

State of Alaska FY2002 Governor's Operating Budget

Department of Natural Resources
Administrative Services
Component

Component: Administrative Services

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Component Mission

To provide effective and efficient administrative services to departmental employees and programs in order to maximize public service.

(Revised from Legislature's version.)

Component Services Provided

This component provides administrative policy and management services to the department.

In 1996 the Department of Natural Resources and Military & Veterans Affairs agreed to a Shared Services Agreement. This Shared Services Agreement includes sharing one Director of Administrative Services for the two departments, co-location of the Juneau offices, shared legislative liaison, budget, and Human Resources support, as well as sharing support staff and equipment.

The Administrative Services Component consists of four sections, with staff located in Juneau and in Anchorage. The sections are:

1. Administrative Support
2. Financial Services
3. Human Resources and Payroll
4. Revenue and Resource Accounting

The Administrative Support Section:

The Administrative Support Section includes the shared Director of Administrative Services and it provides general management oversight to the Support Services Division, which includes the State Recorder's Office, the Information Resources Management Section and Administrative Services Sections. The Section:

- Prepares and monitors the operating and capital budgets for the departments of Natural Resources and Military & Veterans Affairs.
- Provides legislation liaison for both DNR and DMVA.
- Tracks legislation, keeps bill analysis and fiscal notes current
- Legislative testimony on the two departments' budgets
- Manages office space, contracting services, vehicles, equipment, supplies and support services such as mail and courier service.
- Provides consolidated mailroom services for the DNR divisions. This includes sorting of all incoming mail, preparation of the daily courier pouch. These services also include maintaining the mail room supplies, postage machine, acting as the key operator for the copier machine, and distribution of mail.

The Financial Services Section:

This section provides centralized financial management and accounting in support of DNR components. The centralized functions include payment of all invoices; program receipts, federal grant and reimbursable service agreements accounting; payroll labor cost distributions; appropriation accounting; and payment of all inter-department billings. Financial Services establishes and implements departmental financial policies and procedures in accordance with law, statutes, regulations, and Generally Accepted Accounting Principals (GAAP). This Section also provides departmental training in financial policies and procedures, grant accounting and AKSAS.

The staff ensures that:

- Accounting support for all federal grants and program receipts is provided. Annually over 157 different federal grants and program receipts are managed totaling in excess of \$26.5 million. In addition, Financial Services processes monthly billings on 312 reimbursable service agreements with a total budget of over \$24.6 million.
- Fire Suppression accounting support is provided to this unique program which involves accounting for a cooperative agreement with the federal government for payment of fire suppression expenses on State and Federal land. Billings to the U.S. Forest Service (USFS) and the Bureau of Land Management (BLM) range from \$2.4 to \$22.0 million. Track suppression expenditures in AKSAS for over 1,000 fire incidents annually.
- The department's Budget Analyst and Administrative Services Manager are supported in the preparation of the annual Operating and Capital budgets through all stages, posting of the Operating and Capital authorization to the correct appropriations in AKSAS, submission of Fiscal Notes, Supplementals and Revised Programs.
- The department's budget projection reports are prepared, which are reviewed and distributed by the department's budget analyst.
- The distribution of accurate hardcopy AKSAS financial management reports and Geneva audit trails to the operating divisions. These reports are used to verify expenditures, bill federal grants and project expenditures. Financial Services also completes various reports and responses to DOA Division of Finance, Office of Management & Budget, Legislative Finance and Federal Agencies. Reports include: DOA's Annual Financial Reports, Federal Schedule, 1099 verification, OMB Federal Pass-through grants and Payment in-lieu of taxes.
- Training is provided to administrative staff on the use of the Alaska State Accounting System (AKSAS). This includes hands-on AKSAS classes, on-line management reporting and instruction in AKSAS payment certification. Training is also given on Accounts Payable policies, Federal Grant & Program receipt accounting, and training on the preparation of the state operating and capital budgets.

The Human Resources Section:

The Human Resources section handles internal personnel functions for some 552 permanent full-time, 238 permanent part time and 2000 seasonal employees. DMVA's payroll staff and numbers are addressed in DMVA budget but the staff is under the general guidance and supervision of this Section.

