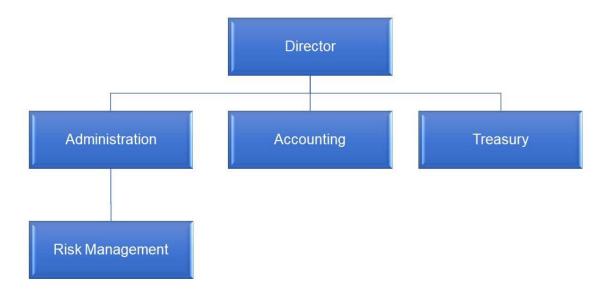
Office of Finance



MISSION AND SERVICES

The Office of Finance collects and invests revenue as well as provides funds disbursement, accounting, debt management and risk management services in line with best practices to County residents and agencies in order to ensure the delivery of fiscally accountable and effective local government services.

CORE SERVICES

- Revenue collection and investment
- Accounting and financial reporting
- Risk management
- Funds disbursement operations
- Debt management, including the preparation of documents for County bond issuance

FY 2024 KEY ACCOMPLISHMENTS

- Made progress on the development of the new Treasury Tax Billing and Collections System.
- Processed approximately 24,000 applications for the Property Tax Credit for Elderly Individuals, resulting in \$2.2 million in credits issued.
- Convened quarterly meetings with County leadership and the Office of Management and Budget to review the County's investment portfolio, the economic outlook and ongoing investment strategy.
- Issued approximately \$187 million in secured tax-exempt bonds, and \$65 million in taxable bonds.
- Issued FY 2023 Annual Comprehensive Financial Report and received the Certificate of Achievement for Excellence in Financial Reporting for FY 2022.

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STRATEGIC FOCUS AND INITIATIVES FOR FY 2025

- Continue implementation of County mandated tax credit, grant and incentive programs, including CB-29-2022 Property Tax Credit for Elderly Individuals, CB-72-2023 Creating Helpful Incentives to Produce Semiconductors (CHIPS) Act of 2023, CB-87-2023 Public Safety Officer Real Property Tax Credit, CB-99-2018/CB-076-2023 Fair Election Fund and CB-96-2023 Local Business Childcare Grant Program.
- Partner with the Office of Information Technology to transition from legacy systems to the new Treasury Management system for property tax collections and administration.
- Continue partnership with the Offices of the County Executive and Management and Budget to reduce the risk
 management fund deficit by reducing payments to claimants and implementing a more calibrated actuarial
 funding contribution level.
- Enhance staffing resources to ensure continuity of operations and the implementation and communication capacity for new programs and legislative mandates.

FY 2025 BUDGET SUMMARY

The FY 2025 approved budget for the Office of Finance is \$6,194,400, an increase of \$312,200 or 5.3% over the FY 2024 approved budget.

Expenditures by Fund Type

| | FY 2023 Act | ual | FY 2024 Bud | lget | FY 2024 Esti | mate | FY 2025 Appr | oved |
|-----------------------|-------------|---------|-------------|---------|--------------|---------|--------------|---------|
| Fund Types | Amount | % Total | Amount | % Total | Amount | % Total | Amount | % Total |
| General Fund | \$4,911,077 | 100.0% | \$5,882,200 | 100.0% | \$5,773,100 | 100.0% | \$5,794,400 | 93.5% |
| Special Revenue Funds | _ | 0.0% | _ | 0.0% | _ | 0.0% | 400,000 | 6.5% |
| Total | \$4,911,077 | 100.0% | \$5,882,200 | 100.0% | \$5,773,100 | 100.0% | \$6,194,400 | 100.0% |

GENERAL FUND

The FY 2025 approved General Fund budget for the Office of Finance is \$5,794,400, a decrease of -\$87,800 or -1.5% under the FY 2024 approved budget.

