

| COL A23                             |         | COL A24     |        | COL A25     |        | CODES                |
|-------------------------------------|---------|-------------|--------|-------------|--------|----------------------|
| SCH VIIIC                           |         | SCH VIIIC   |        | SCH VIIIC   |        |                      |
| REPRIORTIZN                         | AMOUNT  | N/R 2014-15 | AMOUNT | ANZ 2014-15 | AMOUNT |                      |
| POS                                 |         | POS         |        | POS         |        |                      |
| 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              |
| REDIRECTS A PORTION OF THE FUNDS    |         |             |        |             |        |                      |
| RECEIVED FROM THE SALE OF AGENCY    |         |             |        |             |        |                      |
| VEHICLES TO CONTRACTED SERVICES FOR |         |             |        |             |        |                      |
| ON-LINE STAFF AUGMENTATION - DEDUCT |         |             |        |             |        | 3D05130              |
| SPECIAL CATEGORIES                  |         |             |        |             |        | 100000               |
| PAY/EXP/SALE OF AGENCY VEH          |         |             |        |             |        | 107260               |
| OPERATING TRUST FUND                |         |             |        |             |        |                      |
| -STATE                              | 30,000- |             |        |             |        | 2510 1               |

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AGENCY ISSUE NARRATIVE:

SCHED VIIIC REPRIORTIZN NARRATIVE:

IT COMPONENT? NO

Priority # 2

ISSUE SUMMARY: The Department of Management Services, Bureau of Motor Vehicles and Watercraft Management (FLEET) requests the realignment of \$30,000 from the Special Category Payment of Expenses from Sale of Agency Vehicles to the Contracted Services appropriation category to fund staff augmentation to assist with the on-line sale of agency vehicles.

During fiscal year 2011-2012, a pilot project was initiated to evaluate the on-line auction process and validate the potential for cost efficiencies to be realized by selling vehicles via on-line auction compared to the traditional method of transporting the vehicles for sale at live auction. By January 2012, the on-line auction sales results were clearly demonstrating that significantly lower expenses were being achieved, primarily due to transportation cost avoidance, thereby returning a larger net of the sales back to the agencies. In February 2012, the Bureau received approval to transfer \$25,000 appropriation from the Special Category: Payment of Expenses from Sale of Agency Vehicles appropriation category to the Contracted Services appropriation category for the purpose of funding staff augmentation dedicated to support the on-line auction initiative. The results of the on-line auction sales for the two-year period July 2011 - June 2013 are as follows:

|  |                       |
|--|-----------------------|
| Total items sold via online auction:                                 | .....367              |
| Total gross sales:.....  | \$1,110,462           |
| Transportation Cost Avoidance:.....                                  | \$ 275,299            |
| Transportation Cost Avoidance (Subtracting Contract Worker Pay):.... | \$ 252,133            |
| Average transport cost avoidance = .....                             | (per item) ... \$ 750 |

The current appropriation of \$25,000 per year was approved in February 2012 and provides 0.8 FTE staff augmentation to support the vehicle on-line auction services. The current level of staff augmentation is insufficient to process the current, and growing, demand for vehicles to be sold via on-line auction. Excess demand results in prolonged delays (backlog) in selling vehicles via on-line auction, or the requirement to transport more vehicles to the live auction, thereby forgoing the opportunity to achieve potential efficiencies associated with selling these vehicles via on-line auction.

|  | COL A23<br>SCH VIIIC<br>REPRIORTIZN<br>POS | COL A24<br>SCH VIIIC<br>N/R 2014-15<br>POS | COL A25<br>SCH VIIIC<br>ANZ 2014-15<br>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  |  |  |  |        |        |        | 1601.00.00.00 |
| FUNDING REPRIORITIZATIONS  |  |  |  |        |        |        | 3D00000       |
| REDIRECTS A PORTION OF THE FUNDS<br>RECEIVED FROM THE SALE OF AGENCY<br>VEHICLES TO CONTRACTED SERVICES FOR<br>ON-LINE STAFF AUGMENTATION - DEDUCT |  |  |  |        |        |        | 3D05130       |

Additional staff augmentation would allow the Bureau of Motor Vehicles and Watercraft Management (Fleet) to sell more vehicles via on-line auction, and achieve the corresponding increase in demonstrated efficiencies, associated with the on-line auction process.

