

# DEPARTMENT OF CONSUMER AFFAIRS

## DISTRIBUTED COSTS METHODOLOGY FOR FY 2015-16

### CONSUMER AND CLIENT SERVICES DIVISION (CCSD)

#### 1. ADMINISTRATIVE & INFORMATION SERVICES DIVISION (AISD):

- A. *AISD LESS OFFICE OF INFORMATION SERVICES* (which consists of the Executive Office, Equal Employment Opportunity Office, Internal Audits, Legal Affairs, Legislative & Regulatory Review, Office of Professional Examination Services, SOLID Training Services, Information Security, and the Office of Administrative Services [which consists of Fiscal Operations (Budgets, Accounting, Cashiering), Business Services Office, Office of Human Resources]): Distributed costs to all Boards/Bureaus/Programs based on authorized position count.
- B. *OFFICE OF INFORMATION SERVICES (OIS)*: Distributed costs based on service center usage. The cost centers have been refined to more accurately distribute each client's costs and include ATS/CAS, BreZE, telecom, PC support, LAN/WAN, and Web services among others.

#### 2. COMMUNICATIONS DIVISION:

- A. *PUBLIC AFFAIRS*: Distributed costs based on authorized position count.
- B. *CONSUMER INFORMATION CENTER (CIC)*: Distributed costs based on client's past year workload to determine the client's distributed costs in budget year.
- C. *CORRESPONDENCE UNIT*: Distributed costs based on client's past year workload to determine the client's distributed costs in budget year. Mainly Bureaus/Programs incur Correspondence costs.
- D. *PUBLICATIONS, DESIGN AND EDITING*: Distributed costs based on authorized position count. All Boards/Bureaus/Programs incur costs.

#### 3. PROGRAM AND POLICY REVIEW DIVISION:

- A. *COMPLAINT RESOLUTION (CRP)*: Distributed costs based on client's past year workload to determine the client's distributed costs in budget year. Only Bureaus/Programs incur resolution costs.

### DIVISION OF INVESTIGATION (DOI)

- A. *INVESTIGATION: Fee for service*: Based on two-year roll-forward methodology. This methodology uses a client's actual workload/costs in past year to determine the client's budget in budget year (BY), which will cover the BY estimated workload, plus any credit or debit for services already provided.
- B. *INVESTIGATIONS AND SERVICES TEAM*: Distributed costs based on authorized position count.
- C. *HEALTH QUALITY INVESTIGATION UNIT (HQIU)*: Costs distributed fully to the Medical Board of California. Costs incurred by Allied Health Programs are based on an hourly rate and invoiced directly with reimbursement going to the Medical Board.