Reconciliation from Prior Year

| | Expenditures |
|--|--------------|
| FY 2024 Approved Budget | \$5,882,200 |
| Increase Cost: Compensation - Mandated Salary Requirements — Annualization of FY 2024 salary adjustments | \$291,300 |
| Increase Cost: Compensation — Increase in costs for 1,000-hour positions for the new Treasury System implementation, audit and the Elderly Property Tax Credit program | 128,500 |
| Add: Compensation - New Position — New Administrative Assistant 3G position to manage the Fair Election Fund and other County mandated tax credits, grants and incentive programs | 96,500 |
| Increase Cost: Compensation - Overtime — Increase in costs for the new Treasury system implementation and the Elderly Property Tax Credit program | 45,000 |
| Increase Cost: Technology Allocation — Increase in OIT charges based on anticipated countywide costs for technology | 43,700 |
| Add: Fringe Benefits - New Position — Associated fringe benefit costs for the new Administrative Assistant 3G position | 36,500 |

Reconciliation from Prior Year (continued)

| | Expenditures |
|--|--------------|
| Increase Cost: Operating — Increase in costs for advertising, office supplies, interpreter fees and indirect cost consulting contract to align with anticipated costs | 34,700 |
| Increase Cost: Fringe Benefits — Increase in the fringe benefit rate from 35.8% to 36.2% to align with anticipated costs | 26,300 |
| Add: Operating — New contract to outsource wage garnishment services | 20,000 |
| Decrease Cost: Operating — Decrease in costs for printing, training and banking services to align with anticipated costs | (53,600) |
| Decrease Cost: Recovery Increase — Increase in recoveries to align with the increase in salary and fringe benefit costs | (288,500) |
| Decrease Cost: Compensation — Increase in budgeted attrition to account for an increased vacancy rate from 2% to 6.5% and other vacancy savings | (468,200) |
| FY 2025 Approved Budget | \$5,794,400 |

SPECIAL REVENUE FUNDS

Fair Election Special Revenue Fund

The FY 2025 approved Fair Election Special Revenue Fund budget is \$400,000, an increase of \$400,000 or 100.0% over the FY 2024 approved budget.

Reconciliation from Prior Year

| | Expenditures |
|---|--------------|
| FY 2024 Approved Budget | \$— |
| Increase Cost: Operating — Reserves in support of the 2026 general election | \$400,000 |
| FY 2025 Approved Budget | \$400,000 |

STAFF AND BUDGET RESOURCES

| Authorized Positions | FY 2023 Budget | FY 2024 Budget | FY 2025 Approved | Change FY24-FY25 |
|-------------------------|-------------------|-------------------|---------------------|---------------------|
| General Fund | | | | |
| Full Time - Civilian | 66 | 67 | 68 | 1 |
| Full Time - Sworn | 0 | 0 | 0 | 0 |
| Subtotal - FT | 66 | 67 | 68 | 1 |
| Part Time | 0 | 2 | 2 | 0 |
| Limited Term | 0 | 0 | 0 | 0 |
| | | | | |
| Grants | | | | |
| Full Time - Civilian | 1 | 1 | 1 | 0 |
| Full Time - Sworn | 0 | 0 | 0 | 0 |
| Subtotal - FT | 1 | 1 | 1 | 0 |
| Part Time | 0 | 0 | 0 | 0 |
| Limited Term | 1 | 1 | 1 | 0 |
| TOTAL | | | | |
| Full Time - Civilian | 67 | 68 | 69 | 1 |
| Full Time - Sworn | 0 | 0 | 0 | 0 |
| Subtotal - FT | 67 | 68 | 69 | 1 |
| Part Time | 0 | 2 | 2 | 0 |
| Limited Term | 1 | 1 | 1 | 0 |

| | | FY 2025 | |
|-------------------------------|--------------|--------------|-----------------|
| Positions By Classification | Full Time | Part Time | Limited Term |
| Account Clerks | 22 | 2 | 0 |
| Accountants | 25 | 0 | 1 |
| Accounting Services Manager | 1 | 0 | 0 |
| Accounting Technicians | 3 | 0 | 0 |
| Administrative Aides | 2 | 0 | 0 |
| Administrative Assistants | 6 | 0 | 0 |
| Administrative Specialist | 3 | 0 | 0 |
| Associate Director | 2 | 0 | 0 |
| Deputy Director | 1 | 0 | 0 |
| Director | 1 | 0 | 0 |
| Executive Administrative Aide | 1 | 0 | 0 |
| Info Tech Proj Coord | 2 | 0 | 0 |
| TOTAL | 69 | 2 | 1 |

