

Human Services Provider & Workforce Stability

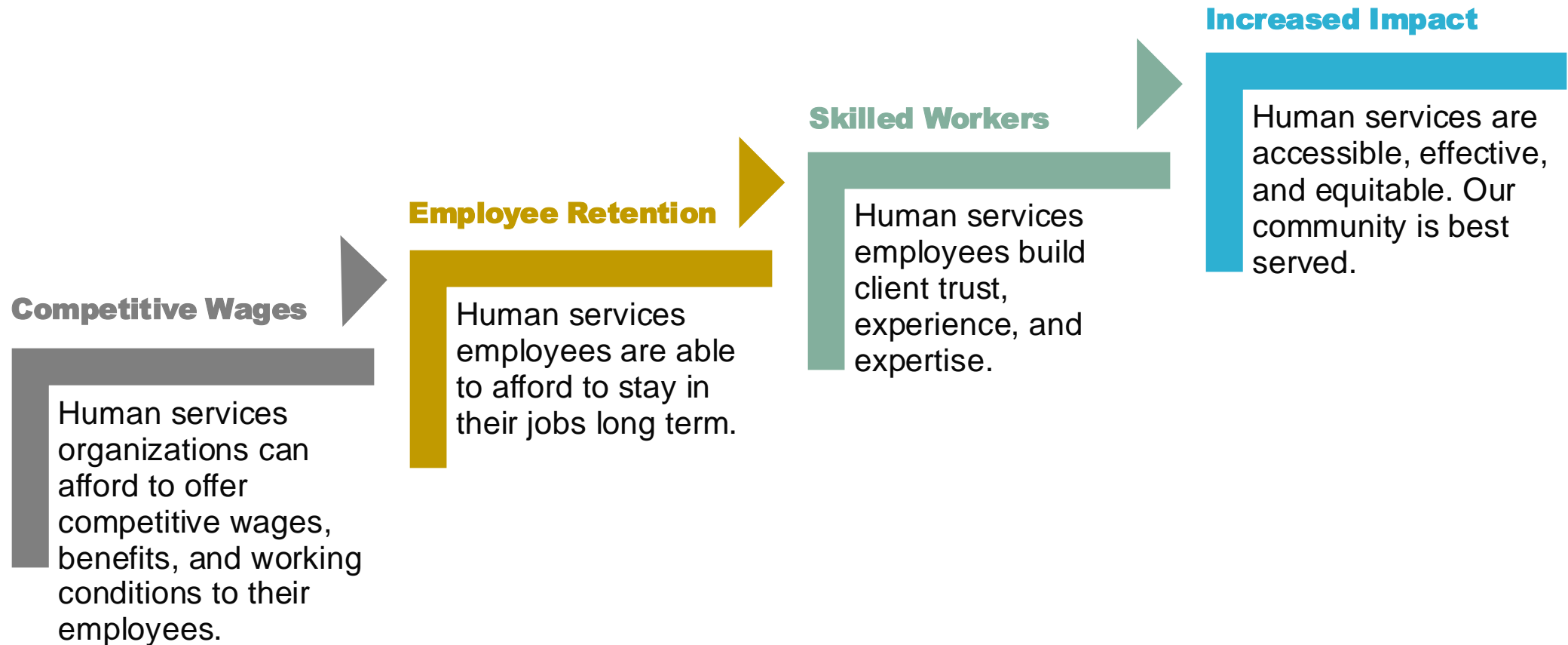
Health, Housing, and Human Services Committee – 4/1/2025

Kelly Rider, Director, Department of Community and Human Services

County Human Services Goals Require Regional Human Services Workers

DCHS will only achieve needed results for the community through a **robust** and **representative** human services workforce that has the **knowledge**, **experience**, and **skill** to deliver high quality programs.

