PROGRAM DESCRIPTION

Health and Senior Services **HB Section(s):** 10.605, 10.610, 10.615, 10.620, and 10.625
Administration
Program is found in the following core budget(s):

	Admin	Federal Grants and Donated Funds	Debt Offset Escrow	Refunds	HIF Transfer	TOTAL
GR	371,635	0	0	50,000	0	421,635
FEDERAL	4,884,565	0	0	100,000	0	4,984,565
OTHER	924,719	0	50,000	151,200	736,835	1,862,754
TOTAL	6,180,919	0	50,000	301,200	736,835	7,268,954

1a. What strategic priority does this program address?

Public Health System Building.

1b. What does this program do?

The Division of Administration provides administrative and financial support services for the Department of Health and Senior Services (DHSS). The division includes Budget Services & Analysis, Financial Services, General Services, Human Resources, Procurement Services, and Performance Management. The division assists the programmatic divisions to provide services to Missourians in a cost-effective manner which ensures fiscal accountability for taxpayer dollars.

- Budget Services & Analysis prepares the departmental budget submissions and responds to all budget-related inquiries and fiscal note requests from OA and the legislature.
- Financial Services (accounts payable, grant accounting, and funds accounting) processes all grant applications, initiates federal draws related to grants, and prepares federal and state financial reports.
- General Services provides warehouse, delivery, and mailroom services, including department fleet vehicle management.
- Human Resources provides personnel functions/employee relations, professional development, and recruitment.
- Procurement Services reviews and processes all contracts and procurements.
- Performance Management oversees continuous improvement projects within DHSS. Projects include developing placemat initiatives, maintaining the Department dashboard, and working cross-divisionally on continuous improvement projects with the department's Lean Six Sigma team.

2a. Provide an activity measure(s) for the program.

Services Provided by the Division of Administration in Support of Programmatic Functions			
Payment Documents	40,944	Fiscal Note Responses	883
Purchase Orders and Modifications	9,823	Health Literature Mailed	1,803,741
Grant and Contract Reports	745	Meds\Condoms Provided	100,336
Contracts and Amendments	2,360	Printing Requisitions	643
Audit Reports Reviewed	411	General Services Work Orders	1,512
HR Staff Development Trainings	35	Dental Supplies Shipped	482,549
Supervisory Staff Trainings	800	General Staff Training	350
Placemat Initiatives On Track	12	Lean Six Sigma Projects	4

PROGRAM DESCRIPTION

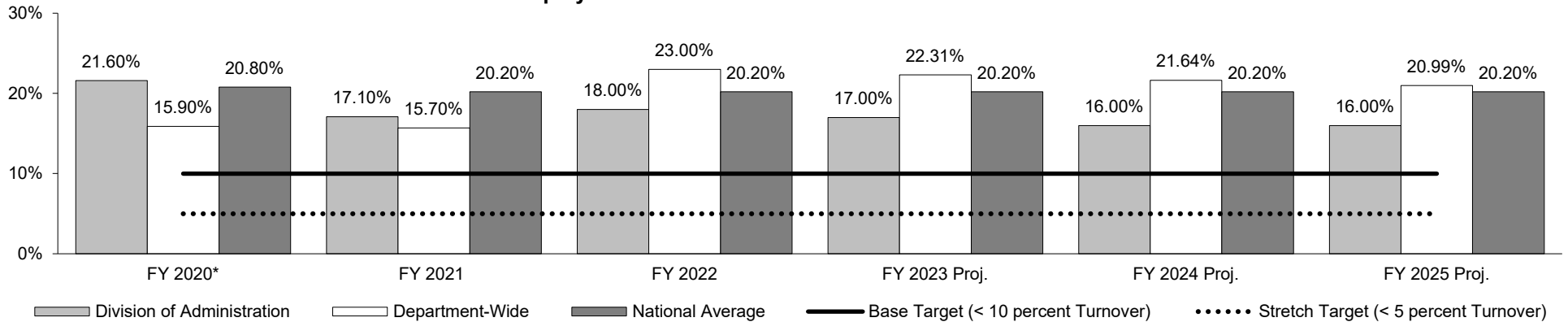|	
Health and Senior Services	**HB Section(s):** 10.605, 10.610, 10.615, 10.620, and 10.625

