

**Department:** County Human Services

**Program Contact:** Rob Kodiriy

**Program Offer Type:** Support

**Program Offer Stage:** As Requested

**Related Programs:**
**Program Characteristics:** In Target

**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
<b>Total GF/non-GF</b>	<b>\$3,604,957</b>	<b>\$0</b>	<b>\$3,709,235</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$3,604,957</b>		<b>\$3,709,235</b>	
<b>Program FTE</b>	29.00	0.00	29.00	0.00

Program Revenues				
Other / Miscellaneous	\$1,680,037	\$0	\$3,505,095	\$0
<b>Total Revenue</b>	<b>\$1,680,037</b>	<b>\$0</b>	<b>\$3,505,095</b>	<b>\$0</b>

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