Partnering with Municipalities

For more than 70 years, BOCES across New York State have saved local communities tax dollars through centralization of school services. Rather than replicating programs in each district, collaboration allows schools to pool resources to address common needs in an effective and economical way. Municipalities can now realize these same benefits.

There is tremendous potential for reducing expenses when staff, equipment, facilities, and procurement are centralized and their costs are shared. The result is quality services provided at cost-effective rates.

While NYS school districts have enjoyed the efficiencies and tax benefits of a BOCES collaboration for many years, now entities that function under general municipal law, including local and county government/agencies and public libraries, have also successfully secured funding through local government efficiency grants to enable sharing of some essential services.

Chief among the collaborations that historically have been most successful are those in the areas of information and technical support. The MHRIC is best positioned to offer engagement with and assistance to municipalities in these areas.

Read on for descriptions of shared resources and services currently available through a partnership with the Mid-Hudson Regional Information Center. Call or email for information on how your organization can benefit.

About the MHRIC

There are currently 12 Regional Information Centers (RICs) organized under the Board of Cooperative Educational Services (BOCES). Ulster BOCES is home to the Mid-Hudson Regional Information Center (MHRIC), which serves Ulster, Dutchess, Orange, and Sullivan counties. A RIC’s purpose is to regionalize technology services. Partnering with the MHRIC increases buying power and promotes consistent technical standards. This cost effective system generates savings for the local taxpayer and has leveled the playing field, allowing the best resources to remain in reach of everyone, no matter their size.

Successful Partnerships

County of Ulster
City of Kingston
Town of Rosendale/Marbletown
Dutchess County Resource Recovery Agency
Mid-Hudson Library System
Southeast Library System*
Ulster County Resource Recovery Agency*
*work completed/past partnership

ULSTER BOCES NON-DISCRIMINATION STATEMENT

The Board of Cooperative Educational Services, Sole Supervisory District of Ulster County ("BOCES"), does not discriminate on the basis of an individual’s actual or perceived race, color, creed, religion, religious practice, national origin, ethnicity, sex (including sexual harassment and sexual violence), gender identity, sexual orientation ("sexual orientation" includes heterosexuality, homosexuality, bisexuality, or asexuality), political affiliation, age, marital status, military status, veteran status, disability, weight, domestic violence victim status, arrest or conviction record, genetic predisposition or carrier status or any other legally protected status in regard to employment opportunities or educational/vocational programs or activities which it operates. All inquiries regarding BOCES Non-Discrimination policies and/or complaints regarding violation(s) of these policies should be directed to the BOCES Compliance Officer Dr. Jonah Schenker, Deputy Superintendent in one of the following manners:

Email: jschenke@ulsterboces.org; Phone: 845.255.3020; Mail: 175 Route 32 North, New Paltz, New York, 12561

Inquiries concerning the application of Title VI and its implementing regulation and/or complaints regarding violation(s) of these provisions can be referred to the Department of Education, Office of Civil Rights, 32 Old Slip, 26th Floor, New York, NY 10005-2500; Telephone: (646) 428-3800; FAX: (646) 428-3810; TDD: (800) 877-8339; OCR/NewYork@ed.gov.

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Shared Services:

Contact
Gene Knudsen, Director
Mid-Hudson Regional Information Center
845-255-1450 • eknudsen@mhric.org

175 Route 32 North, New Paltz, New York 12561
845-255-1450 • www.mhric.org

"By joining forces with the MHRIC, the County has leveraged their administrative and technical expertise, which has contributed to significant cost savings from the economies of scale that this partnership has provided."

– Mike Hein, Ulster County Executive
**TECHNOLOGY SUPPORT SERVICES**

Planned support and continuous training are the keys to the successful integration of technology and its use. Examples of available support include:

**Office Professional Institute**

Each year, a one-day institute is offered that focuses on helping employees utilize technology tools and develop best practices that will help them perform their roles more efficiently. The day is filled with a mixture of demonstration and hands-on sessions that provides skills building and networking. Registered participants may attend several different sessions and can select from various topics. These sessions will be full of tips and tricks useful to beginners as well as more experienced users.

