

ADMINISTRATIVE SERVICES

**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.

EXPENDITURES:

Category	Expenditures		Budget	
	FY12 Actual \$	FY13 Actual \$	FY14 Original \$	FY15 Approved \$
Personal Services	427,488	431,150	500,648	515,920
Operating Expenses	45,226	67,893	53,576	59,694
Capital Outlay	14,031	0	0	4,000
Other	0	0	0	0
Total	486,745	499,043	554,224	579,614

HISTORICAL STAFFING SUMMARY:

Category	FY12	FY13	FY14	FY15
Full-time	8	7	8	8
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	8	7	8	8

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Provided over 2800 hours of training, including providing computer based Prohibited Harassment refresher training to all employees.
- Spearheaded the creation of the County's fraud response policy.
- Increased participation of the Recognition Program (PRIDE/HERO Awards) almost 300%.
- Coordinated and hosted state required Ethics training for public officials from over 15 local governmental agencies.

- Received a 100% compliance rating during an audit conducted by the Florida Department of Law Enforcement for handling highly regulated electronic fingerprints and criminal history records.

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 FY12/13	Estimated FY13/14	Adopted FY14/15
Input	Total number of FTE's in Government (FY)	743	755	777
	Total FTE's for Human Resources Department (FY)	7	8	8
	Total employee compensation (salary) (FY)	\$25,179,753	\$26,875,851	\$29,962,702
	Number of requisitions during period (FY)	149	132	132
Output	Number of Disciplinary Action (FY)	30	14	14
	Total number of employee drug tests (FY)	487	479	479
	Number of employees receiving tuition reimbursement (FY)	8	4	4
Efficiency	Total employee turnover rate (FY)	13%	8.9%	8.9%
	Compensation (salary) cost per FTE (FY)	\$33,889.30	\$35,597.15	\$38,562.04
	Number of qualified applicants per requisition (FY)	28	27	27
	HR FTE Ratio (FY)	106:1	94:1	97:1
	Average number of days to fill a position (FY)	54	57	54
Effectiveness	Number of employees who left prior to one year of service (FY)	38	20	20
	Percentage of trainees rating the programs as satisfactory or above (FY)	99%	99%	99%
	Number of promotions (FY)	36	35	35

**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.

EXPENDITURES:

Category	Expenditures		Budget	
	FY12 Actual \$	FY13 Actual \$	FY14 Original \$	FY15 Approved \$
Personal Services	326,133	330,232	389,006	375,852
Operating Expenses	21,980	27,690	18,540	69,690
Capital Outlay	0	0	0	0
Other	0	0	0	0
Total	348,113	357,922	407,546	445,542

HISTORICAL STAFFING SUMMARY:

Category	FY12	FY13	FY14	FY15
Full-time	6	5	6	6
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	6	5	6	6

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Processed purchasing dollar volume of \$12,179,740.
- Managed the Purchasing Card Program and continued the utilization of the “e-payables.” Total card purchase dollar amount \$2,907,281. This has resulted in the largest rebate check to date \$49,839.01.
- Managed 646 contracts and 172 leases with on-line access to County staff and the public.
- Managed 64 formal bids for goods and services.
- Inventoried 7,028 fixed assets for all departments with a value of \$67,549,178.

- Managed on-line surplus auctions which maximized our proceeds return to over \$100,000. Previous yearly surplus proceeds have produced an average of \$8000.
- Participated in Central Gulf Coast Chapter of National Institute of Governmental Purchasing (NIGP) Annual Reverse Trade Show
- Currently working on one project for Eglin AFB which will result in payments into the General Fund of \$8,226.96.

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.

PERFORMANCE MEASURES:

Performance Measures		Estimated FY12/13	Actual FY13/14	Estimated FY14/15
# of Purchase Orders issued		3,100	2,150	2,100
\$ Amount of Purchase Orders Issued		22,500,000	12,179,740	13,000,000
# of Bids Issued		56	68	75
Purchasing Card Volume		4,000,000	3,559,930	4,000,000
Purchasing Card Rebate		32,000	49,839.01	60,000
# of Employees Trained (CC, Logistics POD, Purchasing Workshops)		130	230	150
Value of Fixed Assets		60,280,327	63,764,140	67,549,178
Completed Annual Inventory – Number of Fixed Assets		6,332	6,595	7,028

**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.

EXPENDITURES:

Category	Expenditures		Budget	
	FY12 Actual \$	FY13 Actual \$	FY14 Original \$	FY15 Approved \$
Personal Services	129,945	132,552	143,065	153,183
Operating Expenses	9,647	9,085	8,651	8,276
Capital Outlay	0	0	0	5,500
Other	0	0	0	0
Total	139,592	141,637	151,716	166,959

HISTORICAL STAFFING SUMMARY:

Category	FY12	FY13	FY14	FY15
Full-time	3	3	3	3
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	3	3	3	3

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Updated office procedures to ensure services offered maximized use of available personnel, especially during months of staff shortage. The use of technology to access Dept of Veterans Affairs records played a major role in meeting the needs of those we serve.
- Increased the number of ready to-rate claims filed with the Dept of Veterans Affairs on behalf of area veterans and other claimants by 90% over the previous year.
- Provide timely response to requests from the County Property Appraisals Office for verification of the “combat” status of Disabled Veterans for homestead exemption purposes.

