

# **ADMINISTRATIVE SERVICES**

**BOARD OF COUNTY COMMISSIONERS  
OKALOOSA COUNTY, FLORIDA**

**SERVICE AREA:** GENERAL GOVERNMENT

**DEPARTMENT/PROGRAM:** PURCHASING DEPARTMENT

**PROGRAM DESCRIPTION:** The Purchasing Department acquires goods and services in a timely and efficient manner and at the best prices available, ensures inventory control for all County property and manages all County Contracts & Leases.

**REVENUE:** Purchasing is funded within the General Fund. Supporting revenue of the General Fund are ad valorem taxes, communications service tax, local business tax, permits and fees, state shared revenue, charges for services, judgments and fines, proceeds from surplus sales, miscellaneous revenue and transfers from other funds.

**MAJOR ACCOMPLISHMENTS LAST YEAR:**

- Processed purchasing dollar volume of \$15,884,649.
- Managed the Purchasing Card Program and continued the utilization of the “e-payables.” Total card purchase dollar amount \$3,695,512. This has resulted in the largest rebate check to date \$51,737.
- Managed 752 contracts and 182 leases with on-line access to County staff and the public.
- Managed 82 formal bids for goods and services.
- Inventoried 7,346 fixed assets for all departments with a value of \$75,956,503.
- Managed on-line surplus auctions for a total of 919 items in which proceeds resulted in a return of \$13,130.
- Participated in Central Gulf Coast Chapter of National Institute of Governmental Purchasing (NIGP) Annual Reverse Trade Show.

**PROGRAM GOAL:** To provide a centralized source of procurement for the departments of Okaloosa County in a cost effective method, to coordinate annual inventory of Fixed Assets as required by State Statutes and to assist all departments with Contracts & Leases.

**KEY OBJECTIVES:**

1. Ensure all purchasing functions comply with County, State and Federal requirements.
2. Ensure that all activities are handled in an ethically correct manner.
3. Provide support to all County departments, Finance, County Administrative Staff, Commissioners and Taxpayers.
4. Maintain open records for review by the citizens of Okaloosa County.
5. Process all requests for goods and services in a timely manner and ensure best pricing is obtained.
6. Coordinate in an efficient manner all contract and lease negotiations.
7. Schedule and facilitate annual inventory of all County property valued at over \$1,000.
8. Promote professional development of staff through certification in the field of procurement.
9. Implement best practices for Fixed Assets & Contract Management.

**PERFORMANCE MEASURES:**

Performance Measures		Actual FY13/14	Estimate FY14/15	Adopted FY15/16
# of Purchase Orders issued		1,976	2,000	2,100
\$ Amount of Purchase Orders Issued		\$15,884,650	\$15,500,000	\$15,500,000
# of Bids Issued		82	80	80
Purchasing Card Volume		\$3,695,513	\$3,500,000	\$3,500,000
Purchasing Card Rebate		\$51,737	\$52,000	\$52,000
# of Employees Trained (CC, Logistics POD, Purchasing Workshops)		130	175	150
Value of Fixed Assets		\$75,956,503	\$77,000,000	\$77,500,000
Completed Annual Inventory – Number of Fixed Assets		7,346	7,450	7,500

**HISTORICAL STAFFING SUMMARY:**

Category	FY13	FY14	FY15	FY16
Full-time Administrative & Support	4	4	4	5
Full-time Management & Professional	2	2	2	2
Total	6	6	6	7

**EXPENDITURES:**

Category	Expenditures		Budget		FY15/FY16 +/-	Increase/ Decrease
	FY13 Actual	FY14 Actual	FY15 Original	FY16 Approved		
Personnel Services	\$330,231	\$387,200	\$375,852	\$435,197	\$59,345	15.8%
Operating Expenses	\$27,537	\$46,985	\$69,690	\$81,800	\$12,110	17.4%
Capital Outlay	\$0	\$0	\$0	\$0	\$0	.0%
Debt Service	\$0	\$0	\$0	\$0	\$0	0%
Grants & Aids	\$0	\$0	\$0	\$0	\$0	0%
Other Uses	\$0	\$0	\$0	\$0	\$0	0%
Total	\$357,768	\$434,185	\$445,542	\$516,997	\$71,45	16.0%

**ACCOUNTS:**

<b>Code</b>	<b>Category</b>	<b>FY14 Approved</b>	<b>FY15 Approved</b>	<b>FY16 Approved</b>	<b>FY15/FY16 +/-</b>	<b>Increase/ Decrease</b>
10	SALARIES & WAGES	\$287,681	\$288,861	\$320,152	\$31,291	10.8%
	Add contracts & lease coordinator					
20	BENEFITS	\$101,325	\$86,991	\$115,045	\$28,054	32.2%
	Increase due to all employees on County Health Insurance					
34	CONTRACT SERVICES	\$0	\$42,000	\$42,000	\$0	0%
40	TRAVEL & PER DIEM	\$1,300	\$1,450	\$5,200	\$3,750	258.6%
	Training and education for certifications					
41	COMMUNICATIONS SERVICES	\$400	\$1,100	\$1,220	\$120	10.9%
42	FREIGHT & POSTAGE	\$500	\$750	\$650	-\$100	-13.3%
44	RENTS & LEASES	\$0	\$40	\$40	\$0	0%
45	RISK MANAGEMENT ALLOCATION	\$5,352	\$5,991	\$4,369	-\$1,622	-27.1%
	Property Insurance reallocation					
46	REPAIR & MAINTENANCE	\$1,941	\$2,393	\$2,701	\$308	12.9%
49	MISCELLANEOUS CHARGES	\$0	\$200	\$400	\$200	100.0%
51	OFFICE SUPPLIES	\$4,800	\$5,500	\$5,500	\$0	0%
52	OPERATING SUPPLIES	\$2,747	\$4,466	\$8,720	\$4,254	95.3%
	Contract management software					
54	BOOKS/PUBS/SUBS & MEMBERSHIPS	\$500	\$800	\$1,000	\$200	25.0%
55	TRAINING & EDUCATION EXPENSES	\$1,000	\$5,000	\$10,000	\$5,000	100.0%
	Education reimbursement & specialized training					
	<b>TOTAL</b>	<b>\$407,546</b>	<b>\$445,542</b>	<b>\$516,997</b>	<b>\$71,455</b>	<b>16.0%</b>

