

## **Introduction to Department Support Services**

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### ***Mission***

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

### ***Overview***

The Division of Department Support Services assists Department of Health and Social Services divisions in meeting their administrative and financial responsibilities. The division serves both external and internal customers providing centralized administrative services including accounting, revenue collections, cost allocation, human resources, payroll, budgeting, procurement, grants administration, information systems support, and facilities management and maintenance.

### ***Core Services***

Departmental Support Services (DSS) includes the Commissioner's Office, Public Affairs and Finance and Management Services. DSS provides a varied range of centralized administrative services to support program efforts across the department. DSS consists of the following components:

- Commissioner's Office
- Public Affairs
- Hearings and Appeals
- Medicaid and School Based Services
- Quality Assurance & Audit
- Assessment & Planning
- Community Initiative Matching Grants
- Human Services Community Matching Grants
- Facilities Management
- Facilities Maintenance
- Information Technology Services
- Administrative Support Services

## **Services Provided**

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### ***Commissioner's Office***

The Commissioner's Office component funds leadership, strategic direction and policy development for the Department of Health and Social Services. (AS 18.05: Health, Safety and Housing)

### ***Public Affairs***

Public Affairs is tasked with ensuring consistency and continuity in department communication with stakeholders and ensures responsiveness to media, legislative and constituent inquiries. The Public Affairs component includes the functions of public information management, publications design, and web-based communication. (AS 18: Health, Safety and Housing; AS 44.29 Department of Health and Social Services)

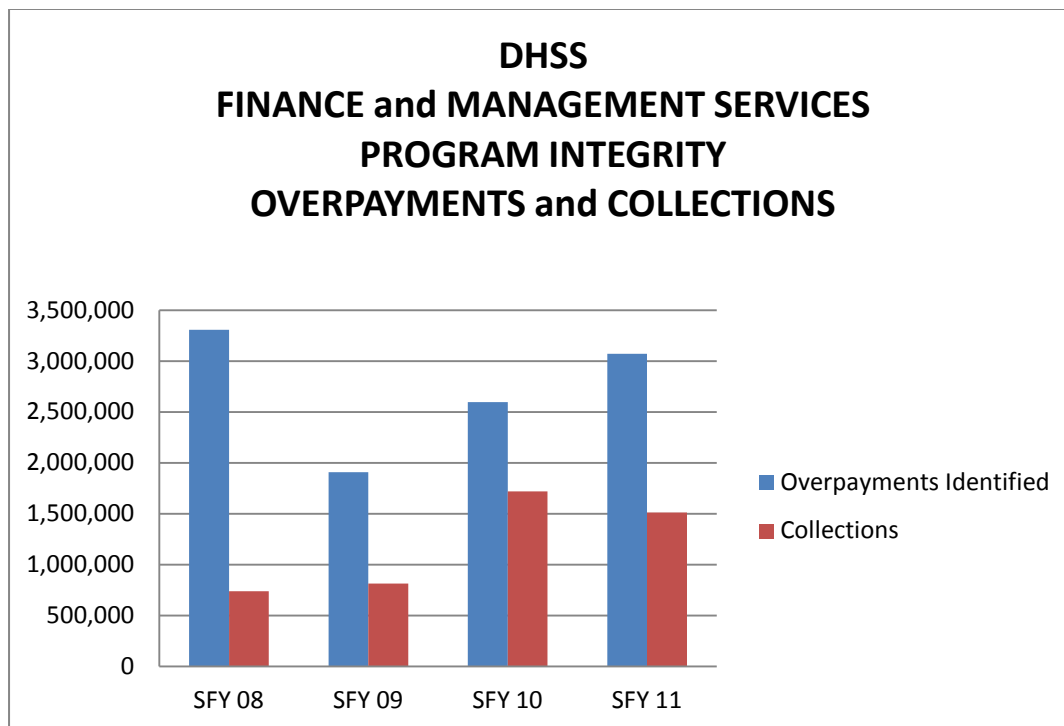
### ***Hearings and Appeals***

Hearings and Appeals is responsible for adjudicating claims or disputes between clients/grantees/providers and the offices/divisions of the department. This office conducts hearings and issues impartial decisions that comply with due process requirements. A mediation process is also provided for the resolution of claims or disputes. Ultimately, all issued decisions can be appealed to the State Superior Court.

