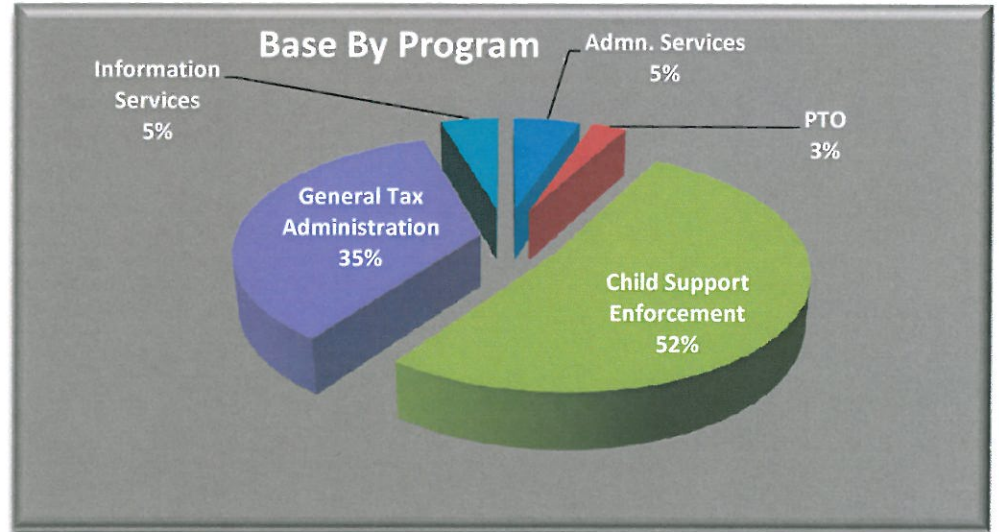
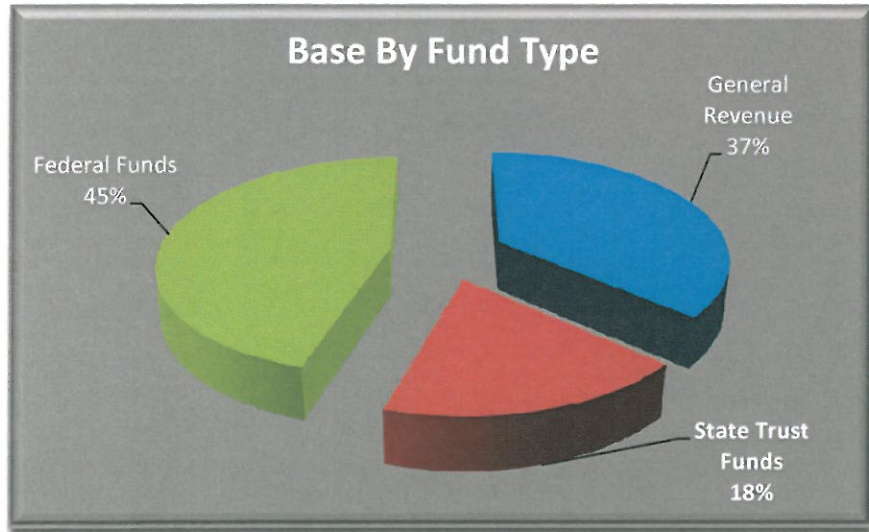


## Department of Revenue Fiscal Year 2013-14 Base Budget Review - Agency Summary

The Department of Revenue has three primary roles: (1) collect and distribute taxes, (2) enforce child support laws, and (3) oversee Florida's property tax administration in the State.

	<b>FTE</b>	<b>Recurring</b>	<b>Nonrecurring</b>	<b>Total</b>
<b>Fiscal Year 2012-13 Appropriations:</b>	5,155.0	477,283,253	43,095,413	520,378,666

Agency Funding Overview		Base Budget FY 2013-14*				
	Program	FTE	GR	State Trust Funds	Federal Funds	Total
1	<b>Administrative Services</b>	260.00	11,689,998	5,846,486	7,775,006	25,311,490
2	<b>Property Tax Oversight</b>	171.00	11,547,409	1,561,150	0	13,108,559
3	<b>Child Support Enforcement</b>	2,296.00	64,461,688	4,178,144	181,171,589	249,811,421
4	<b>General Tax Administration</b>	2,254.00	80,604,223	65,133,720	24,660,597	170,398,540
5	<b>Information Services</b>	174.00	6,786,574	10,835,141	4,097,728	21,719,443
<b>6</b>	<b>Total</b>	<b>5,155.00</b>	<b>175,089,892</b>	<b>87,554,641</b>	<b>217,704,920</b>	<b>480,349,453</b>



\* Base budget differs from the FY 2012-13 appropriation as the base budget does not include any nonrecurring funds but does include annualizations and other adjustments.

## Department of Revenue Funding History



## Programs & Services Descriptions

### **A Program : Administrative Services**

#### **1 Budget Entity/Service: Executive Direction and Support Services**

The Executive Direction and Support Services Program provides the vision and direction for all agency functions, while also allocating and managing human and financial resources. The Program's purpose is to enable the operational programs - General Tax Administration, Child Support Enforcement, and Property Tax Oversight - to achieve their objectives. Revenue's executive leadership ensures that the Department fulfills its legal responsibilities, manages its resources wisely, identifies and meets challenges proactively, and continually improves its performance. This program will continue to support the Department in its initiatives to reduce costs, increase performance through process improvement and more effective use of technology, improve customer service within existing resources, and maintain a skilled, effective workforce.