**BOARD OF COUNTY COMMISSIONERS  
OKALOOSA COUNTY, FLORIDA**

**SERVICE AREA:** GENERAL GOVERNMENT

**DEPARTMENT/PROGRAM:** HUMAN RESOURCES

**PROGRAM DESCRIPTION:** In support of County departments, the Human Resources Department provides technical and consultation services in the areas of: legal and regulatory compliance; policy development; recruitment; selection; employment; orientation; separation; employee relations; discipline and grievances; employee recognition; performance management; job classification; compensation; employee communications; training and development; attendance and leave management; Human Resources information systems; and records.

**REVENUE:** Human Resources is funded within the General Fund. Supporting revenue of the General Fund are ad valorem taxes, communications service tax, local business tax, permits and fees, state shared revenue, charges for services, judgments and fines, miscellaneous revenue and transfers from other funds.

**MAJOR ACCOMPLISHMENTS LAST YEAR:**

- Spearheaded the creation of the County's Title VI policy.
- Successfully completed a Florida Retirement System desk audit which resulted in three findings; one of which required a refund to Okaloosa County.

**PROGRAM GOAL:** As an internal support service, Human Resources develops and administers programs, policies and procedures that enhance organizational effectiveness; ensures quality recruitment, retention, training, and development of employees; and provides practical and effective solutions to workplace challenges.

**KEY OBJECTIVES:**

1. Establish staffing strategies and initiatives that meet organizational objectives by attracting and retaining a well-qualified, high-performance, diverse workforce.
2. Provide technical and advisory assistance to managers within the organization regarding staffing, compensation, discipline and employee relations issues.
3. Establish and maintain a systematic, cost-effective program of development for managers, supervisors and employees.
4. Maintain organizational compliance with employment laws and county policies.
5. Administration of Human Resource functions.

**PERFORMANCE MEASURES:**

Performance Measures		Actual FY13/14	Estimated FY14/15	Adopted FY15/16
Input	Total number of FTE's in Government (FY)	760	787	801
	Total FTE's for Human Resources Department (FY)	8	8	8
	Total employee compensation (salary) (FY)	\$31,812,522	\$33,438,792	\$33,999,242
	Number of vacancies during period (FY)	241	241	241
Output	Number of Disciplinary Action (FY)	21	24	21
	Total number of employee drug tests (FY)	526	447	447
	Number of employees receiving tuition reimbursement (FY)	4	4	4
Efficiency	Total employee turnover rate (FY)	10%	11.1%	10%
	Compensation (salary) cost per FTE (FY)	\$41,858.58	\$42,488.94	\$42,446.00
	Number of qualified applicants per requisition (FY)	22	14	22
	HR FTE Ratio (FY)	95:1	99:1	101:1
	Average number of days to fill a position (FY)	70	74	70
Effectiveness	Number of employees who left prior to one year of service (FY)	16	23	16
	Percentage of trainees rating the programs as satisfactory or above (FY)	96%	96%	96%
	Number of promotions (FY)	56	70	56

**HISTORICAL STAFFING SUMMARY:**

Category	FY13	FY14	FY15	FY16
Full-time Administrative & Support	1	1	1	1
Full-time Management & Professional	7	7	7	7
Total	8	8	8	8

**EXPENDITURES:**

Category	Expenditures		Budget		FY15/FY16 +/-	Increase/ Decrease
	FY13 Actual	FY14 Actual	FY15 Original	FY16 Approved		
Personnel Services	\$431,150	\$460,579	\$515,920	\$541,360	\$25,440	4.9%
Operating Expenses	\$46,393	\$49,086	\$59,694	\$75,717	\$16,023	26.8%
Capital Outlay	\$0	\$0	\$4,000	\$0	-\$4,000	-.100.0%
Debt Service	\$0	\$0	\$0	\$0	\$0	0%
Grants & Aids	\$0	\$0	\$0	\$0	\$0	0%
Other Uses	\$0	\$0	\$0	\$0	\$0	0%
Total	\$477,543	\$509,665	\$579,614	\$617,077	\$37,463	6.5%

**ACCOUNTS:**

<b>Code</b>	<b>Category</b>	<b>FY14 Approved</b>	<b>FY15 Approved</b>	<b>FY16 Approved</b>	<b>FY15/FY16 +/-</b>	<b>Increase/ Decrease</b>
10	SALARIES & WAGES	\$384,551	\$388,146	\$393,347	\$5,201	1.3%
	Monies were budgeted to fully staff the Human Resources Department.					
20	BENEFITS	\$116,097	\$127,774	\$148,013	\$20,239	15.8%
	This increase is due to the county-wide change in funding for health insurance premiums.					
31	PROFESSIONAL SERVICES	\$5,000	\$3,850	\$2,000	-\$1,850	-48.1%
	We were able to competitively bid our Employee Assistance Program.					
34	CONTRACT SERVICES	\$3,000	\$4,500	\$23,750	\$19,250	427.8%
	Temporary employee to complete background checks and keep the process moving efficiently for departments.					
40	TRAVEL & PER DIEM	\$1,278	\$2,356	\$1,742	-\$614	-26.1%
41	COMMUNICATIONS SERVICES	\$1,200	\$1,200	\$1,200	\$0	0%
42	FREIGHT & POSTAGE	\$1,000	\$1,200	\$1,200	\$0	0%
45	RISK MANAGEMENT ALLOCATION	\$7,163	\$8,019	\$4,823	-\$3,196	-39.9%
	This reduction is due to the county-wide change in funding for the risk management department allocation.					
46	REPAIR & MAINTENANCE	\$1,149	\$2,054	\$1,907	-\$147	-7.2%
47	PRINTING & BINDING	\$200	\$500	\$500	\$0	0%
49	MISCELLANEOUS CHARGES	\$7,061	\$11,268	\$6,884	-\$4,384	-38.9%
	Employee service award certificates and recognition items, motor vehicle report checks and background checks.					
51	OFFICE SUPPLIES	\$4,200	\$4,200	\$3,000	-\$1,200	-28.6%
	Reduction based on historical average cost of supplies.					
52	OPERATING SUPPLIES	\$9,824	\$10,277	\$10,406	\$129	1.3%
54	BOOKS/PUBS/SUBS & MEMBERSHIPS	\$2,080	\$2,430	\$2,380	-\$50	-2.1%
55	TRAINING & EDUCATION EXPENSES	\$10,421	\$7,840	\$15,925	\$8,085	103.1%
60	CAPITAL OUTLAY	\$0	\$4,000	\$0	-\$4,000	-100.0%
	Removed purchase of printer and monitor.					
	<b>TOTAL</b>	<b>\$554,224</b>	<b>\$579,614</b>	<b>\$617,077</b>	<b>\$37,386</b>	<b>6.5%</b>