Expenditures by Category - General Fund

| | FY 2023 | FY 2024 | FY 2024 | FY 2025 | Change FY2 | 24-FY25 |
|-----------------|-------------|--------------|--------------|--------------|-------------|-------------|
| Category | Actual | Budget | Estimate | Approved | Amount (\$) | Percent (%) |
| Compensation | \$5,850,875 | \$6,481,500 | \$6,488,900 | \$6,574,600 | \$93,100 | 1.4% |
| Fringe Benefits | 1,948,167 | 2,320,400 | 2,174,400 | 2,383,200 | 62,800 | 2.7% |
| Operating | 1,278,310 | 1,470,700 | 1,500,200 | 1,515,500 | 44,800 | 3.0% |
| Capital Outlay | _ | _ | _ | _ | _ | |
| SubTotal | \$9,077,352 | \$10,272,600 | \$10,163,500 | \$10,473,300 | \$200,700 | 2.0% |
| Recoveries | (4,166,275) | (4,390,400) | (4,390,400) | (4,678,900) | (288,500) | 6.6% |
| Total | \$4,911,077 | \$5,882,200 | \$5,773,100 | \$5,794,400 | \$(87,800) | -1.5% |

In FY 2025, compensation expenditures increase 1.4% above the FY 2024 budget primarily due to funding a new Administrative Assistant 3G position to manage the Fair Election Fund program and other County mandated incentives and tax credits. The additional funding also provides temporary positions to help the agency through new system implementation, audit preparation and staff transitions. These additional expenses are offset by an increase in budgeted attrition and salary lapse. Compensation costs include funding for all 68 full time positions, two part time positions and five temporary/seasonal positions. In addition, one full time and one limited term grant funded position are funded via the American Rescue Plan Act grant program. Fringe benefit expenditures increase 2.7% to align with projected costs.

Operating expenditures increase 3.0% over the FY 2024 budget primarily due to an increase in the OIT technology allocation charge. Other changes include a contract to outsource wage garnishment services and an increase in the accounts payable forensics software.

Recoveries increase 6.6% over the FY 2024 budget due to mandated salary increases.

Expenditures by Division - General Fund

| | FY 2023 | FY 2024 | FY 2024 | FY 2025 _ | Change FY2 | 24-FY25 |
|---------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Category | Actual | Budget | Estimate | Approved | Amount (\$) | Percent (%) |
| Administration | \$673,034 | \$601,900 | \$562,600 | \$850,100 | \$248,200 | 41.2% |
| Accounting Division | 1,874,338 | 2,201,500 | 2,095,600 | 1,925,800 | (275,700) | -12.5% |
| Treasury Division | 2,363,705 | 3,078,800 | 3,114,900 | 3,018,500 | (60,300) | -2.0% |
| Total | \$4,911,077 | \$5,882,200 | \$5,773,100 | \$5,794,400 | \$(87,800) | -1.5% |

