

	COL A23 SCH VIIIIC REPRIORTIZN POS	COL A24 SCH VIIIIC N/R 2016-17 POS	COL A25 SCH VIIIIC ANZ 2016-17 POS	AMOUNT	AMOUNT	AMOUNT	CODES
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>MOTOR VEHIC/WATERCRAFT MGT</u>							72600300
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
FUNDING REPRIORITIZATIONS							3D00000
REDIRECT FLEET MANAGEMENT RESOURCES							
- DEDUCT							3D05230
EXPENSES							040000
OPERATING TRUST FUND -STATE		500-					2510 1

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE: IT COMPONENT? NO
 PRIORITY: #02

ISSUE TITLE: Redirect Fleet Management Resources - Deduct

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:
 #25 Improve the efficiency and effectiveness of government agencies at all levels.

DEPARTMENT MANAGEMENT SERVICES LONG RANGE PROGRAM PLAN:
 The Department of Management Services (DMS) provides shared services to state agencies and local governments allowing them to focus on their core mission. Our goal is to provide excellence in product and service delivery. GOAL #9: To provide efficient fleet management of motor vehicles and watercraft.

SUMMARY:
 The Department of Management Services, Motor Vehicle/Watercraft Management requests the transfer of \$500 of recurring budget authority from the Expenses category (040000) to the Lease Purchase Equipment category (105281) in the Motor Vehicle/Watercraft Management (72600300) budget entity within the Operating Trust Fund (2510) to support the printer lease.

PROBLEM STATEMENT:
 This issue redirects budget authority from the Expenses category (040000) to the Lease Purchase Equipment category (105281) in the Motor Vehicle/Watercraft Management (72600300) budget entity to ensure there is sufficient budget authority available to support the copy machine lease. In Fiscal Year 2014-2015 the program expended \$1,185 in the Lease Purchase Equipment category (105281) with an appropriation of \$1,247 in the category leaving a balance of \$62. In order to ensure there is sufficient budget authority in the Lease Purchase Equipment category the program has identified budget authority in the Expenses category that can be redirected.

WHAT BENEFITS WILL BE OBTAINED BY FUNDING THIS ISSUE:
 The funding of this issue will ensure there is sufficient budget authority available to support copy machine lease in fiscal year 2016-2017.

WHAT IS THE IMPACT OF NOT FUNDING THIS ISSUE:
 Should the copy machine lease increase in fiscal year 2016-2017 there may be insufficient budget authority in the Lease

	COL A23 SCH VIIIIC REPRIORTIZN POS	COL A24 SCH VIIIIC N/R 2016-17 POS	COL A25 SCH VIIIIC ANZ 2016-17 POS	AMOUNT	AMOUNT	AMOUNT	CODES
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
MOTOR VEHIC/WATERCRAFT MGT							72600300
GOV OPERATIONS/SUPPORT							16
GOVERNMENTAL OPERATIONS							<u>1601.00.00.00</u>
FUNDING REPRIORITIZATIONS							3D00000
REDIRECT FLEET MANAGEMENT RESOURCES							
- DEDUCT							3D05230

Purchase Equipment category to maintain the current level of copy machines, which are critical to the program's operations.

DOES THE STATE HAVE THE AUTHORITY TO IMPLEMENT THIS ISSUE INDEPENDENT OF OTHER ENTITIES:
 Yes

IS THIS ISSUE AN ALLOWABLE USE OF THE RECOMMENDED FUNDING SOURCE:
 Yes

COST CALCULATIONS:

The Department of Management Services requests the transfer of \$500 of recurring budget authority from the Expenses category (040000) to the Lease Purchase Equipment category (105281) in the Motor Vehicle/Watercraft Management (72600300) budget entity within the Operating Trust Fund (2510).

Category:	Fiscal Year 2016-2017	Nonrecurring 2016-2017
Expenses (040000)	(\$500)	0
Lease Purchase Equipment (105281)	\$500	0

Funding:
 (Operating Trust Fund, 2510, FSI=1)

Total Issue: 0

REDIRECT FLEET MANAGEMENT RESOURCES

- ADD							3D05240
SPECIAL CATEGORIES							100000
LEASE/PURCHASE/EQUI							105281
OPERATING TRUST FUND	-STATE	500					2510 1

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AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE:
 PRIORITY: #02

IT COMPONENT? NO

	COL A23 SCH VIIIIC REPRIORTIZN POS	COL A24 SCH VIIIIC N/R 2016-17 POS	COL A25 SCH VIIIIC ANZ 2016-17 POS	AMOUNT	AMOUNT	AMOUNT	CODES
MANAGEMENT SRVCS, DEPT OF							72000000
PGM: SUPPORT PROGRAM							72600000
<u>MOTOR VEHIC/WATERCRAFT MGT</u>							72600300
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
FUNDING REPRIORITIZATIONS							3D00000
REDIRECT FLEET MANAGEMENT RESOURCES							
- ADD							3D05240

ISSUE TITLE: Redirect Fleet Management Resources - Add

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:
 #25 Improve the efficiency and effectiveness of government agencies at all levels.