**BOARD OF COUNTY COMMISSIONERS  
OKALOOSA COUNTY, FLORIDA**

**SERVICE AREA:** PHYSICAL ENVIRONMENT

**DEPARTMENT/PROGRAM:** EXTENSION SERVICE

**PROGRAM DESCRIPTION:** Okaloosa County Extension Service develops and delivers research-based educational programs, workshops, newsletters and publications in the areas of agriculture/small farms, family and consumer sciences, horticulture, natural resources, marine science, and 4-H/youth development. The nationwide informal educational network links experts and resources at federal, state and local levels. Local advisory committees provide guidance and recommendations for programming based on local community needs.

Programs in Agriculture/Small Farms/Natural Resources focus on agriculture profitability and the sustainable use of environmental resources for the larger commercial operations as well as those smaller farms with more limited available resources. Family and Consumer Sciences programming involves food, nutrition, health, food safety, family finance, community prosperity, and housing. Home and Commercial Horticulture programs include training of Master Gardeners and development of Best Management Practices for the benefit of the environment for all county residents. With increased urbanization and growth come increased pressures on our coastal ecosystems. Balancing population needs while conserving our natural resources is one of the major goals of Okaloosa County's Sea Grant and Natural Resources Extension program. 4-H clubs develop youth leadership, character, and good citizenship. Projects and programs focus on a wide array of youth interests

**REVENUE:** Extension Service is funded within the General Fund and two partners-federal and state. Federal and state partners provided \$688,851 to support the Extension Office during FY14/15. In addition, local Extension agents secured \$213,931 through grants, in-kind services and monetary donations. For every dollar of General Fund contribution provided to Ag Extension, over \$2.60 was obtained from other sources.

**MAJOR ACCOMPLISHMENTS LAST YEAR:**

- The Extension Agricultural program reached 3,167 clientele through on-farm consultations, phone calls, group meetings, emails and office visits.
- During April 2014, our county received 10-20 inches of rainfall in a 24-hour period. The six farmers who followed the University of Florida Extension/IFAS recommended Best Management Practices saved money and time. The estimated savings per farmer was \$8,000 in lost fertilizer (due to leaching), lost topsoil (due to erosion) and manpower and fuel costs to repair damages for a total of \$48,000.
- In 2014, the Agriculture Extension Program reached 1,722 youth through Agriculture Awareness educational programs such as embryology, AgVentures and Ag Literacy day.
- The Commercial Horticulture program in Okaloosa County has enabled 808 Green Industry professionals to obtain and maintain the state required licensing for pesticide and fertilizer application. Additionally, specialized training was offered including Palm Management School, Irrigation Contractor Exam Review and Green Industries Best Management Practices for Spanish-speaking workers. In doing so, the individuals have alleviated the potential for fines from non-compliance, learned how to protect themselves and others from harmful effects of pesticides, and acquired the knowledge needed to prevent environmental damage.
- Trained through the Master Naturalist program, 21 AmeriCorps volunteers utilized the newly acquired interpretative skills into their Grasses in Classes and Dunes in Schools programs, delivering curriculum to nearly 2,000 elementary school students monthly and enabling 388 students to successfully grow and install 560 coastal restoration grass plants to restore 2,000 sq. ft. of the coastal dune system.
- Work with the Six Rivers Cooperative Invasive Species Management Areas partnership group resulted in approximately 2,000 acres of invasive species being removed, treated and/or replaced with native plantings.



- To better assist residents in the area of diagnostic needs, the Extension Office offered diagnostic testing of soil and water. In addition, the Extension Office informed the public of diagnostic labs, procedures in sampling and provided interpretation and management recommendations of diagnostic samples submitted through UF/IFAS. More than 1000 samples were submitted and processed from Okaloosa County citizens in FY14.
- Seventy-nine Master Gardener volunteers provided 5,721 hours of volunteer service, teaching 4,952 residents Florida-Friendly practices in maintaining their lawns, landscapes and gardens. Using the 2014 accepted \$21.24 value for volunteer time, Okaloosa County Master Gardeners contributed a net in-kind donation of \$121,514 to Okaloosa County.
- Extension Agents published 104 newspaper articles and aired 8 TV and 104 radio programs reaching almost 300,000 people each week with unbiased research proven information.
- Okaloosa County 4-H reached almost 1,688 youth through clubs, camps, day camps, school enrichment and after-school programs in 2014. These youth learned science, engineering and technology, healthy living, leadership and citizenship skills. Young people in 4-H report better grades, higher levels of academic competence, an elevated level of engagement at school and are 2 times more likely to plan to go to college to pursue a degree in science, engineering or computer technology than their peers.
- Forty classrooms at 8 Elementary schools participated in our Embryology program, reaching 720 students in 2014. One hundred percent of 40 teachers indicated that these students learned something new about eggs and chickens from this project being brought into their schools.
- In 2014, Extension Agents and volunteers taught 27,655 clientele in classes, phone conferences, demonstrations, seminars, web-based modules, interactive audio/video conferences and through field and office visits.