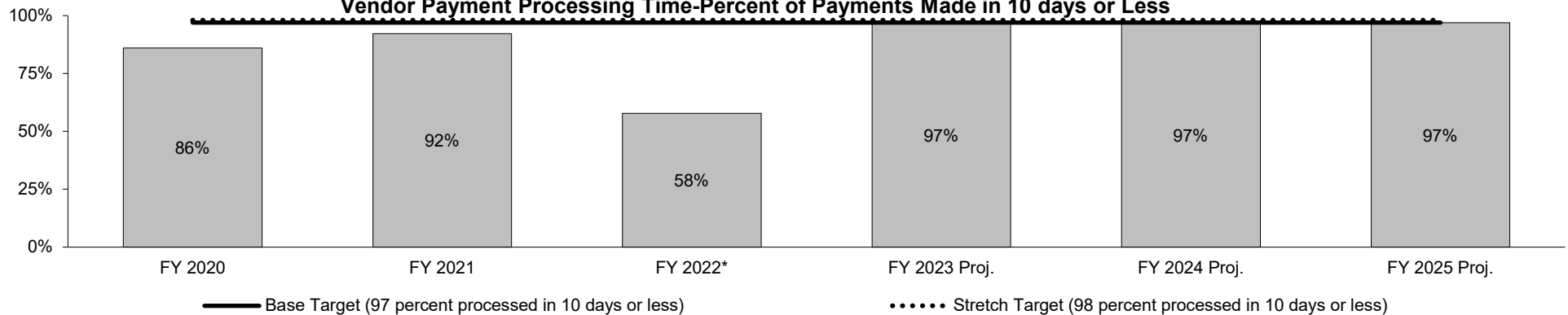**Administration**

Program is found in the following core budget(s):

2b. Provide a measure(s) of the program's quality.

Employee Turnover Rate for Division of Administration

	FY 2020*	FY 2021	FY 2022	FY 2023 Proj.	FY 2024 Proj.	FY 2025 Proj.
Division of Administration	21.60%	17.10%	18.00%	17.00%	16.00%	16.00%
Department-Wide	15.90%	15.70%	23.00%	22.31%	21.64%	20.99%
National Average	20.80%	20.20%	20.20%	20.20%	20.20%	20.20%

Legend: Division of Administration | Department-Wide | National Average | Base Target (< 10 percent Turnover) | Stretch Target (< 5 percent Turnover)

*In FY 2020 The Division of Administration Financial Services had four retirements which resulted in an increased vacancy rate.
National Average Source: US Department of Labor, Bureau of Labor Statistics. https://www.bls.gov/news.release/jolts.t16.htm

Vendor Payment Processing Time-Percent of Payments Made in 10 days or Less

FY 2020	FY 2021	FY 2022*	FY 2023 Proj.	FY 2024 Proj.	FY 2025 Proj.
86%	92%	58%	97%	97%	97%

Legend: Base Target (97 percent processed in 10 days or less) | Stretch Target (98 percent processed in 10 days or less)