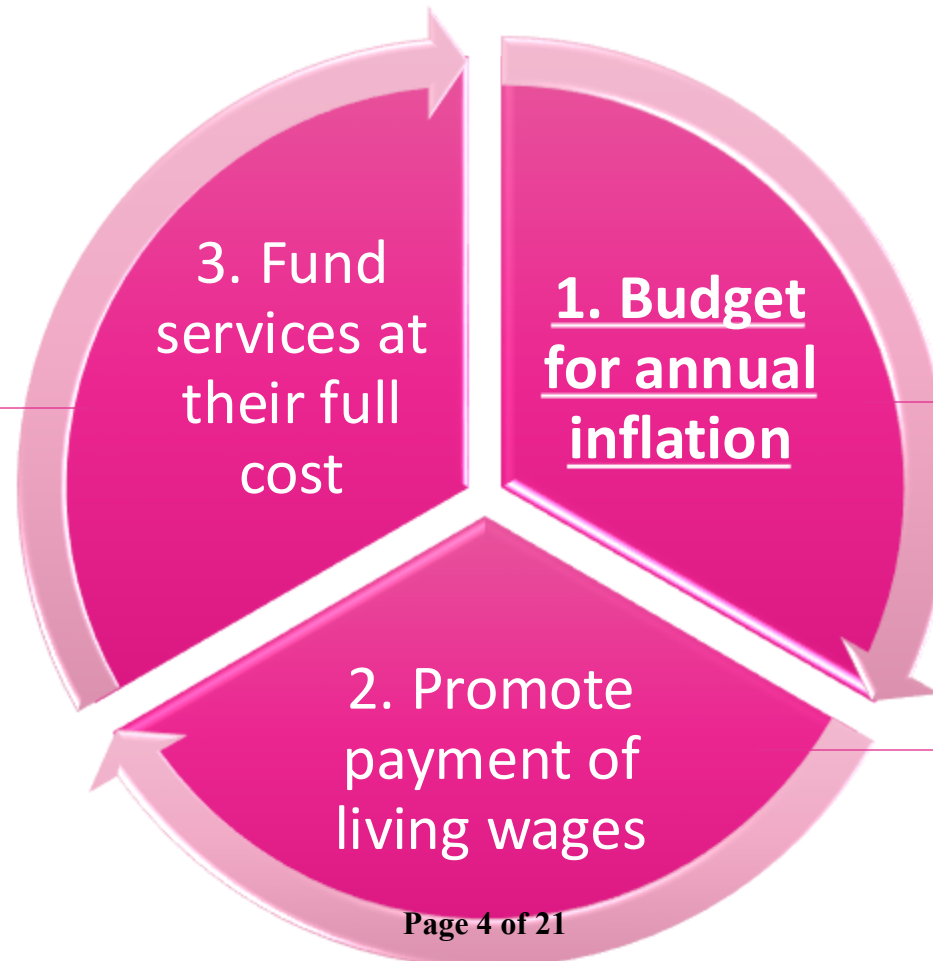
UW Wage Equity Study Findings Agree



DCHS Sustainable Funding Vision

DCHS seeks to normalize and wherever possible:

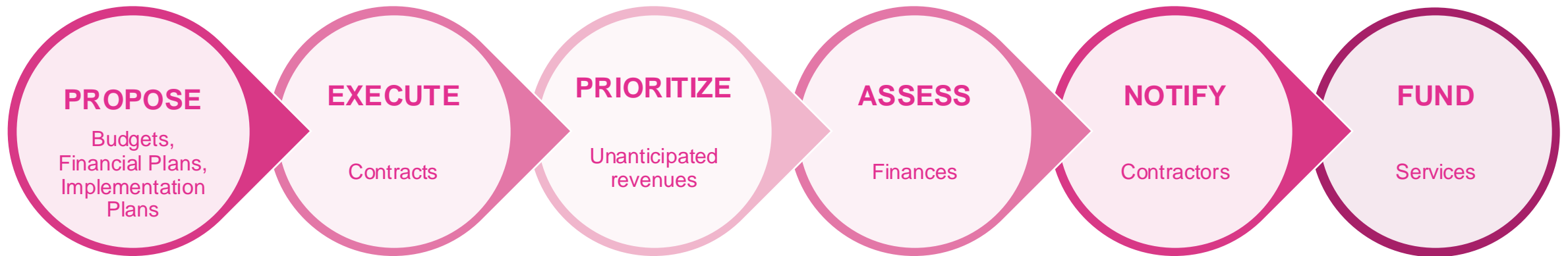
- Pay relative to the value of Human Services Labor & Benefit to the Region
- Offset long-term contraction of federal/state funding



