

Priority: Accountability

Lead Agency: County Human Services

Program Offer Type: Administration

Program Contact: Al Stickel

Related Programs:

Program Characteristics:

Executive Summary

The Business Services unit is responsible for coordinating and providing all financial services and budget development for the department. The unit provides grant-reporting functions, compiles and maintains the DCHS budget, provides procurement and contracting functions, and monthly budget vs. actual expenditure reporting. Serves as liaison between the Department and centralized County financial services.

Program Description

The Business Services unit provides 4 main support services to the Department of County Human Services: (1) Budget coordination, reporting and maintenance; (2) Procurement and Contracting support, for the Department's over 300 contracts; (3) Grant accounting and reporting for the approximately 100 funding sources for administration, Developmental Disabilities, Aging and Disability Services, Mental Health and Addiction Services and the Domestic Violence Coordinator's Office; (4) Implementation and maintenance of County fiscal policy and procedures. The manager of this unit is also responsible for the development, maintenance and auditing of all Health Insurance Portability Accountability Act related security and privacy related policies and procedures for the Department.

Program Justification

The Business Services unit supports the County's Accountability priority – "I want my Government to be accountable at every level" – by insuring compliance with County and grant-required fiscal policies and procedures, accurate and timely reporting, and efficient & effective contracting of human and professional services. This 18.5 FTE unit monitors the department's \$185 million budget, over 300+ contracts and 100 funding sources.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY04-05)	Current Year Purchased (FY05-06)	Current Year Estimate (FY05-06)	Next Year Offer (FY06-07)
Output	Number of executed contracts and amendments	301	390	390	350
Outcome	Customer Satisfaction Survey	0%	0%	70%	85%

Performance Measure - Description

Number of contracts & amendments is expected to drop slightly due to using more multiyear contracts and because we have recently completed some major RFP's.

A customer satisfaction survey has been developed for the three main functions of Business Services: Budget & financial reporting; Procurement and contracting; and Grant and contract monitoring. This survey will be given to departmental managers and central County staff (Budget, General Ledger, Human Resources, etc...). This will measure the satisfaction levels for our customers departmental units and the central organization. This survey will be taken at the end of each quarter and will be reported to the DCHS Department Director.

Legal/Contractual Obligation

none

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2006	2006	2007	2007
Personnel	\$188,617	\$435,869	\$756,966	\$647,536
Contracts	\$12,646	\$0	\$0	\$0
Materials & Supplies	\$4,236	\$27,959	\$7,298	\$35,479
Internal Services	\$25,115	\$36,877	\$130,862	\$86,791
Subtotal: Direct Exps:	\$230,614	\$500,705	\$895,126	\$769,806
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$230,614	\$500,705	\$895,126	\$769,806
Program Total:	\$731,319		\$1,664,932	
Program FTE	0.00	0.00	9.57	8.03
Program Revenues				
Indirect for dep't Admin	\$445	\$0	\$2,048	\$0
Intergovernmental	\$0	\$500,705	\$0	\$769,806
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$445	\$500,705	\$2,048	\$769,806

Explanation of Revenues

This unit is supported by funding from the units it provides with support services.

Significant Program Changes

Last year this program was: #25002, DCHS Chief Financial Officer

This unit's FTE count has been increased by changes in employees since last year. This year's budget includes an increase of 3.5 FTE that were budgeted in the specific operating divisions last year and 7.0 FTE from the former County Business Services unit.