

SF City Option FY 20-25 TPA Detail

SF City Option FY 20-25 TPA Contract Cost Breakout By Service Category

FY20-21							
	Total Personnel (FTE)	Total Personnel Costs	Operational Costs	Total Contract Costs	Estimated Overall Accounts Affected	Estimated Cost Per Account Per Year	Notes regarding Personnel/Operational Costs
Service Category							
Policy/Admin and Product Management	20.75	\$ 2,780,874	\$ 1,533,666	\$ 4,314,540	541,000	\$ 7.98	Operations: Include new cost of \$500,000 for consulting and implementation cost of employee outreach research and strategies (both design and production, etc) based on ongoing program priorities including 1) SFCO program simplification and 2) communication strategy to contact current employees to increase engagement/utilization. Also includes \$100,000 for SFCO employee survey and analysis.
Enrollment and Outreach	5.25	\$ 483,640	\$ -	\$ 483,640	541,000	\$ 0.89	
Marketing	2.50	\$ 288,289	\$ 660,513	\$ 948,802	541,000	\$ 1.75	Operations: estimated cost of mailing based on number of SFCO employees
Customer Service	8.00	\$ 645,856	\$ 24,550	\$ 670,406	541,000	\$ 1.24	
Information Technology Service	7.00	\$ 1,240,607	\$ 183,918	\$ 1,424,525	541,000	\$ 2.63	Operations: includes ongoing \$100,000 estimate for ITS development resources for systems changes for program updates, and other identified systems needs.
Finance	1.00	\$ 114,037	\$ -	\$ 114,037	541,000	\$ 0.21	
Management Allocation and Salary Savings		\$ (26,609)		\$ (26,609)			
Total	44.50	\$ 5,526,694	\$ 2,402,647	\$ 7,929,341	541,000	14.66	Personnel: +.5FTE increase .44% total cost Operations: increase 15% total cost

FY21-22							
	Total Personnel (FTE)	Total Personnel Costs	Operational Costs	Total Contract Costs	Estimated Overall Accounts Affected	Estimated Cost Per Account Per Year	Notes regarding Personnel/Operational Costs
Service Category							
Administration/ Policy	20.75	\$ 2,878,205	\$ 1,630,993	\$ 4,509,198	611,000	\$ 7.38	Operations: Include estimated ongoing consulting and implementation cost (25% increase from FY20-21) of employee outreach research and strategies (both design and production, etc) based on ongoing program priorities including 1) SFCO program simplification and 2) communication strategy to contact current employees to increase engagement/utilization.
Enrollment	5.25	\$ 500,567	\$ -	\$ 500,567	611,000	\$ 0.82	
Marketing	2.50	\$ 298,379	\$ 691,066	\$ 989,445	611,000	\$ 1.62	Operations: estimated cost of mailing based on number of SFCO employees
Customer Service	8.00	\$ 668,461	\$ 24,550	\$ 693,011	611,000	\$ 1.13	
Information Technology Service	7.00	\$ 1,284,028	\$ 183,918	\$ 1,467,946	611,000	\$ 2.40	Operations: includes ongoing \$100,000 estimate for ITS development resources for systems changes for program updates, and other identified systems needs.
Finance	1.00	\$ 118,028	\$ -	\$ 118,028	611,000	\$ 0.19	
Management Allocation and Salary Savings		\$ (27,541)		\$ (27,541)			
Total	44.50	\$ 5,720,127	\$ 2,530,527	\$ 8,250,654	611,000	13.50	Personnel: estimate no change in FTE 3.5% increase in salary costs Operations: see detail explanation above

FY22-23							
	Total Personnel (FTE)	Total Personnel Costs	Operational Costs	Total Contract Costs	Estimated Overall Accounts Affected	Estimated Cost Per Account Per Year	Notes regarding Personnel/Operational Costs
Service Category							
Administration/ Policy	20.75	\$ 2,978,942	\$ 1,944,688	\$ 4,923,630	690,000	\$ 7.14	Operations: Include estimated ongoing consulting and implementation cost (10% increase from FY21-22) of employee outreach research and strategies (both design and production, etc) based on ongoing program priorities including communication strategy to contact current employees to increase engagement/utilization. Also includes \$100,000 for SFCO employee survey and analysis.
Enrollment	5.25	\$ 518,087		\$ 518,087	690,000	\$ 0.75	
Marketing	2.50	\$ 308,823	\$ 681,194	\$ 990,017	690,000	\$ 1.43	Operations: estimated cost of mailing based on number of SFCO employees