Operating Trust Fund (2510)

|  |            |       |
|--|------------|-------|
| Payment of Expenses from Sale of<br>Agency Vehicles (107260) (Recurring) | (\$30,000) | FSI=1 |
| Contracted Services (100777)   | \$30,000   | FSI=1 |
|  | =====      |       |

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|  |  |        |  |  |  |  |                             |
|--|--|--------|--|--|--|--|-----------------------------|
| REDIRECTS A PORTION OF THE FUNDS<br>RECEIVED FROM THE SALE OF AGENCY<br>VEHICLES TO CONTRACTED SERVICES FOR<br>ON-LINE STAFF AUGMENTATION - ADD<br>SPECIAL CATEGORIES<br>CONTRACTED SERVICES |  |        |  |  |  |  | 3D05140<br>100000<br>100777 |
| OPERATING TRUST FUND -STATE  |  | 30,000 |  |  |  |  | 2510 1                      |
|  |  | =====  |  |  |  |  |                             |

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AGENCY ISSUE NARRATIVE:

SCHED VIIIC REPRIORTIZN NARRATIVE: IT COMPONENT? NO  
 Priority #2

ISSUE SUMMARY: The Department of Management Services, Bureau of Motor Vehicles and Watercraft Management (FLEET) requests the realignment of \$30,000 from the Special Category Payment of Expenses from Sale of Agency Vehicles to the Contracted Services appropriation category to fund staff augmentation to assist with the on-line sale of agency vehicles.

During fiscal year 2011-2012, a pilot project was initiated to evaluate the on-line auction process and validate the potential for cost efficiencies to be realized by selling vehicles via on-line auction compared to the traditional method of transporting the vehicles for sale at live auction. By January 2012, the on-line auction sales results were clearly demonstrating that significantly lower expenses were being achieved, primarily due to transportation cost avoidance,

| COL A23   |             | COL A24   |             | COL A25   |             | CODES                |
|-----------|-------------|-----------|-------------|-----------|-------------|----------------------|
| SCH VIIIC | REPRIORTIZN | SCH VIIIC | N/R 2014-15 | SCH VIIIC | ANZ 2014-15 |                      |
| POS       | AMOUNT      | POS       | AMOUNT      | POS       | AMOUNT      |                      |
|           |             |           |             |           |             | 72000000             |
|           |             |           |             |           |             | 72600000             |
|           |             |           |             |           |             | 72600300             |
|           |             |           |             |           |             | 16                   |
|           |             |           |             |           |             | <u>1601.00.00.00</u> |
|           |             |           |             |           |             | 3D00000              |
|           |             |           |             |           |             |                      |
|           |             |           |             |           |             | 3D05140              |

MANAGEMENT SRVCS, DEPT OF  
 PGM: SUPPORT PROGRAM  
MOTOR VEHIC/WATERCRAFT MGT  
 GOV OPERATIONS/SUPPORT  
GOVERNMENTAL OPERATIONS

FUNDING REPRIORITIZATIONS  
 REDIRECTS A PORTION OF THE FUNDS  
 RECEIVED FROM THE SALE OF AGENCY  
 VEHICLES TO CONTRACTED SERVICES FOR  
 ON-LINE STAFF AUGMENTATION - ADD

72000000  
 72600000  
 72600300  
 16  
1601.00.00.00  
 3D00000  
  
 3D05140

thereby returning a larger net of the sales back to the agencies. In February 2012, the Bureau received approval to transfer \$25,000 appropriation from the Special Category: Payment of Expenses from Sale of Agency Vehicles appropriation category to the Contracted Services appropriation category for the purpose of funding staff augmentation dedicated to support the on-line auction initiative. The results of the on-line auction sales for the two-year period July 2011 - June 2013 are as follows:

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Additional staff augmentation would allow the Bureau of Motor Vehicles and Watercraft Management (Fleet) to sell more vehicles via on-line auction, and achieve the corresponding increase in demonstrated efficiencies, associated with the on-line auction process.