The department administers and regularly issues decisions regarding at least 42 programs, some of which include: Medicaid, Food Stamps, Alaska Temporary Assistance, Person Care Assistance, and Home and Community Based Waiver Services. (AS 47.07; AS 47.08 and AS 47.25 and AS 47.27)

### ***Quality Assurance & Audit***

Quality Assurance and Audit is responsible for conducting and coordinating Medicaid program integrity efforts to meet both state and federal requirements. These efforts include provider auditing activity, contract audit processes under AS 47.05.200, law enforcement contact, and data analysis and problem detection. Unit efforts focus on meeting department and federal standards and requirements related to protecting program assets and assuring quality services. As an example of the component's work, the chart below shows identified Medicaid provider overpayments and related collections. (AS 47.05; AS 47.07; 7 AAC 160.100 - 140.)



### ***Assessment and Planning***

Assessment and Planning provides planning, assessments and forecasting activities for the Medicaid Program. Medicaid is an entitlement program providing for more than \$1 billion in services to eligible Alaskans. Accurate data and forecasting of expenditures and revenues is critical to the management of this large program and to the state. (AS 37.07, 47.07, 7AAC 43, 7AAC 100.)

### ***Medicaid School Based Claims***

The Medicaid School Based Claims program provided federal reimbursement to participating school districts for performing medical activities within the schools. This program was discontinued effective November, 2011. (AS 18.05: Health, Safety and Housing.)

### ***Community Initiative Grants***

The Community Initiative Grant (CIG) program was created by the legislature to fund grants to areas ineligible for the Human Services Community Matching Grant (HSCMG). The funds are used to provide essential human services whose unavailability would subject persons in need to serious mental or physical hardship. Related services include: substance abuse treatment, mental health services, food and shelter for families and individuals in need, housing and rehabilitation for the physically and mentally ill, runaway shelters, sexual assault and domestic violence treatment services.

## ***Human Services Community Matching Grants***

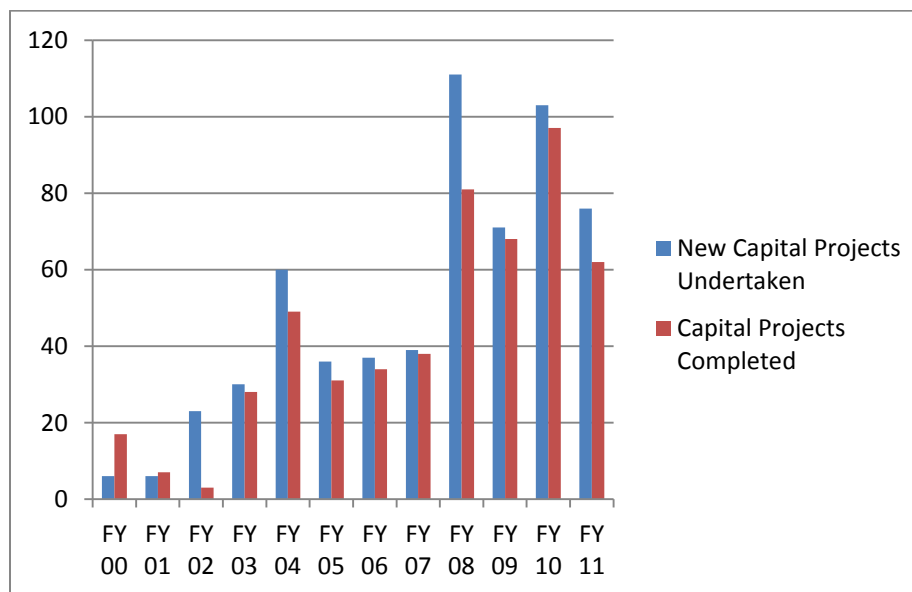
The Human Services Community Matching Grants component funds grants to qualified municipalities. These grants provide for substance abuse treatment, mental health services, food and shelter, sexual assault shelters, and other related needs. (AS 29.60.600 Human Services Community Matching Grants.)

## ***Facilities Management***

Facilities Management manages the department's capital programs and by law is responsible for preparation, submission and competent management of annual capital budget requests. (AS 37.07.062 Capital Projects.)

Facilities Management is responsible for research, planning and oversight of capital projects for the department. This includes managing all renovation and repair, deferred maintenance, and major capital construction projects. The department is responsible for maintaining 43 state-owned buildings with an estimated 956,000 square feet throughout Alaska, at a replacement value of \$672 million.

The following chart shows the level of activity within Facilities Management for FY2000 through FY2011.



In addition, Facilities Management administers all capital grants including pass through federal funds from the Denali Commission. In FY2011, Facilities managed four Denali Commission grants with a value of \$4.7 million and an additional 65 state capital grants with a value of \$8.3 million.