#### **PROGRAM GOAL:**

- To maintain or increase quality educational programs and services using research-based information in response to resident's needs in a timely, accurate manner.
- To maintain state funds and increase other funding to upgrade equipment.
- To increase external funding for Extension.

#### **KEY OBJECTIVES:**

1. Recruit and train 20 new volunteers in support of Extension educational programs and services by October 2016.
2. Increase use of technology to enhance educational delivery by October 2016.
3. Maintain existing programs in the areas of agriculture/small farms, family and consumer sciences, horticulture, natural resources, and 4-H/youth development by October 2016.
4. To increase external funding for Extension educational programs by October 2016.

**PERFORMANCE MEASURES:**

Performance Measures		Actual FY12/13	Estimated FY13/14	Adopted FY14/15
Input	Number of Full-Time Equivalents (FTE's)	9	8	9
	Total Operating & Maintenance Expenditures	406,595	317,610	347,218
	Volunteer Hours/FTE Equivalent	11,015/\$5.29	12,000/\$6.00	762
Output	Total Number of Client Contacts	70,486	65,000	27,655
	Volunteer Training Hours	7,100	5,000	6,856
	Volunteer Contacts	21,154	15,000	9,092
Efficiency	Program Cost per Client Contact	\$4.43	\$4.30	\$12.56
	Per Capita Cost of Program	\$2.12	\$2.00	\$1.77
	Client Contacts per FTE (including Volunteers)	8,493	6,000	3,073
Effectiveness	Percentage of Clients Adopting Change/Satisfaction	92	92	86
	Volunteer Effectiveness (Contacts/Training Hours)	2.97	3.0	1.19
	Volunteer Savings to County @ \$21.24/hour (According to Independent Sector Research)	\$200,422.80	\$180,000	\$145,621

**HISTORICAL STAFFING SUMMARY:**

Category	FY13	FY14	FY15	FY16
Full-time Administrative & Support	2	2	2	2
Full-time Management & Professional	6	6	6	7
Part-time	1	1	1	1
Total	9	9	9	10

**EXPENDITURES:**

Category	Expenditures		Budget		FY15/FY16 +/-	Increase/ Decrease
	FY13 Actual	FY14 Actual	FY15 Original	FY16 Approved		
Personnel Services	\$266,859	\$276,297	\$296,780	\$275,733	-\$21,047	-7.1%
Operating Expenses	\$42,145	\$56,753	\$50,438	\$48,232	-\$2,206	-4.4%
Capital Outlay	\$0	\$0	\$	\$27,000	\$27,000	0%
Debt Service	\$0	\$0	\$0	\$0	\$0	0%
Grants & Aids	\$0	\$0	\$0	\$0	\$0	0%
Other Uses	\$0	\$0	\$0	\$0	\$0	0%
Total	\$309,004	\$333,051	\$347,218	\$350,965	\$3,747	1.1%

**ACCOUNTS:**

<b>Code</b>	<b>Category</b>	<b>FY14 Approved</b>	<b>FY15 Approved</b>	<b>FY16 Approved</b>	<b>FY15/FY16 +/-</b>	<b>Increase/ Decrease</b>
10	SALARIES & WAGES	\$237,488	\$240,577	\$223,569	<b>-\$17,008</b>	<b>-7.1%</b>
	Decrease due to vacancies, retirements, and new hires					
20	BENEFITS	\$53,529	\$56,203	\$52,164	<b>-\$4,039</b>	<b>-7.2%</b>
	Decrease due to vacancies					
40	TRAVEL & PER DIEM	\$11,600	\$11,600	\$11,600	\$0	0%
41	COMMUNICATIONS SERVICES	\$3,400	\$3,400	\$4,200	\$800	23.5%
42	FREIGHT & POSTAGE	\$25	\$25	\$25	\$0	0%
43	UTILITY SERVICES	\$9,250	\$9,250	\$5,400	<b>-\$3,850</b>	<b>-41.6%</b>
	Electric/gas/water/sewer service for Fort Walton Beach Building					
44	RENTS & LEASES	\$100	\$100	\$500	\$400	400.0%
45	RISK MANAGEMENT ALLOCATION	\$12,632	\$14,153	\$6,791	<b>-\$7,362</b>	<b>-52.0%</b>
	Property Insurance reallocation					
46	REPAIR & MAINTENANCE	\$1,513	\$2,285	\$3,998	\$1,713	75.0%
	Maintenance and replacement of copier/computer equipment					
49	MISCELLANEOUS CHARGES	\$400	\$200	\$400	\$200	100.0%
51	OFFICE SUPPLIES	\$4,000	\$4,000	\$4,000	\$0	0%
52	OPERATING SUPPLIES	\$3,165	\$3,425	\$7,318	\$3,893	113.7%
	Refrigerators, 4-H material, Audio/visual equipment accessories, cables, etc.					
54	BOOKS/PUBS/SUBS & MEMBERSHIPS	\$1,000	\$1,000	\$1,500	\$500	50.0%
55	TRAINING & EDUCATION EXPENSES	\$1,000	\$1,000	\$2,500	\$1,500	150.0%
	Extension Professionals State meeting for agents					
60	CAPITAL OUTLAY	\$15,000	\$0	\$27,000	\$27,000	0%
	Replace 2007 Ford Van (current mileage: ~136,000)					
	<b>TOTAL</b>	<b>\$354,102</b>	<b>\$347,218</b>	<b>\$350,965</b>	<b>\$3,747</b>	<b>1.1%</b>

**BOARD OF COUNTY COMMISSIONERS  
OKALOOSA COUNTY, FLORIDA**

**SERVICE AREA:** ECONOMIC ENVIRONMENT

**DEPARTMENT/PROGRAM:** VETERANS SERVICES

**PROGRAM DESCRIPTION:** To advise, assist and council veterans and their dependents in obtaining maximum benefits from the Department of Veterans Affairs which they are entitled as a result of their military service.

