

Budget Activity: Program 100 – FSD Accounting – Grants and Loan Management

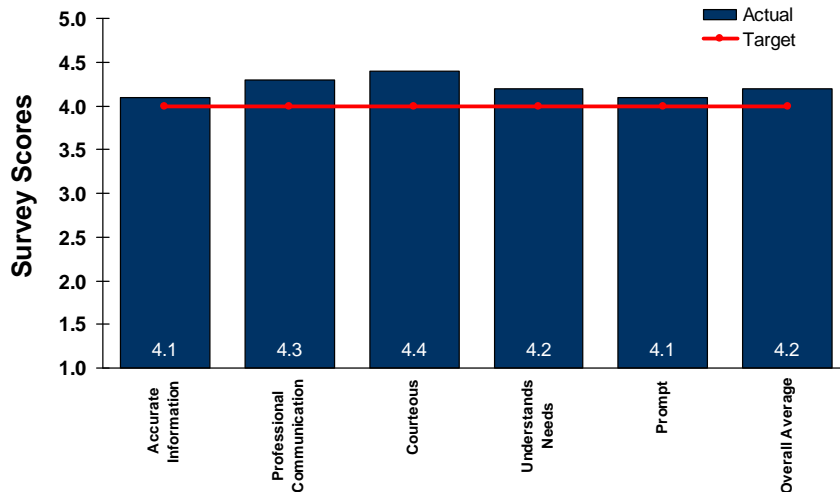
Purpose: Provide dynamic stewardship of public resources

Agency Goal: Provide Bold Leadership and Exceptional Service

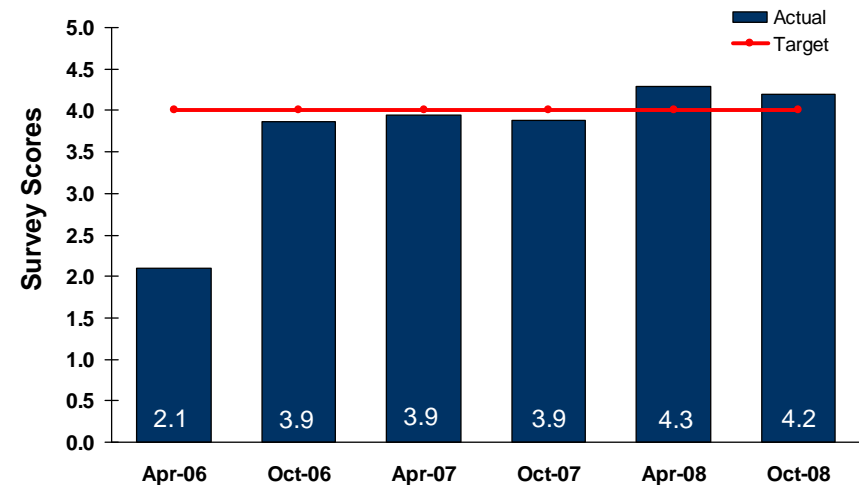
Priority of Government: Strengthen the ability of state government to achieve results efficiently and effectively

Analysis: Exceeded 4.0 target in all categories.

October 2008 Segmented Survey Results



Grants/Loan Management – Average overall customer satisfaction (Program 100 Team Performance Survey)



Action Plan

- Provide ongoing training to all accounting staff
- Redistribute grant/loan workload assignments for equity
- Complete and implement process improvements
- Set expectations for response time for all grants/loan related processes and customer service

Who

Accounting Grants/Loan Staff
Staff and customers

Timeframe

- Ongoing
- Completed October 2008
- November 2008-June 2009
- November 2008

Budget Activity: Program 100 – FSD – Accounting – Payables, Payroll, Cashiering, and Travel

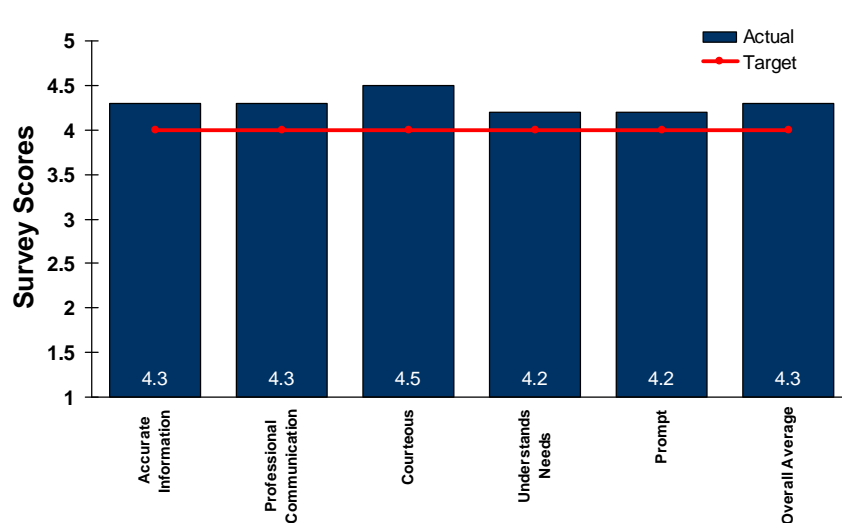
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Agency Goal: Provide Bold Leadership and Exceptional Service