FISCAL INFORMATION: The Bureau of Motor Vehicles and Watercraft Management (FLEET)proposes the realignment of \$30,000 from the Special Category Payment of Expenses from Sale of Agency Vehicles to the Contracted Services appropriation category to fund staff augmentation to assist with the on-line sale of agency vehicles. (See corresponding issue 3D05130)

Operating Trust Fund (2510)  
 Payment of Expenses from Sale of  
 Agency Vehicles (107260) (Recurring) (\$30,000) FSI=1  
 Contracted Services (100777) \$30,000 FSI=1  
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|                                    | COL A23<br>SCH VIIIIC<br>REPRIORTIZN<br>POS | COL A24<br>SCH VIIIIC<br>N/R 2014-15<br>POS | COL A25<br>SCH VIIIIC<br>ANZ 2014-15<br>POS | AMOUNT   | AMOUNT | AMOUNT | CODES                |
|------------------------------------|---|---|---|----------|--------|--------|----------------------|
| MANAGEMENT SRVCS, DEPT OF          |   |   |   |          |        |        | 72000000             |
| WORKFORCE PROGRAMS                 |   |   |   |          |        |        | 72750000             |
| <u>PGM: INS BENEFITS ADMIN</u>     |   |   |   |          |        |        | 72750200             |
| GOV OPERATIONS/SUPPORT             |   |   |   |          |        |        | 16                   |
| <u>GOVERNMENTAL OPERATIONS</u>     |   |   |   |          |        |        | <u>1601.00.00.00</u> |
| FUNDING REPRIORITIZATIONS          |   |   |   |          |        |        | 3D00000              |
| ELIMINATE FUNDING FOR POST PAYMENT |   |   |   |          |        |        |                      |
| CLAIM AUDITS                       |   |   |   |          |        |        | 3D05120              |
| SPECIAL CATEGORIES                 |   |   |   |          |        |        | 100000               |
| POST PAYMENT CLAIMS/SVCS           |   |   |   |          |        |        | 100701               |
| STATE EMPLY HEALTH INS TF -STATE   |   |   |   | 400,000- |        |        | 2668 1               |

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AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE:  
 Priority #3

IT COMPONENT? NO

ISSUE SUMMARY: The Department of Management Services, Division of State Group Insurance (DSGI) proposes a reduction of \$400,000 from the Post Payment Claims Audit Services appropriation category.

Chapter 2010-150, Laws of Florida, required the Division of State Group Insurance (DSGI) to competitively procure post-payment claims audit services during Fiscal Year 2010-11 for the state group insurance plans. As a result of this procurement, DSGI entered into a two-year Post-Payment Claims Audit Services contract with Health Management Services (HMS), Inc. to conduct a post-payment claims review of the State Employees' Health Insurance Preferred Provider Organization (PPO) plan established according to section 110.123, Florida Statutes. The law requires the vendor be compensated, based on a percentage of the total amount collected, for claim overpayments on or on behalf of the health plans. The contract was awarded with an effective date of June 16, 2011 through April 31, 2013. DSGI renewed the contract with HMS for one (1) year, from May 1, 2013 through April 30, 2014.

The division has taken a highly aggressive approach in reviewing its recurring expenditures in an effort to maximize the best use of resources, while minimizing the overall cost. The Division could take a reduction of \$400,000 in the post payment claims audit services appropriation category. This reduction will have no negative impact on the Division's ability to meet the terms and conditions of the contract nor will it impact the impact the ability to recover claim overpayments.

Pursuant to the law being repealed and the implementation of the Health Insurance Management Information System, DSGI could perform the post-payment claims audit services in-house with existing staff rather than through vendor services. This reduction is the result of vendor audit findings yielding less than projected. If legislation does not change the requirements, we would need to retain about \$100,000 to continue to pay a vendor for these services; lowering this reduction from \$400,000 down to \$300,000 with accompanying proviso to allow for increase amendments as needed.

FISCAL INFORMATION: The Division of State Group Insurance proposes a reduction from within the Special Categories: Post Payment Claims Audit Services appropriation category.

This issue impacts the Administer the Health Insurance Program activity.

| COL A23     |        | COL A24     |        | COL A25     |        | CODES |
|-------------|--------|-------------|--------|-------------|--------|-------|
| SCH VIIIC   |        | SCH VIIIC   |        | SCH VIIIC   |        |       |
| REPRIORTIZN | AMOUNT | N/R 2014-15 | AMOUNT | ANZ 2014-15 | AMOUNT |       |
| POS         |        | POS         |        | POS         |        |       |

|                                    |  |  |  |  |  |                      |
|------------------------------------|--|--|--|--|--|----------------------|
| MANAGEMENT SRVCS, DEPT OF          |  |  |  |  |  | 72000000             |
| WORKFORCE PROGRAMS                 |  |  |  |  |  | 72750000             |
| <u>PGM: INS BENEFITS ADMIN</u>     |  |  |  |  |  | 72750200             |
| GOV OPERATIONS/SUPPORT             |  |  |  |  |  | 16                   |
| <u>GOVERNMENTAL OPERATIONS</u>     |  |  |  |  |  | <u>1601.00.00.00</u> |
| FUNDING REPRIORITIZATIONS          |  |  |  |  |  | 3D00000              |
| ELIMINATE FUNDING FOR POST PAYMENT |  |  |  |  |  |                      |
| CLAIM AUDITS                       |  |  |  |  |  | 3D05120              |