## ***Facilities Maintenance***

The Facilities Maintenance, Pioneer Homes Facilities Maintenance, and DHSS State Facilities Rent components record dollars spent to operate state facilities. These units collect costs for facilities operations, maintenance and repair, renewal and replacement as defined in Chapter 90, SLA 98 and pay rent fees.

## ***Information Technology***

Information Technology is designed to be a customer focused, strategically aligned, operationally sound technology business enabler for the Department's health programs.

The Information Technology Organization is structured to provide the following five core services.

- **Strategic Planning/Project Management & Health Information Technology Interface**
  - *Currently 70 Managed IT projects*
- **Business Management – Health related vertical market applications, systems development & support.**
  - *Development and support for 85 IT systems*
- **Operations – Support for day-to-day Information Technology services required to support office productivity tools, Data Centers, desktops, networks, infrastructure and computing resources.**
  - *Support for 2 Data Centers, 3269 Desktops, 139 Networks*
- **Security Services to protect Public, Internal, Confidential & Restricted data**
  - *Security Framework, logging/auditing/monitoring, risk mitigation, investigations HB-65 (APIPA), HIPAA*
- **Technology Standards, Communications, Privacy, Compliance & Training**
  - *Managing State & department IT standards, approve technologies, IT Communications/training infrastructure & Privacy Office.*

<b>DHSS Computing Environment</b> (Statewide Totals)	
<b>Desktops</b>	<b>3,269</b>
<b>Servers (physical)</b>	<b>186</b>
<b>Servers (virtual)</b>	<b>109</b>
<b>Networks</b>	<b>139</b>
<b>Housed Facilities Networks</b>	<b>113</b>
<b>FY2009 Help Calls</b>	<b>19,941</b>
<b>FY2010 Help Calls</b>	<b>20,596</b>
<b>FY2011 Help Calls</b>	<b>22,596</b>
<b>FY2009 Average Calls per Day</b>	<b>72</b>
<b>FY2010 Average Calls per Day</b>	<b>74</b>
<b>FY2011 Average Calls per Day</b>	<b>91</b>
<b>Communities with IT Infrastructure</b>	<b>82</b>
<b>Number of Business Applications</b>	<b>85</b>

### ***Administrative Support Services***

The Administrative Support Services component is responsible for finance, budget, grant and contract administration, and procurement. Administrative Support provides key liaison services to other state departments in the areas of personnel, travel, finance, procurement and legislative audit issues. (AS 37.10: Financial Management, OMB Circulars A-87, A-89, A-102, A-122, Code of Federal Regulations and Federal Register; AS 37.07; Budget Section; AS 36.30 Procurement Section, 7 AAC 78 and 81 Grant Regulations; Audit Section PL 98-502 Single Audit Act Amendments of 1996, PL 104-156 and OMB Circular A-133).

### ***Finance Section***

The Finance Section (known internally as Fiscal Services) is responsible for centralized processing, audit and certification of expenditure and non-federal revenue transactions, coordination of year end activities, specialized management reporting and accounting services.

### ***Revenue Section***

The Revenue Unit is responsible for reporting of expenditures and federal revenue collections for the department. Core services include weekly and quarterly drawdown of cash from the federal treasury in compliance with the Cash Management Improvement Act (CMIA), quarterly cost allocation processing in accordance with the department's federally approved Public Assistance Cost Allocation Plan (PACAP) and filing of multiple federal financial reports for departmental programs, grants and contracts. Total collection of revenues exceeded \$1,129,682,562 (Billion) in FY2011 for 150 federal programs.

## ***Audit Section***

The Audit Section is responsible for performing single audit reconciliations of DHSS grantees, federal sub-recipient monitoring and special review of department grantees upon request. In addition, the Audit Section coordinates the statewide and federal compliance audits conducted by the Division of Legislative Audit for the Department.

## ***Budget Section***

The Budget Section is responsible for analyzing, monitoring, and controlling the Department's annual \$2.4 billion operating budget, including processing budget amendments, revised programs, supplemental budget requests, fiscal notes, and legislative requests for information for each of our nine divisions.

Major efforts included guiding departments through the various steps of developing the FY2012 and FY2013 budget, processing over 1,000 FY2011 reimbursable service agreements and revised program documents, and tracking division revenue and expenditure projections on a quarterly basis.

