

**DEPUTY COUNTY ADMINISTRATOR**

**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 \$10,788,620.
- Managed the Purchasing Card Program and continued the utilization of the “e-payables.” Total card purchase dollar amount \$4,086,800. This has resulted in the largest rebate check to date \$57,215.
- Managed 757 contracts and 182 leases with on-line access to County staff and the public.
- Facilitated 100 formal bids for goods and services.
- Inventoried 7,346 fixed assets for all departments with a value of \$75,956,503.
- Managed contract for on-line surplus auctions for a total revenue proceeds of \$35,534.
- Processed requisitions for the Owner Direct Purchase of all materials for the Administration Building – Tax savings - \$204,733.
- Attended FEMA training events to ensure compliance with upcoming grant requirements.

**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.
10. Develop procurement practices that will ensure compliance with grant requirements.

**PERFORMANCE MEASURES:**

Performance Measures		Actual FY2015	Estimate FY2016	Approved FY2017
# of Purchase Orders issued		1,449	1,550	1,600
\$ Amount of Purchase Orders Issued		\$10,7888,620	\$12,000,000	\$13,000,000
# of Bids Issued		100	100	100
Purchasing Card Volume		\$4,086,800.60	\$3,500,000	\$3,500,000
Purchasing Card Rebate		\$57,215	\$52,000	\$52,000
# of Employees Trained (CC, Purchasing Workshops)		79	85	85
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
Average Delivery Time (To be tracked in FY17)		N/A	N/A	N/A
Average time per employee spent on structured training in procurement- related skills (To be tracked in FY17)		N/A	N/A	N/A

**HISTORICAL STAFFING SUMMARY:**

Category	FY2014	FY2015	FY2016	FY2017
Full-time Administrative & Support	4	4	4	5
Full-time Management & Professional	2	2	3	3
<b>Total</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>8</b>

**EXPENDITURES:**

Category	Expenditures		Budget		FY16/FY17 +/-	Increase/ Decrease
	FY2014 Actual	FY2015 Actual	FY2016 Approved	FY2017 Approved		
Personnel Services	\$387,201	\$352,138	\$435,197	\$571,767	\$136,570	31.4%
Operating Expenses	\$46,984	\$66,503	\$81,800	\$82,346	\$546	0.7%
<b>Total</b>	<b>\$434,185</b>	<b>\$418,642</b>	<b>\$516,997</b>	<b>\$654,113</b>	<b>\$137,116</b>	<b>26.5%</b>

**ACCOUNTS:**

<b>Code</b>	<b>Category</b>	<b>FY2015 Approved</b>	<b>FY2016 Approved</b>	<b>FY2017 Approved</b>	<b>FY16/FY17 +/-</b>	<b>Increase/ Decrease</b>
10	SALARIES & WAGES	\$288,861	\$320,152	\$429,492	\$109,340	34.2%
	Provides funding for two new positions and is offset by transferring a current position with Airports and Tourism.					
20	BENEFITS	\$86,991	\$115,045	\$142,275	\$27,230	23.7%
34	CONTRACT SERVICES	\$42,000	\$42,120	\$42,150	\$30	0.1%
40	TRAVEL & PER DIEM	\$1,450	\$5,200	\$5,250	\$50	1.0%
41	COMMUNICATIONS SERVICES	\$1,100	\$1,100	\$1,800	\$700	63.6%
42	FREIGHT & POSTAGE	\$750	\$650	\$450	(\$200)	-30.8%
44	RENTS & LEASES	\$40	\$40	\$40	\$0	0.0%
45	RISK MANAGEMENT ALLOCATION	\$5,991	\$4,369	\$6,184	\$1,815	41.5%
	Increase is due to insurance costs.					
46	REPAIR & MAINTENANCE	\$2,393	\$2,701	\$2,972	\$271	10.0%
49	MISCELLANEOUS CHARGES	\$200	\$400	\$900	\$500	125.0%
51	OFFICE SUPPLIES	\$5,500	\$5,500	\$5,500	\$0	0.0%
52	OPERATING SUPPLIES	\$4,466	\$8,720	\$8,450	(\$270)	-3.1%
54	BOOKS/PUBS/SUBS & MEMBERSHIPS	\$800	\$1,000	\$1,250	\$250	25.0%
55	TRAINING & EDUCATION EXPENSES	\$5,000	\$10,000	\$7,400	(\$2,600)	-26.0%
	Reduction is based on historical usage.					
	<b>TOTAL</b>	<b>\$445,542</b>	<b>\$516,997</b>	<b>\$654,113</b>	<b>\$137,116</b>	<b>26.5%</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:**

- Assisted with the design of Human Resources Department office space and relocated to a new location with customer service interruption limited to 2 days of office closure.
- Began monthly process improvement meetings. Implemented an automated phone system and reduced time associated with sending out monthly evaluations by 62.5%.
- Weathered a 50% turnover rate in the Human Resources Department.