- At Fund Level
- At Strategy Level
- At Contract Level

- KC typically one of several funders
- Promote without mandating organization-wide approach

DCHS Inflation Policy Implementation



Inflation Policy Application

- ✓ Veterans, Seniors, and Human Services Levy
- ✓ Crisis Care Centers Levy
- ✓ MIDD Behavioral Health Fund (2025 only)
- ✓ Health through Housing

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- Lobbying for state Housing/Homelessness, Medicaid, Crisis Behavioral Health, and Early Supports For Infants & Toddlers Funding Increases

Additional Workforce Investments

1. Crisis Care Centers Levy Workforce Investments, \$16.8M (2025)

- \$12M to 37 providers; 25% dedicated to growing a more diverse workforce
- \$4.8M to SEIU Training Fund's Apprenticeship Program

2. Best Starts for Kids Child Care Worker Wage Boost Pilot (2025)

- Annual salary supplement for up to 1,400 childcare providers

3. Veterans, Seniors, & Human Services Levy Workforce Stabilization Strategy (Upcoming, 2025)

- \$58M over the levy, 2024-2029

4. Early Support for Infants & Toddlers (ESIT) Scholarship Pilot (2024)

5. Nonprofit Wage & Benefits and Employee Engagement Surveys (2025)



Department of Community
and Human Services



Instagram



Blog



YouTube



Website



Data Dashboard

DCHS' Provider Payment Timeliness

Kevin Lo, Acting Chief Financial Officer

Jennifer Schurer Coldiron, Director of Impact and Data Strategy

Agenda

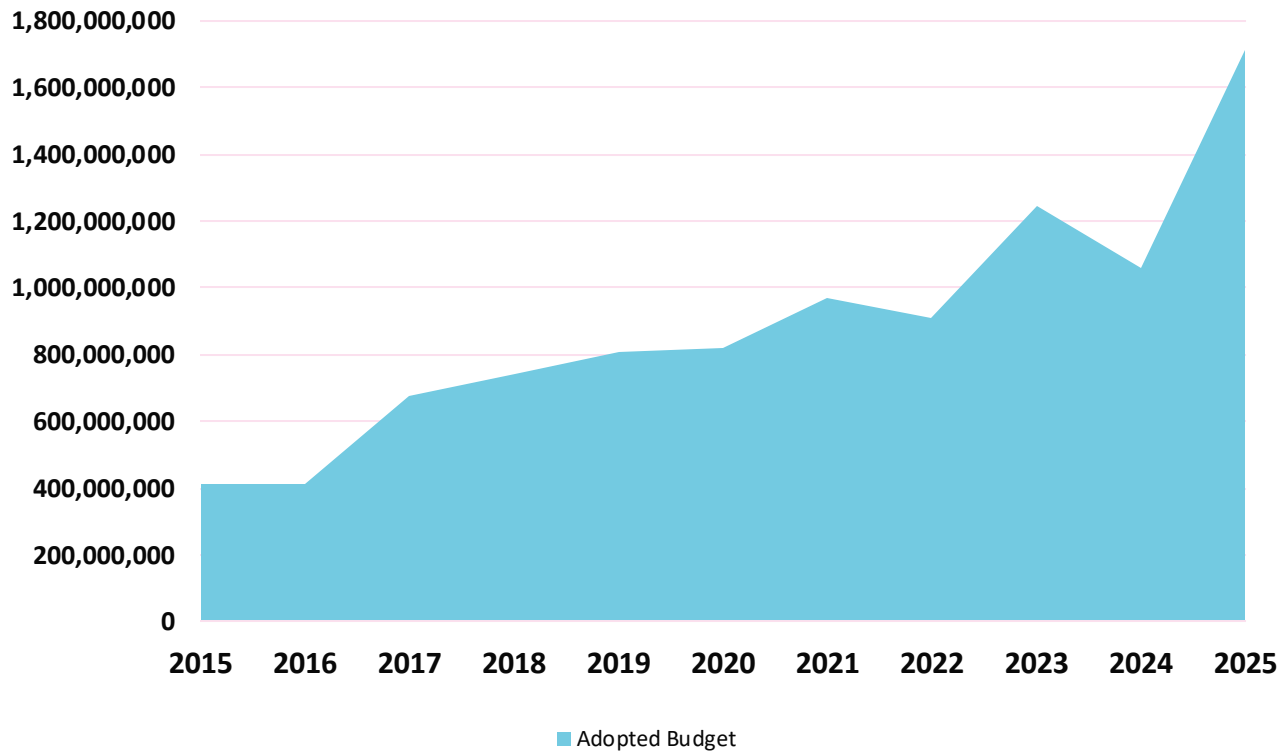
1. Background
2. Process for paying invoices of DCHS providers
3. DCHS payment timeline trends
4. Actions taken to decrease time to payment
5. Unique steps for large capital awards