### **B Program : Property Tax Oversight**

#### **1 Budget Entity/Service: Compliance Determination**

The Compliance Determination process reviews and approves annual property tax rolls submitted by county property appraisers, which contain more than 10 million parcels of property valued at more than \$1.8 trillion; reviews and approves applications for property tax refunds and tax certificate cancellations in excess of \$2,500 submitted by county tax collectors; reviews and approves Truth-In-Millage packages submitted by local taxing authorities and ensures local governments' compliance with millage-levying limitations; and reviews and approves the annual budgets of property appraisers and tax collectors valued at more than \$500 million.

#### **2 Budget Entity/Service: Compliance Assistance**

The Compliance Assistance process develops and delivers certification workshops and continuing education classes for property appraisers, tax collectors, value adjustment boards and local governments to ensure fair, equitable and uniform administration of Florida's property tax laws in all 67 counties; provides technical assistance to property appraisers, tax collectors, value adjustment boards, local governments, taxpayers, and other policymakers; coordinates aerial photography and digital mapping of all 67 counties; conducts central assessments of rail roads and private car lines, which are valued at more than \$1.3 billion; produces statewide statistical data and reports used by the Department of Education and Revenue Estimating Conference to establish public school funding and estimate local government revenues; and distributes state pass-through funding to fiscally constrained counties to offset reductions in property tax collections resulting from Amendment 1 passed by Florida voters in 2008.

## Programs & Services Descriptions

### **C Program : Child Support Enforcement**

#### **1 Budget Entity: Case Processing**

The Case Processing Service is critical to the Program's mission to help children receive the financial support they need, as it is responsible for all activities needed to open a new case or reopen a case; to collect, maintain, and ensure the accuracy of all case, financial, and location information; to receive and respond to verbal and written inquiries concerning child support services; and to provide program-services information and education to the public. By continuing to provide this Service, the burden on taxpayers to provide financial support and health care coverage to children is reduced. This Service produces accurate and complete child support cases; accurate case specific, support order, and financial information; proactive identification of cases with a change in circumstances; verified personal identification, financial, address, employer, and asset information; financial case reviews; timely and accurate information to resolve inquirer's concerns; receipt and responses to verbal and written inquiries; and program services information and education to parents, public, partners, and other interested parties. This Service uses a partnership of private companies, political subdivisions and other state and federal agencies to provide child support services to parents and caregivers; to other states' and countries' child support agencies, and the Department of Children and Family Services. The national and state focus to move families toward self-sufficiency places a priority on child support. In response to this need the Department must continue to improve the quality of case related information and provide excellent customer service.

#### **2 Budget Entity: Remittance and Distribution**

The Remittance and Distribution Service is critical to the Program's mission to help children receive the financial support they need, as all support collections are processed by this Service. By continuing to provide this Service, the burden on taxpayers to provide financial support to children is reduced. The services provided include receipting, posting, allocation determinations and distribution of all payments; creation of collection data files; producing and mailing of payment coupons/billing statements to noncustodial parents; and reconciling financial accounts. This Service uses a partnership of private companies, political subdivisions, and other state and federal agencies to provide child support services to parents and caregivers, to other states' and countries' child support agencies, and the Department of Children and Family Services. In order to provide accurate, timely, and efficient support collections to families the Department implemented electronic disbursement of support payments through direct deposit and debit card options. The Department continues to reduce undistributed collections and monitor federal law changes that would change the federal distribution rules for child support payments.

## Programs & Services Descriptions

### **3 Budget Entity: Establishment**

The Establishment Service is critical to the Program's mission to help children receive the financial support they need, as it is responsible for all activities needed to establish paternity for children and establish and modify support orders. By continuing to provide this Service, the burden on taxpayers to provide financial support and health care coverage to children is reduced. The services produced are paternity determinations; paternity establishments; initial support order establishments; and modifications of existing support orders to ensure that the order reflects the current circumstances of the family. This Service uses a partnership of private companies, political subdivisions, and other state and federal agencies to provide child support services to parents and caregivers, to other states' and countries' child support agencies, and the Department of Children and Family Services. The national and state focus to move families toward self-sufficiency places a greater priority on child support. Florida has a significant number of children without support orders in place. In response to parents' need for more efficient and effective services, the Department must continue its efforts to improve the judicial and administrative procedures to establish and modify support orders.

### **4 Budget Entity: Compliance**

The Compliance Service is critical to the program's mission to help children receive the financial support they need, as it provides the needed activities to monitor parents' compliance with ordered support provisions and initiate activities to obtain compliance. By continuing to provide this Service, parents, caregivers and children benefit from financial support, thus reducing the burden of the taxpayers to provide financial support and health care coverage. The services produced are proactive identification of cases that have a compliance discrepancy; administrative and judicial enforcement actions to obtain compliance; investigation of overpayments and refunding overpayments to payers; and support to families. This Service uses a partnership of private companies, political subdivisions, and other state and federal agencies to provide child support services to parents and caregivers, to other states' and countries' child support agencies, and the Department of Children and Family Services. The national and state focus to move families from welfare dependency toward self-sufficiency places a greater priority on child support services. In response to parents' need for more efficient and effective child support services, this Service must continue to find to find new and innovative ways to obtain voluntary compliance and work with parents to assist them in meeting their support obligations.

