



PERFORMANCE MEASUREMENT REVIEW | 2022

CHIEF DEPUTY LYNDSIE COLE

CORRECTIONS





- **Values, Vision, & Mission**
- **Priorities, Key Goals, & Metrics**
- **Significant Accomplishments**
- **Challenges & Looking Ahead**



VISION

The KCSO will be the guardians of the community. We will serve through vigilance, professional excellence, innovation, and empowerment



VALUES

Our team of professionals at the KCSO will serve with integrity, compassion, and empathy. We will strive to deliver equitable access to diverse services.



MISSION

The mission of the KCSO is to preserve and protect the safety and security of the community and to provide fair, impartial, and humane treatment to those entrusted in our care.

PRIORITIES

PUBLIC SAFETY	Our number one priority and is the prism through which we view all goals of the Sheriff
COMMUNITY ENGAGEMENT	It is imperative that we know and understand the community we serve and that we work each day to be part of the community.
PROVIDE EFFECTIVE, EFFICIENT, & FISCALLY RESPONSIBLE SERVICES	Resources are always a concern in public services
RESOURCE & INFRASTRUCTURE SUSTAINABILITY	The most important and valuable resource we have is our staff

ECONOMIC PROSPERITY	We will focus on sound fiscal management and policies to support the economic prosperity of the County as well as the West Michigan region.
HIGH QUALITY OF LIFE	We will foster a high quality of life that promotes safe and healthy communities, strategic growth, and world-class outdoor resources.
EXCELLENCE IN SERVICE DELIVERY	We will adopt innovative ways to deliver services that maximize efficiency and provide an exceptional experience to those we serve.
INCLUSIVE PARTICIPATION	We will provide innovative and inclusive ways to engage residents and involve them in County government.
EFFECTIVE COMMUNICATIONS	We will be transparent and clear in the communications and decisions of the County.



PUBLIC SAFETY GOALS

- **Continued enhancement of the safety and security of the correctional facility**