The Human Resource Management/Payroll Section provides essential support for all DNR and DMVA employees and managers in the broad area of human resources including: recruitment, examining, classification, labor contract interpretation and enforcement, implementation and compliance with federal and state requirements such as the Fair Labor Standards Act, Americans with Disabilities Act, Family Leave etc.

The staff ensures that:

- DNR's mission is carried out in the most professional manner possible by recruiting the best qualified work force, including special recruitment for local residents in rural areas, women and minorities, and for individuals with unique qualifications when required.
- Error free payroll services are provided to the department's employees.
- Ensures that all positions in the Department are properly classified and paid in accordance with the State Personnel Act and collective bargaining agreements.
- Ensures that DNR is in compliance with the Americans with Disabilities Act (ADA).
- Employment opportunities are provided for Alaskan residents.
- Department managers are advised on provisions of the collective bargaining unit agreements, Fair Labor Standards Act, Americans with Disabilities Act, Family Medical Leave Act, Alaska Family Leave Act, and other state and federal laws pertaining to employee rights and protection.
- The occurrence of employee relations and labor disputes are minimized by ensuring that all personnel transactions comply with AS 39, labor agreements, FLSA, state and federal law, and that all are in accordance with good personnel principles.
- Management is represented in labor disputes by investigating union grievances and complaints, human rights, EEO, and ombudsman complaints, and processing these complaints through resolution.
- Training needs of all employees are considered.
- Managers and employees are assisted in all aspects of down-sizing activities; i.e., layoffs, reorganizations, out-placement services and retirement incentive programs.

The Revenue & Resource Accounting Section:

This section is responsible for the revenue accounting for all DNR programs. In FY00 ~\$1.0 billion in revenues were collected and accurately distributed to over 480 accounts within the DNR revenue structure.

The staff:

- Collects, controls and accounts for all annual revenues generated by the use, sale, or lease of the natural resources under the control of DNR.
- Provides timely and accurate billing, defaulting, maintenance of on-line information, and customer service for a portfolio composed of 18 contract types and 35,000 subsidiary lease and sale agreements.
- Provides training to DNR personnel on the use of the DNR Revenue and Billing computer system to track financial information for agreement management.
- Provides timely and accurate processing of department-wide travel and fire suppression subsistence expenditures to vendors and personnel within the Department.
- Distributes revenues accurately and as required by legislation. All statutory requirements are met for proper distribution of DNR revenues to the general fund, permanent fund, school fund, school escrow fund, mental health trust fund, budget reserve fund, land disposal income fund, and administrative settlement funds.
- Provides revenue activity reports in a timely manner to meet the needs of the DNR managers.
- Provides an annual report via magnetic media to the IRS of interest paid on sale contracts, as required by federal law.
- Provides a Statement of Account to each sale contract customer summarizing the yearly account activity.
- Accurately maintains the 950 subsidiary trust deposits in agency trust accounts.
- Reviews, reconciles, and reports to Dept. of Administration each fiscal year on the status of DNR receivables in the general fund, school fund, school escrow trust fund, mental health trust fund, and the land disposal income fund.
- Responds to annual legislative audits conducted to ensure timely and accurate revenue processing.

Component Goals and Strategies

The Administrative Services Component's primary goal is to provide the most effective and efficient support service to those divisions that are directly serving the public.

The business of this component is to provide consolidated support to the Commissioner's Office, the operating programs of DNR, the Fire Suppression Emergencies and to the various boards and commissions that rely on us for administrative support. This includes providing the best possible budgeting, finance and accounting support; timely and accurate payroll processing; recruitment of qualified, trained and motivated personnel; responsive procurement and facilities management; and the most efficient revenue collection and accounting.

This Component also has a shared services agreement with the Department of Military & Veterans Affairs, which includes sharing legislative liaison, budgeting, personnel and courier functions.

The Administrative Services goals are to:

- Provide quality, timely contracting services for the operating programs.
- Maintain DNR's property records and supervise the annual physical inventory.
- Coordinate the preparation, presentation, and justification of DNR's and DMVA's Operating and Capital budgets in a thorough and timely manner.
- Provide an effective and efficient accounting system to collect, control and account for annual revenues generated by the use, sale, or lease of the natural resources under the control of the Department of Natural Resources and distribute these revenues as defined by statute, regulation and policy.
- Pay all obligations in a timely manner taking advantage of the investment potential of the return on cash to the state.
- Ensure that all employees of DNR are paid correctly and on time.