## Programs & Services Descriptions

### **D Program: General Tax Administration**

#### **1 Budget Entity: Tax Processing**

This Service receives and processes tax returns, tax receipts, and refund claims. All data necessary to accurately deposit tax dollars into state, local, and trust fund accounts is captured during this process. Information required to track, approve, deny, and issue refunds or issue credits is maintained. Larger taxpayers are legally required to transmit tax returns, data, and funds electronically. Smaller tax filers send paper returns and paper checks. This service also creates, maintains, and updates accounts for taxpayers either required to file tax returns and pay taxes or that are exempt from taxation. Account updates include social, demographic, and financial data, as well as tax return filing history. Accounts may be updated as a result of activity occurring in any of General Tax Administration (GTA) Program's business processes, such as collection, case selection, audit, etc. This service accounts for and posts tax revenue to the appropriate funds for distribution into local and state accounts.

#### **2 Budget Entity: Taxpayer Aid**

This service consists of two main subprocesses, taxpayer education and taxpayer assistance. Taxpayer education is information provided to taxpayers as initiated by the department when the need to convey information to taxpayers becomes necessary. Examples include tax returns and related instructions, general information bulletins, and the offering of online tutorials. Taxpayer assistance provided by the department is initiated by a taxpayer request for information or assistance and provided on a case-by-case basis as needed.

#### **3 Budget Entity: Compliance Determination**

This service performs examinations and reviews of tax returns, supporting documents, accounting records, and/or third party data to determine taxpayers' compliance with the tax laws. Examinations may be limited solely to the information shown on a filed tax return and supporting schedules or may include a more detailed examination of taxpayers' books and records to determine if all tax due was reported or that an unregistered taxpayer was properly registered and/or owes tax. Taxpayers identified as being noncompliant are notified of their noncompliance and of corrective action required.

#### **4 Budget Entity: Compliance Resolution**

This service manages the outcomes of the Compliance Determination service. Accounts receivables require follow-up and consist of identified tax underpayments requiring collection action, which is accomplished via a centralized out-bound phone bank or via field collection for those taxpayers that fail to quickly pay their tax obligations.

## Programs & Services Descriptions

### **E Program: Information Services**

#### **1 Information Technology**

The Information Technology (IT) service is responsible for providing technical expertise and support to the Department for planning, developing and implementing business applications using the latest information technologies. This includes setting and enforcing standards, promulgating IT policy and coordinating all department IT activities. This service assures that automated systems are developed by Information Services Program employees using state-of-the-art technology to provide Florida citizens with access to tax and child support online services and support property tax oversight. This service benefits all Department employees, the citizens of Florida and the legislature by supporting the accomplishment of the operational programs' objectives through the use of technology, which provides innovation, process improvement and consistency across Department computer systems.

**DEPARTMENT OF REVENUE**  
**Trust Funds**

Trust Fund	Controlling Statutory Authority	Statutory Purpose of Trust Fund	Specific Revenue Source(s)	2013-14 Base Budget
Certification Program Trust Fund	195.002(2)	To support Property Tax Administrative activities related to conducting schools to upgrade property assessment and property tax collection skills. Includes salaries and benefits of department employees whose duties are directly associated with developing and conducting such schools.	Revenues are tuition and examination fees collected by the department to conduct schools to upgrade assessment skills of both state and local assessment personnel.	\$1,561,150
Child Support Incentive Trust Fund	61.1812	Account for federal incentive payments to the state for child support enforcement and to support the activities of the child support enforcement program under Title IV-D of the social security act	Federal incentives from federal incentive pool established by Congress and investment income (61.1812), (215.44), (215.52).	\$29,207,157
CSE Application Fee & Program Revolving Trust Fund	61.1814	For deposit of application fees of nonpublic assistance applicants for CSE services.	Fines for failure to comply with subpoena for failure to provide employment information (409.2564) (409.2578), Costs recovered thru courts (409.2554(11)), balance of SDU depository fees (61.181(2)(a)), (61.1826(7)), interest on SDU accounts (61.1826(70)), interest on child support collections in clearing fund (409.2557(1)).	\$2,640,249
Court/CSE Collection System Trust Fund	61.1811	75% of the revenues generated by s 61.181(2), F.S. shall be remitted to this fund and used exclusively for the development , implementation, and operation of the Clerk of the Court Child Support System.	Depository and SDU fees (61.181(2)(b)).	\$1,457,098
Local Government Half Cent Sales Tax Clearing Trust Fund	218.61	For controlling and accounting for Half-Cent Sales Tax, pending distribution to counties and municipalities.	To control and account for Half-Cent Sales Tax, pending distribution to counties and municipalities.	\$16,900,000
Operating Trust Fund	215.3207	Depository for funds to be used for program operations funded by program revenues.	Documentary Stamp Tax (201.15(7)), Pollutant Excise Tax (206.9945(1)), Solid Minerals Severance Tax (211.31(4)), Motor Vehicle Warranty Fee (681.117(1)), Fuel taxes(206.60(2)(a)), Communications Services Tax (202.18), Rental Surcharge (212.0606 ), Second Hand Dealers (538.09 ), Trans. Water Quality (403), Trans. Solid Waste ( 403.718(2)), Hazardous Waste/Solid Waste (403), Collection Agencies (216), Other Agencies (212).	\$64,915,347
Federal Grants Trust Fund	215.197	The fund is established for use as a depository for funds to be used for allowable grant activities funded by restricted program revenues from federal sources.	Moneys to be credited to the trust fund shall consist of grants and funding from the federal government, interest earnings, and cash advances from other trust funds.	\$188,578,560