**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 FY2015	Estimated FY2016	Approved FY2017
Input	Total number of FTE's in Government (FY)	787	805	827
	Total FTE's for Human Resources Department (FY)	8	8	8
	Total employee compensation (salary) (FY)	\$33,208,619	\$33,296,877	\$33,629,845
	Number of vacancies during period (FY)	149	167	187
Output	Number of Disciplinary Action (FY)	23	36	56
	Total number of employee drug tests (FY)	533	327	327
	Number of employees receiving tuition reimbursement (FY)	12	12	12
Efficiency	Total employee turnover rate (FY)	13.06%	13.45%	12.56%
	Compensation (salary) cost per FTE (FY)	\$42,196	\$41,362	\$40,664
	Number of qualified applicants per requisition (FY)	21	22	22
	HR FTE Ratio (FY)	98:1	100:1	103:1
	Average number of days to fill a position (FY)	81	69	60
Effectiveness	Number of employees who left prior to one year of service (FY)	50 (29.59%)	52 (34.69%)	76 (51.89%)
	Percentage of trainees rating the programs as satisfactory or above (FY)	93%	94%	95%
	Number of promotions (FY)	77	51	51

**HISTORICAL STAFFING SUMMARY:**

Category	FY2014	FY2015	FY2016	FY2017
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		FY16/FY17 +/-	Increase/ Decrease
	FY2014 Actual	FY2015 Actual	FY2016 Approved	FY2017 Approved		
Personnel Services	\$460,579	\$428,031	\$541,360	\$551,598	\$10,238	1.9%
Operating Expenses	\$49,086	\$69,277	\$75,717	\$115,593	\$39,876	52.7%
Capital Outlay	\$0	\$0	\$0	\$0	\$0	-
<b>Total</b>	<b>\$509,665</b>	<b>\$497,308</b>	<b>\$617,077</b>	<b>\$667,191</b>	<b>\$50,114</b>	<b>8.1%</b>

**ACCOUNTS:**

<b>Code</b>	<b>Category</b>	<b>FY2015 Approved</b>	<b>FY2016 Approved</b>	<b>FY2017 Approved</b>	<b>FY16/FY17 +/-</b>	<b>Increase/ Decrease</b>
10	SALARIES & WAGES	\$388,146	\$393,347	\$405,854	\$12,507	3.2%
20	BENEFITS	\$127,774	\$148,013	\$145,744	(\$2,269)	-1.5%
31	PROFESSIONAL SERVICES	\$3,850	\$2,000	\$2,000	\$0	0.0%
34	CONTRACT SERVICES	\$4,500	\$23,750	\$61,456	\$37,706	158.8%
	Provides funding for an FLSA study and increased funding for temp. help to check references.					
40	TRAVEL & PER DIEM	\$2,356	\$1,742	\$1,742	\$0	0.0%
41	COMMUNICATIONS SERVICES	\$1,200	\$1,200	\$1,200	\$0	0.0%
42	FREIGHT & POSTAGE	\$1,200	\$1,200	\$1,000	(\$200)	-16.7%
45	RISK MANAGEMENT ALLOCATION	\$8,019	\$4,823	\$5,485	\$662	13.7%
46	REPAIR & MAINTENANCE	\$2,054	\$1,907	\$1,761	(\$146)	-7.7%
47	PRINTING & BINDING	\$500	\$500	\$500	\$0	0.0%
49	MISCELLANEOUS CHARGES	\$11,268	\$6,884	\$6,753	(\$131)	-1.9%
51	OFFICE SUPPLIES	\$4,200	\$3,000	\$3,000	\$0	0.0%
52	OPERATING SUPPLIES	\$10,277	\$10,406	\$12,391	\$1,985	19.1%
	Increased funding for a desk and two chairs.					
54	BOOKS/PUBS/SUBS & MEMBERSHIPS	\$2,430	\$2,380	\$2,380	\$0	0.0%
55	TRAINING & EDUCATION EXPENSES	\$7,840	\$15,925	\$15,925	\$0	0.0%
60	CAPITAL OUTLAY	\$4,000	\$0	\$0	\$0	-
	<b>TOTAL</b>	<b>\$579,614</b>	<b>\$617,077</b>	<b>\$667,191</b>	<b>\$50,114</b>	<b>8.1%</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:** The Extension Service is funded within the General Fund and two partners; federal and state. Federal and state partners provided \$780,023 to support the Extension Office during FY15/16. In addition, local Extension agents secured \$322,443 through grants, in-kind services and monetary donations. For every dollar of General Fund contribution provided to the Extension Service, over \$3.14 was obtained from other sources.

