

## PROGRAM MISSION

To provide leadership, policy guidance, planning and goal setting, and management oversight to the Department of Human Services to ensure that high quality, integrated human services are provided to Arlington County residents and businesses.

The Director's Office monitors conditions, assesses needs, conducts strategic and tactical planning, and works closely with state and other local human service agencies and community organizations to extend resources and achieve common goals. Units within the Director's Office provide administrative services to support delivery of services and achievement of the Department's program mission. Five bureaus provide centralized and specialized administrative support for the Department's five operational divisions.

- The mission of the **Human Resources Bureau (HRB)** is to enable DHS employees to maintain the highest level of service to the community by providing accurate, timely and supportive Human Resources services. HRB is responsible for management of the Department's workforce needs and departmental efforts to ensure compliance with all human resource policies and procedures. The Bureau provides coordination of and special expertise regarding the Department's recruitment, employee relations, organizational development, payroll, performance management, equal opportunity and affirmative action, staff training and development, and position classification activities. In FY 2009, attention will be on performance management and leadership development.
- The mission of the **Information Systems Bureau (ISB)** is to assure appropriate information systems are readily available to DHS staff. Department staff rely on a wide and complex array of information systems, related to a multitude of federal, state, and local programs, funding sources, and regulatory mandates, to conduct day-to-day business and serve clients, as well as account for and report to numerous state agencies and other entities. The Bureau analyzes and assesses existing and planned information needs, and manages the implementation and ongoing operation of business systems and information resources. Acquisition and implementation of a replacement for the existing financial management systems (i.e. benefits and purchase of service) is scheduled to begin in FY 2009 after completion of a FY 2008 pilot project.
- The mission of the **Facilities Operations Bureau (FOB)** is to provide a safe, clean, appealing, and functional working environment by managing DHS resources in the areas of facilities, vehicles, and mail delivery. FOB assists in maintaining the buildings occupied by the Department, working closely with the Department of Environmental Services (DES). The Bureau supports Department programs by providing mail and delivery services, managing the Department's vehicle fleet and reservation system, coordinating activities designed to ensure a safe and secure working environment. At the Warren G. Stambaugh Human Services Center, FOB provides tenant facility management and liaison with the owner's building management, DES, and vendors for building systems maintenance, custodial services, parking garage management, electronic access and security services. In FY 2009, FOB will be involved in lease negotiations for the services at the Stambaugh building and adopting a work ticket system for maintenance and project requests.
- The mission of the **Financial Management Bureau (FMB)** is to provide sound financial management for the Department of Human Services and to maintain good working relationships with internal and external customers. FMB performs centralized Departmental accounting and financial reporting functions: issuing certain client assistance payments; tracking Departmental revenues and expenses; developing and maintaining financial reports for program managers and grantor agencies; ensuring that the Department's fiscal procedures are in compliance with County, state and federal policies and practices; carrying out centralized Departmental billing and depositing functions; collecting grant revenue and

fees from agencies, clients and other sources; and recouping assistance payments in accordance with state and federal mandates. The Bureau coordinates collection of overdue accounts with the Treasurer's Office, debt set off, and state and federal tax recovery programs. Bureau staff is involved in a number of revenue maximization efforts to draw down additional federal and state funds and Medicaid reimbursements. In FY 2009, FMB will coordinate the replacement of mainframe financial systems as part of the larger CASE replacement project.

- The mission of the **Management and Budget Bureau (MBB)** is to ensure that the Department has sufficient resources to achieve organizational goals by coordinating the timely development and implementation of an annual budget. MBB is also responsible for coordinating the Department's performance measurement efforts, evaluating overall financial issues in the Department, and coordinating with the County Manager's Office on County Board reports and actions. In FY 2009, MBB will investigate ways to maximize other sources of revenue and to ensure staff have the knowledge and skills to utilize the County's budgeting and financial management systems efficiently and to its fullest capacity.