*In FY 2022 Accounts Payable had a turnover rate of over 57 percent and experinced a staffing shortage over a three month span. Payment time went from 10 days or less to approximately 14 to 21 days.
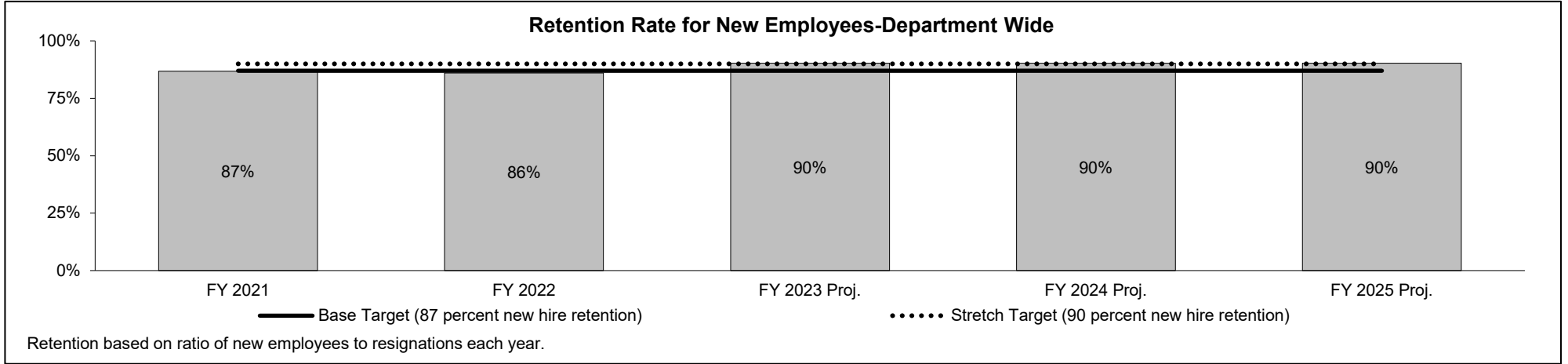
PROGRAM DESCRIPTION

Health and Senior Services   **HB Section(s):** 10.605, 10.610, 10.615, 10.620, and 10.625
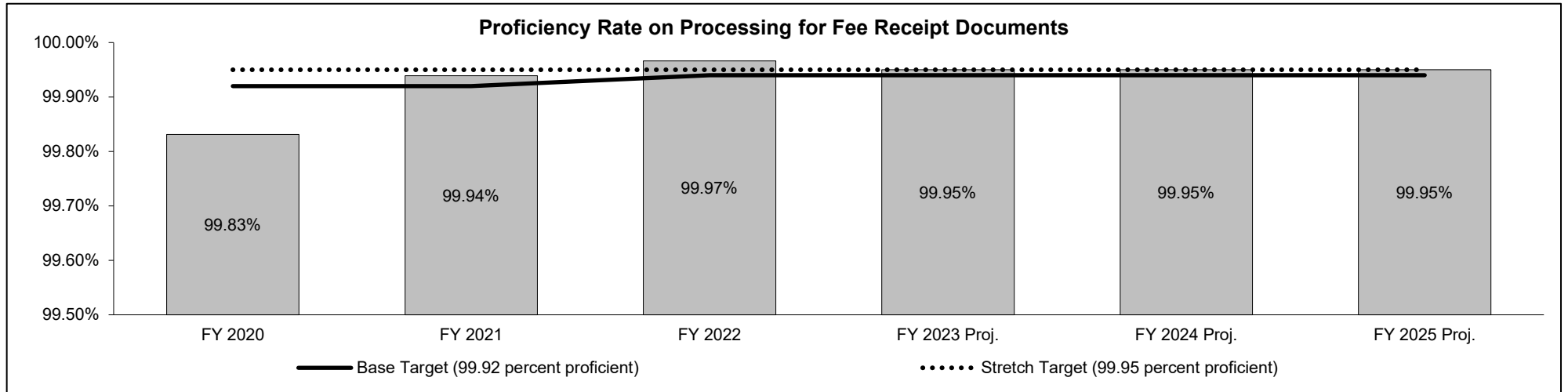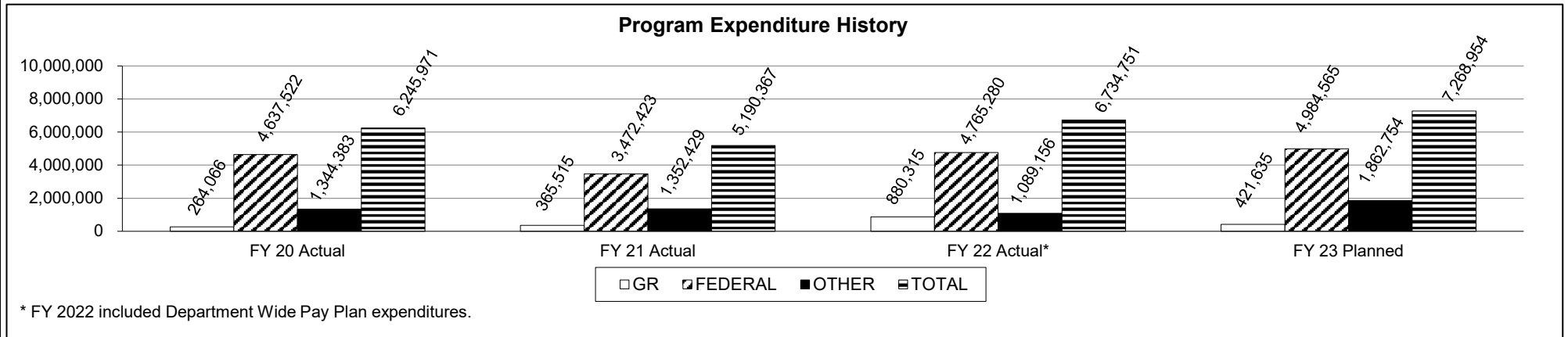
Administration

