

FY 20-21 Performance Objectives for Fiscal Intermediary/Program Administration: Check Writing/Accounts Payable Services:

#	Objective	Indicator	Agency Capacity Requirements	DPH Program Manager Responsibilities (SOC)	DPH Monitoring Responsibilities Business Office of Contract Compliance (BOCC)
1	Pay expense invoices, check requisitions on a timely basis and retain proper tracking.	<p><b>a.</b> Route expense invoices/check requests received from vendors to the appropriate DPH staff for review and payment authorization within one week of receipt (or following alternative approval pathways documented by DPH staff).</p> <p>AND/OR</p> <p><b>b.</b> Process and pay the requisition of expenditures/Purchase Order within 1 week (or otherwise indicated) of receipt.</p>	<p><b>i.</b> Agency has a process to accurately track and process expense invoices, including an invoice log; tracking invoice receipt, routing and processing dates.</p> <p><b>ii.</b> Accumulate 60 days of operating cash reserve at year-end to ensure continuity of payments prior to receiving the reimbursement funds from DPH.</p> <p><b>iii.</b> Accounts payable procedure is adequately documented in the agency's accounting policies and procedures.</p>	<p><b>A.</b> Utilizing the standard template provided for tracking the subject Fiscal Intermediary requirements, document any vendor complaints about late or incorrect payments.</p>	<p><b>I.</b> BOCC will utilize a sample of expense invoices/check requests and the agency's accounting policies and procedures to validate the process.</p> <p><b>II.</b> BOCC will review the standard template maintained by the DPH program Manager, and will record any documented issues as part of BOCC's summary report.</p>
2	Timely and accurate reporting to DPH	<p><b>a.</b> Allocate expenses to the correct funding source, budget, and/or program/cost center, as identified by the assigned DPH staff.</p> <p><b>b.</b> Submit weekly a list of issued checks, (or on an alternative schedule if indicated), to assigned DPH staff.</p> <p><b>c.</b> Submit monthly actual-to-budget reports by funding source, budget, and/or program/cost center to the assigned DPH staff within 30 days of the report closing date.</p>	<p><b>i.</b> Agency must set up the program/cost center/funding sources in its accounting system and have a process to reconcile expense coding.</p> <p><b>ii.</b> Agency has a written set of policies and procedures that references DPH's reporting requirements.</p>	<p><b>A.</b> Utilizing the standard template provided for tracking the subject Fiscal Intermediary requirements, document receipt of required reports.</p>	<p><b>I.</b> BOCC will utilize a sample of expense invoices to validate that the program/cost center/funding sources indicated by the assigned DPH staff are correctly reflected on the monthly reports.</p> <p><b>II.</b> BOCC will review the standard template maintained by the DPH Program Manager, and will record any documented issues as part of BOCC's summary report.</p>
3	Set up subcontracts and retain proper tracking.	<p><b>a.</b> Set up and maintain subcontract agreements/MOU. The agreements must be valid and current, and include scope of work/deliverables.</p> <p><b>b.</b> Submit monthly lists of all sub-contractors paid during this period, identified by funding source, budget, and/or program/cost center to the assigned DPH staff.</p>	<p><b>i.</b> Agency has a policy to review subcontract agreements/MOU's and edit them as needed on an annual basis.</p>	<p><b>A.</b> Utilizing the standard template provided for tracking the subject Fiscal Intermediary requirements, document any issues in subcontractor agreements/MOUs.</p>	<p><b>I.</b> BOCC will refer to the fiscal and compliance monitoring results to validate compliance with the City's subcontractor standards.</p> <p>AND/OR</p> <p><b>II.</b> BOCC will reconcile a sample of subcontractors' invoices with their respective MOUs to ensure that payments are within the scope of the MOU and that the MOUs are properly set up.</p> <p><b>III.</b> BOCC will review the standard template maintained by the DPH program manager, and will record any documented issues as part of BOCC's summary report.</p>

## FY 20-21 Performance Objectives for Fiscal Intermediary/Program Administration: Recruiting and Staff Management Functions:

#	Objective	Indicator	Agency Capacity Requirements	DPH Program manager Responsibilities (SOC)	DPH Monitoring Responsibilities (BOCC)
1	Recruit for open positions in a timely manner	<p><b>a.</b> Post advertisement for open positions within one week of the request.</p> <p><b>b.</b> Schedule interviews and set up panels for selected candidates.</p> <p><b>c.</b> Offer selected candidate the job within one week of selection.</p>		<p><b>A.</b> Utilizing the standard template provided for tracking the subject Fiscal Intermediary requirements, document any issues in the recruitment process.</p>	<p><b>I.</b> BOCC will review the standard template maintained by the DPH program manager, and will record any documented issues as part of BOCC's summary report.</p>
2	Properly on-board new employees.	<p><b>a.</b> Enroll employees in the appropriate agency benefits</p> <p><b>b.</b> Ensure compliance with all local, state, and federal employee laws.</p>	<p><b>i.</b> Agency has a process to reconcile the benefit broker's report with agency's payroll to ensure all employees properly enrolled in the elected benefits.</p> <p><b>ii.</b> Agency maintains and updates employee handbook and provides it to the employees during orientation.</p>	<p><b>A.</b> Utilizing the standard template provided for tracking the subject Fiscal Intermediary requirements, document and compile any employee complaints of improper benefit enrollment.</p>	<p><b>I.</b> BOCC will refer to the fiscal and compliance monitoring results to validate compliance with the City's Personnel Policy and Payroll standards.</p> <p><b>II.</b> BOCC will request information related to any workforce-related audits (such as EDD, 403b, etc.) (if any) along with any audit results to ensure that any audit issues have been resolved or are in process.</p> <p><b>III.</b> BOCC will review the standard template maintained by the DPH program manager, and will record any documented issues as part of BOCC's summary report.</p>
3	Provide effective staff management.	<p><b>a.</b> Allocate DPH annual cost of doing business increases to all employees at the same percentage increase allocated to the overall contract.</p> <p><b>b.</b> Conduct annual employee evaluations.</p> <p><b>c.</b> Prepare disciplinary action policies (for employee termination) and provide to DPH program manager.</p>	<p><b>i.</b> Annual performance and disciplinary policies are adequately documented in the agency's Personnel policy handbook.</p>	<p><b>A.</b> Participate in the annual performance review process.</p> <p><b>B.</b> Review agency's disciplinary action policies (for employee termination).</p>	<p><b>I.</b> BOCC will sample employee files to confirm salary rate increases occurred, and occurred in alignment with the cost of doing business rate increase funded by DPH. BOCC may also review Appendix B Budget to confirm the increase in salaries.</p>
4	Process payroll on a timely basis and maintain proper tracking	<p><b>a.</b> Process payroll within the timeframe specified in the agency's policy.</p> <p><b>b.</b> Allocate payroll to the correct program/cost center and/or funding source.</p>	<p><b>i.</b> Accumulate 60 days of operating cash reserve at year-end to ensure continuity of payments prior to receiving the reimbursement funds from DPH.</p> <p><b>iii.</b> Payroll processing procedure is adequately documented in the agency's accounting policies and procedures.</p>	<p><b>A.</b> Utilizing the standard template provided for tracking the subject Fiscal Intermediary requirements, document and compile any employee complaints of improper or untimely payments.</p>	<p><b>I.</b> BOCC will utilize a sample of payroll registry and the agency's accounting policies and procedures to validate the process' timeliness and accurate allocation to the program/cost center or funding source.</p> <p><b>II.</b> BOCC will review the standard template maintained by the DPH program manager, and will record any documented issues as part of BOCC's summary report.</p>