DEPARTMENT MANAGEMENT SERVICES LONG RANGE PROGRAM PLAN:
 The Department of Management Services (DMS) provides shared services to state agencies and local governments allowing them to focus on their core mission. Our goal is to provide excellence in product and service delivery. GOAL #9: To provide efficient fleet management of motor vehicles and watercraft.

SUMMARY:
 The Department of Management Services, Motor Vehicle/Watercraft Management requests the transfer of \$500 of recurring budget authority from the Expenses category (040000) to the Lease Purchase Equipment category (105281) in the Motor Vehicle/Watercraft Management (72600300) budget entity within the Operating Trust Fund (2510) to support the printer lease.

PROBLEM STATEMENT:
 This issue redirects budget authority from the Expenses category (040000) to the Lease Purchase Equipment category (105281) in the Motor Vehicle/Watercraft Management (72600300) budget entity to ensure there is sufficient budget authority available to support the program's copy machine lease. In Fiscal Year 2014-2015 the program expended \$1,185 in the Lease Purchase Equipment category (105281) with an appropriation of \$1,247 in the category leaving a balance of \$62. In order to ensure there is sufficient budget authority in the Lease Purchase Equipment category the program has identified budget authority in the Expenses category that can be redirected.

WHAT BENEFITS WILL BE OBTAINED BY FUNDING THIS ISSUE:
 The funding of this issue will ensure there is sufficient budget authority available to support the copy machine lease in fiscal year 2016-2017.

WHAT IS THE IMPACT OF NOT FUNDING THIS ISSUE:
 Should the copy machine lease increase in fiscal year 2016-2017 there may be insufficient budget authority in the Lease Purchase Equipment category to maintain the current level of copy machines, which are critical to the program's operations.

DOES THE STATE HAVE THE AUTHORITY TO IMPLEMENT THIS ISSUE INDEPENDENT OF OTHER ENTITIES:
 Yes

IS THIS ISSUE AN ALLOWABLE USE OF THE RECOMMENDED FUNDING SOURCE:
 Yes

COL A23		COL A24		COL A25		CODES
SCH VIIIIC		SCH VIIIIC		SCH VIIIIC		
REPRIORTIZN		N/R 2016-17		ANZ 2016-17		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72600000
						72600300
						16
						<u>1601.00.00.00</u>
						3D00000
						3D05240

MANAGEMENT SRVCS, DEPT OF
 PGM: SUPPORT PROGRAM
MOTOR VEHIC/WATERCRAFT MGT
 GOV OPERATIONS/SUPPORT
GOVERNMENTAL OPERATIONS
 FUNDING REPRIORITIZATIONS
 REDIRECT FLEET MANAGEMENT RESOURCES
 - ADD

72000000
 72600000
 72600300
 16
1601.00.00.00
 3D00000
 3D05240

COST CALCULATIONS:

The Department of Management Services requests the transfer of \$500 of recurring budget authority from the Expenses category (040000) to the Lease Purchase Equipment category (105281) in the Motor Vehicle/Watercraft Management (72600300) budget entity within the Operating Trust Fund (2510).

Category:	Fiscal Year	Nonrecurring
	2016-2017	2016-2017
Expenses (040000)	(\$500)	0
Lease Purchase Equipment (105281)	\$500	0

Funding:
 (Operating Trust Fund, 2510, FSI=1)

Issue Total: 0

COL A23		COL A24		COL A25		CODES
SCH VIIIIC	REPRIORTIZN	SCH VIIIIC	N/R 2016-17	SCH VIIIIC	ANZ 2016-17	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72750000
						72750300
						16
						<u>1601.00.00.00</u>
						3D00000
						3D05210
						010000
OPERATING TRUST FUND	-STATE		225,000-			2510 1

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE: IT COMPONENT? NO
 PRIORITY: #01

ISSUE TITLE: Other Personal Services to Support the Contact Center - Deduct

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:
 #25: Improve the efficiency and effectiveness of government agencies at all levels.

DEPARTMENT MANAGEMENT SERVICES LONG RANGE PROGRAM PLAN:
 The Department of Management Services (DMS) provides shared services to state agencies and local governments allowing them to focus on their core mission. Our goal is to provide excellence in product and service delivery. GOAL #4: To administer efficient state retirement programs utilizing best technology. This issue impacts the Administer the Florida Retirement System activity.

SUMMARY:
 The Department of Management Services, Division of Retirement requests to transfer \$225,000 to Other Personal Services (OPS, 030000) from Salaries and Benefits (010000) in the Operating Trust Fund (2510) for additional part-time staffing to support the Division of Retirement's Contact Center to help address the historical and predictable spikes in call volumes following annual processes.

