

ADMINISTRATIVE SUPPORT SERVICES FY2006 OUTCOMES PLAN

Administrative Support Services is the infrastructure of the Goochland-Powhatan Community Services. The range of services provided is varied and includes answering phones, greeting clients, personnel, purchasing, payroll, accounts payables, billing and receiving money for services provided. Administrative programs are divided into the following divisions: Clerical, Payroll/Accounts Payable, Personnel, Procurement and Reimbursement. We have an IT consultant to assist us with computer needs. A change for the upcoming year will be a new Director of Administration, as the incumbent will be retiring effective September 30, 2005. Additionally, the Fiscal Supervisor will supervise the Support Services Specialists effective July 1, 2005. These changes may affect the goals that are outlined below.

REIMBURSEMENT

Goal: Increase Fee Collections

Target Measurement: Actual Fee Collection for FY 05

Rational: The Department of Mental Health, Mental Retardation and Substance Abuse Services mandate the agency to maximize fees.

- Review Fee Schedule to determine if fees should be increased
- Determine if Medicaid billing can be expanded
- Continue to use Medifax verification for Medicaid clients
- Continue to ask for payment at front desks

SUPPORT SERVICES

Goal: Increase the efficiency of front office

Target Measurement: Staff/Client Satisfaction

Rational: Front office staff should have proper equipment/supplies on hand to assist clients and staff.

- Form drawers in Resource Room in Goochland and Powhatan will be updated
- Continue monitoring supply inventory so adequate supplies are always available
- Keep Goochland Fellowship Van Schedule in Resource Room to eliminate traffic in front office at Taylor Building

PERSONNEL

Goal: Increase efficiency and have all files incorporate classification folder

Target Measurement: Ease in locating all personnel paperwork in file

- Use classification folders for all personnel files

BUILDINGS AND GROUNDS

Goal: Accessibility

Taylor Building – Goochland

Target Measurement: CARF Specifications

- Replace sink fixtures in handicapped bathroom

Powhatan Village Building

- Automatic door openers

All Buildings

Goal: Ongoing inventory of all buildings to determine if replacement furnishings are warranted.

Goal: Determine if it is feasible to purchase property rather than rent

BUDGET

Goal: Complete development of *Direct Pay* (an in-house Program) to incorporate our budget revenue and disbursements

COMPUTERS

Goal: Continue to monitor for necessary upgrades and computer accessories. This is an ongoing goal