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Customer Service	8.00	\$ 691,858	\$ 24,550	\$ 716,408	690,000	\$ 1.04	
Information Technology Service	7.00	\$ 1,328,969	\$ 183,918	\$ 1,512,887	690,000	\$ 2.19	Operations: includes ongoing \$100,000 estimate for ITS development resources for systems changes for program updates, and other identified systems needs.
Finance	1.00	\$ 122,159	\$ -	\$ 122,159	690,000	\$ 0.18	
Management Allocation and Salary Savings		\$ (28,505)		\$ (28,505)			
Total	44.50	\$ 5,920,333	\$ 2,834,350	\$ 8,754,683	690,000	12.69	Personnel: estimate no change in FTE 3.5% increase in salary costs Operations: see detail explanation above

FY23-24

	Total Personnel (FTE)	Total Personnel Costs	Operational Costs	Total Contract Costs	Estimated Overall Accounts Affected	Estimated Cost Per Account Per Year	Notes regarding Personnel/Operational Costs
Service Category							
Administration/ Policy	20.75	\$ 3,083,205	\$ 2,073,103	\$ 5,156,308	780,000	\$ 6.61	Operations: Include estimated ongoing consulting and implementation cost (10% increase from FY22-23) of employee outreach research and strategies (both design and production, etc) based on ongoing program priorities including communication strategy to contact current employees to increase engagement/utilization.
Enrollment	5.25	\$ 536,220	\$ -	\$ 536,220	780,000	\$ 0.69	
Marketing	2.50	\$ 319,632	\$ 714,878	\$ 1,034,510	780,000	\$ 1.33	Operations: estimated cost of mailing based on number of SFCO employees
Customer Service	8.00	\$ 716,073	\$ 24,550	\$ 740,623	780,000	\$ 0.95	
Information Technology Service	7.00	\$ 1,375,483	\$ 183,918	\$ 1,559,401	780,000	\$ 2.00	Operations: includes ongoing \$100,000 estimate for ITS development resources for systems changes for program updates, and other identified systems needs.
Finance	1.00	\$ 126,435	\$ -	\$ 126,435	780,000	\$ 0.16	
Management Allocation and Salary Savings		\$ (29,503)		\$ (29,503)			
Total	44.50	\$ 6,127,545	\$ 2,996,449	\$ 9,123,994	780,000	11.70	Personnel: estimate no change in FTE 3.5% increase in salary costs Operations: see detail explanation above

FY24-25

	Total Personnel (FTE)	Total Personnel Costs	Operational Costs	Total Contract Costs	Estimated Overall Accounts Affected	Estimated Cost Per Account Per Year	Notes regarding Personnel/Operational Costs
Service Category							
Administration/ Policy	20.75	\$ 3,191,117	\$ 2,439,135	\$ 5,630,252	880,000	\$ 6.40	Operations: Include estimated ongoing consulting and implementation cost (10% increase from FY23-24) of employee outreach research and strategies (both design and production, etc) based on ongoing program priorities including communication strategy to contact current employees to increase engagement/utilization. Also includes \$100,000 for SFCO employee survey and analysis.
Enrollment	5.25	\$ 554,988	\$ -	\$ 554,988	880,000	\$ 0.63	
Marketing	2.50	\$ 330,819	\$ 750,247	\$ 1,081,066	880,000	\$ 1.23	Operations: estimated cost of mailing based on number of SFCO employees
Customer Service	8.00	\$ 741,135	\$ 24,550	\$ 765,685	880,000	\$ 0.87	
Information Technology Service	7.00	\$ 1,423,625	\$ 183,918	\$ 1,607,543	880,000	\$ 1.83	Operations: includes ongoing \$100,000 estimate for ITS development resources for systems changes for program updates, and other identified systems needs.
Finance	1.00	\$ 130,860	\$ -	\$ 130,860	880,000	\$ 0.15	
Management Allocation and Salary Savings		\$ (30,535)		\$ (30,535)			
Total	44.50	\$ 6,342,009	\$ 3,397,850	\$ 9,739,859	880,000	11.07	Personnel: estimate no change in FTE 3.5% increase in salary costs Operations: see detail explanation above