RETURN ON INVESTMENT (ROI):
 The Contact Center provides consolidated resources to support the retirement needs of more than one million members and stakeholders of the Florida Retirement System (FRS). The division used existing employees to create the Contact Center made up of staff with a broad knowledge base of retirement issues and a greater ability to provide quality information and services to active and retired members and employers. The division now has the capability to capture statistical information related to call volume, wait times, and deflected calls. Deflected calls are those inbound calls that never reach the call queue where they have the opportunity to be answered by an agent. National benchmarking data for state retirement systems closest in size to the FRS, shows the peer average for deflected calls is 20 percent of inbound call volume. Based on current Contact Center staffing, the call queues that distribute phone calls to available agents are often full, leaving no room for additional calls. As a result, the division's percentage of deflected calls average 36.5 percent of inbound call volume during non-peak periods and as high as 57 percent during predictable times of heightened call volume rises.

COL A23		COL A24		COL A25		CODES
SCH VIIIIC	SCH VIIIIC	SCH VIIIIC	SCH VIIIIC	SCH VIIIIC	SCH VIIIIC	
REPRIORTIZN	N/R 2016-17	ANZ 2016-17	ANZ 2016-17	ANZ 2016-17	ANZ 2016-17	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
WORKFORCE PROGRAMS						72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>						72750300
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
FUNDING REPRIORITIZATIONS						3D00000
OTHER PERSONAL SERVICES (OPS) TO						
SUPPORT THE CONTACT CENTER - DEDUCT						3D05210

The division's Contact Center receives more than 600,000 inbound calls annually. Without these Other Personnel Services (OPS) resources, the service level provided to members and other stakeholders is severely impacted. If this issue is approved, the additional part-time staffing would be implemented during times of heightened call volume to help mitigate delays in service to members and other stakeholders by funneling lower-level, more routine calls to the OPS staff during event-driven call volume spikes. Having the additional OPS staff would substantially reduce the number of unanswered calls which is a primary objective. With these additional OPS staff, the opportunity will improve for members and stakeholders to speak with a live person the first time that they call, promoting higher and more consistent levels of customer service and satisfaction. Members and stakeholders will have quicker access to information and services, and an enhanced perception of the department and the division. Finally, using OPS staff as needed during periods of heightened call volume allows a greater number of members and other stakeholders to be served without increasing the number of permanent FTEs.

PROBLEM STATEMENT:

Additional OPS staffing is needed to help support the Division of Retirement's Contact Center to address the historical and predictable spikes in call volumes following annual processes. These annual processes to be supported include:

The annual cost-of-living increase for more than 360,000 retirees is included in the July benefit payment. The call volume spike for this period is from July through the end of August.

The annual spike in retirement and DROP processing for educational employees from June through July. More than 55% of those exiting DROP each year are employees of educational institutions.

Member Annual Statements (MAS) are provided in the fall each year to more than 512,000 active FRS Pension Plan members. The MAS are provided in September and the call volume spike is from the end of September through the first week of November.

Retiree Annual Statements (RAS) and the Internal Revenue Service (IRS) Form 1099-R are provided in January each year to more than 360,000 retirees summarizing their deductions from their pension payments and the required filing forms for federal income tax reporting for the previous calendar year. Pension payments issued by the division are for the Florida Retirement System (FRS) Pension Plan, the Retiree Health Insurance Subsidy (HIS) Program, and various general revenue-funded pensions including the Florida National Guard Supplemental Retirement Program. The call volume spike begins in December in anticipation of this tax information and runs heavily through February with another spike in the first two weeks of April corresponding to the April 15 federal tax filing deadline.

In addition to these historical and predictable call volume spikes for the annual processes noted above there can be legislative changes and court challenges that contribute to significantly higher call volumes. In the current fiscal year an example would be the US District Court order in Brenner et al recognizing same-sex marriages in Florida. The first spike occurred in January 2015 when the order took effect and the initial notice went out, and again for the month of April 2015 and the first half of May 2015, when the state's implementation process for FRS Pension Plan retirees began.

COL A23		COL A24		COL A25		CODES
SCH VIIIIC	REPRIORTIZN	SCH VIIIIC	N/R 2016-17	SCH VIIIIC	ANZ 2016-17	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72750000
						72750300
						16
						<u>1601.00.00.00</u>
						3D00000
						3D05210

MANAGEMENT SRVCS, DEPT OF
 WORKFORCE PROGRAMS
PGM: RETIRE BENEFITS ADMIN
 GOV OPERATIONS/SUPPORT
GOVERNMENTAL OPERATIONS
 FUNDING REPRIORITIZATIONS
 OTHER PERSONAL SERVICES (OPS) TO
 SUPPORT THE CONTACT CENTER - DEDUCT

72000000
 72750000
 72750300
 16
1601.00.00.00
 3D00000
 3D05210

WHAT IS THE IMPACT OF NOT FUNDING THIS ISSUE:

Without these additional resources, the service level provided to more than one million FRS members and other stakeholders will continue to be severely impacted. Members and other stakeholders will continue to experience significant delays in services and access to information as many calls will go unanswered due to insufficient resources to meet high call volume demand. This will impact the quality and levels of customer service that the division is able to provide and decrease levels of customer satisfaction and their perception of the division and the department.

