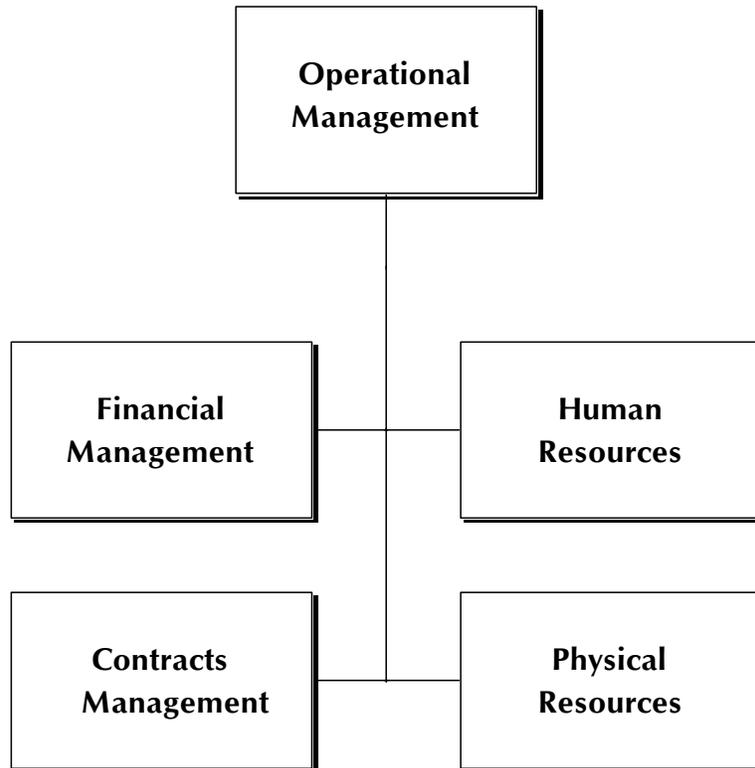


Department of Administration for Human Services



Mission

The Department of Administration for Human Services promotes excellence in human services delivery by providing quality administrative and management services for the benefit of the community.

Budget and Staff Resources



Agency Summary				
Category	FY 2008 Actual	FY 2009 Adopted Budget Plan	FY 2009 Revised Budget Plan	FY 2010 Baseline Budget
Authorized Positions/Staff Years				
Regular	159/ 159	159/ 159	160/ 160	160/ 160
Expenditures:				
Personnel Services	\$9,680,739	\$9,731,679	\$9,731,679	\$10,164,668
Operating Expenses	1,523,295	1,515,895	1,890,941	1,515,895
Capital Equipment	0	0	0	0
Subtotal	\$11,204,034	\$11,247,574	\$11,622,620	\$11,680,563
Less:				
Recovered Costs	(\$58,717)	(\$61,371)	(\$61,371)	(\$64,143)
Total Expenditures	\$11,145,317	\$11,186,203	\$11,561,249	\$11,616,420

Department of Administration for Human Services

Summary by Program Component				
Category	FY 2008 Actual	FY 2009 Adopted Budget Plan	FY 2009 Revised Budget Plan	FY 2010 Baseline Budget
Operational Management	\$1,742,268	\$1,591,964	\$1,661,250	\$1,607,183
Financial Management	2,980,970	3,160,413	3,163,428	3,301,535
Human Resources	1,668,020	1,577,391	1,878,741	1,645,371
Contracts Management	1,618,009	1,833,289	1,833,646	1,913,756
Physical Resources	3,136,050	3,023,146	3,024,184	3,148,575
Total Expenditures	\$11,145,317	\$11,186,203	\$11,561,249	\$11,616,420

Position Summary		
<u>Operational Management</u>	<u>Human Resources</u>	<u>Physical Resources</u>
1 Director	1 Policy and Information Manager	1 Policy and Information Manager
1 Deputy Director	2 Resource Dev. and Trg. Mgrs.	2 Accountants III
1 Management Analyst IV	2 Management Analysts III	2 Accountants II
2 Business Analysts III	4 Management Analysts II	2 Accountants I
1 Business Analyst II	5 Administrative Assistants V	1 Management Analyst IV
1 Administrative Assistant V	10 Administrative Assistants IV	2 Management Analysts III
	2 Administrative Assistants III	2 Management Analysts II
	1 Training Specialist III	2 Management Analysts I
	1 Business Analyst I	5 Administrative Assistants V
<u>Financial Management</u>		7 Administrative Assistants IV
1 Policy and Information Manager		15 Administrative Assistants III
2 Fiscal Administrators		2 Administrative Assistants II
2 Management Analysts IV	<u>Contracts Management</u>	1 Administrative Associate
6 Management Analysts III	1 Policy and Information Manager	1 Gen. Bldg. Maint. Worker I
5 Management Analysts II	2 Management Analysts IV	1 Housing Services Specialist III
3 Management Analysts I	7 Management Analysts III	
1 Accountant III	11 Management Analysts II	
3 Accountants II	1 Housing Specialist IV	
2 Accountants I	1 Administrative Assistant IV	
1 Business Analyst II		
2 Administrative Assistants V		
6 Administrative Assistants IV		
19 Administrative Assistants III		
3 Administrative Assistants II		
<u>TOTAL POSITIONS</u>		
160 Positions/160.0 Staff Years		

Changes to FY 2009 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2009 Revised Budget Plan since passage of the FY 2009 Adopted Budget Plan. Included are all adjustments made as part of the FY 2008 Carryover Review and all other approved changes through September 15, 2008:

- ◆ **Carryover Adjustments** **\$375,046**
As part of the FY 2008 Carryover Review, the Board of Supervisors approved an increase of \$375,046 primarily associated with contractual agreements for initiatives that enhance strategic planning, staff development, and organizational development, as well as furniture and fixtures and computer software.

