

## RBA Strategies, Objectives, and Tactics

### Strategy 1: Support a high quality and efficient department

#### Objective 1: Reduce time spent on activities that do not contribute toward OU results.

**Tactic 1: Identify at least one item to stop performing (with goal to free up capacity for other work) by August 31, 2024.**

*Receipt Writer: Completed. See October Report*

**Agreement Procurement Request (APR) form for lease renewals:** The APR form is no longer required for lease renewals (with EDO approval). The change is reflected in updated policy [01-04 Agreements and Procurement](#). *[See Exceptions]*

**Tactic 2: Establish deadline to stop activity (and accomplish by deadline /cease the activity) identified in Tactic 1.**

See Tactic 1 status.

#### Objective 2: Adjust and improve processes.

**Tactic 1: DHHS will have one travel process (Concur).**

***Tactic 1.1:** By December 2024, DHHS will have a single travel approval and reimbursement process, utilizing the State Finance system (CONCUR).*

*Concur was implemented department-wide as of September 23, 2024. Any new travel arrangements are being processed using Concur and old arrangements will be resolved in the system of their original origin over the next few months.*

- Trips approved in the old system (FINET) before Concur implementation will have reimbursements processed in FINET.
- ESS as a travel system has been discontinued.
- Sharepoint is now used only for non-employee travel.
- Caseworkers will continue to use their own systems due to client confidentiality requirements.

**Tactic 2: DHHS will improve purchasing/agreement processes.**

We are waiting for further SharePoint development so that we can begin tracking timeliness.

***Tactic 2.1:** By December 2024, DHHS will implement a more uniform purchasing process utilizing SharePoint for approvals. Completed. See October Report*

**Tactic 2.2:** By June 2025, DHHS will implement tracking for APR, scope of work, and contract approvals/execution.



This item was covered in the October SharePoint oversight meeting. We anticipate still accomplishing this tactic by June 2025.

**Tactic 2.3:** Link information for initiation to end of contract (to be determined after completion of T2.2).

*Tactic is pending 2.2.*

**Tactic 3: By June 2025, analyze and implement further cost center accounting, making adjustments that result in more consistent accounting.**

In FY25, Population Health and Family Health implemented the use of program codes to obtain revenue while allowing costs to remain in the applicable cost centers. DFA is adjusting to the department accounting consolidation and may implement further cost center accounting in FY26.

## Strategy 2: Provide constituents a positive experience

### Objective 1: Operate and maintain facilities that support employees and service performance.

**Tactic 1: Space utilization adjustment.**

***Tactic 1.1:** By November 2024 reassess facility/space utilization, post hybrid implementation. Completed. See October report.*

**Tactic 1.2:** Support space adjustments identified in T1.1. Ongoing.

**Tactic 2: Obtain data to support fleet utilization decisions.**

***Tactic 2.1:** Obtain baseline for fleet utilization data and review at 6 months for fleet adjustment/recommendations by January 2025.*

*See October Report for previous updates.*

- OAS will follow-up with OU directors regarding vehicle justification/explanation for underutilized vehicles; depending on responses, OAS will perform further follow-up.
  - Moved 4 vehicles internally (within the same OU) to improve utilization.
  - Exchanged 2 vehicles with State Fleet to upgrade older vehicles.
  - Transferred 2 from one OU to another OU that were looking for a vehicle.
  - Exchanged 4 vehicles with State Fleet for capital credits.
  - OAS Electric vehicle at Cannon improved utilization efforts.
- DFA/OAS will provide fleet information in the latter half of FY25 to Operations Section deputies.

**Tactic 3: By November 2024, provide a facility safety checklist to EDO for approval.**

Facility review form was submitted to EDO for review.; a calendar is being used for facility coordinators to schedule the safety checklist audits by the end of December.

**Tactic 3.1:** Facility managers perform facility safety reviews and coordinate with management plans for addressing significant identified concerns.

A calendar is being used for facility coordinators to schedule safety checklist audits. OAS provided the facility needs assessment to EDO in January. This is now pending EDO review.

**Objective 2: Provide appropriate administrative support**

**Tactic 1: Process DFA payables timely.**

*Tactic 1.1: DFA will develop time reporting focused on LHD payments; quarterly reporting will begin September 2024*

*Completed. See October Report*

**Tactic 2: Implement 2024 GS HB125 (DHHS procurement authority).**

*Completed. See October Report*

**Tactic 3: By December 2024, Implement staff safety training (approved by EDO with scheduled training expectations for fiscal year 2025) to be provided by DCFS/JJYS trainers and for MASOB/Cannon and regional centers.**

OAS met with the training team on February 10th and PAE is working on the Powerpoint presentations. OAS will coordinate with DCFS, JJYS, DCE, USDC, and USH to incorporate the staff safety presentations for their training. OAS will schedule and provide training (latter half of FY25) to MASOB, Cannon, and the Ogden/Provo regional locations. The audit portion was completed in December and the summary was sent to EDO. Training is currently being done, a meeting took place with the training team on March 24 and training will be scheduled to complete before the end of June.

**Strategy 3: Assist DHHS with tools, supports, and information for work performance**

**Objective 1: DHHS has consistent system processes to support employee performance.**

**Tactic 1: All contracts in SharePoint -- by June 2025 there will be progress on this tactic initiative, as reported in quarterly SharePoint Oversight meetings.**

PCM provided demonstrations of the CAPS Contracts system to SharePoint programmers.

## **Objective 2: DHHS Employees have resources for job performance.**

### **Tactic 1: Uniform cell phone ordering and management will be implemented by December 2024.**

As of March 24th, 2025, Brightfin is now live. All DHHS mobile device coordinators have been involved with Brightfin user testing and Community of Interest meetings (weekly meetings with the DTS and Brightfin teams to discuss any issues or suggestions for the system) since December. Resources will be available to Brightfin users before and after the go-live date to facilitate its transition. Still working on SharePoint and invoicing, but progress is ongoing. Completion of "previous agreement" phase reported. Recommend changing the date of completion to be determined by date of Brightfin rollout.

### **Tactic 2: Forecast consistency will be improved.**

***Tactic 2.1:** DFA will provide guidance for September forecast (obtained in October).*

*Completed. See October report*

**Tactic 2.2:** DFA will adjust monitoring and indicator review for enhanced forecast reporting for FY25.

Indicator review still pending refinement. Delays due to Session and focused OU support. Enhanced forecast reporting is in progress and going well.

### **Tactic 3: Data used by GOPB/LFA to fund adjustments (funding splits) are adjusted through use of new appropriation units and other review action.**

This was completed during the 2025 GS and actual funding splits were successfully aligned with expected and needed changes.

### **Tactic 4: Coordinate and obtain facility COOPs by June 2025.**

Effective April 2025, the facility COOP will be coordinated through the Division of Population Health, Office of Preparedness and Response. DFA will provide support for this initiative.

### **Tactic 5: DFA achieves target of at least 90% completed 1:1 for FY25.**

DFA will continue to support achieving this target. Pending completion of FY25.