State Employees' Health Insurance Trust Fund (2668)  
 Special Categories: Post Payment Claims Audit Services (100701) (\$400,000) FSI=1

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|                                   |        |          |  |  |  |                      |
|-----------------------------------|--------|----------|--|--|--|----------------------|
| <u>PGM: RETIRE BENEFITS ADMIN</u> |        |          |  |  |  | 72750300             |
| GOV OPERATIONS/SUPPORT            |        |          |  |  |  | 16                   |
| <u>GOVERNMENTAL OPERATIONS</u>    |        |          |  |  |  | <u>1601.00.00.00</u> |
| FUNDING REPRIORITIZATIONS         |        |          |  |  |  | 3D00000              |
| REDIRECT EXCESS BUDGET AUTHORITY  |        |          |  |  |  |                      |
| TO THE CONTACT CENTER - DEDUCT    |        |          |  |  |  | 3D05100              |
| EXPENSES                          |        |          |  |  |  | 040000               |
| OPERATING TRUST FUND              | -STATE | 253,750- |  |  |  | 2510 1               |

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AGENCY ISSUE NARRATIVE:

SCHED VIIIC REPRIORTIZN NARRATIVE:  
 Priority #1

IT COMPONENT? NO

ISSUE SUMMARY: The Department of Management Services, Division of Retirement requests to redirect excess budget authority to the Contact Center. Currently the Division of Retirement handles call volumes by area of responsibilities through the Bureaus of Enrollment and Contributions, Retirement Calculations, and Benefit Payments. Efficiencies in production and customer service will be gained by focusing the division's call volume through a contact center. Under the division's current process, staff increases are required to reduce the unanswered call volume to an acceptable level. Long-term cost avoidance will result as efficiencies achieved through a contact center limit the amount of new staff required as Florida Retirement System (FRS) membership grows in the future.

The division is pursuing leased space to accommodate the contact center and staff. The selection of software needs for the contact center will be facilitated by hiring a contact center manager and the current management team. The contact center will be staffed by consolidating positions from the other bureaus in the division that currently handle customer calls. The Winewood Office Complex will be reorganized to allow for a sublease of currently occupied leased space.

The top 10 largest retirement systems based on the Public Pension Fund survey were surveyed about handling their memberships' call volumes. These retirement systems chose an in-sourced contact center as a best business practice with the newest being established nine years ago and the longest-running contact center in this group established 21 years ago. The FRS is the only retirement system in this group without a contact center.

| COL A23                          |             | COL A24   |             | COL A25   |             | CODES                |
|----------------------------------|-------------|-----------|-------------|-----------|-------------|----------------------|
| SCH VIIIC                        | REPRIORTIZN | SCH VIIIC | N/R 2014-15 | SCH VIIIC | ANZ 2014-15 |                      |
| POS                              | AMOUNT      | POS       | AMOUNT      | POS       | AMOUNT      |                      |
| MANAGEMENT SRVCS, DEPT OF        |             |           |             |           |             | 72000000             |
| WORKFORCE PROGRAMS               |             |           |             |           |             | 72750000             |
| PGM: RETIRE BENEFITS ADMIN       |             |           |             |           |             | 72750300             |
| GOV OPERATIONS/SUPPORT           |             |           |             |           |             | 16                   |
| GOVERNMENTAL OPERATIONS          |             |           |             |           |             | <u>1601.00.00.00</u> |
| FUNDING REPRIORITIZATIONS        |             |           |             |           |             | 3D00000              |
| REDIRECT EXCESS BUDGET AUTHORITY |             |           |             |           |             |                      |
| TO THE CONTACT CENTER - DEDUCT   |             |           |             |           |             | 3D05100              |

