

ATTACHMENT 1

PROGRAM NARRATIVE AND IDENTIFIERS

DESCRIPTION OF THE ISSUE

The County of Kent, Michigan and the City of Grand Rapids (City) are submitting a joint application for FFY 2021 Edward Byrne Memorial Justice Assistance Grant (JAG) funds. It has been agreed that Kent County will receive \$64,748 and the City will receive \$64,748 for projects. It was further agreed that the City will administer the grant award and retain the allowable ten (10) percent for administrative costs (\$14,388).

The Kent County Sheriff’s Office (KCSO) and the Grand Rapids Police Department (GRPD) are both NIBRS compliant. Documentation of compliance is included in this application.

The following information describes the City’s proposal to support a neighborhood-based public safety program with these funds, and Kent County’s intent to purchase software to improve the availability of multi-lingual records services.

	1) Neighborhood-Based Public Safety	2) Chatbox Software
Targeted Population:	City of Grand Rapids General Target Area where at least 51% of residents have low- to moderate-incomes.	County of Kent
Goals:	To increase public safety in neighborhoods	To improve the availability of diverse, multi-lingual records services
Strategies:	Community organizing and education including organization of block clubs, neighborhood watch, home security surveys, and distribution of crime alert materials. Organizers will work closely with neighborhood residents, Community Police Officers and Police Captains.	The Kent County Sheriff’s Office will purchase software (including training and software support) allowing for an automated records request system, providing live assistance, and scheduling of in-person or virtual appointments
Identifiers:	<ul style="list-style-type: none"> • Community Based Programs • Crime Prevention • Education • Environmental Design 	<ul style="list-style-type: none"> • Computer Software/Hardware • Law Enforcement Professionalism • System Improvements

Neighborhood–Based Public Safety

Subawardees of the City of Grand Rapids will be identified through the City Community Development Department’s annual funding process. Agencies apply for funding and applications are reviewed by the City Commission funding review committee. Awards are approved by the City Commission. JAG funds will be used to support the City’s Neighborhood Investment Plan outcome of improving community safety. The application for funding will be released January 2022. Recommendations will be made in late March or early April with final awards being approved in May 2022. The period of performance for subawards under the FFY 2021 JAG award will be July 1, 2022 to June 30, 2023.

Chatbox Software

There are no subawardees.

PROJECT DESIGN AND IMPLEMENTATION

Neighborhood–Based Public Safety

In 2020, Kent County and the City of Grand Rapids worked together to develop a Regional Consolidated Housing and Community Development (HCD) Plan for FY 2021-2025 (July 1, 2021 through June 30, 2025). The five-year strategy provides the basis for assessing performance and tracking results in meeting the goals of decent housing, a suitable living environment, and expanded economic opportunities. Public input on housing and community development needs to inform development of the FFY 2021 – 2025 Regional Consolidated Plan was gathered through multiple means. Focus groups and public forums were conducted during the Summer of 2020. A survey was distributed in both English and Spanish, a public hearing on housing and community development needs was held before the Grand Rapids City Commission, and public notices were published in the Grand Rapids Press (daily general circulation paper), The Grand Rapids Times (an African-American weekly paper), and El Vocero Hispano (a Hispanic weekly paper). An email invitation for comment was extended to all current City subrecipients/contractors and to other City partners and interested parties. Kent County and the City of Grand Rapids held a joint 30-day public comment period on the full draft FFY 2020 – FFY 2025 Housing and Community Development Plan. Each jurisdiction held a separate public hearing for citizen input. The HCD Plan identifies the goal of *improving community safety*. This goal supports quality of life and sense of community in neighborhoods by decreasing or preventing crime.

Neighborhood improvement activities are also supported by the City of Grand Rapids Community Development Department with Community Development Block Grant (CDBG) funds. The Neighborhood-Based Public Safety program is coordinated through the Grand Rapids Police Department which employs an individual responsible for training neighborhood association Crime Prevention Organizers and monitoring activities. Funding for the position at the Police Department is provided through the City’s General Operating Fund.

Chatbox Software

The Kent County Sheriff’s Department determines funding priorities annually by analyzing gaps in resources and technology.

The KCSO employs over 675 employees and offers diverse services to a highly populated jurisdiction; the Sheriff's Office records unit receives records requests on a 24/7/365 basis ranging from Freedom of Information Act (FOIA), incident reports, accident investigations, electronic ticketing information, citizen complaints, as well as various other requests for information and/or documents.

