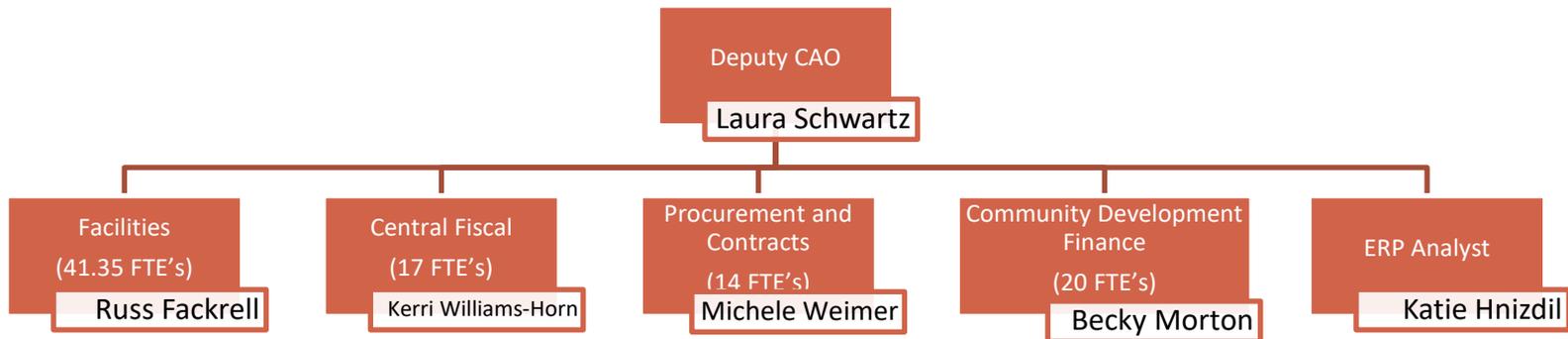


# Chief Administrative Office

Central Services

# Central Services



Total 94.35 FTE's

# Philosophy of Centralized Services

- Consistency in policies and processes
- Ability to cross train
- Deeper bench to provide higher levels of service for departments
- Ability to see the “big picture” and help internal services work together to provide a higher level of service to internal and external customers

# Facilities

- Facility Administration & Capital Projects
  - \$1.95M budget
  - \$1.6M General Fund Net County Cost
  - 9.5 FTE's
- Custodial
  - \$927K budget (General Fund)
  - \$907K General Fund Net County Cost
  - 11.85 FTE's
- Facility Maintenance
  - \$3.5M budget
  - \$3.2M General Fund
  - 15 FTE's
- Grounds Maintenance
  - \$648K budget General Fund Net County Cost
  - 5 FTE's
- ACO Fund
  - \$34M budget
    - \$4.7M General Fund Contribution

# Facilities Challenges

- Grounds Maintenance
  - Prior to COVID-19 the County was able to use inmate labor to help with Grounds Maintenance
  - Inmate labor equated to two FTE's
  - Requesting extra-help grounds maintenance workers to fill in until inmate labor is cleared again
- Recruitment and retention
  - Difficult to compete for workers skilled in the trades (ie. plumbing, electrical and mechanical)
  - Many facilities are 24/7 - Difficulty with after hours emergency calls at the jail and juvenile hall
    - Smaller pool of subcontractors available in SLT
    - Weather can make sending staff from Placerville to Tahoe difficult in an emergency
- COVID-19
  - Facilities staff can not telework and we continue to be short staffed due to COVID related illness or exposure

# Facilities Success

- COVID response
  - Custodial staff continue to provide daily cleaning services that meet the CDPH guidelines
  - Building Maintenance staff continue to provide maintenance services and work on Capital Projects even in high risk areas such as the jail
- Successful hire of a new Building Operations Supervisor in South Lake Tahoe after several failed recruitments
- Completed Public Safety Facility on time and under budget
- Completed purchase and tenant improvements of new Sandy Way building in South Lake Tahoe for Health and Human services.
- Installed new generators at Building C, Pioneer Park, Briw Road, Child Support Services and Agriculture.
- Awarded architectural contract to begin the replacement of the Department of Transportation equipment garage in South Lake Tahoe.
- Completed several roof replacements and parking lot repaving at existing County facilities.

# Finance & Administration

- Total budget of \$4.5M
- Costs are allocated 100% to departments served based on time studies
- 37 FTE's Providing fiscal and administrative support for the following:
  - CAO Administration/Budget/ Operations
  - Economic Development
  - Facilities
  - Parks
  - Procurement and Contracts
  - District Attorney
  - Court MOE – Indigent Defense
  - Information Technologies
  - Board of Supervisors
  - Public Defender
  - Surveyor
  - Human Resources
  - Risk Management
  - Department of Transportation
  - Environmental Management
  - Building and Planning
  - Airports & Cemeteries
  - Emergency Medical Services/Ambulance Billing

# Finance Challenges

- Implementation of project accounting
- Development of billing system for Community Development Services
- Development of new Road Report
- TRAKiT reconciliations
- Implementation of new Accounts Receivable / General Billing Module in FENIX

# Finance Success

- Met all Auditor and CAO deadlines even with 3 staff out on maternity leave and staff shortages due to COVID
- For the first time completed DOT rates and received cognizant agency approval prior to the start of the new fiscal year
- Successfully completed funding implementation, reporting, and purchases for the \$19M in CARES act funding for county departments and outside agencies/partners
- Created a salary and benefit projection template that was implemented countywide to provide efficient and easy budget development
- Created a DOT CIP billing template approved by Caltrans which greatly improved cash flow
- Successful transition of the Ambulance Billing program from HHSA to Central Fiscal
- Completed the Road Report in Excel due to the Access Road Report program being broken

# Procurement & Contracts

- Total budget of approximately \$1.5M General Fund Net County Cost
- 14 FTE's (11 Procurement/Contracts – 3 Stores/Mail)
- Provides Countywide support for:
  - Requests for Qualifications
  - Requests for Proposals
  - Bids
  - Requisitions
  - Purchase Orders
  - Contracts
- Receives and distributes all County mail
- Receives and distributes all stores orders
- Manages the County surplus program

# P&C Challenges

- Need for an updated Purchasing Policy and Ordinance
- New staff that require extensive training
- Succession planning

# P&C Success

- Completed evaluation of Tyler bid module and determined after many internal meetings and testing that the system would not meet the needs of the County. Explored many other options before deciding on Planet Bids which will provide a cost effective, user friendly, on-line bidding system.
- Completed CQI process related to the review of the entire County contract process. Encouraged department collaboration and discussion and provided a forum to increase understanding of the process resulting in better cross department communication.
- Created electronic blue route related to internal approvals improving routing process and decreasing contract approval times.
- Implemented Adobe sign for vendor and internal signatures on contracts decreasing contract approval times significantly.
- Implementation of QuestCDN (Construction Data Network) for electronic bid management for Facilities Public Works projects

# New ERP team

- Successful hire of new ERP Analyst
- Anticipated to begin full time in April
- Beginning planning process and identifying project priorities
  - System testing
  - Updating guides
  - Creating and implementing countywide training program

# Questions?