- Interfaced with the Okaloosa County Inmate Population Manager, Okaloosa County Vet Court's Coordinator and the VA's Justice Outreach Coordinator to provide appropriate assistance to eligible incarcerated veterans for Veteran's Court and other VA specific programs.
- Created a symbiotic relationship with other local VA and State Agencies to ensure all client needs are met in a timely manner.
- 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.
- Scheduled and coordinated transportation for 195 veterans to the Pensacola VA Medical Facility. This program is successful due to coordination with volunteer van drivers.

PROGRAM GOAL: The Okaloosa County Veterans Affairs Department is to assist all former, present and future members of the United States Armed Forces and their dependents in preparing claims for and securing compensation, pension, educational and other benefits or privileges to which they may be entitled under Federal and State Laws or Regulations by reason of their military service. 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 12/13	Estimated FY 13/14	Adopted FY 14/15
Input	Number of Full-Time Positions	3	3	3
	Personnel Services	129,409	143,065	
	Operating Expenditures	9,859	8,651	
Output	Number of Client Contacts (in-offices, phones, email)	9,209	² 8000	10,000
	Number of outreach contacts including shut-ins, assisted care facilities, incarcerated, homeless veterans & veteran briefings	230	110	250
	Number of Veterans in Okaloosa County ¹	31,890	32,208	32,468
Efficiency	Percentage of claims filed in office with one-on-one counseling with veterans and/or dependents	96%	98%	98%
	Percentage of claims filed with one-on-one counseling through outreach visits	3%	1%	1.5%
	Percentage of claims initiated via other means (mail, fax, computer)	1%	1%	.5%
Effectiveness	Client award for approved claims	\$8,405,000	\$8,000,000	\$ 9,500,000
	Days for outreach	53	35	50

*NOTE: ¹Veteran population estimates, as of September 30, 2013, are produced by the VA Office of the Actuary (VetPop 2011). ²Anticipated reduction in numbers anticipated due to Staff shortage for 8 months.

**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.

EXPENDITURES:

RISK MANAGEMENT ADMINISTRATION

Category	Expenditures		Budget	
	FY12 Actual \$	FY13 Actual \$	FY14 Original \$	FY15 Approved \$
Personal Services	180,571	200,025	195,335	204,505
Operating Expenses	8,917	7,255	13,333	14,587
Capital Outlay	0	0	5,770	1,000
Interfund Transfer	0	0	1,433,000	880,000
Reserves	0	0	1,081,014	1,711,968
Total	189,488	207,280	2,728,452	2,812,060

SELF INSURANCE

Category	Expenditures		Budget	
	FY12 Actual \$	FY13 Actual \$	FY14 Original \$	FY15 Approved \$
Personal Services	1,309,532	564,059	1,250,000	1,000,000
Operating Expenses	12,120,468	13,125,127	12,100,243	11,939,757
Capital Outlay	0	0	0	0
Reserves	0	0	0	0
Total	13,430,000	13,689,186	13,350,243	12,939,757

HISTORICAL STAFFING SUMMARY:

Category	FY12	FY13	FY14	FY15
Full-time	3	3	3	3
Part-Time	0	0	0	0
Relief	0	0	0	0
Total	3	3	3	3

MAJOR ACCOMPLISHMENTS LAST YEAR:

- Obtained a health insurance refund of \$1.7 million through the Proshare program.
- Conducted the annual Employee Health Fair where 207 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

PERFORMANCE MEASURES:

Performance Measures		Actual FY12/13	Estimated FY13/14	Adopted FY 14/15
Input/Output	Workers Compensation			
	Number of Medical Only Claims	45	38	42
	Number of lost time claims	16	11	14
	Number of lost time days	632	770	800
	Auto Claims			
	Number of no fault auto claims (e.g. parked vehicle)	12	29	20
	Number of at fault auto claims	16	19	18
	Liability/E&O Claims			
	Number of liability/E&O claims	13	0	0
	Property Claims			
	Number of property claims	0	0	0
	Health & Wellness			
	Number of employees participated in Health Fair	207	269	300
Number of employees participated in Benefits Fair	275	264	300	
Efficiency/Effectiveness	Workers Compensation			
	Number of worker days lost to injury per full time employee	.64	.77	.06
	Number of worker days lost to injury per workers' comp	10.36	70.00	14.29
	Number of workers' comp claims per 100 FTE's	6.14	4.93	.10
	Number of workers' comp claims per 100,000 hours worked	3.28	2.63	3.01
	Percentage of lost time cases returned to work in 7 days	19	29	25
	Percentage of lost time cases returned to work in 21 days	44	29	29
	Percentage of lost time cases returned to work greater than 21 days	56	71	71
	Auto Claims			
	Number of at fault auto claims per total vehicles	.02	.033	.028
	Number of at fault auto claims per 100,000 miles driven	.33	.417	.40
	Property Claims			
	Property loss per \$100 property value	0	0	0
Premiums per \$100 property value at risk	.39	.35	.33	
Health & Wellness				
Percentage of employees participated in Health Fair	21	27	.30	
Percentage of employees participated in Benefits Fair	28	29	.30	