**MAJOR ACCOMPLISHMENTS LAST YEAR:**

- Extension Agents published 98 newspaper articles and aired 3 TV and 104 radio programs reaching almost 300,000 people each week with unbiased research proven information.
- In 2015, the Agriculture Extension Program reached 4,441 clientele through on-farm consultations, phone calls, group meetings, emails and office visits. The focus of the Livestock Extension Program for 2015 was nutrient management. By following nutrient management BMPs, livestock producers can reduce nitrogen losses to the environment by 45 lb of nitrogen per acre. Sixty-six producers who attended educational activities in 2015 saved approximately \$13.50 per acre (in fertilizer costs) over 1,800 acres for a total savings to the group of \$24,300. It also resulted in an 81,000 lb reduction in nitrogen lost to the environment in Okaloosa County.
- The Commercial Horticulture program in Okaloosa County has enabled 755 Green Industry professionals to obtain and maintain the state required licensing for pesticide and fertilizer application. Additionally, specialized training was offered including Horticulture Professional Certification, New Pest Concerns of the Southeast, and continuing education for Spanish-speaking pesticide applications. 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.
- The Commercial Horticulture Agent reached 5,565 clientele through field visits, phone calls, group meetings, emails, and office visits. In 2015, while working with the largest developer in Okaloosa and Walton Counties, the Commercial Horticulture Agent was able to assist with the update of the Service Contractor Agreement utilized on all of their properties (@ 3,000 acres). The current contract follows the

Green Industries Best Management Practices (BMP) and Florida Friendly Landscaping principles. Additionally, all bidding Landscape Contractors are required to be BMP certified. Work with specialists from Florida A&M, UF/IFAS School of Forest Resources and Conservation and Florida Department of Agriculture and Consumer Services for program delivery and research projects in the area of invasive species, specifically cogongrass, Formosan termites and air potato biological control. Assisted with the maintenance and technical advice for the Crestview Community Garden. Assisted with school garden building and instruction at Shoal River Middle School. (41 participants) 2015. Delivered Teacher In-Service for Okaloosa S.C.I.E.N.C.E. (26 participants) 2015.

- 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 278 students to successfully grow and install 414 coastal restoration grass plants to restore 2,000 sq. ft. of coastal dunes located in state parks.
- 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 FY15. We had 82 Master Gardener volunteers provided 6,382 hours of volunteer service, teaching over 3,500 residents Florida-Friendly practices in maintaining their lawns, landscapes and gardens in 2015. Using the 2015 accepted \$21.61 value for volunteer time, Okaloosa County Master Gardeners contributed a net in-kind donation of \$137,915.02 to Okaloosa County to date.
- Okaloosa County 4-H reached 1547 youth through clubs, camps, day camps, school enrichment and after-school programs in 2015. 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 two times more likely to plan to go to college to pursue a degree in science, engineering or computer technology than their peers.
- Thirty three classrooms at seven Elementary schools participated in our Embryology program, reaching 920 students in 2015. Teachers indicated that these students learned something new about eggs and chickens from this project being brought into their schools.
- The Family Consumer Made 93 businesses and 1,891 visitors aware of Okaloosa Saves during the March 7 Expo. Reached 500,000+ indirectly through marketing and media outreach. Reached 188 youth through the Teach-A-Child-to-Save campaign to encourage youth to open a savings account or add to an existing account. Held an Okaloosa Saves event and partnership, which was featured on the front cover of Building Industry Association of Okaloosa and Walton Counties program distributed to 25,000 in Okaloosa County. Placed ads in daily newspaper with 31,000 readers, reached 100,000+ people through radio PSAs, earned 400,000 impressions through billboards, and was featured on TV to over 500,000 viewers. Conducted Piggy Bank Pageant for youth with 31 participants in the final contest, winners were selected by votes from 898 event attendees. Provided three wealth building workshops. Enrolled 163 savers in Okaloosa Saves or Military Saves. Conducted an Artisanal Cheese and Yogurt Making Workshop in 2015. The agent planned and implemented a cheese and yogurt making/food safety workshop. The workshop consisted of a live demonstration of cheese and yogurt making, as well as sanitation procedures. 56 people attended a total of 4 workshops. In a post reflective survey, participants reported a: 77% increase of level of knowledge in the sanitation process. Over 200 adults reached through the Family Nutrition Program and over 400 youth reached. Topics for program include nutrition, physical activity, and making healthy choices, to prevent obesity. Home canning classes were taught to over 50 people to demonstrate safe canning methods and reduce the incidence of Foodborne illness.
- In 2015, Extension Agents and volunteers taught 27,157 clientele in classes, phone conferences, demonstrations, seminars, web-based modules, interactive audio/video conferences and through field and office visits.