General Fund - Division Summary

| | FY 2023 | FY 2024 | FY 2024 | FY 2025 | Change FY2 | 24-FY25 |
|---------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Category | Actual | Budget | Estimate | Approved | Amount (\$) | Percent (%) |
| Administration | | | | | | |
| Compensation | \$1,644,221 | \$1,705,800 | \$1,690,800 | \$1,963,600 | \$257,800 | 15.1% |
| Fringe Benefits | 560,782 | 610,700 | 569,000 | 712,100 | 101,400 | 16.6% |
| Operating | 174,947 | 191,200 | 208,600 | 199,000 | 7,800 | 4.1% |
| Capital Outlay | _ | _ | _ | _ | _ | |
| SubTotal | \$2,379,950 | \$2,507,700 | \$2,468,400 | \$2,874,700 | \$367,000 | 14.6% |
| Recoveries | (1,706,916) | (1,905,800) | (1,905,800) | (2,024,600) | (118,800) | 6.2% |
| Total Administration | \$673,034 | \$601,900 | \$562,600 | \$850,100 | \$248,200 | 41.2% |
| Accounting Division | | | | | | |
| Compensation | \$2,432,068 | \$2,623,000 | \$2,581,600 | \$2,468,700 | \$(154,300) | -5.9% |
| Fringe Benefits | 802,188 | 939,000 | 873,300 | 894,400 | (44,600) | -4.7% |
| Operating | 474,226 | 514,200 | 515,400 | 571,900 | 57,700 | 11.2% |
| Capital Outlay | _ | _ | _ | _ | _ | |
| SubTotal | \$3,708,482 | \$4,076,200 | \$3,970,300 | \$3,935,000 | \$(141,200) | -3.5% |
| Recoveries | (1,834,144) | (1,874,700) | (1,874,700) | (2,009,200) | (134,500) | 7.2% |
| Total Accounting Division | \$1,874,338 | \$2,201,500 | \$2,095,600 | \$1,925,800 | \$(275,700) | -12.5% |
| Treasury Division | | | | | | |
| Compensation | \$1,774,586 | \$2,152,700 | \$2,216,500 | \$2,142,300 | \$(10,400) | -0.5% |
| Fringe Benefits | 585,197 | 770,700 | 732,100 | 776,700 | 6,000 | 0.8% |
| Operating | 629,137 | 765,300 | 776,200 | 744,600 | (20,700) | -2.7% |
| Capital Outlay | _ | _ | _ | _ | _ | |
| SubTotal | \$2,988,920 | \$3,688,700 | \$3,724,800 | \$3,663,600 | \$(25,100) | -0.7% |
| Recoveries | (625,215) | (609,900) | (609,900) | (645,100) | (35,200) | 5.8% |
| Total Treasury Division | \$2,363,705 | \$3,078,800 | \$3,114,900 | \$3,018,500 | \$(60,300) | -2.0% |
| Total | \$4,911,077 | \$5,882,200 | \$5,773,100 | \$5,794,400 | \$(87,800) | -1.5% |

OFFICE OF FINANCE - 110 Division Overview

DIVISION OVERVIEW

Administration

The Administration Division oversees the activities of the office and has direct responsibility for coordinating and financing bond sales for capital projects including infrastructure, facility, equipment and technology acquisition.

The division administers a comprehensive insurance program designed to minimize the County's exposure to risk in the areas of professional, general and automobile liability, fire and casualty loss and workers' compensation.

Fiscal Summary

In FY 2025, the division expenditures increase \$248,200 or 41.2% over the FY 2024 budget. Staffing resources increase by two from the FY 2024 budget. The primary budget changes include:

 An increase in personnel costs due to mandated salary increases and an increase in staffing by two. One position is transferred from the Treasury division and one new Administrative Assistant 3G position to support the Fair Election Fund program. Temporary positions are also reassigned from the Accounting and Treasury divisions.

- An increase in operating costs due to an increase in the OIT technology allocation charge.
- An increase in recoveries due to prior year salary adjustments.

| | FY 2024 | FY 2025 | Change F | Y24-FY25 |
|----------------------|-----------|-----------|-------------|-------------|
| | Budget | Approved | Amount (\$) | Percent (%) |
| Total Budget | \$601,900 | \$850,100 | \$248,200 | 41.2% |
| STAFFING | | | | |
| Full Time - Civilian | 14 | 16 | 2 | 14.3% |
| Full Time - Sworn | 0 | 0 | 0 | 0.0% |
| Subtotal - FT | 14 | 16 | 2 | 14.3% |
| Part Time | 0 | 0 | 0 | 0.0% |
| Limited Term | 0 | 0 | 0 | 0.0% |

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Division Overview OFFICE OF FINANCE - 110