**Day & Evening Classes**

Day and evening classes cover a broad range of office-based software packages, as well as other applications of information technology. Unlimited help desk, phone, and web support is provided to all class participants. Topics include but are not limited to:

- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- Microsoft Publisher
- Microsoft Outlook
- Gmail
- Google Calendar
- Google Drive
- Google Forms
- Google Sites
- Cloud Computing with OneDrive
- Making ADA Accessible Documents
- Specialty Projects Workshop
- Microsoft Access
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Publisher
- Microsoft Word
- Calendar in the TSS section on our website at mhric.org
- File Organization
- Microsoft Publisher
- Microsoft Word
- Making ADA Accessible Documents
- Calendar in the TSS section on our website at mhric.org

**Web-Based “Slices” of Classes**

One-hour web-based classes called “Slices” are available. Several audio and/or chat options will be provided in order to allow the participants to communicate with the trainer and others in attendance. Topics include but are not limited to:

- Microsoft Excel
- Microsoft PowerPoint
- Adobe InDesign
- Gmail
- Microsoft Word
- Google
- Add-ons for Google Apps
- File Organization

**Workshops & Demonstrations**

Throughout the year, the MHRIC presents workshops and demonstrations covering many areas of interest, including current, developing, and innovative technology.

**Telephone, Email & Online Support**

The MHRIC offers a helping hand to its municipal partners. Personalized help is only a phone call, email, or “Go-To-Meeting” away.

**WORKSHOPS & DEMONSTRATIONS**

The MHRIC offers a helping hand to its municipal partners. Personalized help is only a phone call, email, or “Go-To-Meeting” away.

**The MHRIC has been a valuable resource to the County in sharing its experience with Cyber Awareness training and assessment tools, which assisted us in the development of our own County-wide workforce training initiative.”**

– Joe DeLeon, Director of Information Services

**TECHNICAL SERVICES**

**Phishing Tests & Staff Awareness Training Service**

Network and data security is the responsibility of all staff and network users. Information Technology (IT) staff regularly install, maintain, and update agency firewalls, servers, workstations, operating systems, enterprise anti-virus, and anti-malware systems.

Even with all those controls in place, the human factor can derail the best network and data security plan. Statistics show that most breaches (about 90 percent) occur through phishing attacks. Phishing is the term used to describe the nefarious action of trying to obtain financial or other confidential information from Internet users, typically by sending an email that looks as if it is from a legitimate organization, but contains a link to a fake website where the user is tricked into either giving information or, unknown to the users, installing malicious software on their computer.

The MHRIC Phishing Security Audit Service provides Phishing to you. The MHRIC Phishing Security Audit Service provides Phishing to you. A service to online training programs that staff may complete at their own pace. The concepts and examples will educate staff about the types of emails they may wish to delete or bring to someone’s attention. Staff awareness training is the most effective and most economical way to fight cyber attacks. Through a combination of periodic email phishing tests sent to your staff, as well as online security awareness training, you can dramatically improve your defenses against a network, data, or cyber attack.

The service also provides detailed phishing participation reports, which are generated and sent for review and potential follow-up.

**Board Meeting Management & Communication**

As municipalities endeavor to provide their communities with up-to-date goals, initiatives, and accountability information, it is essential that board members have access to an online management system to access policies and documents, and share vital strategic planning information. The MHRIC partners with organizations that can provide a variety of integration to streamline agenda preparation, facilitate board member communication, link policies to the online content of your meetings, and maintain the effectiveness of public meetings.

**Automated Calling & Broadcast Systems**

Rapid Broadcast and Routine Calling Systems are automated phone, email, and text messaging notification systems for emergencies and community outreach opportunities. The MHRIC partners with hundreds of organizations to meet your communication needs. The MHRIC coordinates and works as a liaison, overseeing the implementation of the automated demographic files from your databases into the broadcast system. Products and vendor services are chosen via a RFP process to obtain the best pricing possible.