**REVENUE:** Veterans Services is funded within the General Fund. Supporting revenue of the General Fund are ad valorem taxes, communications service tax, local business tax, permits and fees, state shared revenue, charges for services, judgments and fines, miscellaneous revenue and transfers from other funds.

**MAJOR ACCOMPLISHMENTS LAST YEAR:**

- Continued to update and improve office procedures to quickly adapt to numerous procedural changes implemented by the Department of Veterans Affairs.
  - Updated office procedure for claims submission which resulted in over 90% of claims and other communications with the Dept of Veterans Affairs are submitted by electronic means.
  - Increased the number of ready to-rate claims filed with the Dept of Veterans Affairs on behalf of area veterans and other claimants from 90% to 92% from the previous year.
  - Ensured that requests from the County Property Appraisals Office for verification of the “combat” status of Disabled Veterans and/or Surviving Spouses for homestead exemption purposes.
  - Continued to work with and provide assistance the Inmate Population Manager, Okaloosa County Vet Court’s Coordinator and the VA’s Justice Coordinator to provide appropriate assistance to eligible incarcerated veterans for Veteran’s Court and other VA specific programs.
  - Enhanced outreach procedures by improving training and workshops with Assisted Living Facilities, Health and Rehabilitation Facilities (Nursing Homes) and Home Health Care Agencies Staff. These procedures ensure that timely claims are filed to obtain financial assistance for those who qualify.
  - Provided outreach to other various Agencies within the County who assist Veterans with assistance outside of our scope and provided much needed assistance to Veterans through their referrals
  - Provided assistance and information to 24 Veterans during the Annual Homeless Stand Down
- Scheduled and coordinated transportation for 136 veterans to the Pensacola VA Medical Facility. This program is successful due to coordination with volunteer van drivers.

**PROGRAM GOAL:** The goal of the Okaloosa County Veterans Affairs Department purpose is aid and assist any Veteran or Veteran’s dependents in presenting claims for and securing such compensation, benefits, and privileges to which they are or may become entitled under any federal or state law or regulation by reason of the Veteran’s service in the Armed Forces of the United States. The offices coordinate and disseminate information on federal, state, county and private veterans’ programs and benefits

**KEY OBJECTIVES:**

- To effectively and efficiently respond to all client requests
- Serve all veterans/dependents including shut-ins, assisted care facilities, incarcerated & homeless veterans
- To maintain an acceptable dollar return to the County from claims submitted for Federal and State benefits
- Maintain client support and ensure critical needs are met

**PERFORMANCE MEASURES:**

Performance Measures		Actual FY 13/14	Estimated FY 14/15	Adopted FY 15/16
Input	Number of Full-Time Positions	3	3	3
	Personnel Services	134,322	166,959	
	Operating Expenditures	8,110	8,276	
Output	Number of Client Contacts (in-offices, phones, email)	9,200	9,550	10,000
	Number of outreach contacts including shut-ins, assisted care facilities, incarcerated, homeless veterans & veteran briefings	150	100	100
	Number of Veterans in Okaloosa County <sup>1</sup>	32,208	32,208	32,102
Efficiency	Percentage of claims filed in office with one-on-one counseling with veterans and/or dependents	97%	98%	98%
	Percentage of claims filed with one-on-one counseling through outreach visits	2%	1%	1.5%
	Percentage of claims initiated via other means (mail, fax, computer)	1%	1%	.5%
Effectiveness	Client award for approved claims	\$8,525,000	\$9,500,000	\$ 9,900,000
	Days for outreach	40	40	35

\*NOTE: <sup>1</sup>Veteran population estimates, as of September 30, 2013, are produced by the VA Office of the Actuary (VetPop 2014).

**HISTORICAL STAFFING SUMMARY:**

Category	FY13	FY14	FY15	FY16
Full-time Administrative & Support	2	2	2	2
Full-time Management & Professional	1	1	1	1
Total	3	3	3	3

**EXPENDITURES:**

Category	Expenditures		Budget		FY15/FY16 +/-	Increase/ Decrease
	FY13 Actual	FY14 Actual	FY15 Original	FY16 Approved		
Personnel Services	\$132,552	\$126,212	\$153,183	\$171,998	\$19,176	12.5%
Operating Expenses	\$9,061	\$8,110	\$8,276	\$10,113	\$1,837	22.2%
Capital Outlay	\$0	\$0	\$5,500	\$0	-\$5,500	-100.0%
Debt Service	\$0	\$0	\$0	\$0	\$0	0%
Grants & Aids	\$0	\$0	\$0	\$0	\$0	0%
Other Uses	\$0	\$0	\$0	\$0	\$0	0%
Total	\$141,613	\$134,322	\$166,959	\$182,111	\$15,513	9.3%

**ACCOUNTS:**

<b>Code</b>	<b>Category</b>	<b>FY14 Approved</b>	<b>FY15 Approved</b>	<b>FY16 Approved</b>	<b>FY15/FY16 +/-</b>	<b>Increase/ Decrease</b>
10	SALARIES & WAGES	\$114,412	\$115,491	\$118,715	\$3,224	2.8%
	Employee position reclassification and pay increase.					
20	BENEFITS	\$28,653	\$37,692	\$53,644	\$15,952	42.3%
	Increase due to all employees on County Health Insurance					
34	CONTRACT SERVICES	\$700	\$700	\$700	\$0	0%
40	TRAVEL & PER DIEM	\$2,374	\$1,660	\$1,916	\$256	15.4%
41	COMMUNICATIONS SERVICES	\$600	\$600	\$600	\$0	0%
42	FREIGHT & POSTAGE	\$1,300	\$1,300	\$1,000	-\$300	-23.1%
44	RENTS & LEASES	\$240	\$240	\$300	\$60	25.0%
45	RISK MANAGEMENT ALLOCATION	\$1,587	\$1,776	\$3,627	\$1,851	104.2%
	Property Insurance reallocation					
51	OFFICE SUPPLIES	\$1,500	\$1,600	\$1,600	\$0	0%
54	BOOKS/PUBS/SUBS & MEMBERSHIPS	\$35	\$40	\$40	\$0	0%
55	TRAINING & EDUCATION EXPENSES	\$315	\$360	\$330	-\$30	-8.3%
60	CAPITAL OUTLAY	\$0	\$5,500	\$0	-\$5,500	-100.0%
	Copier purchased in FY14-15					
	<b>TOTAL</b>	<b>\$151,716</b>	<b>\$166,959</b>	<b>\$182,472</b>	<b>\$15,513</b>	<b>9.3%</b>

