

Program # 40052 - Business and Quality Services-Training and Support Services

Version 2/04/2005 s

Priority: Accountability

Lead Agency: Health Department

Program Offer Type: Support

Program Contact: LEAR Wendy R

Related Programs: 40062

Frameworks:

Executive Summary

Business and Quality Services- Training and Support staff development & training, maintenance of clinical and administrative policies and procedures, web design and legislative review.

Program Description

Business and Quality-Training and Support is comprised of two major operating teams that support the Department.

1)Organizational Effectiveness: Provides an array of staff development, training, and team effectiveness services, e.g., mandatory Child Abuse Reporting training, Skills Fairs, Nursing Forums, Facilitative Leadership, and Bio-terrorism trainings.

2) Information and Support: Manages and maintains Department Web content, including administrative and clinical policies and procedures and on-line clinical and medical records manuals. Coordinates with Public Affairs Office on legislative activity. Manages and maintains Emergency Preparedness Business Continuity Plan and Management Competencies.

Program Justification

Business services and support for organizational effectiveness are required for a department responsible for managing over \$100 million in County resources and more than 750 personnel.

Performance Measures

Number of Trainings

Number of Employees trained

Consultation Time

Summary of last year's program results and this year's expected results

The Training unit provided training and support for over 120 trainings, reaching over 800 employees, and gave more than 200 hours of consultation and facilitation services in FY04. Similar results are expected this year.

Program Mandate: 4 Program and Funding Level Choice**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2005	2005	2006	2006
Personnel	\$0	\$0	\$378,149	\$0
Contracts	\$0	\$0	\$10,000	\$0
Materials & Supplies	\$0	\$0	\$22,460	\$0
Internal Services	\$0	\$0	\$94,436	\$0
Capital Outlay	\$0	\$0	\$0	\$0
Subtotal: Direct Exps:	\$0	\$0	\$505,045	\$0
Administration	\$0	\$0	\$8,081	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$8,081	\$0
Total GF/non-GF:	\$0	\$0	\$513,126	\$0
Program Total:	\$0		\$513,126	
Program FTE	0.00	0.00	4.60	0.00
Program Revenues				
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues**Significant Program Changes**

The Organizational Effectiveness team will be instrumental in the training and successful implementation of the clinical Electronic Medical Records system.