

ADMINISTRATION DEPT

Program: GOVT AND CITIZEN SERVICES

Activity: SMART

Narrative

Activity at a Glance

- 13 small agencies, boards, and councils receive human resource services
- 11 small agencies, boards, and councils receive financial management services

Activity Description

The Small Agency Resource Team (SmART) delivers consolidated and streamlined human resources and financial management services to small agencies, boards, and councils. SmART's personnel strive to learn and understand the business needs of the groups they serve, enhancing opportunities for providing leadership and guidance. SmART provides sound policy advice, enabling effective informed decision-making by the small agencies, boards, and councils it serves.

Population Served

Professional business support services are provided to small agencies, boards, and councils which enable them to focus on their core business functions.

Services Provided

SmART business support services provided include

- position filling
- classification determinations
- bi-weekly payroll processing
- advising on labor contract provisions
- benefit administration
- Family Medical Leave Act administration
- labor relations
- purchasing
- payment processing cash receipts
- employee expense report processing
- expenditure corrections/expense transfers
- financial report distribution and review assistance
- annual and biennial budget assistance
- training

Historical Perspective

SmART began receiving General Fund appropriations in FY 2007 to provide human resource and financial services to several agencies, boards, and councils. Consolidation of these services provides:

- centralized service delivery to achieve economies of scale and skill;
- efficient and cost effective business support functions;
- common processes and a culture of continuous improvement;
- service levels that support the needs of small agencies, boards, and councils; and
- the opportunity for customers served to leverage SmART services to improve their operations and business discipline.

Key Activity Goals & Measures

Admin Goal – To provide our customers with valuable services, products, advice, and expertise

(<http://www.admin.state.mn.us/admin.html>)

Measure: Smart customers will rate the SmART Human Resources program at four or higher on a scale of one to five, with five as the highest value. SmART provides comprehensive human resource services to agencies that cannot afford their own human resource staff. As part of the SmART program, these agencies, boards, and councils will receive the same level of expertise as larger agencies and will have access to information to follow legal, contract, and Office of the Legislative Auditor guidelines. For FY 2010, SmART received an average score of 4.8.

Measure: SmART customers will receive at least three training opportunities each year in order to remain current on human resource practices integral to their work. In the past year, customers have been invited to training sessions for the Department of Administration supervisors on interviewing, generational differences, Family and Medical Leave Act and Americans with Disabilities Act updates, and preventing sexual harassment.

Measure: Purchase orders will be issued within two days of receipt of the purchase request from customers on no-bid purchases.

Fiscal Year	2008	2009	2010	2011 (est.)
Days to Issue Purchase Order	1.7	1.8	2.2	1.5

Activity Funding

This activity is funded through a general fund appropriation. This activity also receives funding through payments from agencies with collaborative agreements for SmART services.

Contact

Director

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Budget Activity Summary

	<i>Dollars in Thousands</i>				Biennium 2012-13
	Current FY2010	Current FY2011	Governor's Recomm. FY2012 FY2013		
<u>Expenditures by Fund</u>					
Direct Appropriations					
General	205	293	393	393	786
Statutory Appropriations					
Miscellaneous Special Revenue	2	0	0	0	0
Total	207	293	393	393	786
<u>Expenditures by Category</u>					
Total Compensation	180	199	332	332	664
Other Operating Expenses	27	94	61	61	122
Total	207	293	393	393	786
Full-Time Equivalents (FTE)	2.9	3.3	4.9	4.8	