Two significant accomplishments include editing, compiling, and publishing the FY2012 Budget Detail Book and the FY2012 Budget Overview Book. Once budget staff members receive the division-authored narrative of both publications, they then collaborate with the divisions to ensure budget descriptions and justifications are accurate, logical, and clear. At over 1,900 pages, the Budget Detail serves as an important reference for individuals throughout the state. At over 430 pages, the Budget Overview provides key budget, programmatic, and performance measure information to stakeholders in the executive and legislative branches not only during the legislative session, but throughout each year.

The Medicaid Budget Unit provided departmental leadership with key internal updates of Medicaid projections and estimates, including an update of the twenty-year long-term forecast of Medicaid enrollment and spending in Alaska (MESA) and monthly adjustments to the STAMP report. Additionally, the unit provided detailed programmatic and fiscal data in response to information requests and fiscal notes.

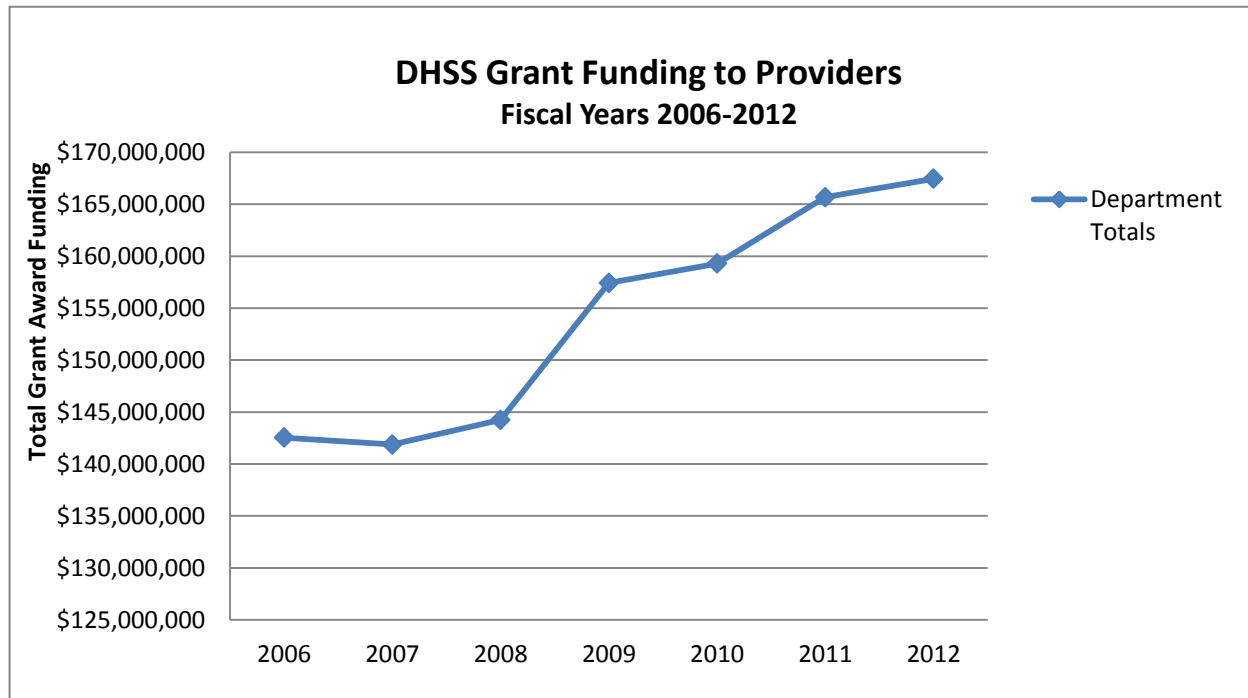
## ***Grant and Contracts Support Team***

In 2004 the Division of Finance & Management Services established the Grants & Contracts Support Team in an effort to better manage grants and contracts through a centralized process. Prior to the centralization, the individual divisions were responsible for the issuance of all grant and professional services solicitations and award administration.

The results of the establishment of a centralized approach have been well received. The department has benefited by providing a more streamlined method for vendors and grantees to work with trained and certified professional staff to ensure a fair and open process. This approach appears to have contributed to fewer protests of solicitations and awards for both grants

and contracts. Due to these changes, there has been an increase in grantee/customer satisfaction by having a single point of contact.

Overall, this change has been extremely successful and embraced by many both inside and outside of the Department, especially our partners in the non-profit community.



During the past several years, the number of operating grants has remained fairly consistent with approximately 650 awards issued annually. However, the chart above reflects an increase of nearly 25 million dollars in the total dollars awarded from 142,532,843 in FY2006 to 167,441,687 in FY2012.