During Fiscal Year 2014-15, the entire investment in the Contact Center can be funded from existing surplus. The realignment of expense required in FY 2014-15 is to move \$51,750 (1) of Expense to OCO to provide funds to pay for 30 workstations and \$202,000 (2) from Expense to Contracted Services for software, maintenance, and training. The total Contact Center investment is as follows:

|  | Total Investment | FY 2015-16 Budget Reductions | FY 2017-18 Budget Reductions |
|--|------------------|------------------------------|------------------------------|
| Non-recurring investment                     |                  |                              |                              |
| To modify the space at the Winewood sublease | \$35,000         |                              |                              |
| Miscellaneous software set-up fees           | \$9,838          |                              |                              |
| Workstations (30 total)                      | (1) \$51,750     |                              |                              |
| Total non-recurring investment               | \$96,588         | \$96,588                     |                              |
| Recurring investment                         |                  |                              |                              |
| Leased Space                                 | \$160,000        | \$160,000                    |                              |
| Sub-total FY 2015-16 Budget Reductions       |                  | \$256,588                    |                              |
| Staff Reductions (2 FTE)                     |                  |                              | \$80,000                     |
| Software, Maintenance and Training           | (2) \$202,000    |                              |                              |
| Salaries and Benefits                        | \$58,479         |                              |                              |
| Total recurring investment                   | \$420,479        |                              |                              |
| Total investment                             | \$517,067        |                              |                              |

Fiscal Year 2015-16: A budget reduction of \$256,588 is possible once the existing space is sublet and the non-recurring investments are made. Additional budget reductions are possible in FY 2017-18 equal to two FTEs (\$80,000) once the efficiencies of the contact center are realized. Total budget reductions of \$336,588 (\$256,588 + \$80,000) are possible after the 3rd year of contact center operations. The recurring investment of \$58,479 in Salaries and Benefits and the \$202,000 in recurring software, maintenance and training costs (total of \$260,479) are not included in the budget reductions as available surplus will be needed to provide for these costs.

Investment in the contact center will result in savings and create opportunities for cost avoidance while improving customer service. The anticipated surplus budget identified in FY 2014-15 gives the division an opportunity to make a

| COL A23   |             | COL A24   |             | COL A25   |             | CODES                |
|-----------|-------------|-----------|-------------|-----------|-------------|----------------------|
| SCH VIIIC | REPRIORTIZN | SCH VIIIC | N/R 2014-15 | SCH VIIIC | ANZ 2014-15 |                      |
| POS       | AMOUNT      | POS       | AMOUNT      | POS       | AMOUNT      |                      |
|           |             |           |             |           |             | 72000000             |
|           |             |           |             |           |             | 72750000             |
|           |             |           |             |           |             | 72750300             |
|           |             |           |             |           |             | 16                   |
|           |             |           |             |           |             | <u>1601.00.00.00</u> |
|           |             |           |             |           |             | 3D00000              |
|           |             |           |             |           |             | 3D05100              |

MANAGEMENT SRVCS, DEPT OF  
 WORKFORCE PROGRAMS  
PGM: RETIRE BENEFITS ADMIN  
 GOV OPERATIONS/SUPPORT  
GOVERNMENTAL OPERATIONS  
 FUNDING REPRIORITIZATIONS  
 REDIRECT EXCESS BUDGET AUTHORITY  
 TO THE CONTACT CENTER - DEDUCT

72000000  
 72750000  
 72750300  
 16  
1601.00.00.00  
 3D00000  
 3D05100

major investment that would otherwise require a Legislative Budget Request. In June and July 2013, the 16 customer call agents in the Retired Payroll section received over 20,000 calls a month and could not answer 24 percent to almost 40 percent of them. To reduce the number of unanswered customer calls to an average 15 percent for this one section in the division would take an additional four full-time staff dedicated to answering the phone. At an average cost of \$40,000 for Salaries and Benefits, the annual cost avoided to reach the level of service targeted would equal \$160,000. The contact center, with a staff focused on responding to customer contacts, supported by specially trained management and software tools that can closely monitor customer contact activity, would be able to avoid the additional staff currently needed to reduce the number of missed calls. In addition, the efficiencies expected by investing in the Contact Center will result in a staff reduction of one to two positions, saving \$40,000 to \$80,000, beginning in its third to fifth year of operation.

FISCAL INFORMATION: The Division of Retirement requests to redirect \$253,750 from Expenses to the Operating Capital Outlay and Contracted Services appropriation categories. Of this amount the \$51,750 transferred to OCO is nonrecurring and the \$202,000 transferred to Contracted Services is recurring. See corresponding add issue 3D05110. These issues will have a net-zero impact on the division's budget.

This issue impacts the Administer the Florida Retirement System activity.