GENERAL INFORMATION:

With more than one million active and retired FRS members, this additional part-time staffing would help to relieve delays in service during peak call volumes by funneling more routine, single topic calls for event-driven spikes. Without these additional resources, the service level provided to public employees working in FRS-covered positions, participating employers, and other stakeholders is severely impacted. The percentage of deflected calls (calls that cannot get into an answer queue), averaged 36.5 percent of inbound calls for the year. The division's goal is to achieve the peer benchmark percentage of deflected calls of 20 percent of inbound calls. Allowing OPS staff to be utilized as needed during periods of heightened call volumes allows a greater volume of customers to be served without increasing the number of permanent FTEs.

After one year of Contact Center operations, experience and statistics reveal that current staffing levels are insufficient to meet event-driven high call volume needs. In addition to the steady increase in the number of retiring members, local government employers are beginning to enroll more members as the economy continues to recover. We have determined that OPS staffing would be better suited to handle event-driven high call volume needs and provide a pool of readily available trained staff.

DOES THE STATE HAVE THE AUTHORITY TO IMPLEMENT THIS ISSUE INDEPENDENT OF OTHER ENTITIES:

Yes

IS THIS ISSUE AN ALLOWABLE USE OF THE RECOMMENDED FUNDING SOURCE:

Yes

COST CALCULATIONS:

The cost for this issue was derived as follows:

Estimated hourly rate of \$12.76 + Medicare tax @ \$0.19 = Adjusted hourly rate of \$12.95
 Adjusted hourly rate of \$12.95 x 29 Estimated Hours Per Week = Cost Per Week of \$375.55
 Cost per week of \$375.55 x 30 estimated number of weeks = Cost per 1 OPS hire of \$11,266.50
 Cost per 1 OPS hire of \$11,266.50 x 20 Estimated number of OPS hires = Estimated total cost of 225,330. Round to

COL A23		COL A24		COL A25		CODES
SCH VIIIC		SCH VIIIC		SCH VIIIC		
REPRIORTIZN	POS	N/R 2016-17	POS	ANZ 2016-17	POS	
AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT	

MANAGEMENT SRVCS, DEPT OF
 WORKFORCE PROGRAMS
PGM: RETIRE BENEFITS ADMIN
 GOV OPERATIONS/SUPPORT
GOVERNMENTAL OPERATIONS
 FUNDING REPRIORITIZATIONS
 OTHER PERSONAL SERVICES (OPS) TO
 SUPPORT THE CONTACT CENTER - DEDUCT

72000000
 72750000
 72750300
 16
1601.00.00.00
 3D00000
 3D05210

\$225,000.00 for budget purposes.

Category:	Fiscal Year 2016-2017	Nonrecurring 2016-2017
Salaries And Benefits (010000)	(\$225,000)	0
Other Personnel Services (030000)	\$225,000	0

Funding:
 (Operating Trust Fund, 2510, FSI=1)

Issue Total: 0

POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
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A23 - SCH VIIIC REPRIORTIZN

CHANGES TO CURRENTLY AUTHORIZED POSITIONS
 OTHER SALARY AMOUNT
 2510 OPERATING TRUST FUND

225,000-

 225,000-
 =====

COL A23		COL A24		COL A25		CODES
SCH VIIIIC	REPRIORTIZN	SCH VIIIIC	N/R 2016-17	SCH VIIIIC	ANZ 2016-17	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72750000
						72750300
						16
						<u>1601.00.00.00</u>
						3D00000
						3D05220
						030000
OPERATING TRUST FUND	-STATE		225,000			2510 1

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE:
 PRIORITY: #01

IT COMPONENT? NO

ISSUE TITLE: Other Personal Services to Support the Contact Center - Add

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

#25: Improve the efficiency and effectiveness of government agencies at all levels.

DEPARTMENT MANAGEMENT SERVICES LONG RANGE PROGRAM PLAN:

The Department of Management Services (DMS) provides shared services to state agencies and local governments allowing them to focus on their core mission. Our goal is to provide excellence in product and service delivery. GOAL #4: To administer efficient state retirement programs utilizing best technology. This issue impacts the Administer the Florida Retirement System activity.