## List of Primary Programs and Statutory Responsibilities

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AS 18.05	Health, Safety and Housing
AS 18.07	Health, Safety and Housing, Certificate of Need Program
AS 18.08.080	Emergency Medical Services
AS 18.20	Hospitals and Nursing Facilities
AS 18.28.010	Community Health Aide Grants
AS 29.60.600	Human Services Community Matching Grants
AS 35	Public Buildings, Works and Improvements
AS 36.30	Public Contracts, State Procurement Code
AS 37.05	Public Finance, Fiscal Procedures Act
AS 37.05.318	Public Finance, Fiscal Procedures Act, Further Regulations Prohibited
AS 37.07	Public Finance, Executive Budget Act
AS 37.07.062	Public Finance, Executive Budget Act, Capital Budget
AS 37.10	Public Finance, Public Funds
AS 47.05	Administration of Welfare, Social Services and Institutions
AS 47.05.200	Annual audits
AS 47.07	Medical Assistance for Needy Persons
AS 47.08	Assistance for Catastrophic Illness and Chronic or Acute Medical Conditions
AS 47.25	Day Care Assistance and Child Care Grants
AS 47.25.120 -.300	General Relief Assistance
AS 47.25.430 -.615	Adult Public Assistance
AS 47.25.975 -.990	Food Stamp Program
AS 47.27	Alaska Temporary Assistance Program
AS 47.30.660	Mental Health - Powers and Duties of Department
AS 47.30.661	Welfare, Social Services and Institutions, Mental Health
AS 47.55	Alaska Pioneers' Home and Alaska Veterans' Home
Security Act:	Title XVIII Medicare, Title XIX Medicaid, Title XXI Children's Health Insurance Program
7 AAC 9	Health & Social Services, Design and Construction of Health Facilities
7 AAC 07	Health & Social Services Certificate of Need
7 AAC 13	Health & Social Services, Assistance for Community Health Facilities
7 AAC 26	Emergency Medical Services
7 AAC 43	Medical Assistance
7 AAC 48	Catastrophic Illness and Chronic and Acute Medical Assistance
Title 7	CFR Part 273.15-16
Title 42	CFR Part 400 to End
Title 45	CFR Part 200 to End
Admin Order #221	Governor's Advisory Council on Faith Based & Community Initiatives

## Explanation of FY2013 Operating Budget Requests

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### Department Support Services

#### Budget Overview Table

Department Support Services	FY2012	FY2013 Gov	Difference
Unrestricted General Funds	\$22,275.1	\$23,718.0	\$1,442.9
Designated General Funds	2.8	2.8	0.0
Federal Funds	20,664.8	15,712.3	-4,952.5
Other Funds	9,499.9	9,355.5	-144.4
<b>Total</b>	<b>\$52,442.6</b>	<b>\$48,788.6</b>	<b>-\$3,654.0</b>

#### Budget Requests

##### Information Technology Services

###### Rural Support Program:

\$610.5 (\$183.0 Federal/\$427.5 GF)

0 PFT, will fund vacant

**Problem Statement:** Currently, information technology support in rural Alaska is sporadic at best. Information Technology Services acts in a reactionary mode in areas of desktop replacement and infrastructure upgrades. Typically it takes the failure of a desktop computer, server, switch or router before ITS performs a replacement or upgrade. Often these failures leave customers without service until ITS can react to the failure, greatly affecting the service offered in the community.

**Proposal:** Establish an information technology rural support program to proactively address the unique needs of our rural customers. Desktops and network infrastructure should be replaced every three years in a staggered approach so that one third of these devices are replaced each year. Hardware will be the primary cost of this program. It is estimated that ITS supports approximately 700 desktops in rural areas, making the yearly desktop refresh number at 235. Yearly network infrastructure upgrades are estimated at \$10k per site for 28 sites. Current customer services staff can support this effort, but additional travel costs will be necessary to visit our numerous rural sites three times each year.

- \$72.0 Travel (3 visits)
- \$280.0 Infrastructure (\$10.0 per site)
- \$258.5 Desktop computers (\$1.1 per desktop)

**Consequences of no funding:** Underfunding or not funding information technology rural support will reduce the department's ability to deliver critical services that impact all Alaskans, especially those in rural areas. This was recently demonstrated when the Ketchikan Public Assistance office went offline for two days. The inability to stay current with desktop and server-based hardware jeopardizes the effective operation of the myriad of computer-based case management systems upon which the department relies, leaving the organization at the mercy of hardware failures.