Florida Retirement System Operating Trust Fund (2510)  
 Expenses (040000) (\$253,750)

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|   |         |        |       |       |  |                   |
|---|---------|--------|-------|-------|--|-------------------|
| REDIRECT EXCESS BUDGET AUTHORITY TO<br>THE CONTACT CENTER - ADD<br>OPERATING CAPITAL OUTLAY |         |        |       |       |  | 3D05110<br>060000 |
| OPERATING TRUST FUND -STATE   | 51,750  | 51,750 |       |       |  | 2510 1            |
|   | =====   | =====  | ===== | ===== |  |                   |
| SPECIAL CATEGORIES<br>CONTRACTED SERVICES   |         |        |       |       |  | 100000<br>100777  |
| OPERATING TRUST FUND -STATE   | 202,000 |        |       |       |  | 2510 1            |
|   | =====   | =====  | ===== | ===== |  |                   |
| TOTAL: REDIRECT EXCESS BUDGET AUTHORITY TO<br>THE CONTACT CENTER - ADD<br>TOTAL ISSUE.....  | 253,750 | 51,750 |       |       |  | 3D05110           |
|   | =====   | =====  | ===== | ===== |  |                   |

| COL A23     |        | COL A24     |        | COL A25     |        | CODES |
|-------------|--------|-------------|--------|-------------|--------|-------|
| SCH VIIIC   |        | SCH VIIIC   |        | SCH VIIIC   |        |       |
| REPRIORTIZN | AMOUNT | N/R 2014-15 | AMOUNT | ANZ 2014-15 | AMOUNT |       |
| POS         |        | POS         |        | POS         |        |       |

|                                     |  |  |  |  |  |                      |
|-------------------------------------|--|--|--|--|--|----------------------|
| 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              |
| REDIRECT EXCESS BUDGET AUTHORITY TO |  |  |  |  |  |                      |
| THE CONTACT CENTER - ADD            |  |  |  |  |  | 3D05110              |

AGENCY ISSUE NARRATIVE:

SCHED VIIIC REPRIORTIZN NARRATIVE:  
 Priority #1

IT COMPONENT? NO

ISSUE SUMMARY: The Department of Management Services, Division of Retirement requests to redirect excess budget authority to the Contact Center. Currently the Division of Retirement handles call volumes by area of responsibilities through the Bureaus of Enrollment and Contributions, Retirement Calculations, and Benefit Payments. Efficiencies in production and customer service will be gained by focusing the division's call volume through a contact center. Under the division's current process, staff increases are required to reduce the unanswered call volume to an acceptable level. Long-term cost avoidance will result as efficiencies achieved through a contact center limit the amount of new staff required as Florida Retirement System (FRS) membership grows in the future.

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|--|------------------|------------------------------|------------------------------|
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|  | -----            |                              |                              |
| Total non-recurring investment               | \$96,588         | \$96,588                     |                              |
| Recurring investment                         |                  |                              |                              |
| Leased Space                                 | \$160,000        | \$160,000                    |                              |





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          COL A23          COL A24          COL A25
          SCH VIIIIC      SCH VIIIIC      SCH VIIIIC
          REPRIORTIZN      N/R 2014-15    ANZ 2014-15
          POS      AMOUNT POS      AMOUNT POS      AMOUNT
-----
  
```

```

MANAGEMENT SRVCS, DEPT OF
WORKFORCE PROGRAMS
PGM: RETIRE BENEFITS ADMIN
  GOV OPERATIONS/SUPPORT
  GOVERNMENTAL OPERATIONS
FUNDING REPRIORITIZATIONS
REDIRECT EXCESS BUDGET AUTHORITY TO
THE CONTACT CENTER - ADD
  
```

72000000  
 72750000  
 72750300  
 16  
1601.00.00.00  
 3D00000  
 3D05110

```

Florida Retirement System Operating Trust Fund (2510)
  Operating Capital Outlay (060000) (Non-Recurring) 51,750
  Special Categories: Contracted Services (100777) (Recurring) 202,000
  -----
  Total Florida Retirement System Operating Trust Fund (2510) 253,750
  =====
  
```

\*\*\*\*\*

```

TOTAL: GOVERNMENTAL OPERATIONS
  BY FUND TYPE
  TRUST FUNDS..... 51,750
  =====
TOTAL: MANAGEMENT SRVCS, DEPT OF
  BY FUND TYPE
  TRUST FUNDS..... 400,000- 51,750
  =====
  
```

1601.00.00.00  
 2000  
 72000000  
 2000