SUMMARY:

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RETURN ON INVESTMENT (ROI):

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COL A23		COL A24		COL A25		CODES
SCH VIIIIC	REPRIORTIZN	SCH VIIIIC	N/R 2016-17	SCH VIIIIC	ANZ 2016-17	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72750000
						72750300
						16
						<u>1601.00.00.00</u>
						3D00000
						3D05220

MANAGEMENT SRVCS, DEPT OF
 WORKFORCE PROGRAMS
PGM: RETIRE BENEFITS ADMIN
 GOV OPERATIONS/SUPPORT
GOVERNMENTAL OPERATIONS
 FUNDING REPRIORITIZATIONS
 OTHER PERSONAL SERVICES (OPS) TO
 SUPPORT THE CONTACT CENTER - ADD

72000000
 72750000
 72750300
 16
1601.00.00.00
 3D00000
 3D05220

The division's Contact Center receives more than 600,000 inbound calls annually. Without these Other Personnel Services (OPS) resources, the service level provided to members and other stakeholders is severely impacted. If this issue is approved, the additional part-time staffing would be implemented during times of heightened call volume to help mitigate delays in service to members and other stakeholders by funneling lower-level, more routine calls to the OPS staff during event-driven call volume spikes. Having the additional OPS staff would substantially reduce the number of unanswered calls which is a primary objective. With these additional OPS staff, the opportunity will improve for members and stakeholders to speak with a live person the first time that they call, promoting higher and more consistent levels of customer service and satisfaction. Members and stakeholders will have quicker access to information and services, and an enhanced perception of the department and the division. Finally, using OPS staff as needed during periods of heightened call volume allows a greater number of members and other stakeholders to be served without increasing the number of permanent FTEs.

PROBLEM STATEMENT:

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The annual cost-of-living increase for more than 360,000 retirees is included in the July benefit payment. The call volume spike for this period is from July through the end of August.

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COL A23		COL A24		COL A25		CODES
SCH VIIIIC	REPRIORTIZN	SCH VIIIIC	N/R 2016-17	SCH VIIIIC	ANZ 2016-17	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72750000
						72750300
						16
						<u>1601.00.00.00</u>
						3D00000
						3D05220

MANAGEMENT SRVCS, DEPT OF
 WORKFORCE PROGRAMS
PGM: RETIRE BENEFITS ADMIN
 GOV OPERATIONS/SUPPORT
GOVERNMENTAL OPERATIONS
 FUNDING REPRIORITIZATIONS
 OTHER PERSONAL SERVICES (OPS) TO
 SUPPORT THE CONTACT CENTER - ADD

72000000
 72750000
 72750300
 16
1601.00.00.00
 3D00000
 3D05220

WHAT IS THE IMPACT OF NOT FUNDING THIS ISSUE:

Without these additional resources, the service level provided to more than one million FRS members and other stakeholders will continue to be severely impacted. Members and other stakeholders will continue to experience significant delays in services and access to information as many calls will go unanswered due to insufficient resources to meet high call volume demand. This will impact the quality and levels of customer service that the division is able to provide and decrease levels of customer satisfaction and their perception of the division and the department.

GENERAL INFORMATION:

With more than one million active and retired FRS members, this additional part-time staffing would help to relieve delays in service during peak call volumes by funneling more routine, single topic calls for event-driven spikes. Without these additional resources, the service level provided to public employees working in FRS-covered positions, participating employers, and other stakeholders is severely impacted. The percentage of deflected calls (calls that cannot get into an answer queue), averaged 36.5 percent of inbound calls for the year. The division's goal is to achieve the peer benchmark percentage of deflected calls of 20 percent of inbound calls. Allowing OPS staff to be utilized as needed during periods of heightened call volumes allows a greater volume of customers to be served without increasing the number of permanent FTEs.

After one year of Contact Center operations, experience and statistics reveal that current staffing levels are insufficient to meet event-driven high call volume needs. In addition to the steady increase in the number of retiring members, local government employers are beginning to enroll more members as the economy continues to recover. We have determined that OPS staffing would be better suited to handle event-driven high call volume needs and provide a pool of readily available trained staff.

DOES THE STATE HAVE THE AUTHORITY TO IMPLEMENT THIS ISSUE INDEPENDENT OF OTHER ENTITIES:

Yes

IS THIS ISSUE AN ALLOWABLE USE OF THE RECOMMENDED FUNDING SOURCE:

Yes

COST CALCULATIONS:

The cost for this issue was derived as follows:

Estimated hourly rate of \$12.76 + Medicare tax @ \$0.19 = Adjusted hourly rate of \$12.95
 Adjusted hourly rate of \$12.95 x 29 Estimated Hours Per Week = Cost Per Week of \$375.55
 Cost per week of \$375.55 x 30 estimated number of weeks = Cost per 1 OPS hire of \$11,266.50
 Cost per 1 OPS hire of \$11,266.50 x 20 Estimated number of OPS hires = Estimated total cost of 225,330. Round to \$225,000.00 for budget purposes.

