



2016 LOB Presentation Meeting Recap

Tuesday, March 8, 2016

Board Members Present:

Jeff McKay, Lee District, Budget Committee Chair
Sharon Bulova, Chairman
Penelope Gross, Mason District (Vice Chairman)
John Cook, Braddock District
John Foust, Dranesville District
Pat Herrity, Springfield District
Catherine Hudgins, Hunter Mill District
Kathy Smith, Sully District
Linda Smyth, Providence District
Daniel Storck, Mount Vernon District

School Board Members Present:

Dalia Palchik, Providence District

Department of Administration for Human Services (DAHS) (Gail Ledford, Lee Ann Pender, Ronald McDevitt, Michelle Wilhelm)

<http://www.fairfaxcounty.gov/dmb/lob/2016/g6868-ppt.pdf>

- Process - Slide 12 add talking points to slide to provide context.
- Active residential leases managed with particular organizations (i.e., Pathways) Some properties owned and operated by non-profits.
- Grant writing mostly done in the agencies given specialized program expertise that is often needed form grant applications.
- DAHS Financial Management and Human Resources staff are embedded with the Human Services agencies.
- Group home leases are paid by the program agencies.
- ? Supervisor Smyth – Describe the discretionary funding County agencies have in their operating budgets.
- What is Work Performed for Others? Represents maintenance work done for Fairfax-Falls Church Community Services Board.
- DAHS created as part of the Human Services Redesign about 20 years ago.
 - Seen as more efficient organization of administrative tasks.
 - Saved \$3-\$4 million.
 - 33 positions eliminated.
- Accounts Receivable work done by Financial Management staff and includes SACC fees, child care permits, CSA co-pays, and third party payments in CSB.
 - Collection of revenues reflects comparison to budget.
- ⌚ Further enhance maximization of all possible revenues for human services system given state and federal policy changes (i.e., Affordable Care Act).
 - Staff responded that it is complex.
 - Must look at procedures to make sure collecting maximum revenues.
 - Staff explained that revenue maximization has been done but this will look more broadly as a system.
- ? Supervisor Storck – Explain the reimbursement process for federal and state funding in the human services system.
- Discussion took place regarding the DAHS model and interaction with central, corporate agencies.
 - Staff mentioned strong relationships with Human Resources and Department of Purchasing and Material Management (DPMM).

- Approximately 600 of the 1,100 contracts managed by DAHS do not go through DPMM based on delegated authority from DPMM.
- DPMM sets the policy and protocols.
- Supervisor complimented inclusion of true metrics.
- Discussion took place regarding the model and if it is utilized elsewhere.
 - No other real comparators so true benchmarking difficult.
- ⌚ Consider impact of enhanced performance measurement and outcome metrics on contracting costs.
 - Staff responded that it is new and more work but necessary.
 - Difficult to quantify costs.
- Supervisor Herrity – What is the breakdown between sole source versus competitive awards for contracts?
- ⌚ Improve collection metrics to include data by aging criteria.
- ? Supervisor Foust – Are there opportunities to replicate the DAHS model in other program areas?

Human Services Discussion of Common Themes and Drivers (Patricia Harrison)

<http://www.fairfaxcounty.gov/dmb/lob/2016/human-services-common-themes-drivers-ppt.pdf>

- Supervisor Smyth – IT challenges are a common theme among many agencies.
 - Not at the point of integration that is needed due in part to federal and state restrictions/requirements and constrained resources.
 - ⌚ Information Technology Subcommittee should review issues and develop strategies.
 - Affordable Health Care Act is forcing some integration, but barriers still exist.
- ? Supervisor Gross – Provide the information presented in slide 11.
- ? Supervisor Foust – How does the County's human services spending compare to other Virginia jurisdictions?
- Discussion took place regarding whether or not local provision of services preclude future awards of federal funding.
 - Head Start is an example.
 - Must be careful.
- Sustainable outcomes discussed.

General Government Context (Joe Mondoro, Dave Molchany)

<http://www.fairfaxcounty.gov/dmb/lob/2016/general-government-ppt.pdf>

- ? Supervisor Cook – Explain the 23 percent increase since FY 2012 in square footage maintained by Facilities Management, clarifying the measure with respect to what types of space is included (i.e., County owned, leased) and how net changes are calculated.
 - Due, in part, to new facilities like Merrifield.
 - Discussion in context of fewer county positions, private sector office space trends and staff shifting location.
- Discussion took place regarding Positions per 1,000 Residents metric as being authorized positions.
 - ? Supervisor Foust – Explain the basis of the Positions per 1,000 Residents metric.
 - Same trend would emerge for filled positions, just lower level.
 - Slide 20 – Cost per capita data includes just OPA staff, not decentralized staff in agencies.
 - Current model of centralized versus decentralized works, but must manage peaks and valleys of work.
- Chairman Bulova welcomed School Board member Dalia Palchik.
- ? Supervisor Storck – Explain 11 percent reduction in Information Technology investment since FY 2008.

Department of Tax Administration (DTA) (Kevin Greenlief, Scott Sizemore, Juan Rengel, Anne Stevenson)

<http://www.fairfaxcounty.gov/dmb/lob/2016/g5757-ppt.pdf>

- Director of DTA is a constitutional officer due to need to separate function from Board.
- Do not have ability to require display of Virginia plates, but will be able to assess penalty each year now due to legislative change.
- Discussion took place regarding recent changes in income and asset limits for the Tax Relief Program. Issue will be addressed more fully in Q&As already in process.
- Public access to online data will alleviate problem where dog license bills are sent to owners based on outdated data.