Accounting Division

The Accounting Division is responsible for the timely and accurate recording and reporting of the financial activities of the County and the Redevelopment Authority to ensure conformity with legal requirements, administrative policy and Generally Accepted Accounting Principles. These activities are captured in several standard funds and account groups that include the General Fund; the Special Revenue Fund; the Debt Service Fund; the Capital Projects Fund; the Enterprise Funds, which include Solid Waste and Stormwater Management; the Internal Service Funds, such as the Self-Insurance Funds; the Trust, Agency and Pension Funds and the Fixed Assets and Long-Term Debt Account Groups. This division is also responsible for preparation of the Annual Comprehensive Financial Report, the State's Uniform Financial Report and the Indirect Cost Allocation Plan. The latter is used to recover indirect costs and fringe benefits applicable to grants and contracts. This division also performs all accounting functions related to County accounts receivable, accounts payable and travel transactions.

The Accounting Division coordinates two other major activities within the Office of Finance. The payroll unit maintains and operates the automated payroll system and processes the bi-weekly County payroll and monthly pension payments. The financial systems staff is responsible for maintaining and operating the County's automated accounting systems.

Fiscal Summary

In FY 2025, the division expenditures decrease -\$275,700 or -12.5% under the FY 2024 budget. Staffing resources remain unchanged from the FY 2024 budget. The primary budget changes include:

- A decrease in personnel costs due to reclassing temporary positions to the Administration division and budgeted attrition and salary lapse to align with historical expenditures.
- An increase in operating due to the reallocation of software costs from the Administration division and the addition of a contract to outsource wage garnishment services.
- An increase in recoveries due to prior year salary adjustments.

| | FY 2024 | FY 2024 FY 2025 | | Y24-FY25 |
|----------------------|-------------|-----------------|-------------|-------------|
| | Budget | Approved | Amount (\$) | Percent (%) |
| Total Budget | \$2,201,500 | \$1,925,800 | \$(275,700) | -12.5% |
| STAFFING | | | | |
| Full Time - Civilian | 27 | 27 | 0 | 0.0% |
| Full Time - Sworn | 0 | 0 | 0 | 0.0% |
| Subtotal - FT | 27 | 27 | 0 | 0.0% |
| Part Time | 0 | 0 | 0 | 0.0% |
| Limited Term | 0 | 0 | 0 | 0.0% |

OFFICE OF FINANCE - 110 Division Overview

Treasury Division

The Treasury Division collects and accounts for various taxes and fees including real property taxes, business personal property taxes, transfer and recordation taxes, telecommunication taxes and solid waste service charges. It also handles special area assessments for the County as well as taxes and charges for the State of Maryland, the Washington Suburban Commission, the Maryland-National Capital Park and Planning Commission and all 27 municipalities. Other taxes administered include energy, mobile home and hotel/motel taxes. The Treasury Division is responsible for issuing certifications; auditing tax adjustments; processing circuit breaker refunds; administering credit various tax programs; collecting fees associated with evictions; administering the semi-annual tax payment program and selling properties at tax sale for delinquent taxes. The division also has responsibility for the management of cash flow and the investment of all funds not immediately required for expenditure in an effort to maximize return.

Fiscal Summary

In FY 2025, the division expenditures decrease -\$60,300 or -2.0% under the FY 2024 budget. Staffing resources decrease by one position under the FY 2024 budget. The primary budget changes include:

- A decrease in personnel costs due to reclassing a Systems Analyst 3G position and temporary staffing positions to the Administration division.
- A decrease in operating due to reduced printing costs.
- An increase in recoveries due to prior year salary adjustments.

| | FY 2024 | FY 2025 | Change FY24-FY25 | | |
|----------------------|-------------|-------------|------------------|-------------|--|
| | Budget | Approved | Amount (\$) | Percent (%) | |
| Total Budget | \$3,078,800 | \$3,018,500 | \$(60,300) | -2.0% | |
| STAFFING | | | | | |
| Full Time - Civilian | 26 | 25 | (1) | -3.8% | |
| Full Time - Sworn | 0 | 0 | 0 | 0.0% | |
| Subtotal - FT | 26 | 25 | (1) | -3.8% | |
| Part Time | 0 | 2 | 2 | 0.0% | |
| Limited Term | 0 | 0 | 0 | 0.0% | |

