



# New Hampshire Department of Health and Human Services

*To join communities and families in providing opportunities  
for citizens to achieve health and independence*



# Office of Business Operations (OBO)



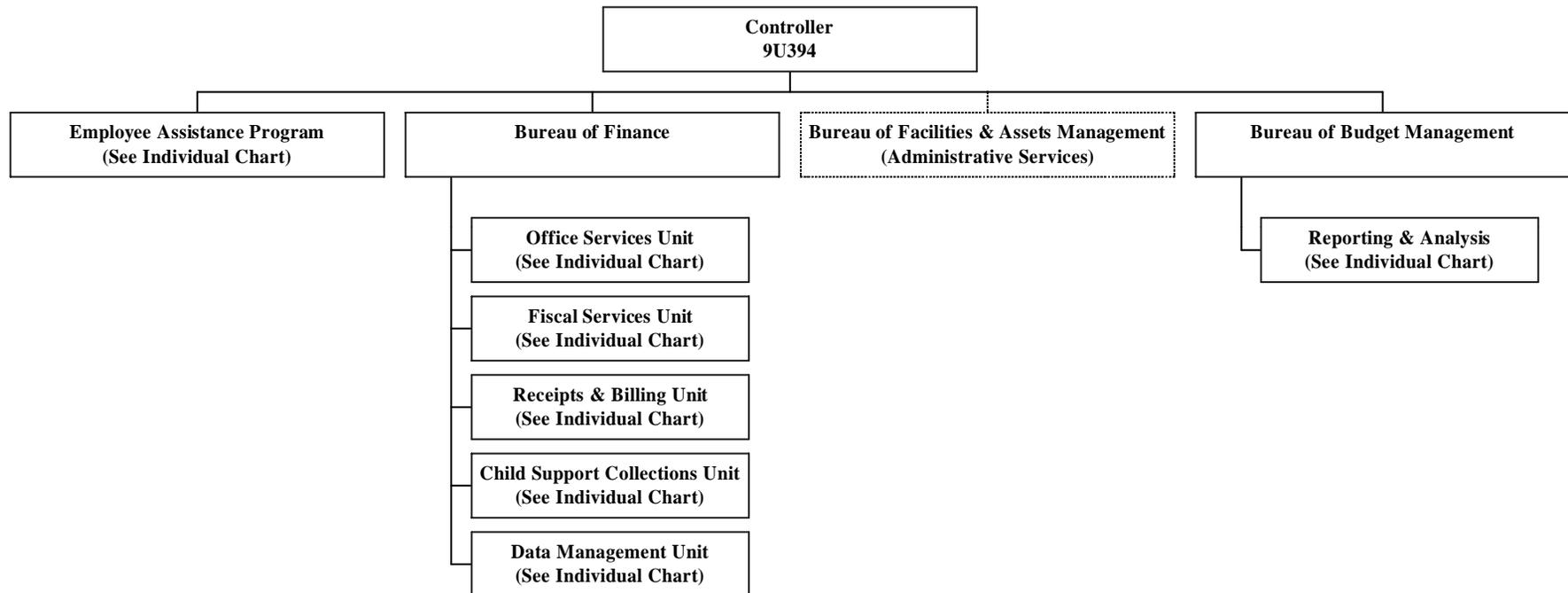
# OBO

## Mission Statement

Provide a broad range of financial and business support services critical to the staff employed, clients served, and programs administered by the State's DHHS.



# OBO





# Organization

- The Bureau of Finance is responsible for the financial oversight and administrative functions within the DHHS
- The Bureau of Budget Management is responsible for planning and directing the state budgeting and state and federal reporting requirements of the DHHS
- The Employee Assistance Program is available to all State employees and their families to help maintain an employee's productivity and to improve an organization's overall functioning
- The Bureau of Facilities and Asset Management, under contract with Department of Administrative Services, provides facilities management services to DHHS service and business locations



# Personnel and Administrative Profile

- Bureau of Finance and Bureau of Budget Management
  - 67 Positions Funded, 7 Positions Unfunded
  - Dept wide budgeting, financial planning, federal grants management, accounts payable and receivable, collections and recoveries, financial and statistical reporting, centralized purchasing, logistics and mail services, and maintenance of Dept's Public Assistance Cost Allocation Plan
- Employee Assistance Program
  - 6 Positions Funded, 1 Position Unfunded
  - Organizational consulting and supervisory coaching for management, problem assessment, referral services, follow-up care and education



# Enabling Legislation

RSA 126-A Department of Health and  
Human Services

Chapter 1, Laws of 2010 Operating Budget



# Target Population Served

Employees, Clients and Providers of  
Services



# Service Delivery

- BOF – performs the centralized financial accounting, office services, and administrative functions within the DHHS
- BBM – performs federal and state business reporting; updates and maintains the federally approved Public Assistance Cost Allocation Plan
- EAP involves program planning and directing, resource management and clinical supervision statewide



# Expected Outcomes

- Compliance with state and federal laws, rules and/or guidelines governing the terms and conditions of federal grantors, optimizes the federal revenue brought in the State
- Centralization reduces duplication of tasks, streamlines processes and promotes efficient business performance across the DHHS
- Provides financial reports to state and federal partners and the general public



# Major Initiatives

- Develop and implement the work product to introduce Accounts Payable imaging for payment transactions
- Develop and implement the changes to import financial transactions into the DHHS EDW directly from the NH First, rather than using an interface method that converts current financial transactions from Lawson into an “old” NHIFS format.
- Update the Public Assistance Cost Allocation Plan to maximize federal reimbursement
- Integrate DHHS billing and collections processes into NHFirst
- Implement Federal Funds Accountability and Transparency Act (FFATA) Reporting



# Costs

- Bureau of Finance, Bureau of Budget Management and Facilities Support
  - 3,200 DHHS employees are supported by 67 OBO staff

	SFY 2010	SFY 2011
	<u>Expended</u>	<u>Adj Auth</u>
Information Systems	\$ 21,139,759	\$ 22,199,662
Facilities Support (5685)	\$ 9,631,840	\$ 11,309,642
All Other (5676)	\$ 5,168,928	\$ 6,521,115
Total	\$ 35,940,527	\$ 40,030,419

- Employee Assistance Program

- 12,500 Eligible State Employees are supported by 6 EAP staff

	SFY 2010	SFY 2011
	<u>Expended</u>	<u>Adj Auth</u>
Total All 5025	\$ 581,924	\$ 719,622



# Challenges

- Increasing federal and state reporting and procedure requirements at a time of limits on resources affects the successful completion of work performed and managed by the Office of Business Operations



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