

Program # 40012B - Clinical Infrastructure - Call Center

Version 2/17/2006 s

Priority:Basic NeedsLead Agency:Health DepartmentProgram Offer Type:SupportProgram Contact:BELCOURT Joy

Related Programs:

Program Characteristics:

Executive Summary

Lab, X-ray, Appointment and Information Call Center, and Medical Records Management provide essential clinical support to health delivery and emergency preparedness programs in the Health Department.

Program Description

Appointment and Information Call Center: Schedule medical, WIC and Medicaid eligibility appointments; give nursing advice; provide information and referral to medical, dental and social services; clinical interpretation and translation services in 50+ languages.

Program Justification

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		0	0	0	0
Outcome		0	0	0	0

Performance Measure - Description

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2006	2006	2007	2007
Personnel	\$618,449	\$807,712	\$1,715,612	\$0
Contracts	\$162,292	\$211,958	\$263,450	\$0
Materials & Supplies	\$10,169	\$13,281	\$30,800	\$0
Internal Services	\$147,930	\$193,199	\$254,024	\$0
Subtotal: Direct Exps:	\$938,840	\$1,226,150	\$2,263,886	\$0
Administration	\$0	\$0	\$36,163	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$36,163	\$0
Total GF/non-GF:	\$938,840	\$1,226,150	\$2,300,049	\$0
Program Total:	\$2,16	4,990	\$2,300,049	
Program FTE	0.00	0.00	22.09	0.00
Program Revenues				
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes

Last year this program was: