

Department: County Human Services

Program Contact: Rob Kodiriy

Program Offer Type: Support

Program Offer Stage: As Proposed

Related Programs:
Program Characteristics:
Executive Summary

Business Services and Operations provides service in support of DCHS overall operations, ensuring effective and responsible stewardship of available financial resources and enabling informed decision-making for programs. Business Services and Operations' core functions are finance, procurement and contracting, budget and accounting, and business process support.

Program Summary

ISSUE: Over 40% of the total funds in the department are contracted to community-based providers for services to the vulnerable populations served by DCHS. 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 usage of available financial resources.

PROGRAM GOAL: Business Services and Operations' 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.

PROGRAM ACTIVITY: Business Services and Operations' 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. We work across the County with other departments and agencies; and serve as liaisons between the department and internal service providers such as County Finance, Central Budget, and the County Facilities, Fleet, Records, IT.

Performance Measures

| Measure Type | Primary Measure | FY16 Actual | FY17 Purchased | FY17 Estimate | FY18 Offer |
|--------------|---|-------------|----------------|---------------|------------|
| Output | Percent of invoices paid in 30 days or less | 83% | 83% | 85% | 87% |
| Outcome | Percentage of financial reports submitted to the satisfaction of the grantor | 99% | 99% | 99% | 99% |
| Output | Number of executed contracts and amendments (*estimated based on FY17 volume) | 400 | 385 | 406 | 425* |
| Outcome | Percent of annual contracts executed prior to start date | 85% | 85% | 85% | 85% |

Performance Measures Descriptions

Revenue/Expense Detail

| | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses | 2017 | 2017 | 2018 | 2018 |
| Personnel | \$3,022,658 | \$0 | \$3,181,677 | \$0 |
| Contractual Services | \$125,010 | \$0 | \$34,500 | \$0 |
| Materials & Supplies | \$67,447 | \$0 | \$57,959 | \$0 |
| Internal Services | \$389,842 | \$0 | \$435,099 | \$0 |
| Total GF/non-GF | \$3,604,957 | \$0 | \$3,709,235 | \$0 |
| Program Total: | \$3,604,957 | | \$3,709,235 | |
| Program FTE | 29.00 | 0.00 | 29.00 | 0.00 |

| Program Revenues | | | | |
|-----------------------|--------------------|------------|--------------------|------------|
| Other / Miscellaneous | \$1,680,037 | \$0 | \$3,505,095 | \$0 |
| Total Revenue | \$1,680,037 | \$0 | \$3,505,095 | \$0 |

Explanation of Revenues

\$3,505,095 County General Fund Department Indirect: Based on FY18 Department Indirect Rates published by Central Finance.

Significant Program Changes

Last Year this program was: FY 2017: 25002A Business Services and Operations