

Activity Description

SmART (Small Agency Resource Team) delivers consolidated and streamlined human resources and financial management services to small agencies, boards, and councils. The legislature began funding this activity through the Laws of 2007, Chapter 148, Article 1, Section 12, Subd. 4.

Activity at a Glance

- ◆ Human resource services to 13 small agencies, boards, and councils.
- ◆ Financial management services to nine small agencies, boards, and councils.

To increase SmART's effectiveness, team personnel strive to learn and understand the business needs of the groups they serve, enhancing opportunities for providing leadership and guidance. SmART also emphasizes providing sound policy advice, enabling effective informed decision-making by the small agencies, boards, and councils this activity serves.

Served

The Department of Administration's (Admin) SmART activity provides small agencies, boards, and councils with timely, professional business support services, enabling recipients of the services to focus on their core business functions.

Services Provided

SmART business support services provided include:

- ◆ position filling;
- ◆ classification determinations;
- ◆ payroll;
- ◆ advising on labor contract provisions;
- ◆ benefit administration;
- ◆ overseeing Family Medical Leave Act requests;
- ◆ 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; and
- ◆ training.

Historical Perspective

SmART was initially provided a general fund appropriation in FY 2007. This funding along with other collaborative agreements has enabled SmART to provide several agencies, boards, and councils with financial and human resource services. 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 small agencies, boards, and councils needs; and
- ◆ the opportunity for customers served to leverage SmART services to improve their operations and business discipline.

Key Program Goals

SmART delivers accounting and human resource services to small agencies, boards and councils, allowing them to focus on their core business functions. SmART supports Admin's mission of helping customers succeed by providing valuable services, expertise, and advice to agencies where it is generally not practical for them to

ADMINISTRATION DEPT

Program: GOVT AND CITIZEN SERVICES

Activity: SmART

Narrative

develop and maintain the breadth of knowledge needed. As SmART expands, it has the opportunity to reduce the cost of government by serving a diverse set of customers through one center of expertise.

Key Measures

SmART delivers best practices in human resources and financial management. Customer-specific services, levels of service, and turnaround time are determined through service level agreements. Accuracy and timely provision of services are performance attributes that are key to the success of SmART. Further, SmART should help agencies served to better understand and more uniformly comply with a complex array of statutes, principles, and other authoritative requirements. Given the newness of the program, metrics that track organizational performance and customer satisfaction are currently under development and are planned to be reported beginning in the next biennium.

Activity Funding

Funding for SmART comes from the general fund appropriation dedicated to this activity, Admin's general fund operating budget, and reimbursement by some customers, such as the Minnesota State Retirement Association, through a special revenue fund.

Contact

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Budget Activity Summary

<i>Dollars in Thousands</i>					
	Current		Forecast Base		Biennium
	FY2008	FY2009	FY2010	FY2011	2010-11
<u>Direct Appropriations by Fund</u>					
General					
Current Appropriation	250	250	250	250	500
Forecast Base	250	250	250	250	500
<u>Expenditures by Fund</u>					
Direct Appropriations					
General	161	339	250	250	500
Statutory Appropriations					
Miscellaneous Special Revenue	10	25	25	25	50
Total	171	364	275	275	550
<u>Expenditures by Category</u>					
Total Compensation	155	253	231	241	472
Other Operating Expenses	16	111	44	34	78
Total	171	364	275	275	550
Full-Time Equivalent (FTE)	2.3	3.5	3.1	3.1	