**PROGRAM GOAL:**

- Provide quality educational programs and services using research-based information in response to resident’s needs in a timely, accurate manner.
- Serve as the liaison between the University of Florida and the county.
- Maintain current levels of state and federal funding while working to increase external funding.

**KEY OBJECTIVES:**

1. Staff will develop and deliver new and innovative programs in the areas of agriculture/small farms, family and consumer sciences, horticulture, natural resources, marine science and 4-H/youth development by October 2017.
2. Staff will participate in professional development opportunities to gain new knowledge and enhance ability to serve and train stakeholders by October 2017.
3. Staff will actively Recruit and train 20 new volunteers in support of extension educational programs and services by October 2017.
4. Staff will increase use of technology (i.e. webinars, social media) to enhance educational delivery and communication with stakeholders by October 2017.
5. Staff will solicit grants to increase external funding to support programming October 2017.

**PERFORMANCE MEASURES:**

Performance Measures		Actual FY2015	Estimated FY2016	Approved FY2017
Input	Volunteer Hours/FTE Equivalent	762	21,925/11	21,925/11
Output	Total Number of Client Contacts	27,655	27,157	27,157
	Volunteer Hours Contributed	6,856	992	992
	Volunteer Contacts	9,092	3,508	3,508
Efficiency	Program Cost per Client Contact	\$12.56	\$12.92	\$12.92
	Per Capita Cost of Program	\$1.77	\$1.77	\$1.77
	Client Contacts per FTE (including Volunteers)	3,073	3,395	3,395
Effectiveness	Percentage of Clients Adopting Change/Satisfaction	86	86	86
	Volunteer Effectiveness (Contacts/Volunteer Hours)	1.19	3.54	3.54
	Volunteer Savings to County @ \$21.61/hour (According to Independent Sector Research)	\$145,621	\$75,808	75,808

**HISTORICAL STAFFING SUMMARY:**

Category	FY2014	FY2015	FY2016	FY2017
Full-time Administrative & Support	2	2	2	2
Full-time Management & Professional	6	6	7	7
Part-time	1	1	1	2
<b>Total</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>11</b>

**EXPENDITURES:**

Category	Expenditures		Budget		FY16/FY17 +/-	Increase/ Decrease
	FY2014 Actual	FY2015 Actual	FY2016 Approved	FY2017 Approved		
Personnel Services	\$276,298	\$245,734	\$275,733	\$296,870	\$21,137	7.7%
Operating Expenses	\$48,477	\$56,181	\$48,232	\$45,342	(\$2,890)	-6.0%
Capital Outlay	\$0	\$0	\$27,000	\$0	(\$27,000)	-100.0%
<b>Total</b>	<b>\$324,775</b>	<b>\$301,915</b>	<b>\$350,965</b>	<b>\$342,212</b>	<b>(\$8,753)</b>	<b>-2.5%</b>

**ACCOUNTS:**

Code	Category	FY2015 Approved	FY2016 Approved	FY2017 Approved	FY16/FY17 +/-	Increase/ Decrease
10	Salaries & Wages	\$240,577	\$223,569	\$250,126	\$26,557	11.9%
	Increase is due to part-time position funding.					
20	Benefits	\$56,203	\$52,164	\$46,744	(\$5,420)	-10.4%
	The decrease is driven by the healthcare elections/opt-out chosen by the employees.					
40	Travel & Per Diem	\$11,600	\$11,600	\$9,600	(\$2,000)	-17.2%
	Reduction is based on historical usage of travel in the County.					
41	Communications Services	\$3,400	\$4,200	\$3,400	(\$800)	-19.0%
42	Freight & Postage	\$25	\$25	\$25	\$0	0.0%
43	Utility Services	\$9,250	\$5,400	\$5,300	(\$100)	-1.9%
44	Rent & Leases	\$100	\$500	\$501	\$1	0.2%
45	Risk Management Allocation	\$14,153	\$6,791	\$6,255	(\$536)	-7.9%
46	Repair & Maintenance	\$2,285	\$3,998	\$5,689	\$1,691	42.3%
	Provides additional funding for vehicle repairs and maintenance.					
49	Miscellaneous Charges	\$200	\$400	\$200	(\$200)	-50.0%
51	Office Supplies	\$4,000	\$4,000	\$4,000	\$0	0.0%
52	Operating Supplies	\$3,425	\$7,318	\$6,372	(\$946)	-12.9%
54	Books/Pubs/Subs & Memberships	\$1,000	\$1,500	\$1,500	\$0	0.0%
55	Training & Education Expenses	\$1,000	\$2,500	\$2,500	\$0	0.0%
60	Capital Outlay	\$0	\$27,000	\$0	(\$27,000)	-100.0%
	Eliminates vehicle replacement funding due to the capital need being fulfilled.					
	<b>TOTAL</b>	<b>\$347,218</b>	<b>\$350,965</b>	<b>\$342,212</b>	<b>(\$8,753)</b>	<b>-2.5%</b>