- Provide a hassle-free environment for customers and employees while abiding by the personnel standards to ensure fair and equitable treatment for all.
- Track expenditures and receipts in a manner that provides accuracy, timeliness, and maximizes the usefulness of revenue information.

Key Component Issues for FY2001 – 2002

Maintaining the quality level of services as part of the Shared Services Agreement between DNR and DMVA in times of declining resources is a concern. With increased delegations from the Department of Administration in the areas of Human Resources, Procurements, and Accounting; coupled with the implementation of the Automated Budget System, and the transfer of administrative functions from within the departments the staff is getting stretched rather thin and is challenged to keep meeting all the deliverables.

Increased pressure to improve services to the public through the use of procurement cards, credit cards, and on-line services also increase the administrative workload and the requirement to establish proper checks and balances.

Major Component Accomplishments for FY2000

Planned, coordinated, and executed the office moves in Anchorage from the Frontier Building to the Atwood Building.

Provided administrative and budget support to implement the last phase of the RIP plan, which allowed divisions to downsize their budgets without having to layoff staff.

Facilitated improvements in the DOA DP Chargeback process by completing department-wide IP inventories and setting-up allocation methods.

Assisted the Division of Parks and Recreation Access program in bringing the ISTEAs billings more current as there was a significant backlog in their accounts receivables.

Continued the level of procurement support by processing of 150 purchase requests resulting in approximately \$5.9 million in awards, 42 construction contracts for \$2.4 million, 11 cooperative agreements for \$415.0, \$617.0 in 41 grants, and \$2.1 million in 55 professional services contracts.

Accurately managed over \$10 million in controlled equipment.

Coordinated the preparation, presentation, and justification of DNR's and DMVA's Operating and Capital budgets in a thorough and timely manner.

Accurately receipted for 26,000 payments annually and coordinated the receipting and depositing activities for an additional 117,441 receipts handled by 125 receiptors in 39 area offices. Audited and maintained nearly 35,000 subsidiary ledgers. Provided quality customer service for over 33,000 lease and sale contracts. Provided on time, accurate reports to the IRS on over 1,100 land sale contracts including a Statement of Account on all payment activity by each contract holder.

Continued the customer focus that resulted in ~30,000 invoices, totaling more than \$44 million being paid in an average turnaround of 22 days.

Emphasized service to the internal customer by eliminating errors or delays in paying personnel. This was accomplished in processing over 5,000 personnel actions and 22,000 time sheets.

Followed the requirements of AS 39, Fair Labor Standards Act, and contract requirements to minimize grounds for complaints and ensured positive employee morale. Investigated complaints fairly and in a timely manner. Fully complied with the spirit and letter of the Americans with Disabilities Act.

Accurately tracked approximately 157 different federal grant and program receipt sources. Correctly processed over 312 Servicing and Requesting Reimbursable Service Agreements. Maintained the Fire Suppression Account to fully support this critical and complex joint federal and state multi-agency incident based program.

Statutory and Regulatory Authority

AS23, AS38, AS36.30, AS39, and AS43.05

Key Performance Measures for FY2002

Measure: The average time taken to pay vendors

(Developed jointly with Legislature in FY2000.)

Current Status:

In FY00 the average vendor payment time was 22 days.

Benchmark:

The standard for average vendor payment time is 30 days, before late charges and penalties are assessed.

Background and Strategies:

The strategy is for the department to pay the vendor community within 30 days, this helps both the State and the vendor community with their cash flow. Our goal is to not incur any penalty or late payment interest charges.

Measure: The number of late penalties for payroll

(Developed jointly with Legislature in FY2000.)

Current Status:

We currently do not have any penalties for late payroll payments.

Benchmark:

The goal is to have NO penalties for late payroll payments.

Background and Strategies:

The most important issue for employees is to receive their paychecks on time and in the correct amount. We strive very hard to make sure all paychecks are mailed timely and that they are calculated correctly as this is good for morale and productivity.

Measure: The number of audit exceptions

(Developed jointly with Legislature in FY2000.)

Current Status:

The Department just received a "clean" Legislative Audit Report for the department's financial audit for the general fund activity for FY00. (report #10-10000-00)

Benchmark:

The ideal is NO audit exceptions!

