

**Lead Agency:** Department of County

**Program Contact:** Mike Waddell

**Program Offer Type:** Administration

**Related Programs:**

**Program Characteristics:** One-Time-Only Request

**Executive Summary**

The Department of County Assets (DCA) Business Services unit provides a variety of administrative and business support services for the Departments of County Assets and County Management; support is also provided to the Board of County Commissioners and several NonDepartmental Offices. Business Services supports a complex array of internal service programs/functions allowing department leadership and elected officials to focus on delivering their core services.

**Program Description**

This program aligns with business services functions in other departments allowing programs and elected officials to leverage administrative resources. Business Services reports to DCA and supports the operational activities of this department and DCM by providing budget planning, contracts administration, accounts payable/receivable processing and general administrative support to a diverse array of programs. Support also encompasses the coordination, development and analysis of the department's complex budget and the administration of other department-wide financial functions including collaboration with departmental partners in the review of Administrative Procedures, policies and the implementation of best practices. Business Services serves as the liaison to all internal services coordinating the provision of Information Technology, Facilities and FREDS support. Business Services also provides administrative support (contract administration, payment processing, travel planning, timekeeping, etc) to the Board, their staff and other Offices reporting to the Multnomah County Chair. Business Services staffs the DCM Citizens Budget Advisory Committee (CBAC) and represents the department on several county-wide workgroups and committees including Climate Action Plan, Emergency Management, Continuity of Operations (COOP) and County Operating Council.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Percent of contracts executed by start of contract	0.0%	0.0%	90.0%	95.0%
Outcome	Percent of AP invoices paid on time	0.0%	85.0%	80.0%	85.0%
Outcome	Percent of AR receipts posted in current period	0.0%	0.0%	100.0%	100.0%
Efficiency	Percent of grant reports submitted on time	0.0%	0.0%	100.0%	100.0%

**Performance Measure - Description**

 **Measure Changed**

Contract support to DCM and NonDepartmental is a relatively new FY11 function. Percent of contracts executed on time is a new measure reflecting quality of performance.

Invoices Paid on Time is the percentage of invoices paid within 30 days of the invoice date and measures the timeliness of the accounts payable process. The county-wide performance of this measure has historically been about 85%. This should be achievable once all DCM and NonDepartmental customers become acclimated to the new Business Services central payment process.

Accounts Receivable performance measures the percentage of receipts posted and recognized in the correct accounting period.

Grant reporting support to DCM and NonDepartmental is a relatively new function in FY11; percent of grant report submitted on time is a new measure reflecting performance quality and grant compliance.

## Legal/Contractual Obligation

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2011	2011	2012	2012
Personnel	\$475,929	\$0	\$610,411	\$0
Contracts	\$0	\$0	\$350,000	\$0
Materials & Supplies	\$12,129	\$0	\$17,883	\$0
Internal Services	\$37,690	\$0	\$59,672	\$0
Total GF/non-GF:	<b>\$525,748</b>	<b>\$0</b>	<b>\$1,037,966</b>	<b>\$0</b>
Program Total:	<b>\$525,748</b>		<b>\$1,037,966</b>	
Program FTE	4.50	0.00	6.00	0.00
<b>Program Revenues</b>				
Total Revenue:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

This program is supported exclusively by County General Funds and originated by shifting existing operating resources and general fund budget from other DCM programs. Professional services includes \$350K of one-time-only resources for Assets Strategic Plan and DCA transition planning.

## Significant Program Changes

✔ **Significantly Changed**

**Last year this program was:** #72004, DCM - Business Services

In FY12 the structure of DCM Business Services is changing to reflect the Chair's Multnomah Evolves Initiative. This program formerly reported to the DCM Director; it will be moved to the Department of County Assets (DCA) and combine with the Information Services administrative support team providing support to DCA, DCM and nonDepartment as part of a new Administrative Services Hub. This program reflects an additional 1.5 of FTE as compared to FY11. Human Resources contributed 1.0 FTE in two equal installments of .50 at the beginning of FY11 and .50 at the end of FY11; increase in FY12 FTE compared to FY11 is due to this previous action. Additionally, 1.0 FTE was moved from the Director's Office to Business Services as part of the FY11/FY12 plan to achieve greater efficiencies by "centralizing" administrative and support functions for DCA, DCM and Non Department entities as noted above. Net change in FTE is 1.50 increase which is still budget-neutral.