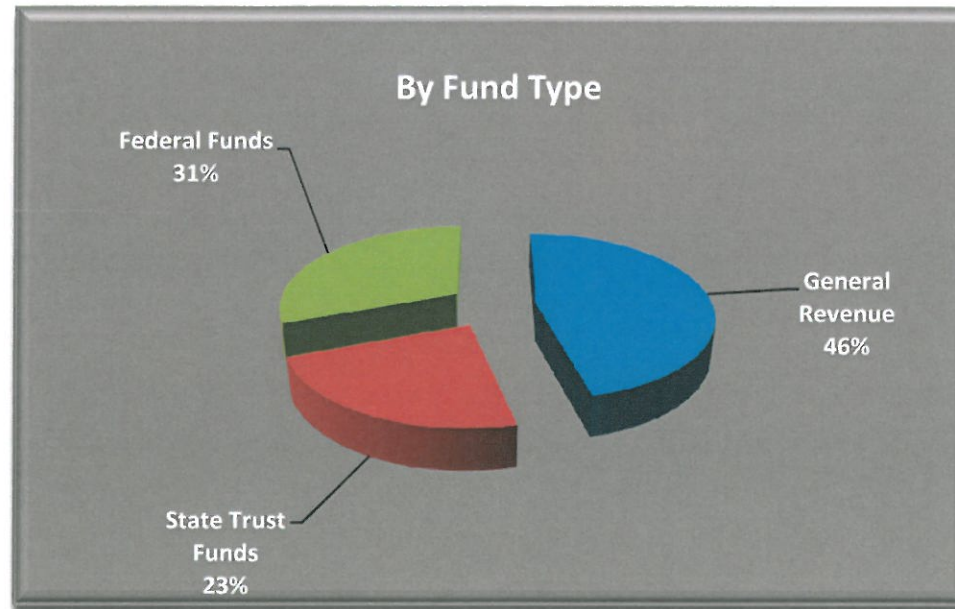


## Administrative Services Program FY 2013-14 Base Budget Summary

### Program Description

This program provides executive direction, leadership and support throughout DOR. In addition, supports the department through the Office of the Executive Director; Office of General Counsel; Technical Assistance and Dispute Resolution; Inspector General; Legislative and Cabinet Services; Financial Management; and Administration.

Program Funding Overview		Base Budget FY 2013-14				
	Administrative Services Program	FTE	GR	State Trust Funds	Federal Funds	Total
1	Administrative Services	260.00	11,689,998	5,846,486	7,775,006	25,311,490
2	<b>Program Total</b>	<b>260.00</b>	<b>11,689,998</b>	<b>5,846,486</b>	<b>7,775,006</b>	<b>25,311,490</b>



**FY 2013-14 Base Budget Review Details - Administrative Services**

	Program: Administrative Services	FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
		260.00	\$ 11,689,998	\$ 5,846,486	\$ 7,775,006	\$ 25,311,490	
1	<b>Budget Entity: Executive Direction and Support Services</b>						
2	<b>Brief Description of Entity:</b> The Executive Direction and Support Services Program provides the vision and direction for all agency functions, while also allocating and managing human and financial resources. The program's purpose is to enable the operational programs - General Tax Administration, Child Support Enforcement, and Property Tax Oversight - to achieve their objectives. Revenue's executive leadership ensures that the department fulfills its legal responsibilities, manages its resources wisely, identifies and meets challenges proactively, and continually improves its performance. This program will continue to support the department in its initiatives to reduce costs, increase performance through process improvement and more effective use of technology, improve customer service within existing resources, and maintain a skilled, effective workforce.						
3	SALARIES & BENEFITS	260.00	9,555,856	2,223,755	5,613,278	17,392,889	The Salaries and Benefits category provides funding for 260.00 positions. The budget includes costs for salary and wages, employer contributions for FICA and state retirement, health, life, and disability insurance.
4	OTHER PERSONAL SERVICES		0	73,740		73,740	Provides OPS staff for referenced positions and temporary support. OPS staff are used to deliver/pickup mail for the Financial Management Office and Office of General Counsel and to provide research assistance for the Office of Tax Research.
5	EXPENSES		397,651	1,346,164	461,726	2,205,541	Provides general operating expenses for usual, ordinary, and incidental operating expenditures. Costs include telephones, postage, travel, printing, office supplies, copier leases, copies, rent, utilities, software, computers/equipment under \$1,000, subscriptions, and dues.  Rent: \$1,350,000 Subscriptions and Dues: \$80,000 Travel: \$79,000 Office Supplies/Info Tech Supplies: \$76,000 Telephone Usage: \$69,000 Other: \$551,541
6	OPERATING CAPITAL OUTLAY		6,929	17,985		24,914	Provides funding for the acquisition of furniture and equipment costing more than \$1,000 per item.
7	SC: CONTRACTED SERVICES		198,161	1,153,170	281,028	1,632,359	This category provides funding for contracted services. The bulk of this funding is for the contract with the Attorney General's Office for handling litigation.
8	SC: TRANSFER TO DMS HUMAN RESOURCE SERVICES		1,443,673	238,087	151,046	1,832,806	This special category provides funding for the transfer of the statewide personnel assessment to the State Personnel System Trust Fund to fund the human resource contract with NorthgateArinso and the Division of Human Resource Management.
9	SC: LEASE OR LEASE-PURCHASE OF EQUIPMENT		16,864			16,864	This category is used to fund the lease or lease-purchase of equipment, fixtures, and other tangible personal property.
10	SC: TRANSFER TO DIVISION OF ADMINISTRATIVE HEARINGS			715,326	1,259,462	1,974,788	This category provides funding to DOAH for resolution of conflicts between private citizens/organizations and agencies of the State of Florida.
11	SC: RISK MANAGEMENT INSURANCE		70,864	78,259	8,466	157,589	This category provides funding for the state self insurance program administered by the Department of Financial Services.
12	<b>Total - Executive Direction and Support Services</b>	<b>260.00</b>	<b>11,689,998</b>	<b>5,846,486</b>	<b>7,775,006</b>	<b>25,311,490</b>	