- **?** Supervisor Gross – What is required to implement the automatic registration of new vehicles based on Department of Motor Vehicle data matches?
 - Cost is \$1.9 million in lost penalty revenue.
 - Good customer service initiative.
- Work must be done with staff who are multilingual to communicate more effectively in English.
 - Staff responded that they monitor the issue regularly and sometimes move people off the phones.
- Discussion took place regarding processing fees (credit cards, check, EFT, etc).
 - Currently only processing fees charged are credit card fees which are paid by the customer and to the credit card company.
- **?** Supervisor Herrity – Please provide information on “My Fairfax”.

Office of Financial and Program Audit (Jim Shelton, Shameeka Pearson)

<http://www.fairfaxcounty.gov/dmb/lob/2016/g3737-ppt.pdf>

- Discussion took place regarding importance of “controls.”
- Much of the current work is focused on targeted studies.

Finance (Chris Pietsch, Deirdre Finneran, Teri Flynn)

<http://www.fairfaxcounty.gov/dmb/lob/2016/g0606-ppt.pdf>

- Supervisors complimented staff on taking care of business in a professional manner.
- On-time metric for vendor payments is 95% based on a 30 day timeframe.
 - New reports will enable closer management of this facet of the business.
- Funds deposited in local and non-local institutions discussed.
 - \$460 million deposited in local banks.
- Procurement Card (P-Card) Program managed by Department of Procurement and Material Management (DPMM).
 - Expedites purchase of goods.
 - County receives rebates.
 - Frequent audits of cards and careful monitoring reduce possibility of fraud.

County Insurance (Teri Flynn, Chris Pietsch, Deirdre Finneran)

<http://www.fairfaxcounty.gov/dmb/lob/2016/60000-ppt.pdf>

- Vehicle claim data on slide 21 represents county vehicles that were involved in an accident whether at fault or not.
- ⌚ Identify ways to track and begin monitoring data such as Return to Work Status.
 - Annual report with data on claims and losses will be released soon.
 - Data is confidential.
 - ⌚ Benchmark risk management data against other jurisdictions in areas other than Worker’s Compensation.
 - How often do we obtain industry quotes to evaluate if still makes sense to self-insure? Every 2 years.
- Insurance policies generally explained in terms of limits, general coverage and deductible.
- Discussion regarding comprehensive risk assessment took place and staff explained that the program considers trends.
- Relationship with FCPS with respect to insurance explained.
 - During Smart Savings initiative realized savings could be realized by purchasing joint policy in some areas (one deductible paid, prorated between County and Schools).
 - FCPS risk management is decentralized.
- Benefits of training to mitigate risks discussed.

Procurement and Material Management (Cathy Muse, Patti Innocenti)

<http://www.fairfaxcounty.gov/dmb/lob/2016/g1212-ppt.pdf>

- Name change from Department of Purchasing and Supply Management to the Department of Procurement and Material Management (DPMM).
 - Reflects emphasis on role as provider to tool to purchase.
 - Purchasing is really done in the agencies.
- Slides 8 & 11 - FY 2013 reflects only partial year data.

- Floating Collection initiative by Libraries has reduced DPMM book trips by 25%, thereby enabling other agencies to receive support.
- Rebates associated with speed to pay, size of order, electronic payment, and use of p-card.
 - Done in collaboration with FCPS so treated as single account.
 - Rebates attributed to each entity.
- **?** Supervisor Gross – Provide a list of agency p-cards and the general requirements of the program (i.e., allowable use, spending limits).
- ⌚ Additional warehouse space is needed.
- Supervisor complimented Director on national accomplishments with National Association of Counties and Council of Governments.
- Interns seeking permanent employment elsewhere discussed.
 - Impact of county internship time as experience discussed.
 - Underfills can be used as a recruiting device.
- ⌚ Focus communication of spending with Small, Women-owned, and Minority-owned Businesses (SWaM) relative to clearly defined base.
 - Slide 8 does not include capital spending or CSA spending out of Harmony.
- **?** Supervisor Herrity - What percentage of County procurement spending is associated with cooperative agreements?
- **?** Supervisors Foust/Herrity – What percentage of the County’s total procurement spending is through sole source contracts?
 - Sole source percentage is 19.5% for County and FCPS together.
 - 12.5% for County only.
 - Sole source includes spending on:
 - ✦ Software purchases like FOCUS are an example.
 - ✦ Unique training for public safety is another example.
 - ✦ Decision based on whether or not the vendor is the only reasonable choice for that good or service.
 - ✦ There is a posting requirement for any sole source award in excess of \$100,000.

Public Affairs (Tony Castrilli, Jeremy Lasich)

<http://www.fairfaxcounty.gov/dmb/lob/2016/g1313-ppt.pdf>

- Slide 9 Jurisdictional comparisons does not include decentralized agency staff.
 - Difficult because each jurisdiction does public affairs very differently.
 - Prince William is the most similar to Fairfax.
- **?** Supervisor Herrity - Provide a list of decentralized public affairs staff including what other functions they perform and status of their position (i.e., full time v part time).
 - There are 34 public information officers in agencies, including public safety.
 - OPA’s coordination with agency public affairs staff regarding new technologies and use of social media discussed.
 - There are monthly meetings of all communications staff and close collaboration.
- ⌚ Website usability must be a priority.
- ⌚ Must identify ways to communicate better with non-English speakers.
- ⌚ Explore use of tools that communicate through communities (i.e., NextDoor).
 - Police Department communicating via NextDoor
- ⌚ Make reference to prior OPA director's plan where there are intersections with new initiatives being implemented.
- FOIA requests discussed.
 - OPA compiles information when involves multiple agencies and packages before releasing.
 - FOIAs are now a business where the organization then provides the information to subscribers.
 - Have a task force looking at how FOIAs can be best managed.