Key Takeaways

1. **By end of 2024, DCHS processed invoices within an average of 9 days from receipt, with payment usually issued within the next 48 hours.**
2. Time to payment peaked 2020-early 2024
3. DCHS has strengthened internal systems to manage payments.
4. Post-pandemic, providers have limited reserves and expanded programming, making quick payments more critical.

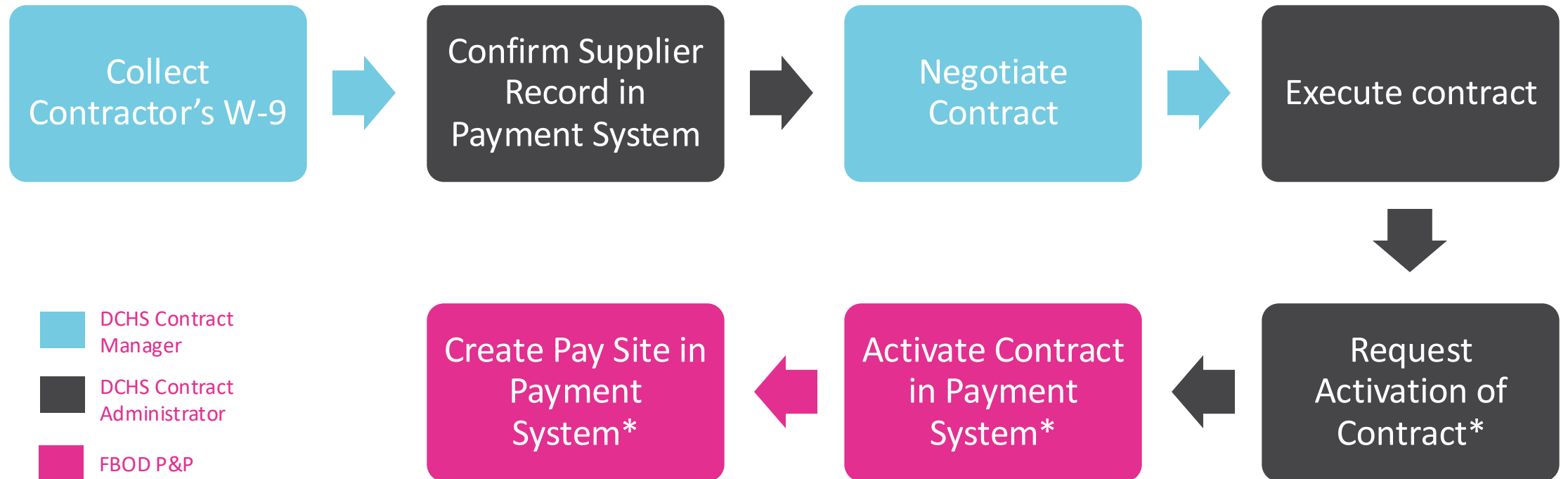