**FY 2013-14 Base Budget Review Details - Administrative Services**

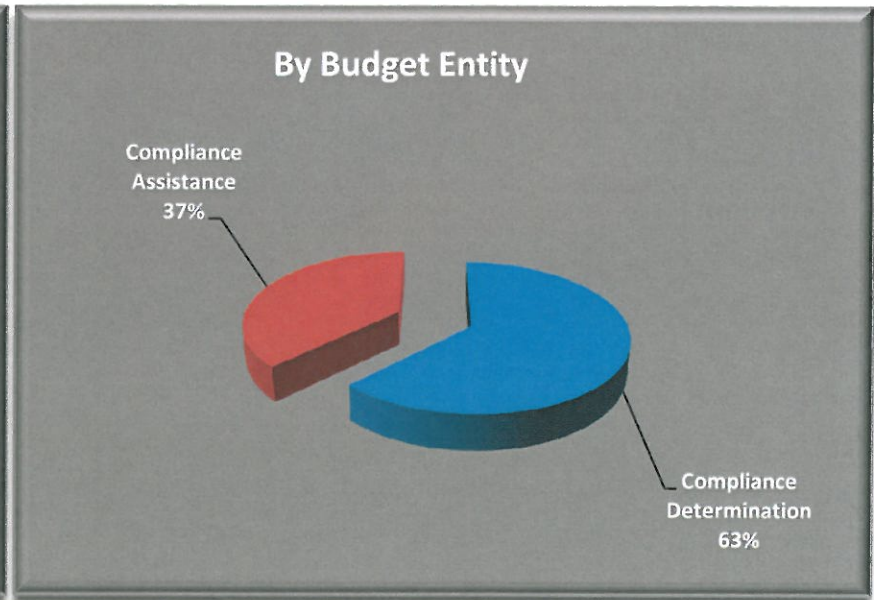
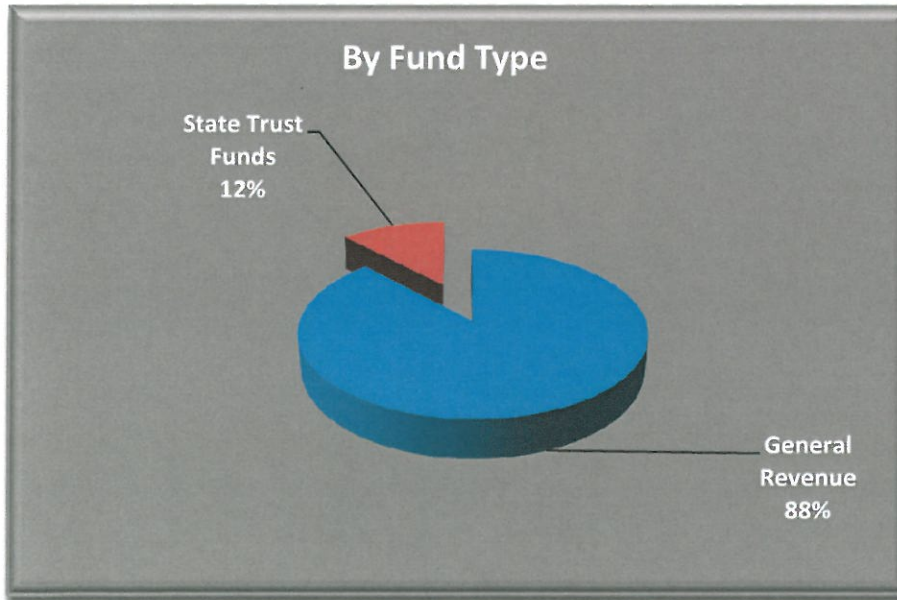
	<b>Program: Administrative Services</b>	<b>FTE</b>	<b>General Revenue Fund</b>	<b>State Trust Funds</b>	<b>Federal Funds</b>	<b>Total All Funds</b>	<b>Explanation</b>
13	<b>PROGRAM TOTAL</b>	<b>260.00</b>	<b>11,689,998</b>	<b>5,846,486</b>	<b>7,775,006</b>	<b>25,311,490</b>	

## Property Tax Oversight Program FY 2013-14 Base Budget Summary

### Program Description

The Property Tax Oversight Program oversees the state of Florida's largest single revenue source, which generates more than \$24 billion annually for public schools and local governments. As part of its supervision of this locally administered tax, the program reviews and approves the property assessment rolls for each of Florida's 67 counties every year. The program also approves the annual budgets of all 67 property appraisers and 51 tax collectors and ensures that local governments comply with maximum millage levying and public disclosure laws. In addition, the program provides professional certification workshops and customized training to county property appraisers and tax collectors.

