of a physician. Once the dispatcher obtains sufficient information, they can now make their own determination of the response configuration. This will ensure that the right resources are dispatched in the right manner every time.

Furthermore, this system allows our personnel to administer potentially life-saving pre-arrival instructions to the caller, providing medical care until the field units arrive.



FIRE / RESCUE OPERATIONS

On average, our personnel dispatch 11 calls for service daily (approximately 4000 per year) to these area fire departments ranging in nature from simple public assist matters and emergency medical calls to multi-alarm structure fires and hazardous materials incidents.



ANDERSONVILLE VFD
793



MEDFORD VFD
702



BRICEVILLE VFD
250



MARLOW VFD
687



CLAKTON VFD
634



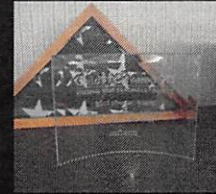
AC RESCUE SQUAD
1108



ACHIEVEMENTS

Early this year, we were awarded certification from the National Center for Missing and Exploited Children as "Missing Kids Readiness Project" Partners

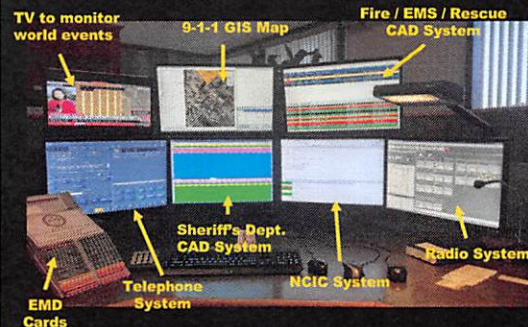
This puts us in an elite group of only around 250 9-1-1 Centers in the United States who have trained to and adopted national standards in the management of missing child cases.



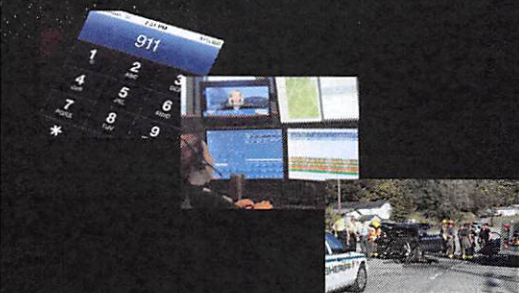
ATTRITION

- The average annual attrition rate for 911 Center employees hovers around 30%.
- Our numbers are notably higher at 44%.
- Closer inspection of these numbers shows that seasoned employees are leaving at about the normal rate, however, new hires who fail to make it through training is much higher.
- This is crucial to manage since the estimated cost to fill one vacant position, including overtime coverage, training, uniforms etc. is approximately \$33,500.
- To combat this in future hires, we are researching additional testing methods to help ensure that we hire candidates who possess the necessary skill set to be successful in the industry.

WELCOME TO OUR WORLD



PUTTING IT ALL TOGETHER



OUR NEEDS

- Single source Integrated Computer Aided Dispatch System for all disciplines to eliminate bottlenecks in productivity
- Additional Personnel to meet future demands
- Additional space to accommodate staffing
- Adherence to the Sheriff's Salary Schedule to ensure competitive wages

DENTAL

The Health Department (865) 425-8803 operates a dental clinic for children and adults. Services are by appointment and include cleaning, restoration, and dental education. Fees are based on income and must be a county resident. We also provide dental exams in County Elementary schools and Head Start in addition, State dental hygienists provide dental sealants to children in selected schools. We also manage the Emory Valley Dental Clinic in Oak Ridge. This clinic is by appointment and is for extractions only. (865) 425-8725

HEALTH SERVICES FOR ADULTS

EXAMS AND FAMILY PLANNING

Women's Health and Family Planning patients receive a complete physical exam, and all appropriate lab tests, including pap smear. Reproductive health education focuses on different birth control methods, and provides birth control at no cost, if desired. In addition, referrals for vasectomies are provided for men. ECP (Emergency Contraception) is also available.

PRENATAL SERVICES

Urine pregnancy tests are available. If positive, patient is screened for presumptive eligibility for TennCare, related paperwork is completed, and patient is referred for prenatal care.

BCS

(BREAST & CERVICAL CANCER SCREENING PROGRAM)

The BCS Program provides clinical breast exams, pap smears, and mammograms for women 50-64 years of age, and women 40-49 years with abnormal breast exams who meet program guidelines.

PRIMARY CARE SERVICES

We provide basic Primary Care services to persons who do not have insurance or TennCare. We take appointments and services are charges on sliding fee scale. We serve adults ages 21 to 64 for primary care services.

COMMUNICABLE DISEASE

SEXUALLY TRANSMITTED DISEASE

The Health Department provides preventive education, confidential testing, treatment, and partner notification for sexually transmitted disease, including HIV/AIDS.

INFECTIOUS DISEASE CONTROL

Designated reportable infectious diseases are investigated and monitored by the health department. Appropriate intervention and follow up is done to ensure there is no disease outbreak.

TUBERCULOSIS CONTROL

Patients diagnosed with tuberculosis receive medication and follow up care through the health

department.

VITAL RECORDS

Certified copies of birth certificates can be obtained for TN births from 1949 for a charge. Certified death certificates can also be obtained (in county where person died) at a charge.