- ◆ **Position Adjustment** **\$0**
During FY 2009, the County Executive approved the redirection of 1/1.0 SYE Business Analyst III position to the Department of Administration for Human Services in support of the Office to Prevent and End Homelessness.

Key Performance Measures

Goal

To provide quality customer service to the community by utilizing administrative, technical, and management expertise to help promote and achieve excellence in human services.

Department of Administration for Human Services

Objectives

- ◆ To maintain an accounts receivable collection rate of 99 percent.
- ◆ To pay 95 percent of bills for goods and services within 30 days of receipt of invoice.
- ◆ To complete agreements for 93 percent of new contracts within the original time frame.
- ◆ To complete 90 percent of contract renewals, extensions and amendments within the original time frame.
- ◆ To conduct contract reviews, so that 93 percent of contractors are in compliance with 90 percent or more of contract terms and performance provisions.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate/Actual	FY 2009	FY 2010
Output:					
Value of collected Human Services agencies' accounts receivable (in millions)	\$163.46	\$168.48	\$161.88 / \$179.64	\$165.45	\$171.28
Invoices paid	147,860	154,654	155,000 / 159,791	160,000	160,000
Total active contracts	1,169	1,196	1,000 / 1,189	1,200	1,200
Contract renewals, extensions and amendments completed	430	582	440 / 460	460	460
Monitoring visits for contract compliance	239	316	275 / 249	250	250
Efficiency:					
Accounts receivable dollars collected/SYE (in millions)	\$5.63	\$5.80	\$5.58 / \$6.19	\$5.70	\$5.70
Cost per payment (invoice) processed	\$5.42	\$5.46	\$5.46 / \$5.01	\$5.01	\$5.01
Contracts and agreements managed per staff	109	85	100 / 89	92	92
Average contract renewals/extensions/amendments per staff	40.0	40.0	30.0 / 40.0	40.0	40.0
Total staff hours for contract audits	791	1,308	1,000 / 1,195	1,100	1,100
Service Quality:					
Average work days to complete accounts receivable collection	15	15	15 / 15	15	15
Average work days to pay a bill	15	12	12 / 12	12	12
Percent of customers satisfied with the contract solicitation/selection process	90.0%	100.0%	100.0% / 95.0%	100.0%	100.0%
Percent of customers satisfied with development of contract scope of services for contract renewals, extensions and amendments	90.0%	100.0%	90.0% / 95.0%	100.0%	100.0%
Percent of audited contracts resulting in improved contract compliance	93.0%	92.0%	90.0% / 95.0%	100.0%	100.0%

Department of Administration for Human Services

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate/Actual	FY 2009	FY 2010
Outcome:					
Percent of accounts receivable collected within year	100.04%	100.80%	99.00% / 109.89%	99.00%	99.00%
Percent of payments made to vendors within 30 days of receipt of invoice	95.0%	94.7%	95.0% / 95.0%	95.0%	95.0%
Percent of new contract awards completed within original timeframe	89.0%	89.0%	80.0% / 91.0%	93.0%	93.0%
Percent of contract renewals, extensions and amendments completed within original timeframe	84.0%	87.0%	90.0% / 93.0%	90.0%	90.0%
Percent of contracts in compliance with at least 90% of contract terms and performance provisions	92.0%	91.0%	90.0% / 93.0%	93.0%	93.0%

Performance Measurement Results

In FY 2009 it is projected that \$165.45 million in accounts receivable will be collected. The percent of collected accounts receivable is based on the availability of state and federal funds, client and program fees, third-party payments, and expenditure reimbursements. In FY 2008, \$179.64 million, or 109.89 percent of estimated accounts receivable, was collected. This higher than anticipated collection rate is due primarily to additional revenue that was received for public assistance and child care programs. Funding for programs is based not only on local expenditures, but also on the availability of state funding. The Virginia Department of Social Services reviews unspent funds by localities across the state and adjusts funding appropriations late in the fiscal year.

In FY 2008 the percentage of new contracts completed within the original projected timeframe was 91 percent, a 13.8 percent increase over the projection of 80 percent. A total of 1,189 contractual agreements were supported by division staff in FY 2008. To assess provider performance and to ensure effective services delivery, an estimated 20 percent of active contracts are targeted for monitoring visits and reviews. In FY 2008, 249 monitoring visits were completed. As a result of actions taken to ensure contractual provision compliance, 93 percent of all services contracts were in compliance with the majority of the contract terms and provisions.

The department's final objective is to pay 95 percent of bills for goods and services within 30 days of receiving an invoice. In FY 2008, 159,791 invoices were paid, compared to 154,654 invoices paid in FY 2007, an increase of 3.3 percent. The cost per payment (invoice) processed was \$5.01 per invoice in FY 2008, compared to \$5.46 in the prior year.