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

**SERVICE AREA:** ECONOMIC ENVIRONMENT

**DEPARTMENT/PROGRAM:** VETERANS SERVICES

**PROGRAM DESCRIPTION:** To provide professional and courteous service to all Veterans and their families consequently improving their quality of life.

**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:**

- Streamlined our services to ensure Veterans and their families are receiving their benefits as quickly. This includes using the Fully Developed Claim (FDC) process whenever possible. A Fully Developed Claim can be adjudicated within 3-6 month's vs. a tradition claim process which takes up to 18-24 months.
- Met all security requirements and maintained accreditations for new procedures implemented by the Department of Veterans Affairs to access their Veterans database system. This allows the Veterans Service Officer and Veterans Counselor to verify, review and print documents from the claimant claims folder upon request for property exemptions, taxes, income verifications, and other needs.
- Revised documentation to improve 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.
- Scheduled and coordinated transportation for 90 veterans to the Pensacola VA Medical Facility who has no alternative means to get to appointments. This program is successful due to coordination with volunteer van drivers.
- Provided assistance and information to 46 Veterans during the Annual Homeless Stand Down.

**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:**

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

**PERFORMANCE MEASURES:**

Performance Measures		Actual FY2015	Estimated FY2016	Approved FY2017
Output	Number of Client Contacts (in-offices, phones, email, mail)	9,100	7,800	8,000
	Number of outreach contacts including shut-ins, assisted care facilities, incarcerated, homeless veterans & veteran briefings	97	150	120
	Number of Veterans in Okaloosa County <sup>1</sup>	32,208	32,731	32,731
Efficiency	Percentage of claims filed in office with one office visit with one-on-one counseling	90%	88%	89%
	Percentage of claims filed in office with 2 or more office visits with one-on-one counseling	8%	9%	8%
	Percentage of claims filed with one-on-one counseling through outreach visits	1%	2%	1%
	Percentage of claims initiated via other means	1%	1%	2%
Effectiveness	Client award for approved claims (new and recurring)	\$9,300,000	\$7,500,000	\$8,500,000

\*NOTE: <sup>1</sup>Veteran population estimates, as of September 30, 2014, are produced by the VA Office of the Actuary (VetPop 2014). This figure does not include Veterans Survivors and/or dependents.

**HISTORICAL STAFFING SUMMARY:**

Category	FY2014	FY2015	FY2016	FY2017
Full-time Administrative & Support	2	2	2	2
Full-time Management & Professional	1	1	1	1
<b>Total</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>

**EXPENDITURES:**

Category	Expenditures		Budget		FY16/FY17 +/-	Increase/ Decrease
	FY2014 Actual	FY2015 Actual	FY2016 Approved	FY2017 Approved		
Personnel Services	\$126,213	\$147,607	\$172,359	\$167,915	(\$4,444)	-2.6%
Operating Expenses	\$8,109	\$7,712	\$10,113	\$11,273	\$1,160	11.5%
Capital Outlay	\$0	\$0	\$0	\$0	\$0	-
<b>Total</b>	<b>134,322</b>	<b>\$155,319</b>	<b>\$182,472</b>	<b>\$179,188</b>	<b>(\$3,284)</b>	<b>-1.8%</b>