The Sheriff's Office has routinely strived to use innovative technologies to maximize the impact of its fiscal and personnel resources while maintaining a high level of diverse services to the citizens of Kent County. Over the past several years, the Sheriff's Office has streamlined several records management systems to provide information and/or records requests more effectively and efficiently. Updates have been made to its FOIA portal, LexisNexis accident reporting system, digital fingerprint scanning system, incident management system, personnel scheduling system, and training records databases. The Sheriff's Office has also recently invested in updating its video-conferencing capabilities, appointment scheduling software, online payment systems, and electronic document sharing technologies during the COVID-19 pandemic.

The need to automate responses for records requests and schedule virtual and in-person appointments, has been identified as a high priority. By purchasing Chatbot software, records requests for service can be handled more efficiently through a customized knowledge database, a frequently asked questions (FAQ) page, and records services and questions can be answered on a 24/7/365 multi-lingual platform. Chatbot software would also allow citizens to request live assistance, schedule in-person or virtual appointments utilizing the Appointy Scheduling software, Zoom Enterprise account, and Payit online payment software systems. Additionally, Chatbot software would further streamline the records request system and allow for a records request or services to be provided from anywhere in Kent County without requiring someone to appear at one of our physical locations during regular business hours.

The purchase of Chatbot software would modernize the records request process, making records services more readily available to everyone.

Therefore, the KCSO intends to purchase Chatbot software, on-site training, and two years of software support for approximately \$64,748.

CAPABILITIES AND COMPETENCIES

The City's Neighborhood-Based Public Safety program is a collaboration between the Community Development Department and the Grand Rapids Police Department (GRPD). Staff of each neighborhood association complete training on crime prevention and organizing techniques through the GRPD. Staff at GRPD provide continued training and programming for neighborhood associations on a variety of public safety topics.

The Kent County Sheriff's Office (KCSO) is responsible for law enforcement services in a geographic area that includes most of the population of Kent County, the fourth largest county in Michigan. In addition to its primary patrol duties, the KCSO routinely deploys specialty units to assist other municipal public safety agencies within Kent County. KCSO is also responsible for

court security, corrections, 911 dispatching, and community policing. These collaborations inform funding priorities of the KCSO.

PLAN FOR COLLECTING THE DATA REQUIRED FOR THIS SOLICITATION’S PERFORMANCE MEASURES

Neighborhood–Based Public Safety

This project is a partnership among the City of Grand Rapids (Congressional District 3) and approximately two (2) local neighborhood associations to increase neighborhood safety through community organizing and education techniques. Public Safety activities include but are not limited to organizing block clubs and neighborhood watch, conducting home security surveys, preparing and distributing crime alert materials, and identifying and resolving public safety issues. These neighborhood associations are Michigan nonprofit corporations employing Crime Prevention Organizers who work closely with neighborhood residents, Community Police Officers and geographically assigned Police Captains.

Project Outcome: Increase Public Safety		
Output or Indicator	Examples of Activities	Plans for Data Collection and Documentation
Output 1: 350 people will be informed or educated on public safety topics.	<ul style="list-style-type: none"> ▪ Targeted safety training for groups or individuals ▪ In-home safety assessments 	<ul style="list-style-type: none"> ▪ Training agenda that includes date and location of the training ▪ Sign-in sheets ▪ Written report for home training with name(s) of residents, address, and description of safety features discussed
Indicator 1a: 250 people will indicate the public safety information received was beneficial.	<ul style="list-style-type: none"> ▪ Targeted safety training for groups or individuals 	<ul style="list-style-type: none"> ▪ Household survey ▪ Training Evaluation (was the training useful, does the individual feel more prepared, does the individual feel safer as a result of the training, etc.)
Indicator 1b: 160 housing units or public spaces will receive safety improvements.	<ul style="list-style-type: none"> ▪ Hedges/shrubs trimmed to improve visibility ▪ Security lighting installed ▪ Window pins installed ▪ Business security surveillance system installed 	<ul style="list-style-type: none"> ▪ Written report, complete with name(s) of residents, address, and description of safety improvements put into place ▪ Before and after photographs

Subawardees of the City of Grand Rapids are required to report quarterly on the performance measures identified in their agreement with the City. They provide narrative around the work they have completed that quarter and include examples of both successes and challenges faced. In addition to the outcomes outlined in their agreement, they also complete a Justice Assistance Grant (JAG) Supplemental Performance Report. This report is also collected quarterly and

includes the same information collected through the BJA Performance Measurement Tool (PMT). City staff review reported information and submit reports quarterly through the PMT.

Chatbox Software

The KCSO will provide necessary documentation to the City for reporting purposes.

Outputs:

- Purchase and installation of new Chatbot software, measured by the paid invoice.
- Number of staff trained on new software, measured by a sign-in sheet.

Outcomes:

- Automated access to information
- Accurate tracking and reporting of records requests
- Increased access to diverse records services
- 24/7/365, multi-lingual records support