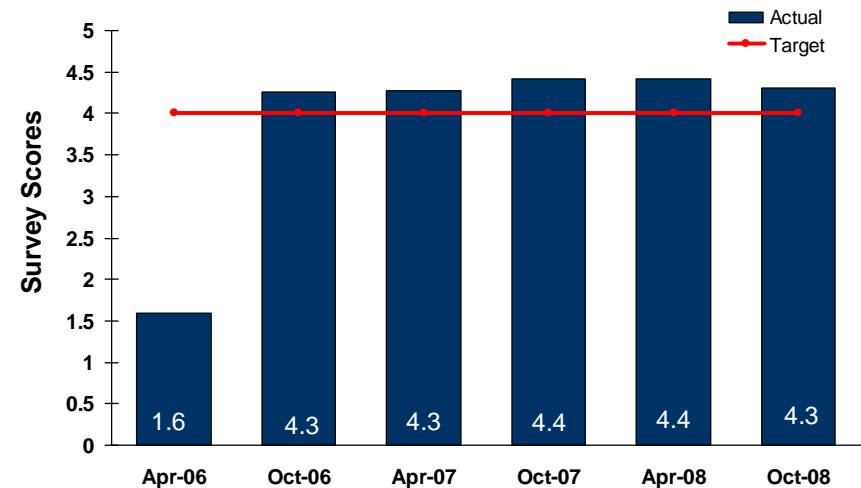
Priority of Government: Strengthen the ability of state government to achieve results efficiently and effectively

Analysis: Exceeded 4.0 target in all categories.

October 2008 Segmented Survey Results



Accounts payable – Average overall customer satisfaction (Program 100 Team Performance Survey)



Action Plan

- SAAM 10.80.30.b: Process payment to the employee no later than 10 business days from receipt of properly completed travel voucher
- Set 5 business day target for travel vouchers processing (day of receipt to day released in AFRS)
- Update CTED travel policy and procedures
- Develop implementation plan for Travel and Expense Management System (TEMS)
- Set expectations for accounts payable processes
- Implement central cashiering plan

Who

Accounting Payroll/Travel Staff

Accounting Accounts Payable Staff
Cashiering Team

Timeframe

- October 2008
- November 2008
- December 2008
- January 2009

Budget Activity: Program 100 – FSD – Central Contracting Office (Contracts and Audit Services)

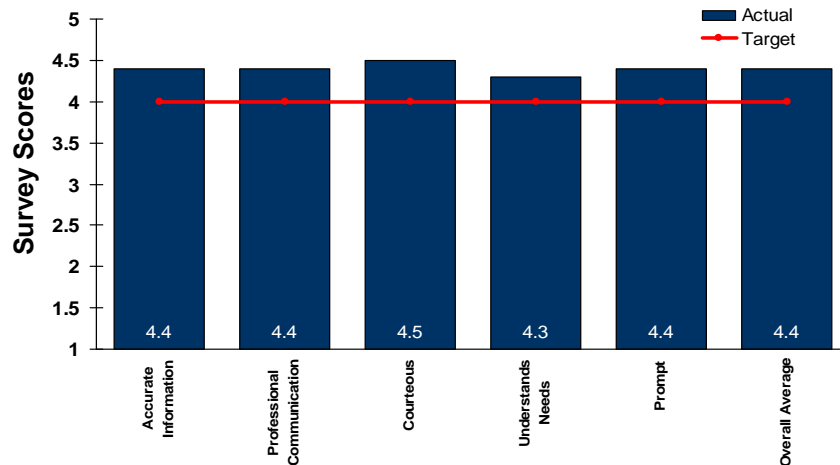
Purpose: Provide dynamic stewardship of public resources

