Division of Administration and Finance

Revenue and Expenses
Facilities and Purchasing
Information Technology
Vital Records

Tri-County Health Department

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The Administration and Finance division focuses on providing support agency wide through Accounting, Facilities, Purchasing, Information Technology, Reception, and Vital Records services. The division is home to over 40 employees that provide support to all of the 11 offices in Adams, Arapahoe, and Douglas Counties.

The annual budget is built by Administration and Finance employees with oversight from the Executive Director, Deputy Director, and other Division Directors of TCHD.

Each area within the division is sourced by the TCHD General Fund except for Vital Records, which is funded and operated by fees collected from processing birth and death certificates.

Excess revenue from the Vital Records program helps contribute to the General Fund to be used for other programs and services that are not sufficiently funded.

One main goal throughout 2016 was improving efficiencies and decreasing waste. Fifteen Admin and Finance employees went through process improvement training provided by the Denver Peak Academy.

The purpose of this training was to encourage employees to think outside of the box and find innovative solutions to everyday inefficiencies in their jobs. Improvements were made in all areas of the division that saved time, money, and resources.

Tri-County Health Department also continued working on the national accreditation application process through the Public Health Accreditation Board (PHAB) in 2016. Public Health Departments that have received accreditation report many benefits such as: identifying strengths and weaknesses, creating better transparency and accountability, improved leadership, and enhanced performance improvement and quality improvements agency wide.
The Accounting section handles the accounting and finance services for all of TCHD’s locations. In addition to daily accounting transactions such as paying invoices and entering and reconciling receivables, they also work in budget development, payroll, grant oversight, contract administration, financial statement preparation, fund investments, financial policies and procedures, and help with administering the procurement card (P-Card) program.

Procurement Cards (P-Cards) are cards that work similarly to credit cards while streamlining and simplifying the purchasing and accounts payable functions. It is a tool that reduces transaction costs, facilitates timely acquisition of materials and supplies, automates data flow for accounting purposes, and offers flexible controls to help ensure proper usage. TCHD’s P-Card program went through its second full cycle of spending in 2016. With an average of 33 cardholders throughout the year, the agency was able to spend just under $3,000,000 in twelve months, which was up almost $100,000 from the previous year. This increase in spending can be attributed to a revamp of the program, a more hands-on training for cardholders, as well as paying many reoccurring accounts payable expenses and Purchase Orders with the card.

The number of accounts payable checks issued also decreased by almost 300 due to increased use of the P-Cards. This saves time and money as check requests do not have to be routed for signature, entered into the system, and checks do not need to be issued or mailed and thus reconciled. P-Cards have automated the expense process from purchasing the item all the way to reconciling the charge with our bank.
The number of both revenue and expense contracts entered into by TCHD has seen an upward trend as well. These contracts ensure business continues to run smoothly and that the agency is in compliance with ever-changing Federal and local guidelines. TCHD received funding from 82 different grants, accounting for more than $20 million throughout the year. These different funding sources require meticulous record keeping and detail as the agency must ensure that the funds coming in are expended correctly and that expenses are relevant and timely to the program.

Once again, TCHD has received an unqualified audit opinion for the 2016 year from our auditor Rubin Brown. Our auditors found that the financial statements were in accordance with accounting principles generally accepted in the United States.

Additionally, three major programs that receive Federal funding were audited on compliance requirements put forth by the Office of Management and Budget (OMB). These programs were the Nutrition Program for Women, Infants, and Children (WIC), Public Health Emergency Preparedness, and Substance Abuse and Mental Health Services. All three programs were found to have no material weaknesses or deficiencies, were in compliance with regulations, and considered to be low risk.

**2016 Agency Revenues $37,975,668**

- **Federal Funds $10,795,859 28.5%**
- **State Contracts $6,921,277 18.2%**
- **Fees $2,778,249 7.3%**
- **Counties & Contracts $1,676,547 4.4%**
- **Medicaid Funds $692,372 1.8%**
- **State Planning and Support $680,072 1.8%**
- **Vital Records $568,299 1.5%**
- **In-Kind/Other Rev/Fund Balance $1,562,175 4.1%**
- **Interest Income $22,250 0.1%**
- **Grants & Contracts $937,356 2.5%**
- **Total $37,975,668**

**2016 Agency Expenses $37,808,911**

- **Wages $19,443,088 51.5%**
- **Benefits $6,291,492 16.6%**
- **Supplies $1,167,126 3.1%**
- **Benefits $622,182 1.6%**
- **Equipment, Capital & Leasehold Improvements $1,211,854 6.4%**
- **In-Kind Expense $1,511,018 4.0%**
- **Contracts $2,775,646 7.3%**
- **Operating Expenses $4,507,887 11.9%**
- **Total $37,808,911**
Facilities and Purchasing

Facilities and Purchasing made some essential improvements throughout the year. The vaccine cold storage area at the administrative office was completely re-vamped including replacement of refrigerators and the HVAC system to minimize loss of the cold vaccines. The vaccines have to be stored in refrigerators at a particular temperature range and there is a security system in place that alerts facility employees when the temperature is falling out of that range.