Background and Strategies:

An independent measure of the Administrative Services functions' success is a "clean" audit by Legislative Audit. Our strategy is to have all accounting, payroll, and procurement actions comply with state rules and regulations and generally acceptable accounting and business practices.

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
• The average time taken to pay vendors		X			
• The number of late penalties for payroll		X			
• The number of audit exceptions	X				

Administrative Services
Component Financial Summary

All dollars in thousands

	FY2000 Actuals	FY2001 Authorized	FY2002 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	1,974.2	2,012.5	2,020.6
72000 Travel	8.7	10.5	10.5
73000 Contractual	111.0	92.4	92.4
74000 Supplies	53.4	17.6	17.6
75000 Equipment	34.4	0.0	0.0
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	2,181.7	2,133.0	2,141.1
Funding Sources:			
1004 General Fund Receipts	1,523.1	1,549.7	1,564.6
1007 Inter-Agency Receipts	658.6	571.3	576.5
1053 Investment Loss Trust Fund	0.0	8.6	0.0
1108 Statutory Designated Program Receipts	0.0	3.4	0.0
Funding Totals	2,181.7	2,133.0	2,141.1

Estimated Revenue Collections

Description	Master Revenue Account	FY2000 Actuals	FY2001 Authorized	FY2001 Cash Estimate	FY2002 Governor	FY2003 Forecast
Unrestricted Revenues						
Unrestricted Fund	68515	47.6	0.0	47.6	47.6	47.6
Unrestricted Total		47.6	0.0	47.6	47.6	47.6
Restricted Revenues						
Interagency Receipts	51015	658.6	571.3	486.7	576.5	576.5
Statutory Designated Program Receipts	51063	0.0	3.4	3.4	0.0	0.0
Investment Loss Trust Fund	51393	0.0	8.6	8.6	0.0	0.0
Restricted Total		658.6	583.3	498.7	576.5	576.5
Total Estimated Revenues		706.2	583.3	546.3	624.1	624.1

Administrative Services**Proposed Changes in Levels of Service for FY2002**

The only change in services provided is in our Shared Service Agreement with DMVA as there was an increase in the Human Resources staff level for DMVA in FY01 which allows DNR to focus more on its own Human Resource Management issues.

Summary of Component Budget Changes**From FY2001 Authorized to FY2002 Governor***All dollars in thousands*

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2001 Authorized	1,558.3	0.0	574.7	2,133.0
Adjustments which will continue current level of service:				
-Convert Special FY2001 Labor Cost Fund Sources to GF	3.4	0.0	-3.4	0.0
-Year 2 Labor Costs - Net Change from FY2001	2.9	0.0	5.2	8.1
FY2002 Governor	1,564.6	0.0	576.5	2,141.1

Administrative Services**Personal Services Information**

Authorized Positions			Personal Services Costs	
	FY2001 Authorized	FY2002 Governor		
Full-time	37	37	Annual Salaries	1,515,885
Part-time	2	1	COLA	26,511
Nonpermanent	0	0	Premium Pay	0
			Annual Benefits	583,407
			<i>Less 4.95% Vacancy Factor</i>	<i>(105,203)</i>
			Lump Sum Premium Pay	0
Totals	39	38	Total Personal Services	2,020,600

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accountant II	1	0	0	0	1
Accountant III	0	0	1	0	1
Accountant IV	1	0	1	0	2
Accounting Clerk I	0	0	1	0	1
Accounting Clerk II	3	0	2	0	5
Accounting Spvr I	0	0	1	0	1
Accounting Tech I	3	0	2	0	5
Accounting Tech II	2	0	1	0	3
Accounting Tech III	0	0	1	0	1
Administrative Clerk II	1	0	1	0	2
Administrative Clerk III	2	0	0	0	2
Administrative Svcs Mgr	0	0	1	0	1
Division Director	0	0	1	0	1
Human Resources Mgr III	0	0	1	0	1
Mail Clerk Carrier II	1	0	0	0	1
Personnel Asst I	2	0	2	0	4
Personnel Officer I	1	0	1	0	2
Personnel Specialist I	0	0	1	0	1
Procurement Spec I	1	0	0	0	1
Procurement Spec IV	1	0	0	0	1
Program Budget Analyst IV	0	0	1	0	1
Totals	19	0	19	0	38