Program Funding Overview		Base Budget FY 2013-14				
	Property Tax Oversight	FTE	GR	State Trust Funds	Federal Funds	Total
1	Compliance Determination	123.00	8,201,608	0	0	8,201,608
2	Compliance Assistance	48.00	3,345,801	1,561,150	0	4,906,951
<b>3</b>	<b>Program Total</b>	<b>171.00</b>	<b>11,547,409</b>	<b>1,561,150</b>	<b>0</b>	<b>13,108,559</b>



**FY 2013-14 Base Budget Review Details - Property Tax Oversight**

Program: Property Tax Oversight		FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
		171.00	\$ 11,547,409	\$ 1,561,150	\$ -	\$ 13,108,559	
<b>1 Budget Entity: Compliance Determination</b>							
2	<b>Brief Description of Entity:</b> The Compliance Determination process reviews and approves annual property tax rolls submitted by county property appraisers, which contain more than 10 million parcels of property valued at more than \$1.8 trillion; reviews and approves applications for property tax refunds and tax certificate cancellations in excess of \$2,500 submitted by county tax collectors; reviews and approves Truth-In-Millage packages submitted by local taxing authorities and ensures local governments' compliance with millage-levying limitations; and reviews and approves the annual budgets of property appraisers and tax collectors valued at more than \$500 million.						
3	SALARIES & BENEFITS	123.00	7,086,733			7,086,733	The Salaries and Benefits category provides funding for 123.00 positions. The budget includes costs for salary and wages, employer contributions for FICA and state retirement, health, life, and disability insurance.
4	OTHER PERSONAL SERVICES		11,455			11,455	Provides OPS staff for referenced positions and temporary support.
5	EXPENSES		836,955			836,955	Provides general operating expenses for usual, ordinary, and incidental operating expenditures. Costs include telephones, postage, travel, printing, office supplies, copier leases, copies, rent, utilities, software, computers/equipment under \$1,000, subscriptions, and dues.  Rent: \$500,000 Travel: \$80,000 Office Supplies/Info Tech Supplies: \$75,000 Telephone Usage: \$37,000 Subscriptions and Dues: \$35,000 Other: \$109,955
6	OPERATING CAPITAL OUTLAY		16,012			16,012	Provides funding for the acquisition of furniture and equipment costing more than \$1,000 per item.
7	SC: CONTRACTED SERVICES		138,161			138,161	This category provides funding for contracted services. Costs include consulting fees for developing tax roll evaluation methodologies and assisting with railroad assessment disputes and litigation, security services, mailing/delivery services, repairs/maintenance services for equipment, and application software licensing agreements.
8	SC: LEASE OR LEASE-PURCHASE OF EQUIPMENT		21,500			21,500	This category is used to fund the lease or lease-purchase of equipment, fixtures, and other tangible personal property.
9	SC: RISK MANAGEMENT INSURANCE		90,792			90,792	This category provides funding for the state self insurance program administered by the Department of Financial Services.
10	<b>Total - Compliance Determination</b>	<b>123.00</b>	<b>8,201,608</b>	<b>0</b>	<b>0</b>	<b>8,201,608</b>	

