



**Program #25002 - DCHS Business Services** **FY 2024 Department Requested**

**Department:** County Human Services      **Program Contact:** Robert Stoll  
**Program Offer Type:** Support      **Program Offer Stage:** Department Requested  
**Related Programs:**  
**Program Characteristics:** In Target

**Executive Summary**

Business Services provides service in support of DCHS, ensuring effective and responsible stewardship of available financial resources and enabling informed decision-making for programs. Business Services' core functions are finance, procurement and contracting, budget, and accounting. Racial equity as well as alignment with the department's Workforce Equity Strategic Plan is a key focus in all our work.

**Program Description**

More than 40% of the total funds in the Department are contracted to community-based providers for services to the populations served by DCHS. DCHS includes culturally specific and culturally responsive requirements in the procurement process. This process allows DCHS to contract with a diverse pool of suppliers who are able to provide culturally specific and responsive services to clients that are tailored to specific populations. This process assists the department in ensuring that clients are comfortable accessing services and that we are not causing additional trauma to marginalized and vulnerable populations. About 50% of DCHS contracts contain culturally specific and culturally responsive requirements. Roughly 70% of funding comes from over 100 funding sources including State, Federal, and grants. The diverse funding streams require effective contract execution, compliance and reporting, payment processing, and constant review of financial and internal controls to ensure ethical and responsible use of available financial resources. Business Services' goals are to provide support to Divisions through budgeting and fiscal planning, contracting and procuring and paying for the services and to maintain financial control and oversight through accounting, fund management, and financial reporting and risk management. Business Services' activities include budget development, management, and reporting; accounts payable and receivable; procurement and contracting; grant accounting and reporting; and implementation of, and compliance with, all County, State and Federal fiscal policies and procedures related to the business of this department; problem solving and financial risk mitigation. We work across the County with other Departments and agencies. We serve as liaisons between the department and internal service providers such as County Finance, Central Budget, County Facilities, Fleet, Records, IT, Central Purchasing, Risk Management and County Attorney.

DCHS Business Services Management Team offers mentorship, WOC opportunities, cross-training and supporting education for staff with aspirations for promotion and those who have financial and time commitment issues. DCHS also offers remote working opportunities and varied schedules to help staff maintain good work/life balance. The DCHS Business Services Management Team also cultivates strong team building activities.

**Performance Measures**

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Percent of invoices paid in 30 days or less (*estimated based on FY2021 actual)	92%	90%	93%	93%
Outcome	*Percent of annual contracts executed prior to start date	95%	93%	95%	94%
Output	Number of anticipated contract actions including new contracts, amendments and purchase orders	350	350	365	365

**Performance Measures Descriptions**

\* Includes Preschool and Early Learning Division.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$3,803,781	\$0	\$4,117,366	\$0
Contractual Services	\$40,000	\$0	\$40,000	\$0
Materials & Supplies	\$31,776	\$0	\$52,684	\$0
Internal Services	\$577,847	\$0	\$521,525	\$0
<b>Total GF/non-GF</b>	<b>\$4,453,404</b>	<b>\$0</b>	<b>\$4,731,575</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$4,453,404</b>		<b>\$4,731,575</b>	
<b>Program FTE</b>	26.00	0.00	26.00	0.00

Program Revenues				
Other / Miscellaneous	\$3,822,421	\$0	\$4,117,366	\$0
<b>Total Revenue</b>	<b>\$3,822,421</b>	<b>\$0</b>	<b>\$4,117,366</b>	<b>\$0</b>

Explanation of Revenues

\$4,117,366 - County General Fund Department Indirect: Based on FY 2024 Department Indirect Rates published by Central Finance.

Significant Program Changes

Last Year this program was: FY 2023: 25002 DCHS Business Services