Agency Goal: Provide Bold Leadership and Exceptional Service

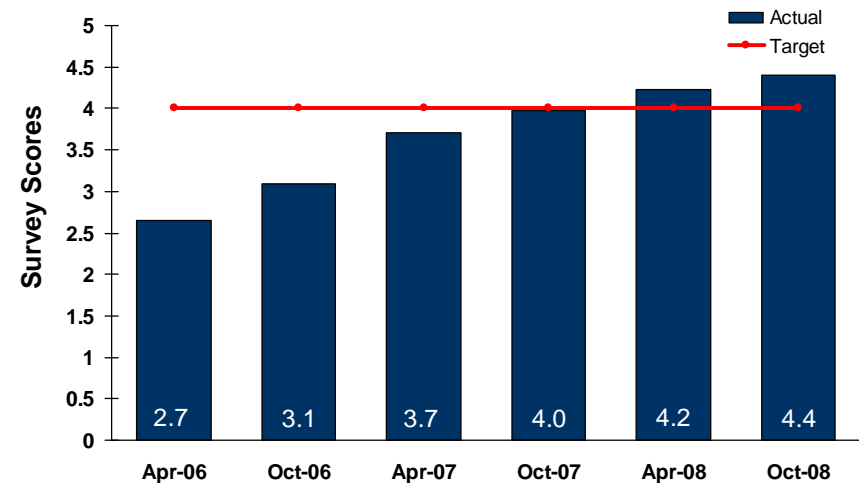
Priority of Government: Strengthen the ability of state government to achieve results efficiently and effectively

Analysis: Exceeded 4.0 target in all categories.

October 2008 Segmented Survey Results



Central Contracting Office – Average overall customer satisfaction (Program 100 Team Performance Survey)



Action Plan

Continue to advise and assist program staff to:

- Obtain AG approval of standardized contract templates
- Negotiate effective contracts

Complete timely audit review, notification and assistance

Provide periodic updated contract training, template standardization, policies, procedures and processes

Who

CCO staff

Audit Review Staff

CCO staff

Timeframe

Ongoing

Ongoing

As needed

Budget Activity: Program 100 – FSD – Budget Services

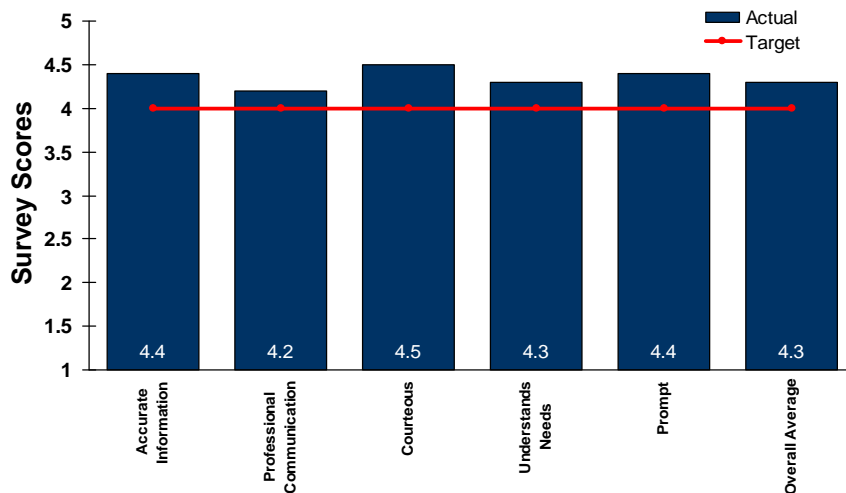
Purpose: Provide dynamic stewardship of public resources

Agency Goal: Provide Bold Leadership and Exceptional Service

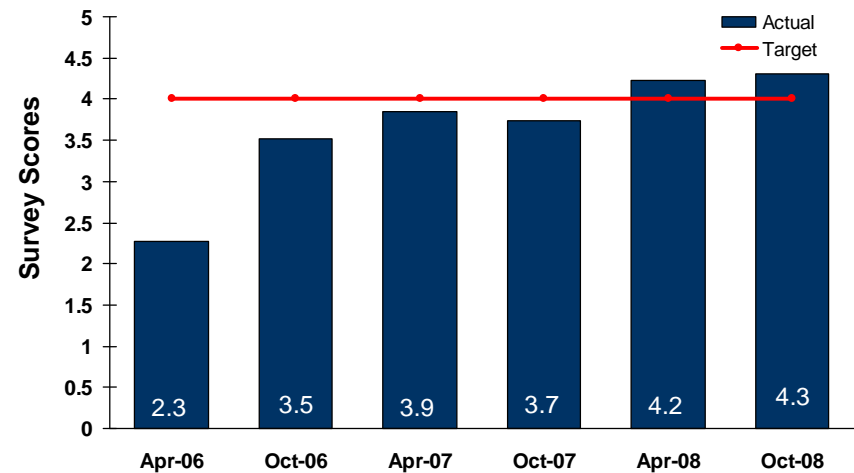
Priority of Government: Strengthen the ability of state government to achieve results efficiently and effectively

Analysis: Exceeded 4.0 target in all categories.