Sit-stand work stations reduce sitting time and can enhance worker health, and have become more and more popular. There are many behind the scene steps taken by Facilities and Purchasing employees when a sit-stand request is received. First, the employee’s office space is evaluated, and then the best sit-stand station set-up for the work space is ordered. Once received, Facilities employees put the sit-stand station together, and install in the employee’s work space. Sitting has been said to be the new smoking and being the Health Department, we are focused on maintaining a healthy working environment and setting a positive example for others.

Another great addition was the purchase of a new courier van. The new van is more fuel efficient, has an increased longevity potential, and contains safety features to protect the driver and the items being transported between offices.
Other improvements include testing the panic button functionality, installing new card reading and fire alarm systems and connecting with new construction project managers that assist with construction as well as completing various tenant improvement projects.

A real time facilities help desk ticket system was put into place which allows employees to enter maintenance tickets online as well as check the status of their completion. Employees are also able to order both internal supply items as well as Purchase Orders through our purchase requisition system, Microix, allowing for timely and efficient delivery of supplies. A total of 1,351 PO’s and 1,061 internal requests were processed in 2016.

Lease agreements were renewed at the Brighton and North Broadway offices to create reliable office space for TCHD clients and employees. The Northglenn office moved to the new Westminster office location in April 2016, which allowed TCHD employees to serve clients more effectively.

After the move was completed, Facilities sent out a survey to all staff requesting feedback from the move. The survey responses were taken into consideration for future office moves such as the move of the Iliff office which began at the end of the year, and was completed in March 2017.

TCHD is pleased to introduce to the community the new Aurora South location which replaces the Iliff Office. The new facility is located just two miles south of the previous office and is located in the Hampden Villa Shopping Center on the southwest corner of Hampden Avenue and Chambers. This new location yields an additional 2,500 square feet of space in which we were able to add WIC educator offices, a larger and more efficient WIC lab, as well as the addition of a training and demonstration room for use with the expanding clientele. It has also allowed us to expand our space and add staff to our vital Nurse Support Program.
In 2016, much effort was put forth by the Information Technology team to focus on efficiency, effectiveness, and cybersecurity. The IT Team supports: **700 Desk Phones, 530 Machines, 160 iPhones, 50 Servers, 48 Switches, 13 Routers, 7 Storage Platforms and 6 Virtual Hosts.**

**Efficiency**

IT purchased PDQ Deploy software that automatically sends out software updates to all computers in the network. This enhancement saves hundreds of hours in IT team hours allowing more time for other projects. Another addition was the evaluation and implementation of increased bandwidth at various office sites. The increased bandwidth speeds up the transfer of data between the TCHD network and TCHD employees’ computers. Other notable accomplishments include: replacement of all of the switches and wireless connections, a contract for additional phone support needs was established with Lewan, streamlining of after-hours messaging and holiday phone greeting messages, and IT Team members increased office site visits to assist employees with their requests.

**Effectiveness**

IT also purchased SAN Compellent storage file access which provides redundancy, three additional layers of back-ups, and increased reliability within the network. Like Facilities, the IT Team urges TCHD employees to utilize the online Help Ticket portal so all requests can be accounted for and tracked by both parties. The IT Help Desk tickets are used for internal evaluation and forecasting for future quality improvements.

**Cybersecurity**

TCHD has been very proactive in taking steps to enhance cybersecurity given the growing concern about the importance of this area. One major accomplishment of the IT section was the installation of secondary firewalls. This improvement allowed for enhanced network security agency wide because the firewall provides another layer of protection. TCHD conducts periodic tests as well as updates to ensure the highest level of protection at all times.

**3,464** IT Help Desk Tickets were resolved in 2016.

**506** surveys were completed by staff members in 2016. **92%** of the responses indicated a service level of above average or excellent service being provided.

IT helped move and set up equipment for over **50** employees during the Westminster office move in April 2016, and **35** during the Aurora office move in March 2017.
TCHD is given the authority by the State of Colorado to issue birth and death certificates through its Vital Records offices located in the Administrative building in Greenwood Village and the Commerce City office. Each location has bi-lingual clerks available to assist with Spanish-speaking customers and the birth and death certificate applications are also available in Spanish.

Between the two offices, the Vital Record team members issued **24,381** Birth Certificates and **61,870** Death Certificates totaling **86,251** Certificates in 2016. The number of birth certificates issued to each office is split just about evenly, while the Administrative office accounts for nearly three-quarters of all death certificates issued.

The certified birth and death certificates are legal documents that are printed on forgery-resistant security paper with watermarks, raised engraving, background security patterns, and a unique identification number. Vital Records can issue any birth or death certificate regardless of where the birth or death took place in Colorado. Certificates can be issued through a wide variety of ordering methods such as: in-person, online through the VitalChek Network, by mail, or by fax.

Under the leadership of the new Deputy Registrar, death certificate order forms were revised in 2016. The new order form provides staff and funeral homes with more information. Staff now receives fewer questions from the newly revised form. Another new development was courier services to an area funeral home in December 2016. The established relationship with the funeral home ensures that TCHD will process more death certificates and increase revenue. In 2016, there were **48** funeral homes that frequented either the Admin or Commerce City office on a regular basis. More outreach to funeral homes has continued into 2017.

Every year, Vital Records must undergo an audit by the Colorado Department of Public Health and Environment and in 2016, Vital Records scored **100%** on document accuracy which earned them a Quality Improvement Award.