COL A23	COL A24	COL A25	
SCH VIIIC	SCH VIIIC	SCH VIIIC	
REPRIORTIZN	N/R 2016-17	ANZ 2016-17	
POS	AMOUNT	POS	AMOUNT
			CODES

MANAGEMENT SRVCS, DEPT OF				72000000
WORKFORCE PROGRAMS				72750000
<u>PGM: RETIRE BENEFITS ADMIN</u>				72750300
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
FUNDING REPRIORITIZATIONS				3D00000
OTHER PERSONAL SERVICES (OPS) TO				
SUPPORT THE CONTACT CENTER - ADD				3D05220

Category:	Fiscal Year 2016-2017	Nonrecurring 2016-2017
Salaries And Benefits (010000)	(\$225,000)	0
Other Personnel Services (030000)	\$225,000	0

Funding:
 (Operating Trust Fund, 2510, FSI=1)

Issue Total: 0

	COL A23 SCH VIIIIC REPRIORTIZN POS	COL A24 SCH VIIIIC N/R 2016-17 POS	COL A25 SCH VIIIIC ANZ 2016-17 POS	AMOUNT	AMOUNT	AMOUNT	CODES
MANAGEMENT SRVCS, DEPT OF							72000000
WORKFORCE PROGRAMS							72750000
PRG: ST PERSON POLICY ADMN							72750400
GOV OPERATIONS/SUPPORT							16
GOVERNMENTAL OPERATIONS							<u>1601.00.00.00</u>
FUNDING REPRIORITIZATIONS							3D00000
REDIRECT STATE PERSONNEL POLICY							
ADMINISTRATION RESOURCES - DEDUCT							3D054C0
SPECIAL CATEGORIES							100000
CONTRACTED SERVICES							100777
STATE PERSONNEL SYSTEM TF -STATE				1,500-			2678 1

AGENCY ISSUE NARRATIVE:
 SCHED VIIIIC REPRIORTIZN NARRATIVE: IT COMPONENT? YES
 PRIORITY: #04

ISSUE TITLE: Redirect State Personnel Policy Administration Resources - Deduct

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:
 #25 Improve the efficiency and effectiveness of government agencies at all levels.

DEPARTMENT MANAGEMENT SERVICES LONG RANGE PROGRAM PLAN:
 The Department of Management Services (DMS) provides shared services to state agencies and local governments allowing them to focus on their core mission. Our goal is to provide excellence in product and service delivery. GOAL #1: To provide fair, uniform and efficient customer-focused human resource services based upon sound human resource policies, practices, and strategies.

SUMMARY:
 The Department of Management Services, State Personnel Policy Administration requests the transfer of \$1,500 of recurring budget authority from the Contracted Services category (100777) to establish an Operating Capital Outlay category (060000) in the State Personnel System Trust Fund (2678), State Personnel Policy Administration budget entity (72750400) to allow for yearly technological equipment purchases.

RETURN ON INVESTMENT (ROI):
 The funding of this issue will ensure that sufficient equipment and technology is in place to effectively provide information to customers.

PROBLEM STATEMENT:
 Human Resource Management (HRM) performs a significant number of data queries to analyze large sets of data and to create reports for our customers. The heavy use on this equipment causes it to age quickly and eventually fail.

WHAT IS THE IMPACT OF NOT FUNDING THIS ISSUE:
 Should this category not be established for fiscal year 2016-2017, HRM will not be able to purchase needed technological equipment to support its customers. This will lead to work interruption and delays in providing work products to our

COL A23		COL A24		COL A25		CODES
SCH VIIIIC		SCH VIIIIC		SCH VIIIIC		
REPRIORTIZN		N/R 2016-17		ANZ 2016-17		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72750000
						72750400
						16
						<u>1601.00.00.00</u>
						3D00000
						3D054C0

MANAGEMENT SRVCS, DEPT OF
 WORKFORCE PROGRAMS
PRG: ST PERSON POLICY ADMN
 GOV OPERATIONS/SUPPORT
GOVERNMENTAL OPERATIONS
 FUNDING REPRIORITIZATIONS
 REDIRECT STATE PERSONNEL POLICY
 ADMINISTRATION RESOURCES - DEDUCT

72000000
 72750000
 72750400
 16
1601.00.00.00
 3D00000
 3D054C0

customers.

GENERAL INFORMATION:

HRM must position itself as the enterprise leader in implementing strategies which assist agencies in streamlining processes and providing access to current information that allows them to make effective, efficient, and lawful HR-related decisions. Key to the development of these strategies is timely and accurate operational information from which informed decisions can be made.

DOES THE STATE HAVE THE AUTHORITY TO IMPLEMENT THIS ISSUE INDEPENDENT OF OTHER ENTITIES:

Yes

IS THIS ISSUE AN ALLOWABLE USE OF THE RECOMMENDED FUNDING SOURCE:

Yes

COST CALCULATIONS:

The Department of Management Services requests the transfer of \$1,500 of recurring budget authority from the Contracted Services category (100777) to a newly established Operating Capital Outlay category (060000) in the State Personnel Policy Administration budget entity (72750400).