**ACCOUNTS:**

<b>Code</b>	<b>Category</b>	<b>FY2015 Approved</b>	<b>FY2016 Approved</b>	<b>FY2017 Approved</b>	<b>FY16/FY17 +/-</b>	<b>Increase/ Decrease</b>
10	SALARIES & WAGES	\$115,491	\$118,715	\$126,677	\$7,962	6.7%
20	BENEFITS	\$37,692	\$53,644	\$41,238	(\$12,406)	-23.1%
	The decrease is driven by the healthcare elections/opt-out chosen by the employees.					
34	CONTRACT SERVICES	\$700	\$700	\$820	\$120	17.1%
40	TRAVEL & PER DIEM	\$1,660	\$1,916	\$2,516	\$600	31.3%
41	COMMUNICATIONS SERVICES	\$600	\$600	\$600	\$0	0.0%
42	FREIGHT & POSTAGE	\$1,300	\$1,000	\$800	(\$200)	-20.0%
44	RENTS & LEASES	\$240	\$300	\$300	\$0	0.0%
45	RISK MANAGEMENT ALLOCATION	\$1,776	\$3,627	\$3,777	\$150	4.1%
51	OFFICE SUPPLIES	\$1,600	\$1,600	\$1,700	\$100	6.3%
54	BOOKS/PUBS/SUBS & MEMBERSHIPS	\$40	\$40	\$120	\$80	200.0%
55	TRAINING & EDUCATION EXPENSES	\$360	\$330	\$640	\$310	93.9%
60	CAPITAL OUTLAY	\$5,500	\$0	\$0	\$0	-
	<b>TOTAL</b>	<b>\$166,959</b>	<b>\$182,472</b>	<b>\$179,188</b>	<b>(\$3,284)</b>	<b>-1.8%</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 unnecessary incarcerations and maximizing the rate of release.

**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 6,623 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 876 defendants placed under Pretrial supervision.
- Served a monthly average of 66 defendants and supervised a monthly average of 35 defendants by the 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 12 defendants on electronic monitoring program and recouped a total of \$25,760 in fees for 2015.
- Services performed have reduced the jail population.
- Assist the Judiciary in making bond decisions 365 days a year.

**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 bonds.
  - b. Pretrial Services Supervision Program – Minimize potential danger to the 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 a diversionary drug treatment program.

- d. Mental Health Assessment, Supervision, and Case Management- Provide Judiciary with adequate results of Mental Health Evaluations 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 incarcerations 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.
2. Assist Judiciary by providing weekly input on persons who remain incarcerated on misdemeanor offenses, which allows for an early disposition of their cases.
  3. Maintain a collaborative relationship with all other agencies involved in the Judicial process.

**PERFORMANCE MEASURES:**

<b>Performance Measures</b>		<b>Actual FY2015</b>	<b>Estimated FY2016</b>	<b>Approved FY2017</b>
<b>Input</b>	Number of Full time PTS personnel	5	5	5
	Number of Grant Personnel (included in Budget operating expenditures)	2	2	2
	Total Operating Expenditures	53,252	67,052	57,646
<b>Output</b>	Supervised by GPS Monitoring (monthly average)	10	11	12
	Supervised by one (1) MH PTS Officer (monthly average)	30	37	35
	Defendants assessed/interviewed by PTS Officers (Based on annual Legislative Report)	6,389/912	6,594/908	6,623/876
<b>Efficiency</b>	Supervised Defendants with FTA rates below 5%	100%	100%	100%
	Assist Judiciary at first appearance 365 days a year	100%	100%	100%
	Keep failure to appear rate below 5%	4%	4%	3%

**HISTORICAL STAFFING SUMMARY:**

Category	FY2014	FY2015	FY2016	FY2017
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		FY16/FY17 +/-	Increase/ Decrease
	FY2014 Actual	FY2015 Actual	FY2016 Approved	FY2017 Approved		
Personnel Services	\$280,300	\$292,609	\$291,731	\$277,404	(\$14,327)	-4.9%
Operating Expenses	\$52,747	\$45,905	\$65,353	\$68,817	\$3,464	5.3%
Capital Outlay	\$0	\$0	\$0	\$2,000	\$2,000	-
<b>Total</b>	<b>\$333,048</b>	<b>\$338,513</b>	<b>\$357,084</b>	<b>\$348,221</b>	<b>(\$8,863)</b>	<b>-2.5%</b>