**BOARD OF COUNTY COMMISSIONERS  
OKALOOSA COUNTY, FLORIDA**

**SERVICE AREA:** COURT SERVICES

**DEPARTMENT/PROGRAM:** PRETRIAL SERVICES

**PROGRAM DESCRIPTION:** Pretrial Services provides the Judiciary with critical and timely information to assist them in making informed decisions on bond at the defendant's first court appearance. By providing this information, Pretrial Services facilitates the release of persons arrested, minimizes failures to appear in court and the potential danger to the community. Pretrial Services assists in managing the jail population by reducing incarcerations that could result in jail overcrowding and the need for a jail expansion.

**REVENUE:** The Pretrial Services Program is funded in the General Fund. Supporting revenue of the General Fund are ad valorem taxes, communications service tax, local business tax, permits and fees, state shared revenue, charges for services, judgments and fines, miscellaneous revenue and transfers from other funds and Pretrial Services electronic monitoring fees.

**MAJOR ACCOMPLISHMENTS LAST YEAR:**

- Screened a total of 6594 defendants at First Appearance for Pretrial Release, Mental Health Court, Veteran's Court, and Drug Court referrals, and provided verified reports to the Judiciary which resulted in a total of 908 defendants for Pretrial supervision.
- Served a monthly average of 59 defendants and supervised a monthly average of 37 defendants by Mental Health Pretrial Officer and provided initial assessments, reports to the judges, and referrals for appropriate mental health treatment. Provided information to the Public Defender and Asst. State Attorney on the defendant's mental health issues and treatment status, referrals to Mental Health Court program and Veteran's Court Program, and referrals to other community resources. Practiced and implemented HIPPA Laws as they pertain to case files, documentation, and storage of defendant files.
- Supervised a monthly average of 11 defendants on electronic monitoring program and recouped a total of \$22,255.00 in fees for 2014.

**PROGRAM GOAL:** Assist in reducing jail population by providing judiciary verified information at first appearance and facilitate the release of defendants to reduce incarcerations. To reduce potential dangers to residents of Okaloosa County by supervision and referrals to other court programs such as Drug Court, Veterans Court and Mental Health treatment programs, as well as minimize failures to appear in court

**KEY OBJECTIVES:**

1. To develop programs to permit Judiciary to maximize the rate of release for persons arrested and accused of crimes:
  - a. First Appearance Screening Reviews – Provide Judiciary with verified information to assist them in making informed decisions on determining appropriate bond.
  - b. Pretrial Services Supervision Program – Minimize potential danger to community posed by defendants released on bond and minimize failures to appear by ensuring strict adherence to court ordered conditions of release.
  - c. Drug Court Screening and Referrals – Facilitate release from custody for persons arrested on felony drug charges into diversionary drug treatment program.
  - d. Mental Health Assessment, Supervision, and Case Management- Provide Judiciary with adequate results of Mental Health Evaluation to assist in making informed decisions on setting bonds. Ensure defendants

are referred to proper Mental Health Treatment as well as ensure they follow all recommended treatment to reduce future incarceration and ensure safety of the community.

- e. Electronic Monitoring Program – Minimize potential danger to the community by providing a measure of protection to the victims and provides an alternative to incarceration.
  - f. Bond Reviews – Provide updated verified information to the Judiciary, and recommend alternative conditions of release on individuals who remain incarcerated and unable to post bond.
2. Assist Judiciary by providing weekly input on persons who remain incarcerated on misdemeanor offenses, which allows for early disposition of their cases.
  3. Maintain a collaborative relationship with all other agencies involved in the Judicial process

**PERFORMANCE MEASURES:**

Performance Measures		Actual FY13/14	Approved FY14/15	Proposed FY15/16
Input	Number of Full time PTS personnel	5	5	5
	Number of Grant Personnel (included in Budget operating expenditures)	2	2	2
	Total Operating Expenditures	63,997	53,252,	67,052
Output	Supervised by GPS Monitoring (monthly average)	10	10	11
	Supervised by one (1) MH PTS Officer (monthly average)	30	30	37
	Defendants assessed/interviewed by PTS officers	6162/1121	6389/912*	6594/908**
Efficiency	Supervised Defendants with FTA rates below 5%	100%	100%	100%
	Reduction in Jail population	100%	100%	100%
	Assist Judiciary at first appearance 365 days a year	100%	100%	100%
	Keep FTA'S at below 5%	2.9%	4%	4%
	Reduced jail population	100%	100%	100%
	Assists Judiciary in making bond decisions 365 days/year	100%	100%	100%

\*01/01/13-12/31/13 Annual Legislative Report

\*\* 01/01/14-12/31/14 Annual Legislative Report



**HISTORICAL STAFFING SUMMARY:**

Category	FY13	FY14	FY15	FY16
Full-time Administrative & Support	1	1	1	1
Full-time Operations & Trades	3	3	3	3
Total	4	4	4	4

**EXPENDITURES:**

Category	Expenditures		Budget		FY15/FY16 +/-	Increase/ Decrease
	FY13 Actual	FY14 Actual	FY15 Approved	FY16 Approved		
Personnel Services	\$220,498	\$280,300	\$287,583	\$291,731	\$4,148	1.4%
Operating Expenses	\$42,235	\$52,747	\$53,252	\$65,353	\$12,101	22.7%
Capital Outlay	\$0	\$1,067	\$23,300	\$0	-\$23,300	-100.0%
Debt Service	\$0	\$0	\$0	\$0	\$0	0%
Grants & Aids	\$0	\$0	\$0	\$0	\$0	0%
Other Uses	\$0	\$0	\$0	\$0	\$0	0%
Total	\$262,733	\$334,114	\$364,135	\$357,084	-\$7,051	-1.9%