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APPROVED OPERATING BUDGET

Other Funds OFFICE OF FINANCE - 110

OTHER FUNDS

Fair Election Special Revenue Fund

The Fair Election Fund supports the County's public campaign financing program established to promote and encourage broader access to County elected office. The program is intended to enable citizens of Prince George's County to run for office on the strength of their ideas, supported by small donations from residents and others combined with matching funds from the Fair Election Fund. The fund and associated public campaign financing program were established by CB-099-2018 and later amended by CB-076-2023.

Fiscal Summary

Revenues increase \$400,000 or 100.0% over the FY 2024 approved budget. During FY 2024, \$400,000 is transferred from Non-Departmental to the Fair Election Fund.

Expenditures for the Fair Election Special Revenue Fund total \$400,000. FY 2025 funding will be transferred to the fund reserves to support candidates for office in the 2026 general election cycle.

Expenditures by Category

| | FY 2023 | FY 2024 | FY 2024 | FY 2025 — | Change FY24-FY25 | |
|-----------|---------|---------|----------|-----------|------------------|-------------|
| Category | Actual | Budget | Estimate | Approved | Amount (\$) | Percent (%) |
| Operating | \$— | \$— | \$— | \$400,000 | \$400,000 | |
| Total | \$— | \$— | \$— | \$400,000 | \$400,000 | |
| Total | \$— | \$— | \$— | \$400,000 | \$400,000 | |

OFFICE OF FINANCE - 110 Other Funds

Fund Summary

| | FY 2023 | FY 2024 | FY 2024 Estimated | FY 2025 — | FY 2024-2025 | |
|---|-------------|---------|----------------------|-----------|--------------|----------|
| Category | Actual | Budget | | Approved | Change \$ | Change % |
| BEGINNING FUND BALANCE | \$ — | \$— | \$— | \$400,000 | \$400,000 | 0.0% |
| General Fund Transfer | \$— | \$— | \$400,000 | \$— | \$— | 0.0% |
| Appropriated Fund Balance | _ | _ | _ | 400,000 | 400,000 | 0.0% |
| Total Revenues | \$ — | \$— | \$400,000 | \$400,000 | \$400,000 | 0.0% |
| EXPENDITURES | | | | | | |
| Transfer to fund reserves for the 2026 general election | \$— | \$— | \$— | \$400,000 | \$400,000 | 0.0% |
| Total Expenditures | \$— | \$— | \$— | \$400,000 | \$400,000 | 0.0% |
| EXCESS OF REVENUES OVER EXPENDITURES | _ | _ | 400,000 | _ | _ | 0.0% |
| OTHER ADJUSTMENTS | _ | _ | _ | (400,000) | (400,000) | 0.0% |
| ENDING FUND BALANCE | \$— | \$— | \$400,000 | \$— | \$— | 0.0% |

SERVICE DELIVERY PLAN AND PERFORMANCE

Goal 1 — To ensure optimal revenue collection, financial and investment services are provided to County stakeholders in order to effectively obtain the funds to support County services.

Objective 1.1 — Increase the percent of real property tax revenue collected.

| FY 2029 Target | FY 2022 Actual | FY 2023 Actual | FY 2024 Estimated | FY 2025 Projected | Trend |
|-------------------|-------------------|-------------------|----------------------|----------------------|-------|
| 100% | 100% | 100% | 100% | 100% | ↔ |

Trend and Analysis

The Office of Finance is responsible for cash and investment management, billing and collecting the County's real and personal property taxes, conducting the annual sale of tax lien certificates, processing documents for transfer and recordation tax collection, managing various property credits and collecting other business taxes. Real property taxes are the largest source of revenue for the County. The annual sale of tax lien certificates is a tax collection technique to recover payment of delinquent taxes by auctioning liens against a property. While the number of tax liens varies, the sale of the tax liens mitigates the loss of uncollected revenues. Real property tax collection rates have remained consistent at close to 100%.