HEALTH PROMOTIONS

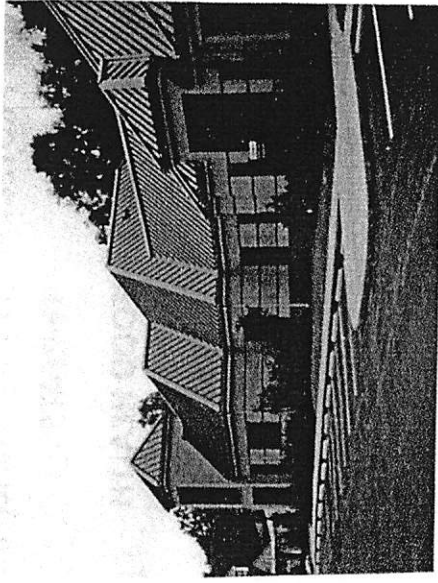
A health educator works with individuals and groups to provide information on a variety of topics related to a healthy lifestyle. Special emphasis is given to tobacco and teen pregnancy prevention, obesity, rape prevention, and diabetes control.

GENERAL ENVIRONMENTAL

HEALTH

Environmentalists inspect food service establishments, motels, public swimming pools, schools, child care facilities, camps, and tattoo/body piercing businesses. Inspections monitor safety and sanitation standards, as well as compliance with the Non-Smoker Protection Act. In addition, Environmentalists facilitate rabies vaccination clinics, and conduct rabies and West Nile virus investigations.

**Meet Your Local Health
Department—
ANDERSON COUNTY HEALTH
DEPARTMENT**



710 North Main Street

Clinton, TN 37716

(865) 425-8800


Tennessee Dept. of Health Mission:


**To protect, promote, and improve the
health and prosperity of people in**


Tennessee."

PUBLIC HEALTH is the heart of a healthy community. It touches all lives, from the young to the old.

PROTECT, PROMOTE and IMPROVE are key words describing the mission of **PUBLIC HEALTH**.

 **PROTECT— FROM HEALTH THREATS**

 **PROMOTE—GOOD HEALTH**

 **IMPROVE— HEALTH STATUS**

The Anderson County Health Department offers a variety of services to carry out this mission. Health professionals available include nurses, nurse practitioners, nutritionists, dentists, social workers, health educators, environmentalists, clerical personnel, and Spanish interpreters, among others.



IMMUNIZATIONS

Childhood and adult vaccinations are available to protect against many diseases. Children’s immunizations provided include DTap (diphtheria, tetanus, pertussis), Hepatitis B, Hib, pneumococcal conjugate, polio, rotavirus, MMR (measles, mumps, rubella), varicella, Hepatitis A, HPV, and menactra.

Adult immunizations provided are Hepatitis B, HPV, meningitis, MMR, pneumonia, tetanus, Tdap, and varicella. In addition, flu shots are available in season for both children and adults. Costs vary from no charge to sliding scale fee to full pay, depending on the vaccine. Insurance holders are encouraged to receive vaccinations from their private provider, as insurance is not billed for payment.

WIC (WOMEN,INFANTS,CHILDREN)

WIC is a supplemental nutrition program for women, infants and children. WIC services are available free of charge to: pregnant women, new moms up to six months after delivery, breastfeeding moms up to one year after delivery, infants and children under the age of five years who live in Tennessee and meet income guidelines. WIC income guidelines are 185% of Federal Poverty Guidelines.

WIC provides food instruments which can be used at local stores for milk, cereal, juice, cheese, eggs, peanut butter, whole grain breads, dry beans, f

fresh/frozen fruits and vegetables, infant formula, baby food and infant cereal. WIC also offers breastfeeding guidance and support, healthy eating education, and referrals for a variety of services.

HEALTH SERVICES FOR CHILDREN

EPSDT EXAMS
(EARLY, PERIODIC, SCREENING,
DIAGNOSIS, TREATMENT)

Well child check ups are a major priority of the Health Department. Physical exams and health screenings are available at no charge for children with TennCare from birth to age 21 years. An EPSDT Exam is comprehensive and requires the following components:

- * Health and developmental history
- * Unclothed physical exam
- * Vision screening
- * Hearing screening
- * Laboratory tests
- * Immunizations
- * Health education/anticipatory guidance

"This institution is an equal opportunity provider."

HOME VISITING PROGRAMS

HUGS (HELP US GROW SUCCESSFULLY) &
CHAD (CHILD HEALTH & DEVELOPMENT)

The HUGS and CHAD Programs provide ongoing home visits and support for either prenatal clients, infants or children under six years of age who are at risk for medical problems or developmental delays. Services given are: parenting skills education, preventive health teaching, early childhood education, medical care coordination, and prenatal education.

CSS
(CHILDREN’S SPECIAL SERVICES)

The CSS Program assists with medical treatment for children from birth to 21 years age who have a chronic illness or a medical condition which may affect the functioning of a child. A team approach is used to assist families in obtaining coordinated and comprehensive health care for their child. Services covered are medical supplies/drugs, therapy, hearing evaluations, and special foods.

PPI
(Primary Prevention Initiatives)

Local Health Department staff work with the community to support primary prevention initiatives addressing issues such as obesity, infant mortality, teen pregnancy, substance abuse, tobacco use, immunizations and other health issues.