

Lead Agency: County Management

Program Contact: Mike Waddell

Program Offer Type: Administration

Related Programs:

Program Characteristics: In Target

Executive Summary

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

Program Description

This program aligns DCM with business services functions in other departments allowing DCM programs and elected officials to leverage their administrative resources. Business Services reports to the DCM Director and supports the administrative and operational activities of the department by providing budget planning, contracts administration, accounts payable/receivable processing and general administrative support to DCM's diverse program offices. 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 and implementation of Administrative Procedures, policies and 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
Materials & Supplies	\$12,129	\$0	\$17,883	\$0
Internal Services	\$37,690	\$0	\$59,672	\$0
Total GF/non-GF:	\$525,748	\$0	\$687,966	\$0
Program Total:	\$525,748		\$687,966	
Program FTE	4.50	0.00	6.00	0.00
Program Revenues				
Total Revenue:	\$0	\$0	\$0	\$0

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.

Significant Program Changes

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

This program was developed in FY11 with resources shifted from other DCM divisions resulting in a budget-neutral (in target) program. The program manager was formerly budgeted in the Director's Office. Finance & Risk Management and the Division of Assessment, Recording and Taxation contributed 1.0 and 2.0 FTE respectively. Central 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, one additional FTE is moved from the Director's Office to DCM Business Services as part of the FY11/FY12 plan to achieve greater efficiencies by "centralizing" administrative and support functions for DCM and Non Department entities as noted above. Net change in FTE is 1.50 increase which is still budget-neutral.