DCHS Grew Significantly 2015-2024

DCHS' Annual Budget

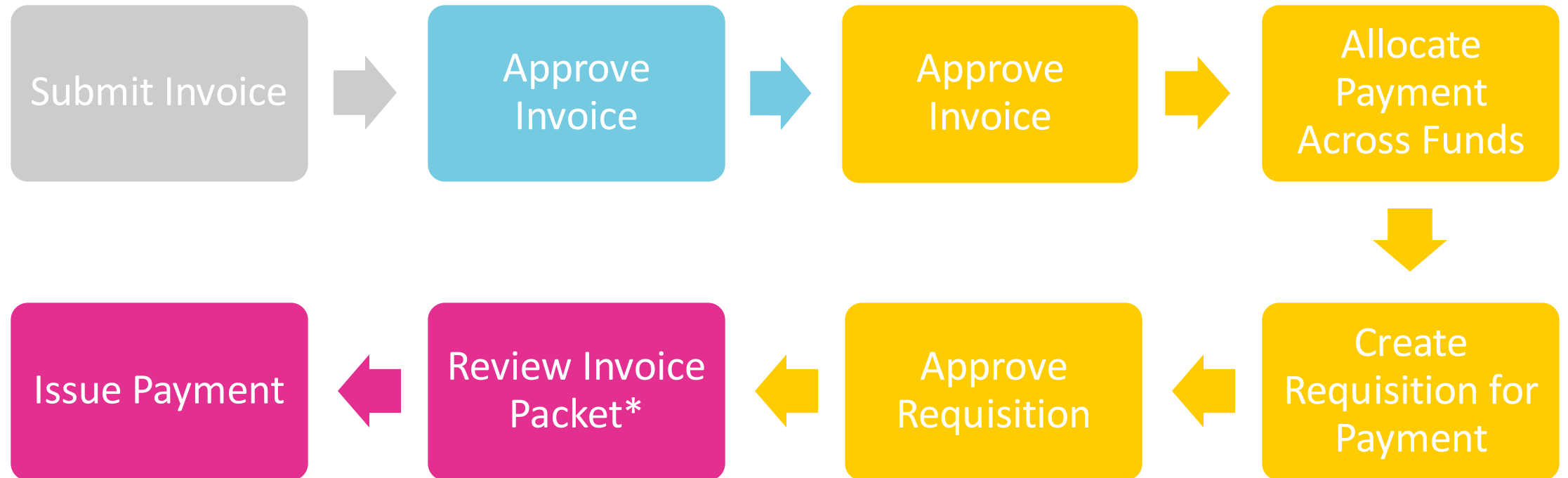


- DCHS budget quadrupled from 2015-2024, from \$400M to \$1.7B annually.
- DCHS now manages substantially more contracts, resulting from a larger budget and intentional efforts to diversifying providers.
 - 2700 contracts with 580 contracted providers in 2024
 - Processed over 7,000 invoices in 2024

