

**Priority:** Accountability

**Lead Agency:** County Human Services

**Program Offer Type:** Support

**Program Contact:** Kathy Tinkle

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

The Department of County Human Services (DCHS) Business Services provides accountability through its administrative and business support for the Department. Services include development, management and administration of the DCHS multi-million dollar budget; grants management; accounts receivable; accounts payable; and purchasing. DCHS Business Services serves as liaison between the Department and internal service providers such as County Finance.

**Program Description**

Business Services supports the work of the Department of County Human Services (DCHS) by providing: Budget development, management and reporting; Accounts Payable and Receivable; Grant accounting and reporting for the approximately 150 funding sources; and implementation of, and compliance with, all County, State and Federal fiscal policies and procedures related to the business of this Department.

Business Services personnel provide administrative and support services for the Department; work with the Department of County Management in coordinating the provision of information technology, facilities management and FREDs; function as liaison to the Department's Citizen Budget Advisory Committee; and represents the Department on several Countywide workgroups and committees.

**Program Justification**

DCHS Business Services supports the County's Accountability priority – "I want my Government to be accountable at every level" – by providing responsible leadership; sound budgetary and financial management; managing assets and service delivery costs effectively; and delivering results that are in line with the Department's and County's stated priorities.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY05-06)	Current Year Purchased (FY06-07)	Current Year Estimate (FY06-07)	Next Year Offer (FY07-08)
Output	Percent of invoices paid in 30 days or less	96.0%	97.0%	98.0%	98.0%
Outcome	Percent of positive Customer Satisfaction Survey Ratings	0.0%	0.0%	0.0%	85.0%
Quality	Percent of grant financial reports submitted to the grantor error free	96.0%	98.0%	97.0%	98.0%

**Performance Measure - Description**

 **Measure Changed**

The development of a customer satisfaction survey that was reported in FY07 as a quality measure has been delayed. During FY08 the development and implementation of that survey for several of the DCHS support services will be completed.

The other two measures were reported for FY07 at part of Program Offer # 21001 DSCP Operations.

## Legal/Contractual Obligation

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2007	2007	2008	2008
Personnel	\$1,622,243	\$740,928	\$910,509	\$691,836
Contracts	\$202,355	\$0	\$409,745	\$7,636
Materials & Supplies	\$32,520	\$46,043	\$39,703	\$20,435
Internal Services	\$410,009	\$203,796	\$98,915	\$456,067
Subtotal: Direct Exps:	<b>\$2,267,127</b>	<b>\$990,767</b>	<b>\$1,458,872</b>	<b>\$1,175,974</b>
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$2,267,127</b>	<b>\$990,767</b>	<b>\$1,458,872</b>	<b>\$1,175,974</b>
Program Total:	<b>\$3,257,894</b>		<b>\$2,634,846</b>	
Program FTE	20.04	8.81	11.53	8.61
<b>Program Revenues</b>				
Indirect for dep't Admin	\$2,822	\$0	\$6,441	\$0
Fees, Permits & Charges	\$602,775	\$0	\$0	\$0
Intergovernmental	\$0	\$990,768	\$0	\$1,175,974
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$605,597</b>	<b>\$990,768</b>	<b>\$6,441</b>	<b>\$1,175,974</b>

## Explanation of Revenues

## Significant Program Changes

✔ Significantly Changed

**Last year this program was:** #25002, DCHS Business Services

This program offer combines the FY07 DCHS Business Services (25002) and the DSCP Operations (21001) program offers as a result of merging the two departments. Changes include: Contract services 12.0 FTE are presented in a separate program offer (25003 – Contracts); some operational staffing ( 5.0 FTE) remained in School and Community Partnerships to support divisional activities and are presented in program offers 25118 and 25143A. This program offer also represents the redeployment of vacancies, created by the merger, in order to establish the Departmental infrastructure necessary to effectively manage the business needs of DCHS.