**ACCOUNTS:**

Code	Category	FY2015 Approved	FY2016 Approved	FY2017 Approved	FY16/FY17 +/-	Increase/ Decrease
10	SALARIES & WAGES	\$211,060	\$213,053	\$200,385	(\$12,668)	-5.9%
	Decrease is due to a retirement.					
20	BENEFITS	\$76,523	\$78,678	\$77,019	(\$1,659)	-2.1%
34	CONTRACT SERVICES	\$25,000	\$35,000	\$40,000	\$5,000	14.3%
	Increase is due to GPS Monitoring.					
40	TRAVEL & PER DIEM	\$5,500	\$6,500	\$6,500	\$0	0.0%
41	COMMUNICATIONS SERVICES	\$3,550	\$3,650	\$3,650	\$0	0.0%
42	FREIGHT & POSTAGE	\$100	\$100	\$100	\$0	0.0%
44	RENTS & LEASES	\$1,000	\$1,000	\$1,000	\$0	0.0%
45	RISK MANAGEMENT ALLOCATION	\$3,544	\$2,508	\$2,090	(\$418)	-16.7%
46	REPAIR & MAINTENANCE	\$4,710	\$4,916	\$4,959	\$43	0.9%
47	PRINTING & BINDING	\$1,000	\$1,000	\$1,000	\$0	0.0%
49	MISCELLANEOUS CHARGES	\$500	\$600	\$600	\$0	0.0%
51	OFFICE SUPPLIES	\$2,250	\$2,250	\$2,250	\$0	0.0%
52	OPERATING SUPPLIES	\$5,048	\$6,779	\$5,618	(\$1,161)	-17.1%
	Reduction is due to a decrease in fuel prices.					
54	BOOKS/PUBS/SUBS & MEMBERSHIPS	\$550	\$550	\$550	\$0	0.0%
55	TRAINING & EDUCATION EXPENSES	\$500	\$500	\$500	\$0	0.0%
60	CAPITAL OUTLAY	\$23,300	\$0	\$2,000	\$2,000	-
	Funding is for a new computer.					
	<b>TOTAL</b>	<b>\$364,135</b>	<b>\$357,084</b>	<b>\$348,221</b>	<b>(\$8,863)</b>	<b>-2.5%</b>

**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:**

- Expanded the number of locations and vendor offerings in order to achieve the highest ever participation rate for the annual Employee Health Fair, resulting in 311 attendees.
- Secured \$5,000 from Preferred Governmental Insurance Trust for the purchase of safety supplies.
- Distributed new First Aid and Bloodborne Pathogen Kits to all departments. Provided AED's for use at the Brackin Building and Okaloosa County Administration Building.

**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 FY2015</b>	<b>Estimated FY2016</b>	<b>Approved FY2017</b>
<b>Input / Output</b>	<b>Workers Compensation</b>			
	Number of Medical Only Claims	29	26	25
	Number of lost time claims	23	26	25
	Number of lost time days	1066	910	865
	<b>Auto Claims</b>			
	Number of no fault auto claims (e.g. parked vehicle)	31	44	42
	Number of at fault auto claims	31	44	42
	<b>Liability/E&amp;O Claims</b>			
	Number of liability/E&O claims	3	1	1
	<b>Property Claims</b>			
	Number of property claims	45	26	23
	<b>Health &amp; Wellness</b>			
	Number of employees participated in Health Fair	227	311	327
Number of employees participated in Benefits Fair	278	305	320	
<b>Efficiency / Effectiveness</b>	<b>Workers Compensation</b>			
	Number of worker days lost to injury per full time employee	1.3	1.1	1.0
	Number of worker days lost to injury per workers' comp claim	20.5	17.5	16.6
	Number of workers' comp claims per 100 FTE's	6.6	6.5	6.2
	Number of workers' comp claims per 100,000 hours worked	3.0	3.3	3.1
	Number of lost time cases returned to work in 7 days	3	9	9.5
	Number of lost time cases returned to work in 21 days	1	4	4
	Number of lost time cases returned to work greater than 21 days	8	6	5.7
	<b>Auto Claims</b>			
	*Number of at fault auto claims per total vehicles	.05	.07	.06
	*Number of at fault auto claims per 100,000 miles driven	66	94	89
	<b>Property Claims</b>			
	Property loss per \$100 property value	.07	1.0	1.0
	Premiums per \$100 property value at risk	.298	.330	.261
	<b>Health &amp; Wellness</b>			
Percentage of employees participated in Health Fair	.29	.39	.41	
Percentage of employees participated in Benefits Fair	.35	.38	.40	

Based on 603 total vehicles

Based on 4.7 million miles driven annually

**HISTORICAL STAFFING SUMMARY:**

Category	FY2014	FY2015	FY2016	FY2017
Full-time Administrative & Support	2	2	2	2
Full-time Management & Professional	1	1	1	2
Total	3	3	3	4

**EXPENDITURES:**

**Risk Management Administration**

Category	Expenditures		Budget		FY16/FY17 +/-	Increase/ Decrease
	FY2014 Actual	FY2015 Actual	FY2016 Approved	FY2017 Approved		
Personnel Services	\$167,074	\$157,966	\$187,393	\$251,837	\$64,444	34.4%
Operating Expenses	\$5,055	\$15,547	\$47,138	\$57,421	\$10,283	21.8%
Capital Outlay	\$0	\$0	\$0	\$2,000	\$2,000	-
<b>Total</b>	<b>\$172,128</b>	<b>\$173,513</b>	<b>\$234,531</b>	<b>\$311,258</b>	<b>\$76,727</b>	<b>32.7%</b>