**ACCOUNTS:**

Code	Category	FY14 Actual	FY15 Approved	FY16 Approved	FY15/FY16 +/-	Increase/ Decrease
10	SALARIES & WAGES	\$209,243	\$211,060	\$213,053	\$1,993	0.9%
20	BENEFITS	\$70,812	\$76,523	\$78,678	\$2,155	2.8%
Increase due to all employees on County Health Insurance						
31	PROFESSIOANL SERVICES	\$4,500	\$0	\$0	\$0	0%
34	CONTRACT SERVICES	\$25,000	\$25,000	\$35,000	\$10,000	40.0%
Request allows for an increase in defendants released to electronic monitoring – helping to control jail population						
40	TRAVEL & PER DIEM	\$5,000	\$5,500	\$6,500	\$1,000	18.2%
Travel for attendance to Florida State Hospital to manage incompetency cases						
41	COMMUNICATIONS SERVICES	\$2,550	\$3,550	\$3,650	\$100	2.8%
42	FREIGHT & POSTAGE	\$100	\$100	\$100	\$0	0%
44	RENT & LEASES	\$1,000	\$1,000	\$1,000	\$0	0%
45	RISK MANAGEMENT ALLOCATION	\$3,166	\$3,544	\$2,508	-\$1,036	-29.2%
Previously identified to the Board						
46	REPAIR & MAINTENANCE	\$3,863	\$4,710	\$4,916	\$206	4.4%
47	PRINTING & BINDING	\$1,000	\$1,000	\$1,000	\$0	0%
49	MISCELLANEOUS CHARGES	\$500	\$500	\$600	\$100	20.0%
51	OFFICE SUPPLIES	\$2,250	\$2,250	\$2,250	\$0	0%
52	OPERATING SUPPLIES	\$14,018	\$5,048	\$6,779	\$1,731	34.3%
Request based on historical data and anticipated needs						
54	BOOKS/PUBS/SUBS & MEMBERSHIPS	\$550	\$550	\$550	\$0	0%
55	TRAINING & EDUCATION EXPENSES	\$500	\$500	\$500	\$0	0%
60	CAPITAL OUTLAY	\$5,844	\$23,300	\$0	-\$23,300	-100.0%
	TOTAL	\$349,896	\$364,135	\$357,084	-\$7,051	-1.9%

**BOARD OF COUNTY COMMISSIONERS  
OKALOOSA COUNTY, FLORIDA**

**SERVICE AREA:** GENERAL GOVERNMENT

**DEPARTMENT/PROGRAM:** RISK MANAGEMENT / SELF – INSURANCE FUND

**PROGRAM DESCRIPTION:** The Risk Management Department is responsible for the safety of employees, and the conservation of the physical and financial assets of the Board of County Commissioners, the Clerk of Court, the Tax Collector, the Property Appraiser, and the Supervisor of Elections. Our major activities include administration of the Self-Insurance Fund; including general liability, workers' compensation, auto and property insurance, the Employee Benefit Program, Contract Review, Public Records Requests and Claim Management. In addition, we act as Coordinator of the Americans with Disabilities Act (ADA) for the County.

**REVENUE:** Risk Management is an internal service fund. Supporting revenue are charges for services to County user departments and Constitutional Officers participating in the program.

**MAJOR ACCOMPLISHMENTS LAST YEAR:**

- Revised Public Records Request Policy.
- Conducted the annual Employee Health Fair where 227 employees participated.

**PROGRAM GOAL:** To provide professional support in the areas of employee health, wellness and safety while protecting County assets through aggressive Workers' Compensation, property, auto and general liability claims management.

**KEY OBJECTIVES:**

1. Plan, organize and coordinate a comprehensive insurance management, accident prevention, and County wide loss control program.
2. Act as advisor and consultant to County Management, BCC, Constitutional Officers, Directors, Managers and Supervisors on loss control, insurance, self-insurance, and contract & claims administration.
3. Administer the review and processing of all workers' compensation, property, auto, and liability claims.
4. Coordinate employee health and wellness functions including employee benefit and employee health fairs.
5. Responsible for the County Safety Committee and acts as the County Americans with Disabilities Act (ADA) Coordinator and Public Records Coordinator.
6. Administer Health, Dental, and Life Insurance benefits for County employees and Constitutional Officers.

**PERFORMANCE MEASURES:**

<b>Performance Measures</b>		<b>Actual FY13/14</b>	<b>Estimated FY14/15</b>	<b>Adopted FY 15/16</b>
<b>Input/Output</b>	<b>Workers Compensation</b>			
	Number of Medical Only Claims	45	35	33
	Number of lost time claims	21	33	31
	Number of lost time days	632	635	600
	<b>Auto Claims</b>			
	Number of no fault auto claims (e.g. parked vehicle)	40	36	34
	Number of at fault auto claims	42	29	27
	<b>Liability/E&amp;O Claims</b>			
	Number of liability/E&O claims	25	21	20
	<b>Property Claims</b>			
	Number of property claims	118	62	60
	<b>Health &amp; Wellness</b>			
	Number of employees participated in Health Fair	207	269	300
Number of employees participated in Benefits Fair	275	264	300	
<b>Efficiency/Effectiveness</b>	<b>Workers Compensation</b>			
	Number of worker days lost to injury per full time employee	.64	.67	.64
	Number of worker days lost to injury per workers' comp claim	10.36	12.70	12
	Number of workers' comp claims per 100 FTE's	6.14	6.95	6.6
	Number of workers' comp claims per 100,000 hours worked	3.28	3.34	3.2
	Number of lost time cases returned to work in 7 days	19	18	19
	Number of lost time cases returned to work in 21 days	44	8	8
	Number of lost time cases returned to work greater than 21 days	56	9	9
	<b>Auto Claims</b>			
	*Number of at fault auto claims per total vehicles	.02	.05	.05
	*Number of at fault auto claims per 100,000 miles driven	.60	.62	.59
	<b>Property Claims</b>			
	Property loss per \$100 property value	0	0	0
	Premiums per \$100 property value at risk	.39	.27	.27
	<b>Health &amp; Wellness</b>			
Percentage of employees participated in Health Fair	29	24	24	
Percentage of employees participated in Benefits Fair	29	29	29	