Category:

Fiscal Year
 2016-2017

Contracted Services (100777)
 Operating Capital Outlay (060000)

(\$1,500)
 \$1,500

Funding:

(State Personnel System Trust Fund (2678), FSI = 1)

Issue Total: 0

COL A23		COL A24		COL A25		CODES
SCH VIIIIC	REPRIORTIZN	SCH VIIIIC	N/R 2016-17	SCH VIIIIC	ANZ 2016-17	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72750000
						72750400
						16
						<u>1601.00.00.00</u>
						3D00000
						3D055C0
						060000
						2678 1

MANAGEMENT SRVCS, DEPT OF
 WORKFORCE PROGRAMS
PRG: ST PERSON POLICY ADMN
 GOV OPERATIONS/SUPPORT
GOVERNMENTAL OPERATIONS

FUNDING REPRIORITIZATIONS
 REDIRECT STATE PERSONNEL POLICY
 ADMINISTRATION RESOURCES - ADD
 OPERATING CAPITAL O

STATE PERSONNEL SYSTEM TF -STATE 1,500

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE:
 PRIORITY: #04

IT COMPONENT? YES

ISSUE TITLE: Redirect State Personnel Policy Administration Resources - Add

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:

#25 Improve the efficiency and effectiveness of government agencies at all levels.

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The Department of Management Services (DMS) provides shared services to state agencies and local governments allowing them to focus on their core mission. Our goal is to provide excellence in product and service delivery. GOAL #1: To provide fair, uniform and efficient customer-focused human resource services based upon sound human resource policies, practices, and strategies.

SUMMARY:

The Department of Management Services, State Personnel Policy Administration requests the transfer of \$1,500 of recurring budget authority from the Expense category (040000) to establish an Operating Capital Outlay category (060000) in the State Personnel System Trust Fund (2678), State Personnel Policy Administration budget entity (72750400) to allow for yearly technological equipment purchases.

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COL A23		COL A24		COL A25		CODES
SCH VIIIC		SCH VIIIC		SCH VIIIC		
REPRIORTIZN		N/R 2016-17		ANZ 2016-17		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72750000
						72750400
						16
						<u>1601.00.00.00</u>
						3D00000
						3D055C0

MANAGEMENT SRVCS, DEPT OF
 WORKFORCE PROGRAMS
PRG: ST PERSON POLICY ADMN
 GOV OPERATIONS/SUPPORT
GOVERNMENTAL OPERATIONS
 FUNDING REPRIORITIZATIONS
 REDIRECT STATE PERSONNEL POLICY
 ADMINISTRATION RESOURCES - ADD

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 72750000
 72750400
 16
1601.00.00.00
 3D00000
 3D055C0

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Yes

COST CALCULATIONS:

The Department of Management Services requests the transfer of \$1,500 of recurring budget authority from the Expense category (040000) to a newly established Operating Capital Outlay category (060000) in the State Personnel Policy Administration budget entity (72750400).

Category

Fiscal Year
 2016-2017

Contracted Services (100777)
 Operating Capital Outlay (060000)

(\$1,500)
 \$1,500

Funding:

(State Personnel System Trust Fund (2678), FSI = 1)

Issue Total: 0

COL A23		COL A24		COL A25		CODES
SCH VIIIIC	REPRIORTIZN	SCH VIIIIC	N/R 2016-17	SCH VIIIIC	ANZ 2016-17	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
MANAGEMENT SRVCS, DEPT OF						72000000
WORKFORCE PROGRAMS						72750000
<u>PRG: PEOPLE FIRST</u>						72750500
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
FUNDING REPRIORITIZATIONS						3D00000
REDIRECT PEOPLE FIRST RESOURCES -						
DEDUCT						3D052C0
EXPENSES						040000
STATE PERSONNEL SYSTEM TF -STATE	3,500-					2678 1

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE: IT COMPONENT? YES
 PRIORITY: #03

ISSUE TITLE: Redirect People First Resources - Deduct

FLORIDA STRATEGIC PLAN FOR ECONOMIC DEVELOPMENT:
 #25 Improve the efficiency and effectiveness of government agencies at all levels.

DEPARTMENT MANAGEMENT SERVICES LONG RANGE PROGRAM PLAN:
 The Department of Management Services (DMS) provides shared services to state agencies and local governments allowing them to focus on their core mission. Our goal is to provide excellence in product and service delivery. GOAL #2: To provide user-friendly, reliable human resource services through People First in the most efficient and cost-effective manner.

SUMMARY:
 The Department of Management Services, People First (PF) Team requests the transfer of \$3,500 of recurring budget authority from the Expense category (040000) to establish an Operating Capital Outlay category (060000) in the State Personnel System Trust Fund (2678), People First budget entity (72750500) to allow for yearly technological equipment purchases.

RETURN ON INVESTMENT (ROI):
 The funding of this issue will ensure that sufficient equipment and technology is in place to effectively provide for its customers (i.e., State of Florida job applicants and 222,000 system users). This equipment is essential to operations.