**ACCOUNTS:**

Code	Category	FY2015 Approved	FY2016 Approved	FY2017 Approved	FY16/FY17 +/-	Increase/ Decrease
10	Salaries & Wages	\$153,231	\$139,292	\$185,147	\$45,855	32.9%
	Added Safety Coordinator Position					
20	Benefits	\$51,274	\$48,101	\$66,690	\$18,589	38.6%
32	Accounting & Auditing	-	\$0	\$30,000	\$30,000	-
	Provides funding for an external assessment of self-insurance fund.					
34	Contract Services	-	\$23,000	\$70	(\$22,930)	-99.7%
	Eliminated funding for temporary staffing.					
40	Travel & Per Diem	\$3,400	\$2,600	\$4,100	\$1,500	57.7%
	Provides funding for the Safety Coordinator to travel within the county.					
41	Communications Services	\$800	\$800	\$1,200	\$400	50.0%
42	Freight & Postage	\$1,000	\$1,000	\$1,000	\$0	0.0%
45	Risk Management Allocation	\$2,395	\$1,593	\$2,656	\$1,063	66.7%
	Increase is due to insurance costs.					
46	Repair & Maintenance	\$800	\$300	\$1,150	\$850	283.3%
48	Promotional Activity	\$3,350	\$3,350	\$3,350	\$0	0.0%
49	Miscellaneous Charges	\$8,000	\$0	\$425	\$425	-
51	Office Supplies	\$3,000	\$3,000	\$3,000	\$0	0.0%
52	Operating Supplies	\$3,650	\$8,225	\$8,225	\$0	0.0%
54	Books/Pubs/Subs & Memberships	\$792	\$1,190	\$1,165	(\$25)	-2.1%
55	Training & Education Expenses	\$3,400	\$2,080	\$1,080	(\$1,000)	-48.1%
	Reduction is based on historical usage.					
60	Capital Outlay	\$1,000	\$0	\$2,000	\$2,000	-
	Provides funding for a replacement shredder.					
	<b>TOTAL</b>	<b>\$236,092</b>	<b>\$234,531</b>	<b>\$311,258</b>	<b>\$76,727</b>	<b>32.7%</b>

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

Category	Expenditures		Budget		FY16/FY17 +/-	Increase/ Decrease
	FY2014 Actual	FY2015 Actual	FY2016 Approved	FY2017 Approved		
Personnel Services	\$1,264,018	\$1,430,877	\$1,038,424	\$1,270,000	\$231,576	22.3%
Operating Expenses	\$11,094,723	\$11,453,992	\$12,927,408	\$12,662,448	(\$264,960)	-2.0%
Other Uses	\$1,433,000	\$880,000	\$3,210,934	\$1,305,174	(\$1,905,760)	-59.4%
<b>Total</b>	<b>\$13,791,740</b>	<b>\$13,764,869</b>	<b>\$17,176,766</b>	<b>\$15,237,622</b>	<b>(\$1,939,144)</b>	<b>-11.3%</b>

**ACCOUNTS:**

Code	Category	FY2015 Approved	FY2016 Approved	FY2017 Approved	FY16/FY17 +/-	Increase/ Decrease
20	Benefits	\$1,000,000	\$1,038,424	\$1,270,000	\$231,576	22.3%
	Increase based on workers' compensation premiums increasing.					
31	Professional Services	\$79,683	\$79,500	\$86,360	\$6,860	8.6%
	Increase cost of actuarial reports.					
34	Contract Services	\$27,500	\$23,760	\$19,764	(\$3,996)	-16.8%
	Provides additional funding to administer the Health Reimbursement Account program.					
45	Risk Management Allocation	\$11,106,574	\$12,501,518	\$12,217,319	(\$284,199)	-2.3%
49	Miscellaneous Charges	\$710,000	\$322,630	\$339,005	\$16,375	5.1%
	Increase based on claims trend.					
91	Intragovernmental Transfers	\$880,000	\$1,200,000	\$0	(\$1,200,000)	-100.0%
	Elimination of the General Fund transfer for healthcare rebate funds.					
99	Reserves	\$1,711,968	\$2,010,934	\$1,305,174	(\$705,760)	-35.1%
	<b>TOTAL</b>	<b>\$15,515,725</b>	<b>\$17,176,766</b>	<b>\$15,237,622</b>	<b>(\$1,939,144)</b>	<b>-11.3%</b>