

State of Alaska FY2012 Governor's Operating Budget

Department of Health and Social Services Departmental Support Services Results Delivery Unit Budget Summary

Departmental Support Services Results Delivery Unit

Contribution to Department's Mission

Provide quality administrative services in support of the department's mission.

Core Services

- Provide divisions with necessary information to improve compliance with federal and state laws/policies to ensure our fiduciary responsibilities are met.
- Improve DHSS staff knowledge and skills and maintain high morale to continually improve performance and services for Alaskans.
- Promote cost containment. Maximize revenue.
- Provide efficient centralized administrative support to nine DHSS divisions across offices in Juneau and Anchorage.

Key RDU Challenges

- Meeting increased federal compliance requirements for data security under Health Insurance Portability and Accountability Act (HIPAA).
- Implementing additional enhancements to eGrants.
- Continuing improvements to revenue systems including MaxCars and timely reporting.
- Capital costs continue to increase due to high cost of materials. Continuing to manage projects successfully in this environment is difficult.
- Managing changes to keep current with rapidly changing technology without identified funding for equipment upgrades continues to stress existing resources.

Significant Changes in Results to be Delivered in FY2012

No changes to be delivered for FY2012.

Significant Changes in Results to be Delivered in FY2011

The Department of Health & Social Services has begun an internal training regimen to improve employee performance, increase compliance with federal and state fiscal policy and procedures, and increase staff productivity. The goal is to increase employee understanding and awareness of both roles and responsibilities and policies and procedures and to provide instruction on the availability and use of various tools to assist in performance of their duties. Administrative staff training also includes instruction designed to improve the timeliness of response to requests for financial information, improve the accuracy of the information provided and to subsequently reduce financial penalties. An ancillary benefit anticipated is improved morale and reduced employee turnover.

Status Update:

No significant changes.

Major RDU Accomplishments in 2010

A comprehensive employee recruitment campaign for the department to help fill mission-critical positions such as nursing, Pioneer Homes' staff, Juvenile Justice staff and other hard-to-fill positions. Five recruitment videos have been completed and will be implemented through communications channels. Six more recruitment videos targeting critical front line positions are planned for FY2012.

In FY10, the Finance and Management Budget Section's Medicaid Budget Group implemented a new Short-Term Alaska Medicaid projection (STAMP) model using the SPSS forecasting software. The new model is more responsive to changes in spending than the previous model. The new model also provides more timely and useful management reports and is flexible enough to forecast "what-if" scenarios.

The Payment Error Rate Measurement Initiative resulted in the lowest PERM error rate of the FFY2008 cycle. Staff identified \$2.6 million in provider over-payments that were identified in calendar year 2010.

Medicaid Rate Appeals – Nine new Medicaid rate appeals were received and four were resolved either by settlement, dismissal or hearing decision. As of June 30, 2010, there were seven active Medicaid rate appeals and five stayed appeals. Four of the pending appeals are awaiting a Superior Court decision and one is awaiting the resolution of another rate appeal.

Initiated site selection and planning for a new Alaska Recovery Center in Anchorage. Initiated planning activities for the Alaska Pioneer Homes with the task of addressing the increasing and aging population.

Contact Information
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**Departmental Support Services
RDU Financial Summary by Component**

All dollars shown in thousands

	FY2010 Actuals				FY2011 Management Plan				FY2012 Governor			
	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds
Formula Expenditures												
Medicaid School Based Admin Clms	0.0	0.0	1,025.9	1,025.9	0.0	0.0	2,879.4	2,879.4	0.0	0.0	2,879.4	2,879.4
Non-Formula Expenditures												
Public Affairs	491.9	357.0	454.9	1,303.8	340.1	339.3	954.8	1,634.2	351.0	343.6	987.1	1,681.7
Quality Assurance and Audit	349.9	0.0	349.8	699.7	617.4	0.0	589.1	1,206.5	626.1	0.0	600.6	1,226.7
Commissioner's Office	753.2	1,064.2	247.5	2,064.9	1,194.2	899.0	674.1	2,767.3	1,233.1	969.0	692.3	2,894.4
Assessment and Planning	21.4	0.0	21.5	42.9	125.0	0.0	125.0	250.0	125.0	0.0	125.0	250.0
Administrative Support Svcs	4,397.7	756.5	3,364.9	8,519.1	5,974.8	865.4	3,990.1	10,830.3	6,261.1	868.9	4,109.6	11,239.6
Hearings and Appeals	467.7	0.0	295.2	762.9	600.8	0.0	381.1	981.9	616.1	0.0	390.7	1,006.8
Facilities Management	88.4	856.7	1.2	946.3	0.0	1,155.1	126.9	1,282.0	0.0	1,197.7	128.0	1,325.7
Information Technology Services	9,914.8	1,162.4	3,870.2	14,947.4	7,736.1	1,438.9	7,262.9	16,437.9	8,451.7	1,461.5	7,662.1	17,575.3
Facilities Maintenance	0.0	0.0	0.0	0.0	0.0	2,454.9	0.0	2,454.9	0.0	2,454.9	0.0	2,454.9
Pioneers' Homes	0.0	0.0	0.0	0.0	0.0	2,125.0	0.0	2,125.0	0.0	2,125.0	0.0	2,125.0
Facilities Maint												
HSS State Facilities Rent	4,285.4	0.0	738.1	5,023.5	4,488.0	79.3	425.6	4,992.9	4,406.2	79.3	425.6	4,911.1
Totals	20,770.4	4,196.8	10,369.2	35,336.4	21,076.4	9,356.9	17,409.0	47,842.3	22,070.3	9,499.9	18,000.4	49,570.6

Departmental Support Services
Summary of RDU Budget Changes by Component
From FY2011 Management Plan to FY2012 Governor

All dollars shown in thousands

	<u>Unrestricted</u> <u>Gen (UGF)</u>	<u>Designated</u> <u>Gen (DGF)</u>	<u>Other Funds</u>	<u>Federal</u> <u>Funds</u>	<u>Total Funds</u>
FY2011 Management Plan	21,073.6	2.8	9,356.9	17,409.0	47,842.3
Adjustments which will continue current level of service:					
-Public Affairs	10.9	0.0	4.3	32.3	47.5
-Quality Assurance and Audit	8.7	0.0	0.0	11.5	20.2
-Commissioner's Office	38.9	0.0	-45.0	18.2	12.1
-Administrative Support Svcs	286.3	0.0	3.5	119.5	409.3
-Hearings and Appeals	15.3	0.0	0.0	9.6	24.9
-Medicaid School Based Admin Clms	0.0	0.0	0.0	-2,879.4	-2,879.4
-Facilities Management	0.0	0.0	42.6	1.1	43.7
-Information Technology Services	315.6	0.0	22.6	144.2	482.4
-HSS State Facilities Rent	-81.8	0.0	0.0	0.0	-81.8
Proposed budget increases:					
-Commissioner's Office	0.0	0.0	115.0	0.0	115.0
-Medicaid School Based Admin Clms	0.0	0.0	0.0	2,879.4	2,879.4
-Information Technology Services	400.0	0.0	0.0	255.0	655.0
FY2012 Governor	22,067.5	2.8	9,499.9	18,000.4	49,570.6