Program is found in the following core budget(s):

2c. Provide a measure(s) of the program's impact.

Retention Rate for New Employees-Department Wide

	FY 2021	FY 2022	FY 2023 Proj.	FY 2024 Proj.	FY 2025 Proj.
Retention Rate	87%	86%	90%	90%	90%

— Base Target (87 percent new hire retention)   ••••• Stretch Target (90 percent new hire retention)

Retention based on ratio of new employees to resignations each year.

2d. Provide a measure(s) of the program's efficiency.

Proficiency Rate on Processing for Fee Receipt Documents

	FY 2020	FY 2021	FY 2022	FY 2023 Proj.	FY 2024 Proj.	FY 2025 Proj.
Proficiency Rate	99.83%	99.94%	99.97%	99.95%	99.95%	99.95%

— Base Target (99.92 percent proficient)   ••••• Stretch Target (99.95 percent proficient)

PROGRAM DESCRIPTION

Health and Senior Services	**HB Section(s):** 10.605, 10.610, 10.615, 10.620, and 10.625
Administration	
Program is found in the following core budget(s):	

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (*Note: Amounts do not include fringe benefit costs.*)

Program Expenditure History

	GR	FEDERAL	OTHER	TOTAL
FY 20 Actual	264,066	4,637,522	1,344,383	6,245,971
FY 21 Actual	365,515	3,472,423	1,352,429	5,190,367
FY 22 Actual*	880,315	4,765,280	1,089,156	6,734,751
FY 23 Planned	421,635	4,984,565	1,862,754	7,268,954

* FY 2022 included Department Wide Pay Plan expenditures.

4. What are the sources of the "Other " funds?

Nursing Facility Quality of Care (0271), Health Initiatives (0275), Health Access Incentives (0276), Mammography (0293), Missouri Public Health Services (0298), Endowed Cemetery Audit (0562), Professional and Practical Nursing Loans (0565), Veterans Health and Care Fund (0606), Department of Health and Senior Services Document Services (0646), Department of Health and Senior Services-Donated (0658), Criminal Record System (0671), Children's Trust (0694), Brain Injury (0742), Debt Offset Escrow (0753), Putative Father Registry (0780), Organ Donor (0824), Coroners Training Fund (0846), and Childhood Lead Testing (0899).

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 33, RSMo. - State Financial Administration, Chapter 34, RSMo. - State Purchasing and Printing, Section 37.450, RSMo. State Vehicle Fleet Manager, 1 CSR 10.3.010 Preapproval of Claims and Accounts, 1 CSR 10.11.010 State of Missouri Travel Regulations, 1 CSR 10.11.030 State of Missouri Vehicular Travel Regulations, 1 CSR 30.4 Facility Maintenance and Operation, 1 CSR 35.2.030.2 Leasing, 2 CFR Chapter 1, Chapter 11 Part 200, et al. Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, Cooperative Agreement with OA for payment processing, DHSS Internal Control Plan, Cash Management Improvement of 1990 and 1992 (Funds Accounting), and state and departmental policies and procedures.

6. Are there federal matching requirements? If yes, please explain.

No.

7. Is this a federally mandated program? If yes, please explain.

No.