PROBLEM STATEMENT:
 The PF Team performs a significant number of data queries out of SAP and the Data Warehouse to analyze large sets of data and to create reports for our customers. For example, the PF Data Warehouse team on average runs approximately 600 reports for its customers each year. Additionally, the team audits and reviews, as well as creates large interface files to ensure the state's employees are paid and insured on-time and accurately. To complete these activities, the PF Team is required to complete data joins in Access and Excel using large sets of data. Finally, the team is responsible for developing complex algorithms, testing scripts and business requirements to ensure the state's human resource system is adjusting with the state's business needs. The PF Team relies heavily on technology to perform these tasks. The heavy use on this equipment causes it to age quickly and eventually fail.

COL A23		COL A24		COL A25		CODES
SCH VIIIC	REPRIORTIZN	SCH VIIIC	N/R 2016-17	SCH VIIIC	ANZ 2016-17	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72750000
						72750500
						16
						<u>1601.00.00.00</u>
						3D00000
						3D052C0

MANAGEMENT SRVCS, DEPT OF
 WORKFORCE PROGRAMS
PRG: PEOPLE FIRST
 GOV OPERATIONS/SUPPORT
GOVERNMENTAL OPERATIONS
 FUNDING REPRIORITIZATIONS
 REDIRECT PEOPLE FIRST RESOURCES -
 DEDUCT

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 72750500
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1601.00.00.00
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 3D052C0

WHAT IS THE IMPACT OF NOT FUNDING THIS ISSUE:

Should this category not be established for fiscal year 2016-2017, the PF Team will not be able to purchase needed technological equipment to support its customers (i.e., State of Florida job applicants and 222,000 system users).

GENERAL INFORMATION:

The PF Team manages the State of Florida human resource outsourcing (HRO) contract. The HRO contract includes appointments and status, attendance and leave, benefits administration, classification and organizational management, payroll preparation, performance management, recruitment, and reporting, with an external data warehouse component. As part of this HRO contract, the service provider builds and maintains a human resource information system known as People First.

The People First Team acts as the contract manager to oversee performance and ensure service provider compliance with contract provisions, including agreed-upon performance metrics and delivery of quality services to job applicants and 222,000 system users (state employees and state retirees). The team is a very small but efficient unit and has three distinct and important roles: contract management, project management, and agency support. In addition to its normal contract oversight and operational responsibilities, over the next two years the People First Team will be responsible for the critical activity of planning for contract expiration (e.g., procurement planning and oversight, potential transition to a new vendor, and new system enhancements).

DOES THE STATE HAVE THE AUTHORITY TO IMPLEMENT THIS ISSUE INDEPENDENT OF OTHER ENTITIES:

Yes

IS THIS ISSUE AN ALLOWABLE USE OF THE RECOMMENDED FUNDING SOURCE:

Yes

COST CALCULATIONS:

The Department of Management Services requests the transfer of \$3,500 of recurring budget authority from the Expense category (040000) to a newly established Operating Capital Outlay category (060000) in the People First budget entity (72750500).

Category

Fiscal Year
 2016-2017

Expenses (040000) (\$3,500)
 Operating Capital Outlay (060000) \$3,500

Issue Total: 0

	COL A23 SCH VIIIIC REPRIORTIZN POS	COL A24 SCH VIIIIC N/R 2016-17 POS	COL A25 SCH VIIIIC ANZ 2016-17 POS	AMOUNT	AMOUNT	AMOUNT	CODES
MANAGEMENT SRVCS, DEPT OF							72000000
WORKFORCE PROGRAMS							72750000
<u>PRG: PEOPLE FIRST</u>							72750500
GOV OPERATIONS/SUPPORT							16
<u>GOVERNMENTAL OPERATIONS</u>							<u>1601.00.00.00</u>
FUNDING REPRIORITIZATIONS							3D00000
REDIRECT PROPLE FIRST RESOURCES -							
ADD							3D053C0
OPERATING CAPITAL O							060000
STATE PERSONNEL SYSTEM TF -STATE				3,500			2678 1

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE: IT COMPONENT? YES
 PRIORITY: #03

ISSUE TITLE: Redirect People First Resources - Add

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SCH VIIIC		SCH VIIIC		SCH VIIIC		
REPRIORTIZN		N/R 2016-17		ANZ 2016-17		
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
						72000000
						72750000
						72750500
						16
						<u>1601.00.00.00</u>
						3D00000
						3D053C0

MANAGEMENT SRVCS, DEPT OF
 WORKFORCE PROGRAMS
PRG: PEOPLE FIRST
 GOV OPERATIONS/SUPPORT
GOVERNMENTAL OPERATIONS
 FUNDING REPRIORITIZATIONS
 REDIRECT PROPLE FIRST RESOURCES -
 ADD

72000000
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Yes

IS THIS ISSUE AN ALLOWABLE USE OF THE RECOMMENDED FUNDING SOURCE:

Yes

COST CALCULATIONS:

The Department of Management Services requests the transfer of \$3,500 of recurring budget authority from the Expense category (040000) to a newly established Operating Capital Outlay category (060000) in the People First budget entity (72750500).

Category

Fiscal Year
 2016-2017

Expenses (040000) (\$3,500)
 Operating Capital Outlay (060000) \$3,500

Issue Total: 0