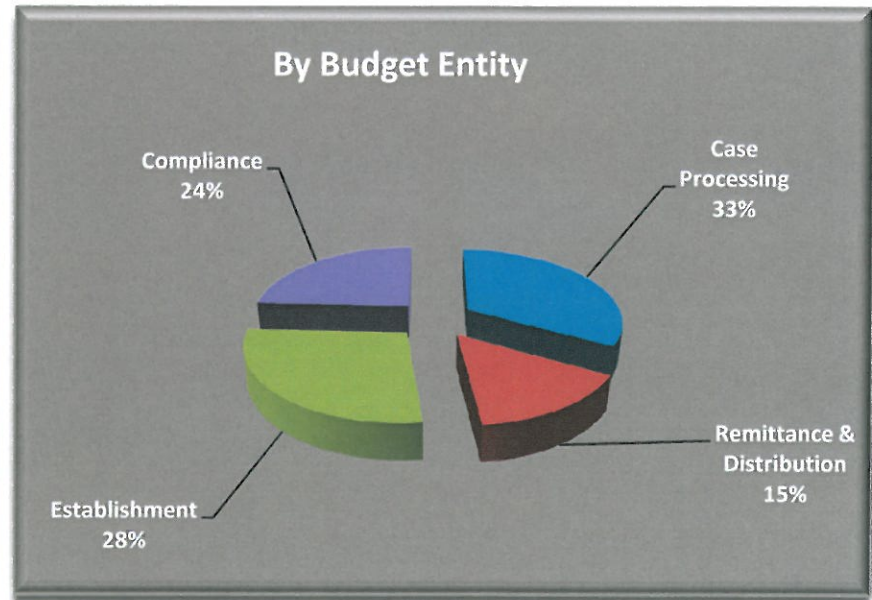
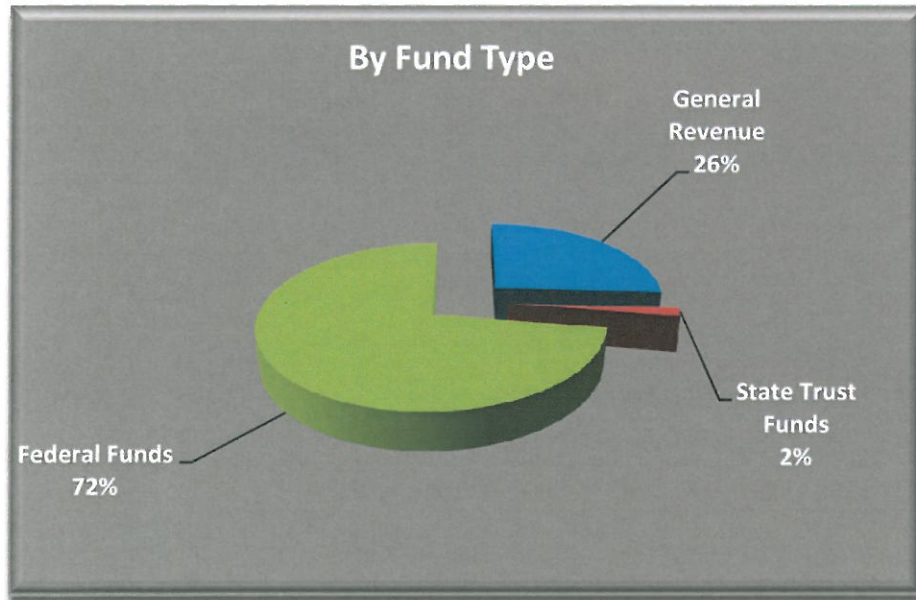
	Program: Property Tax Oversight	FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
11	<b>Budget Entity: Compliance Assistance</b>						
12	<b>Brief Description of Entity:</b> The Compliance Assistance process develops and delivers certification workshops and continuing education classes for property appraisers, tax collectors, value adjustment boards and local governments to ensure fair, equitable and uniform administration of Florida's property tax laws in all 67 counties; provides technical assistance to property appraisers, tax collectors, value adjustment boards, local governments, taxpayers, and other policymakers; coordinates aerial photography and digital mapping of all 67 counties; conducts central assessments of rail roads and private car lines, which are valued at more than \$1.3 billion; produces statewide statistical data and reports used by the Department of Education and Revenue Estimating Conference to establish public school funding and estimate local government revenues; and distributes state pass-through funding to fiscally constrained counties to offset reductions in property tax collections resulting from Amendment 1 passed by Florida voters in 2008.						
13	SALARIES & BENEFITS	48.00	3,056,721	199,884		3,256,605	The Salaries and Benefits category provides funding for 48.00 positions. The budget includes costs for salary and wages, employer contributions for FICA and state retirement, health, life, and disability insurance.
14	OTHER PERSONAL SERVICES		9,715			9,715	Provides OPS staff for referenced positions and temporary support.
15	EXPENSES		90,945			90,945	Provides general operating expenses for usual, ordinary, and incidental operating expenditures. Costs include telephones, postage, travel, printing, office supplies, software, computers/equipment under \$1,000, subscriptions, and dues.  Rent: \$32,400 Travel: \$20,000 Office Supplies/Info Tech Supplies: \$18,000 Telephone Usage: \$13,000 Postage & Other Mailing Costs: \$4,800 Other: \$2,745
16	AID TO LOCAL GOVERNMENT - AERIAL PHOTOGRAPHY AND MAPPING			876,266		876,266	The law requires the department to provide aerial photographs and non-property ownership maps to the 67 county property appraisers. This category provides budget to contract for aerial photography services.
17	SC: PROPERTY APPRAISER AND TAX COLLECTOR CERTIFICATION			485,000		485,000	This category provides funding for certification of individuals from state and local governments and other entities. Training materials and delivery are contracted through the International Associations of Assessing Officers (IAAO) for county/state employees. IAAO courses are widely accepted and used by local and state assessment officials throughout North America and the world. Participants pay registration fees, lodging, meals, and travel expenses, making this activity self-supporting.
18	SC: CONTRACTED SERVICES		145,901			145,901	This category provides funding for contracted services. Costs include consulting fees for developing tax roll evaluation methodologies and assisting with railroad assessment disputes and litigation, security services, mailing/delivery services, repairs/maintenance services for equipment, and application software licensing agreements.
19	SC: LEASE OR LEASE-PURCHASE OF EQUIPMENT		500			500	This category is used to fund the lease or lease-purchase of equipment, fixtures, and other tangible personal property.
20	SC: RISK MANAGEMENT INSURANCE		42,019			42,019	This category provides funding for the state self insurance program administered by the Department of Financial Services.
21	<b>Total - Compliance Assistance</b>	<b>48.00</b>	<b>3,345,801</b>	<b>1,561,150</b>	<b>0</b>	<b>4,906,951</b>	
22	<b>PROGRAM TOTAL</b>	<b>171.00</b>	<b>11,547,409</b>	<b>1,561,150</b>	<b>0</b>	<b>13,108,559</b>	

## Child Support Enforcement Program FY 2013-14 Base Budget Summary

### Program Description

The main responsibilities of the Child Support Enforcement Program are to locate parents, establish paternity for children born out of wedlock, establish child support orders to include both financial and medical support, enforce support orders and disburse child support payments.

Program Funding Overview		Base Budget FY 2013-14				
	Child Support Enforcement	FTE	GR	State Trust Funds	Federal Funds	Total
1	Case Processing	931.00	22,210,569	936,460	59,416,279	82,563,308
2	Remittance & Distribution	79.00	7,980,964	1,494,706	28,352,675	37,828,345
3	Establishment	659.00	17,628,804	1,037,811	50,052,833	68,719,448
4	Compliance	627.00	16,641,351	709,167	43,349,802	60,700,320
<b>5</b>	<b>Program Total</b>	<b>2,296.00</b>	<b>64,461,688</b>	<b>4,178,144</b>	<b>181,171,589</b>	<b>249,811,421</b>