Phase 1: Set up Contractor and Contract in Payment System

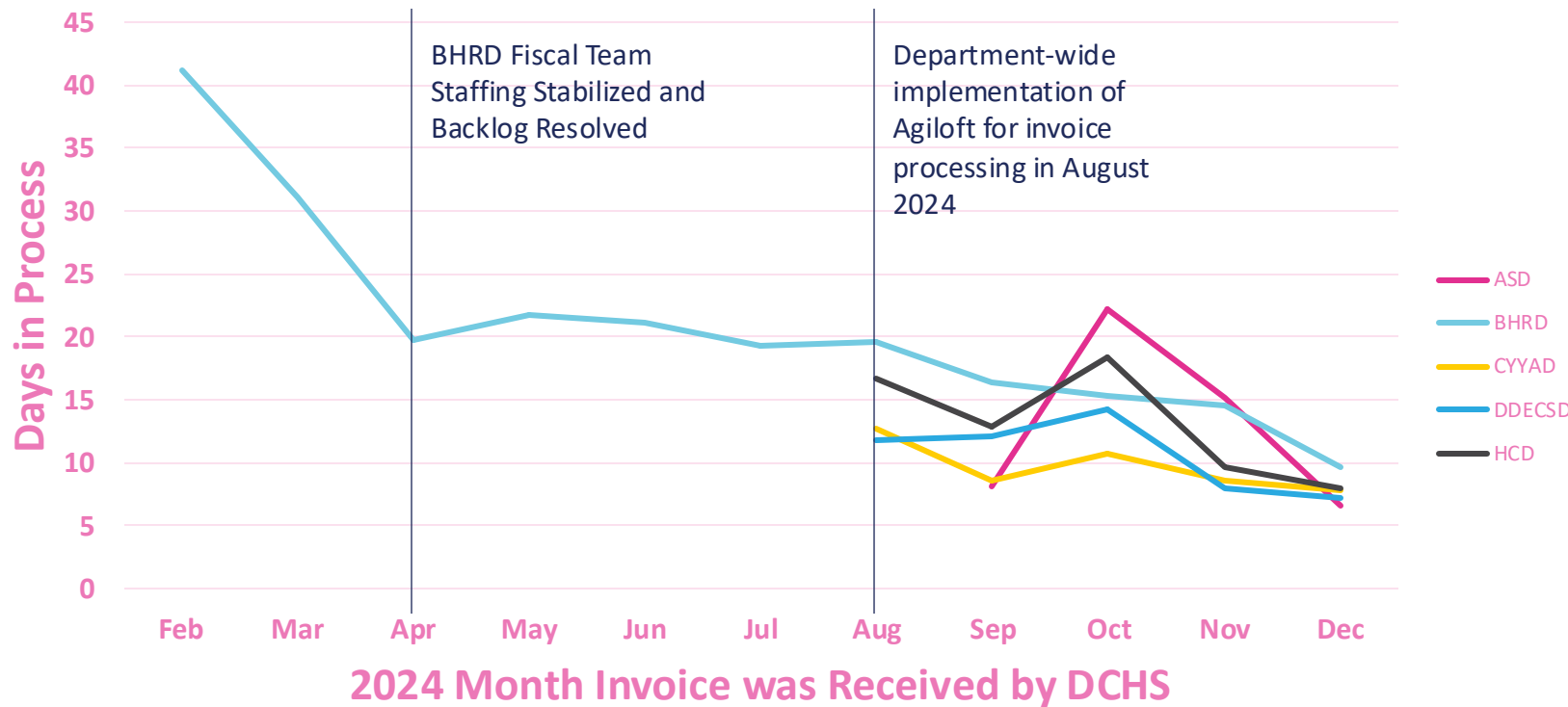


Phase 2: Process Invoices and Payments



By end of 2024, DCHS was processing invoices within an average of 9 days

2024 Agiloft Invoice Processing Time:
From provider submission to sending to FBOD



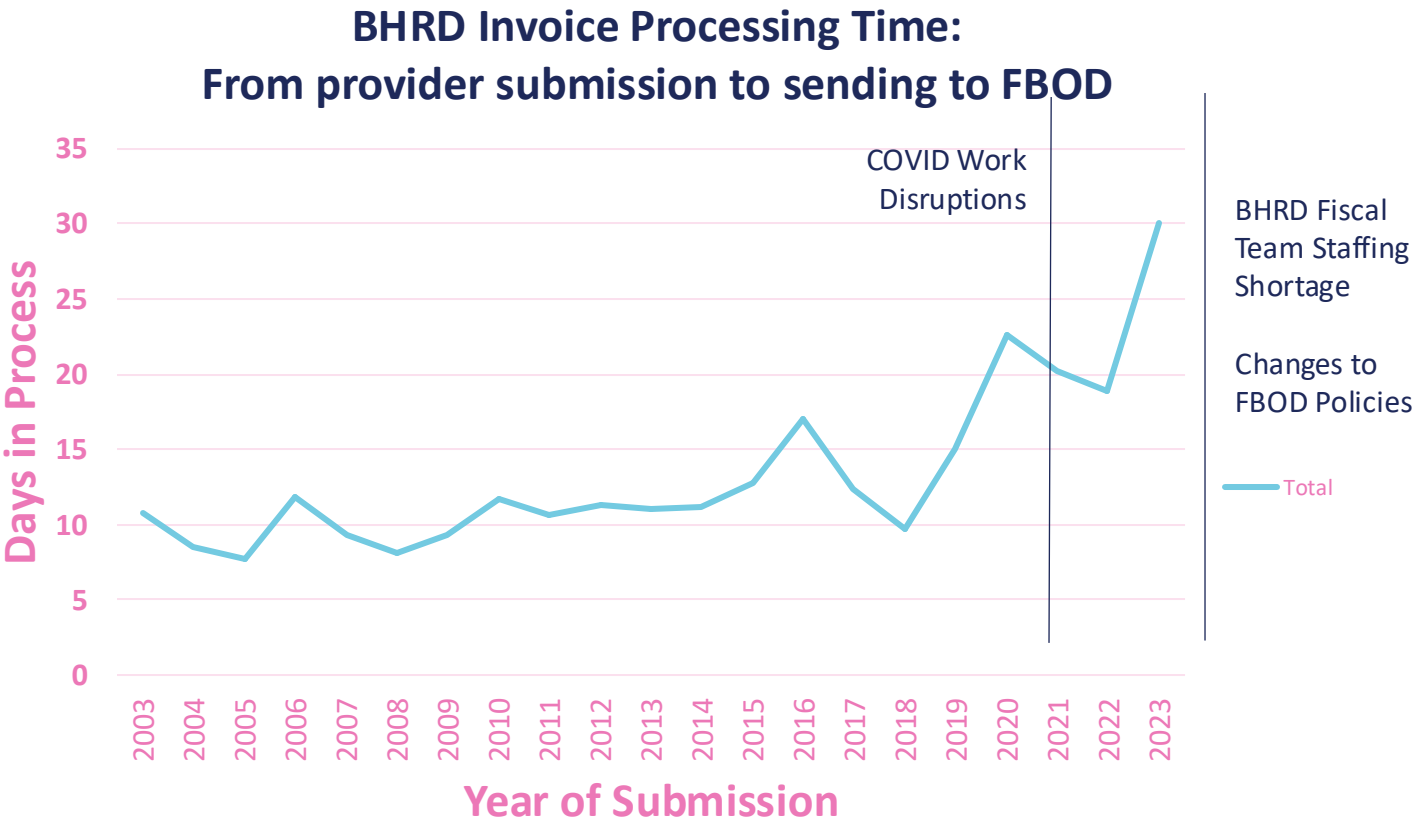
DCHS processes invoices within an average of 9 days.

Most requisitions are paid within 48 hours by FBOD via ACH.

Providers typically submit invoices within two weeks of creation.

In FY24Q4, DCHS processed over 1,800 invoices from contracted providers via Agiloft.

DCHS' Behavioral Health & Recovery Division historically processed invoices in 10-15 days



Pandemic work disruptions, fiscal staffing shortages, and FBOD policy changes caused longer processing times in 2020 and 2023.

The rest of the department did not have an automated invoice process tracking system until August 2024.

Actions taken to return payment time to <30 days

- Expanded and stabilized fiscal team
- Implemented Agiloft—contracting and invoicing software with automatic data upload to KC's payment system. Results:
 - More transparency and consistency for providers
 - More efficient for finance
 - More and better data on payment processing
- Collaborated with FBOD
 - Developed and implemented clear and consistent processes
 - Clarified policies for pay site creation and fraud prevention

Unique challenges for large housing capital contracts and initial payments

- First payment is usually >\$1M and sometimes needs to be wired at closing to escrow
- Contracts reassigned from a non-profit to LLLP
- Impacts 15-20 contracts/payments a year

Recent improvements to capital payments

- DCHS and FBOD teams have refined roles, sequencing, timing, and necessary documentation.
- DCHS teams are adjusting and documenting requirements for unique circumstances.
- DCHS Finance team is training staff on wire transfers and the process for ACH initial payments.

DCHS is continually improving operations and tracking time to payment quarterly

- Monthly meetings between DCHS and FBOD to align processes
- Ongoing improvements in and documentation of invoice and payment processes in DCHS and FBOD
- Building data infrastructure and capacity
- Potential resource needs will be identified as part of FY26–27 budget proposal



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