October 2008 Segmented Survey Results



Budget Services – Average overall customer satisfaction (Program 100 Team Performance Survey)



Action Plan

- Meet with budget coordinators from each division to get feedback and discuss how to better meet their needs
- Continue working collaboratively with divisions on development of new allotment system
- Present fiscal note training classes to agency staff
- Assess/improve coding process for 2009-11 biennium

Who

Central Budget Office manager and staff

Timeframe

- October 2008
- Planned completion by end of December 2008
- Early December 2008
- November 2008

How target was set:

Data Source:

Budget Activity: Program 100 - FSD – Local Government Fiscal Note (LGFN) Program

Purpose: Perform analyses on legislation affecting local governments and prepare fiscal notes used in legislative deliberations

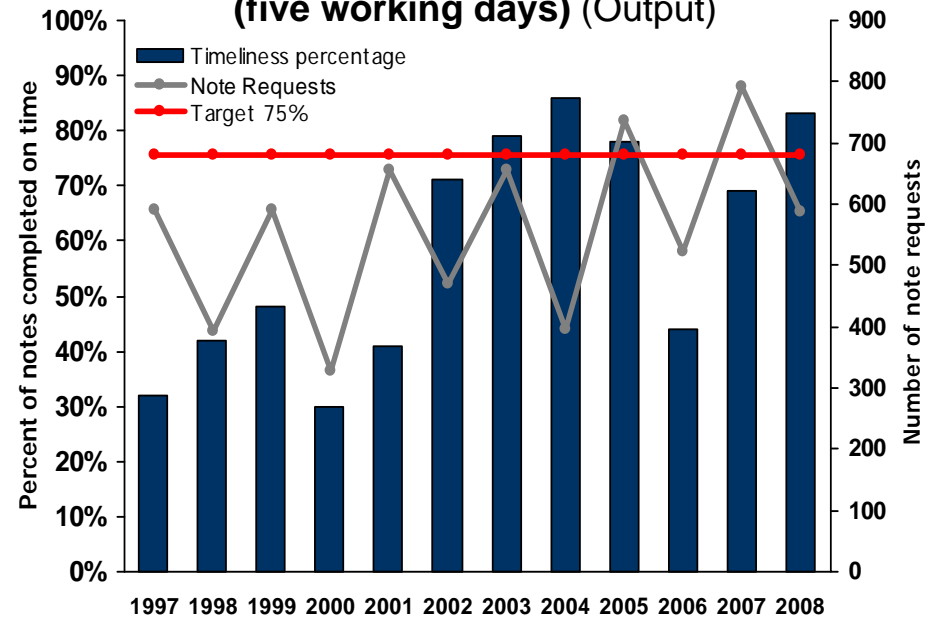
Agency Goal: Build livable, vibrant communities that meet the environmental and social needs of citizens

Priority of Government: Strengthen government’s ability to achieve results efficiently and effectively

Analysis:

- Total short-session fiscal note requests have jumped by 81 percent since 2000 (from 326 to 589), but staffing levels have not increased: a program manager/editor, six analysts and a work/study administrative intern.
- The fiscal note timeliness rate was 83% in 2008, up from 69% in 2007 and 30% in 2000.
- The revision rate for 2008 was 14.4%, up slightly from 14% in 2007. Revision rates by analysts varied from 9.8% to 26%. Full participation in training may be the key variable.
- Top three revision reasons: 35% were errors, 18% were the result of changes by other agencies, and 10% included data that did not align with numbers from other agencies.
- Analyst David Elliott produced 150 notes with a 100% timeliness rate and a 10.7% revision rate.
- Funding for four analysts has been secured through June 30 due to four contracted projects totaling 730 person-hours and the transfer of the Municipal Research Council’s staffing duties.

Percent of fiscal notes completed on time (five working days) (Output)



Action Plan

Action Plan	Who	Timeframe
Complete annual user survey	Darleen Muhly	June 15, 2008
Complete business plan, FY 2009 work plan/budget, and first phase of marketing for new research unit	Steve Salmi	June 15, 2008
Move from temporary facilities into a permanent home no later than June 30	Steve Salmi	June 30, 2008

How target was set: Analyzing prior bienna data

Data Sources: Office of Financial Management and Local Government Fiscal Note Program