Note: FY 2022 actual for "Revenue collected through e-payment services" has been restated for accuracy.

Performance Measures

| Measure Name | FY 2021 Actual | FY 2022 Actual | FY 2023 Actual | FY 2024 Estimated | FY 2025 Projected |
|---|-------------------|-------------------|-------------------|----------------------|----------------------|
| Resources (Input) | | | | | |
| Treasury Division staff | 22 | 21 | 23 | 28 | 28 |
| Workload, Demand and Production (Output) | | | | | |
| Tax payments processed | 492,103 | 497,315 | 500,743 | 501,000 | 502,000 |
| Tax sale certificates processed | 1,859 | 2,470 | 2,106 | 1,900 | 1,900 |
| Tax lien certificates sold to purchasers | 95% | 99% | 95% | 97% | 97% |
| Revenue collected through e-payment services (millions) | \$162.7 | \$93.8 | \$250.5 | \$252.0 | \$254.0 |
| Tax inquiry calls received | 47,744 | 45,618 | 39,254 | 52,500 | 50,000 |
| Clean lot liens processed | 209 | 114 | 54 | 50 | 50 |
| Tax bills generated | 391,801 | 384,801 | 387,958 | 390,000 | 392,000 |
| Efficiency | | | | | |
| Tax payments processed per staff member | 22,368 | 23,682 | 21,771 | 21,000 | 20,000 |
| Impact (Outcome) | | | | | |
| Real property taxes collected | 100% | 100% | 100% | 100% | 100% |
| Personal property taxes collected | 94% | 96% | 94% | 94% | 94% |

Goal 2 — To provide management/advisory services and training to County agencies in order to minimize the County's risk exposure.

Objective 2.1 — Reduce risk management payments to claimants (millions).

| / 2029 arget | FY 2022 Actual | FY 2023 Actual | FY 2024 Estimated | FY 2025 Projected | Trend |
|---------------------|-------------------|-------------------|----------------------|----------------------|-------|
| \$ 35.0 | \$33.0 | \$43.0 | \$32.0 | \$33.0 | ↔ |

Trend and Analysis

The Risk Management Office provides management oversight over the County's Risk Pool (County, Board of Education, Community College and Memorial Library) claims administration servicing contract for third party liability, property claims and first party employee(s) workers' compensation claims. Other essential functions include the management of the County's self-insurance program as approved by both the County Council and the State of Maryland. The number of new risk management claims decreased approximately 11% from FY 2022 to FY 2023 and is expected to remain relatively flat in FY 2024. Claim status categorization parameters have changed since working with new a Third Party Administrator, resulting in a larger percentage of claims coded as "incident only" and captured under the metric "Claims reported and closed [within 24 hours]."

Note: After consultation with the Risk Manager for the County, it has been decided that the measure, "Claims reported and closed," is no longer relevant to the objective and will be retired moving forward.

Performance Measures

| Measure Name | FY 2021 Actual | FY 2022 Actual | FY 2023 Actual | FY 2024 Estimated | FY 2025 Projected |
|--|-------------------|-------------------|-------------------|----------------------|----------------------|
| Resources (Input) | | | | | |
| Adjusters | 21 | 19 | 18 | 18 | 19 |
| Workload, Demand and Production (Output) | | | | | |
| New risk management claims processed | 2,033 | 2,068 | 1,846 | 1,800 | 2,000 |
| Risk management claims closed | 3,047 | 3,012 | 2,741 | 2,300 | 3,000 |
| Claims settled through the Office of Law | 381 | 431 | 231 | 175 | 200 |
| Efficiency | | | | | |
| Claims received per adjuster | 8 | 9 | 8 | 10 | 9 |
| Quality | | | | | |
| Claims reported and closed | 2% | 1% | 15% | 20% | 20% |
| Impact (Outcome) | | | | | |
| Risk management reserve payments to claimants (millions) | \$52.0 | \$33.0 | \$43.0 | \$32.0 | \$33.0 |