Based on 574 total vehicles

Based on 4.7 million miles driven annually

**HISTORICAL STAFFING SUMMARY:**

Category	FY13	FY14	FY15	FY16
Full-time Administrative & Support	2	2	2	2
Full-time Management & Professional	1	1	1	1
Total	3	3	3	3

**EXPENDITURES:**

Risk Management Administration

Category	Expenditures		Budget		FY15/FY16 +/-	Increase/ Decrease
	FY13 Actual	FY14 Actual	FY15 Original	FY16 Approved		
Personnel Services	\$193,503	\$167,073	\$204,505	\$187,393	-\$17,112	-8.4%
Operating Expenses	\$7,249	\$5,542	\$14,587	\$34,563	\$19,976	136.9%
Capital Outlay	\$0	\$5,398	\$1,000	\$0	-\$1,000	-100.0%
Debt Service	\$0	\$0	\$0	\$0	\$0	0%
Grants & Aids	\$0	\$0	\$0	\$0	\$0	0%
Other Uses	\$0	\$0	\$0	\$0	\$0	0%
Total	\$200,752	\$178,014	\$220,092	\$221,956	\$1,864	0.8%

**ACCOUNTS:**

Code	Category	FY14 Approved	FY15 Approved	FY16 Approved	FY15/FY16 +/-	Increase/ Decrease
10	SALARIES & WAGES	\$151,757	\$153,231	\$139,292	-\$13,939	-9.1%
	Staffing turnover					
20	BENEFITS	\$43,578	\$51,274	\$48,101	-\$3,173	-6.2%
	Staffing turnover					
34	CONTRACT SERVICES	\$0	\$0	\$23,000	\$23,000	0%
40	TRAVEL & PER DIEM	\$3,400	\$3,400	\$2,600	-\$800	-23.5%
41	COMMUNICATIONS SERVICES	\$800	\$800	\$800	\$0	0%
42	FREIGHT & POSTAGE	\$1,000	\$1,000	\$1,000	\$0	0%
45	RISK MANAGEMENT ALLOCATION	\$2,141	\$2,395	\$1,593	-\$802	-33.5%
46	REPAIR & MAINTENANCE	\$800	\$800	\$300	-\$500	-62.5%
51	OFFICE SUPPLIES	\$3,000	\$3,000	\$3,000	\$0	0%
54	BOOKS/PUBS/SUBS & MEMBERSHIPS	\$792	\$792	\$1,190	\$398	50.3%
55	TRAINING & EDUCATION EXPENSES	\$1,400	\$2,400	\$1,080	-\$1,320	-55.0%
	Previous year included travel in this line item					
60	CAPITAL OUTLAY	\$5,770	\$1,000	\$0	-\$1,000	-100.0%
	Previous year's computer purchase					
	TOTAL	\$214,438	\$220,092	\$221,956	\$1,864	0.8%

**EXPENDITURES:****Self Insurance**

Category	Expenditures		Budget		FY15/FY16 +/-	Increase/ Decrease
	FY13 Actual	FY14 Actual	FY15 Original	FY16 Approved		
Personnel Services	\$564,059	\$1,264,017	\$1,000,000	\$1,038,424	\$38,424	3.8%
Operating Expenses	\$13,125,127	\$11,094,723	\$11,939,757	\$12,934,983	\$995,226	8.3%
Capital Outlay	\$0	\$0	\$0	\$0	\$0	0%
Debt Service	\$0	\$0	\$0	\$0	\$0	0%
Grants & Aids	\$0	\$0	\$0	\$0	\$0	0%
Other Uses	\$0	\$1,433,000	\$2,591,968	\$3,210,934	\$618,966	23.9%
<b>Total</b>	<b>\$13,689,186</b>	<b>\$13,791,740</b>	<b>\$15,531,725</b>	<b>\$17,184,341</b>	<b>\$1,652,616</b>	<b>10.6%</b>

**ACCOUNTS:**

Code	Category	FY14 Approved	FY15 Approved	FY16 Approved	FY15/FY16 +/-	Increase/ Decrease
20	BENEFITS	\$1,250,000	\$1,000,000	\$1,038,424	\$38,424	3.8%
31	PROFESSIONAL SERVICES	\$88,079	\$79,683	\$79,500	-\$183	-0.2%
34	CONTRACT SERVICES	\$27,500	\$27,500	\$23,760	-\$3,740	-13.6%
45	RISK MANAGEMENT ALLOCATION	\$11,316,664	\$11,106,574	\$12,501,518	\$1,394,944	12.6%
	Health Insurance increase and coverage for employees formerly on stipend					
48	PROMOTIONAL ACTIVITIES	\$0	\$3,350	\$3,350	\$0	0%
49	MISCELLANEOUS CHARGES	\$665,000	\$718,000	\$322,630	-\$395,370	-55.1%
	General liability and property claims based on actuarial projects					
52	OPERATING SUPPLIES	\$2,000	\$3,650	\$3,225	-\$425	-11.6%
55	TRAINING & EDUCATION EXPENSES	\$1,000	\$1,000	\$1,000	\$0	0%
91	INTRAGOVERNMENTAL TRANSFERS	\$1,433,000	\$880,000	\$1,200,000	\$320,000	36.4%
99	RESERVES	\$1,081,014	\$1,711,968	\$2,010,934	\$299,108	17.5%
	<b>TOTAL</b>	<b>\$15,864,257</b>	<b>\$15,531,725</b>	<b>\$17,184,341</b>	<b>\$1,652,616</b>	<b>10.6%</b>