**PROGRAM FINANCIAL SUMMARY**

	FY 2007 Actual	FY 2008 Revised	FY 2009 Proposed	% Change '08 to '09
Personnel	\$4,411,974	\$4,561,081	\$4,853,426	6%
Non-Personnel	3,595,245	2,830,871	3,352,278	18%
<b>Total Expenditures</b>	<b>8,007,219</b>	<b>7,391,952</b>	<b>8,205,704</b>	<b>11%</b>
Fees	29,770	27,110	218,210	705%
State Share Revenue	604,286	305,278	350,012	15%
<b>Total Revenues</b>	<b>634,056</b>	<b>332,388</b>	<b>568,222</b>	<b>71%</b>
<b>Net Tax Support</b>	<b>\$7,373,163</b>	<b>\$7,059,564</b>	<b>\$7,637,482</b>	<b>8%</b>
Permanent FTEs	52.6	52.60	57.20	
Temporary FTEs	-	-	-	
<b>Total Authorized FTEs</b>	<b>52.6</b>	<b>52.60</b>	<b>57.20</b>	

**Financial Details by Program**

	FY 2007 Actual	FY 2008 Revised	FY 2009 Proposed	% Change '08 to '09
Director's Office	\$3,569,781	\$2,188,010	\$1,323,083	-40%
Human Resources	528,912	509,697	525,551	3%
Information Systems	1,745,721	1,841,648	1,947,033	6%
Facilities Operations	988,253	1,557,040	2,894,092	86%
Financial Management	1,091,666	1,095,067	1,420,426	30%
Management and Budget	82,886	200,490	95,519	-52%
<b>Total Expenditures</b>	<b>8,007,219</b>	<b>7,391,952</b>	<b>8,205,704</b>	<b>11%</b>
<b>Total Revenues</b>	<b>634,056</b>	<b>332,388</b>	<b>568,222</b>	<b>71%</b>
<b>Net Tax Support</b>	<b>\$7,373,163</b>	<b>\$7,059,564</b>	<b>\$7,637,482</b>	<b>8%</b>

**SIGNIFICANT BUDGET HIGHLIGHTS**

- ↑ Personnel expenditures include normal salary increases, an increase in employer retirement contributions to maintain full funding of the retirement fund, and a ten percent increase in employer health insurance rates. In addition, 4.6 FTEs were reallocated to the Financial Management and Information Systems Bureaus in the Director's Office from the Child and Family Services Division, the Economic Independence Division, the Aging and Disability Services Division, and the Behavioral Healthcare Division.
- ↑ Non-personnel expenditures include increases in telephone and utilities based on anticipated rate adjustments, including funding for utilities at the George Mason Center (\$52,558). Non-personnel expenditures also include increases for building rent (\$24,905), Auto Fund (\$19,494), and non-discretionary increases in contractual services (\$17,917). Non-personnel expenditures also reflect an increase of \$341,541 to fully fund building and maintenance contracts, which have been under-budgeted for several years. In addition, non-personnel increases include funding to cover additional hours for parking garage monitors at the Warren G. Stambaugh Human Services Center, as well as funds to replace signage related to parking (\$68,814). These increases are partially offset by a decrease in the travel and training budgets (\$3,822).
- ↑ Fees include revenue from a proposed new parking fee that will be collected from individuals who utilize the parking garage at the Warren G. Stambaugh Human Services Center in the evenings and on weekends (\$191,100).
- ↑ State share revenues will increase in FY 2009 based on the departmental allocation of projected state reimbursement.

**PERFORMANCE MEASURES**

Critical Measures	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate	FY 2009 Target
Percent of vacancies filled within 90 days	63%	66%	93%	49%	90%	75%	75%
Number of new permanent supportive housing units committed	39	31	42	44	35	20	35
Percent of employees satisfied with Human Resources Bureau services	N/A	97%	95%	100%	95%	95%	95%
Number of recruitments initiated	141	90	82	162	95	95	95
Number of supportive housing units in planning phase	39	52	64	31	50	20	35

- The percent of vacancies filled within 90 days was low in FY 2007 due to the County's hiring freeze.