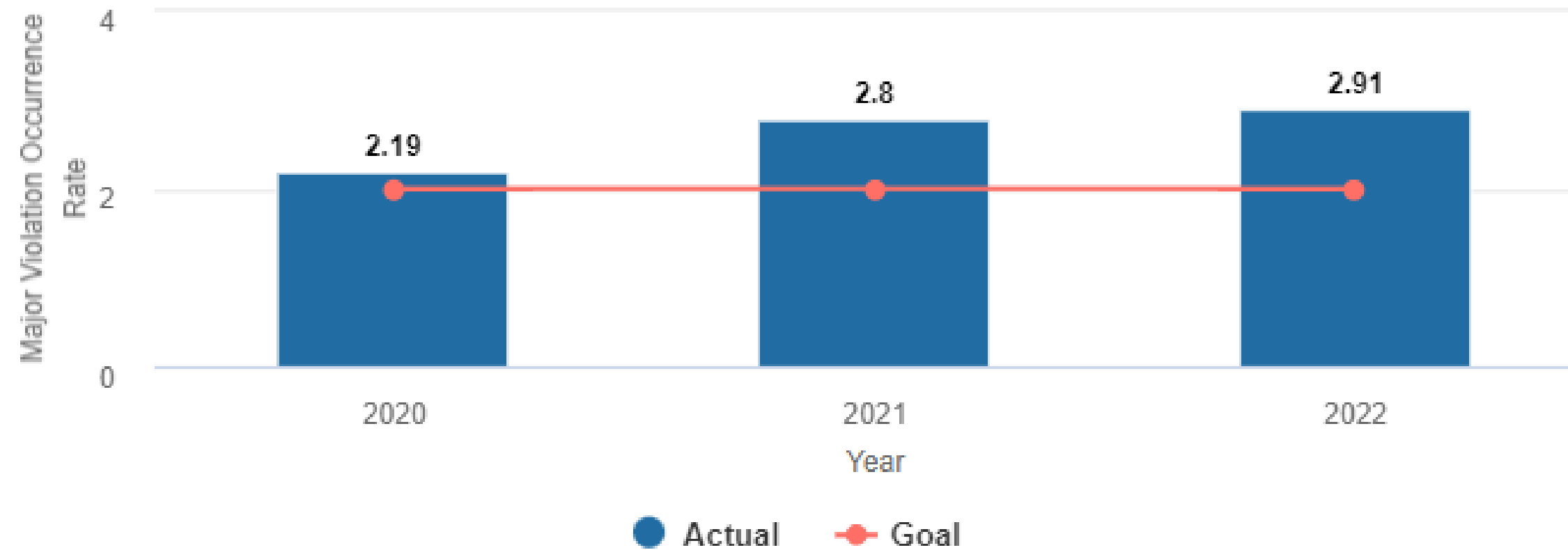




OBJECTIVE

- Maintain a major rule violation occurrence rate of less than **2.0 per 1,000** jail bed days as a way to measure order

Maintain a Major Rule Violation Occurrence Rate of less than 2.0 per 1,000 Jail Bed Days





COMMUNITY ENGAGEMENT

- Enhance inmate programming that provides skills and treatment for meaningful community re-entry
- Leverage our mental health and addiction treatment partners for enhanced services within the correctional facility
- Optimize departmental recruiting programs to promote diversity




PROVIDE EFFECTIVE, EFFICIENT, & FISCALLY RESPONSIBLE SERVICES

- Create operational dashboards that will facilitate our command staff's ability to monitor public safety and other inmate initiatives
- Evaluate staff deployment to reduce response times and overtime



RESOURCE & INFRASTRUCTURE SUSTAINABILITY

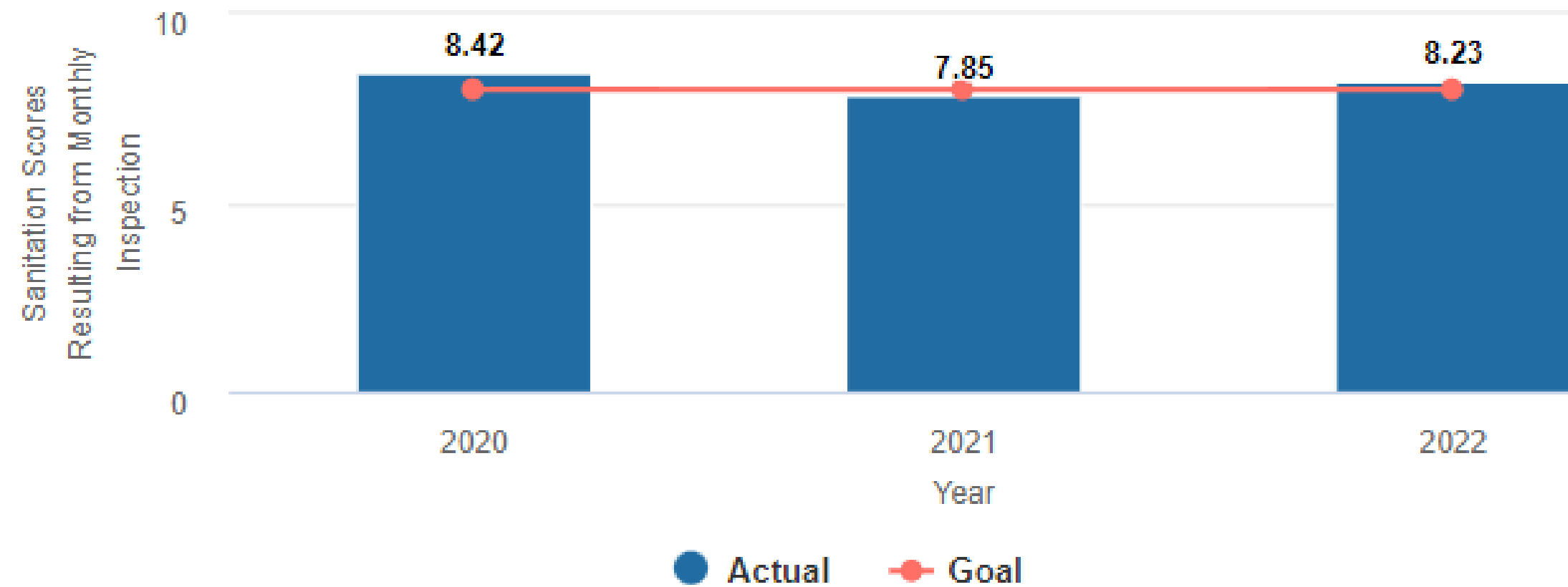
- Continued emphasis on the professional development of staff.
 - Make staff's mental and physical health a priority when developing policy.
 - Emphasize de-escalation in all training and continue expansion of Crisis Intervention Training for all staff.
 - Develop a master plan for expansion and renovations of our facilities to meet the future needs of the community and staff.
 - Maximize safety, security, and efficiency at all facilities.
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OBJECTIVE

- Maintain a sanitation score of **8 or above** on a scale of 1-10 based upon inspections and evaluations of the mail jail

Sanitation Scores Resulting from Monthly Inspection

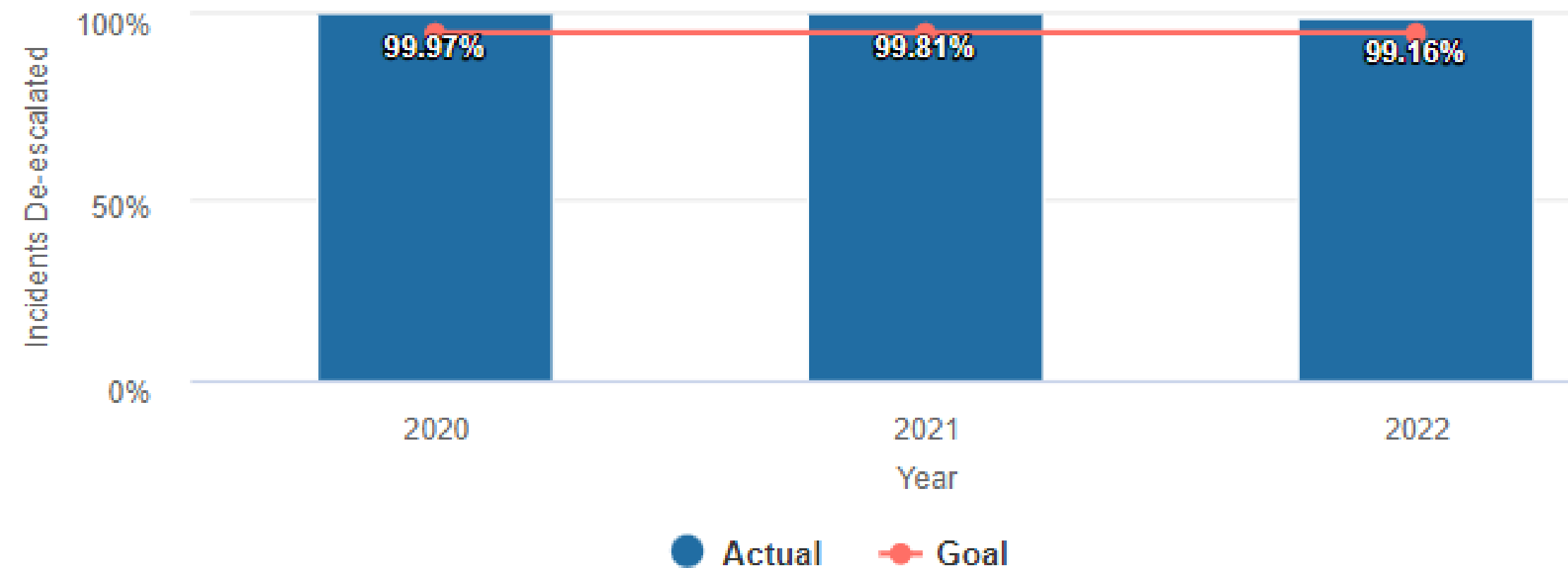




OBJECTIVE

- Mitigate the number of use of force incidents generated when jail staff assist arresting agencies with uncooperative new arrestees

Percentage of Successful Use of De-escalation Involving High-Risk Inmates





SIGNIFICANT ACCOMPLISHMENTS

- **66 new corrections deputies since 2021 were trained by 44 Field Training Officers**
- **Security improvements of the jail**
- **Jail Management System**
- **Critical Thinking & De Escalation**





SERVING SINCE 1836



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