**FY 2013-14 Base Budget Review Details - Child Support Enforcement**

Program: Child Support Enforcement			FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
			2,296.00	\$ 64,461,688	\$ 4,178,144	\$ 181,171,589	\$ 249,811,421	
<b>1 Budget Entity: Case Processing</b>								
2	<p><b>Brief Description of Entity:</b> The Case Processing Service is critical to the Program's mission to help children receive the financial support they need, as it is responsible for all activities needed to open a new case or reopen a case; to collect, maintain, and ensure the accuracy of all case, financial, and location information; to receive and respond to verbal and written inquiries concerning child support services; and to provide program-services information and education to the public. By continuing to provide this Service, the burden on taxpayers to provide financial support and health care coverage to children is reduced. This Service produces accurate and complete child support cases; accurate case specific, support order, and financial information; proactive identification of cases with a change in circumstances; verified personal identification, financial, address, employer, and asset information; financial case reviews; timely and accurate information to resolve inquirer's concerns; receipt and responses to verbal and written inquiries; and program services information and education to parents, public, partners, and other interested parties. This Service uses a partnership of private companies, political subdivisions and other state and federal agencies to provide child support services to parents and caregivers; to other states' and countries' child support agencies, and the Department of Children and Family Services. The national and state focus to move families toward self-sufficiency places a priority on child support. In response to this need the Department must continue to improve the quality of case related information and provide excellent customer service.</p>							
3	SALARIES & BENEFITS	931.00	11,278,709	844,839	24,349,607	36,473,155	The Salaries and Benefits category provides funding for 931.00 positions. The budget includes costs for salary and wages, employer contributions for FICA and state retirement, health, life, and disability insurance.	
4	OTHER PERSONAL SERVICES		10,059	28,862	330,912	369,833	Provides OPS staff for temporary support.	
5	EXPENSES		3,806,492	7,014	7,588,715	11,402,221	Provides general operating expenses for usual, ordinary, and incidental operating expenditures. Costs include telephones, postage, printing, travel, rent, utilities, office supplies, copier leases, copies, subscriptions, and dues.  Rent: \$5,250,272 Postage & Other Mailing Costs: \$3,170,862 Telephone Usage: \$1,470,753 Office Supplies / Info Tech Supplies: \$457,573 Travel: \$170,322 Other: \$882,439	
6	OPERATING CAPITAL OUTLAY		67,563		164,777	232,340	Provides funding for the acquisition of furniture and equipment costing more than \$1,000 per item.	
7	SC: PURCHASE OF SERVICE		4,888,933	55,745	26,635,164	31,579,842	Provides funding for contractual services from private companies for the State Disbursement Unit and information technology consultants; and from state and local governments such as Florida Clerks of Court and the Miami-Dade and Manatee County CSE offices.	
8	SC: RISK MANAGEMENT INSURANCE		132,100		256,426	388,526	This category provides funding for the state self insurance program administered by the Department of Financial Services.	
9	SC: CSE ANNUAL FEE		1,980,000			1,980,000	This category is used to pay the child support annual fee due to the federal government.	
10	SC: LEASE OR LEASE-PURCHASE OF		46,713		90,678	137,391	This category is used to fund the lease or lease-purchase of equipment, fixtures, and other tangible personal property.	
11	<b>Total - Case Processing</b>	<b>931.00</b>	<b>22,210,569</b>	<b>936,460</b>	<b>59,416,279</b>	<b>82,563,308</b>		



**FY 2013-14 Base Budget Review Details - Child Support Enforcement**

Program: Child Support Enforcement			FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
			2,296.00	\$ 64,461,688	\$ 4,178,144	\$ 181,171,589	\$ 249,811,421	
12	<b>Budget Entity: Remittance and Distribution</b>							
13	<b>Brief Description of Entity:</b> The Remittance and Distribution Service is critical to the Program's mission to help children receive the financial support they need, as all support collections are processed by this Service. By continuing to provide this Service, the burden on taxpayers to provide financial support to children is reduced. The services provided include receipting, posting, allocation determinations and distribution of all payments; creation of collection data files; producing and mailing of payment coupons/billing statements to noncustodial parents; and reconciling financial accounts. This Service uses a partnership of private companies, political subdivisions, and other state and federal agencies to provide child support services to parents and caregivers, to other states' and countries' child support agencies, and the Department of Children and Family Services. In order to provide accurate, timely, and efficient support collections to families the Department implemented electronic disbursement of support payments through direct deposit and debit card options. The Department continues to reduce undistributed collections and monitor federal law changes that would change the federal distribution rules for child support payments.							
14	SALARIES & BENEFITS		79.00	1,250,549	28,102	2,485,113	3,763,764	The Salaries and Benefits category provides funding for 79.00 positions. The budget includes costs for salary and wages, employer contributions for FICA and state retirement, health, life, and disability insurance.
15	OTHER PERSONAL SERVICES			8,298	8,720	33,036	50,054	Provides OPS staff for temporary support.
16	EXPENSES			597,867	786	1,173,605	1,772,258	Provides general operating expenses for usual, ordinary, and incidental operating expenditures. Costs include telephones and rent.  Rent: \$816,055 Postage & Other Mailing Costs: \$492,850 Telephone Usage: \$228,601 Office Supplies / Info Tech Supplies: \$71,121 Travel: \$26,473 Other: \$137,158
17	OPERATING CAPITAL OUTLAY			54,748		108,663	163,411	Provides funding for the acquisition of furniture and equipment costing more than \$1,000 per item.
18	SC: TRANSFER GENERAL REVENUE TO CHILD SUPPORT ENFORCEMENT			2,241,987			2,241,987	Over \$1.5 billion of annual child support collections processed are disbursed correctly. However, a small percentage of transactions result in financial loss to the State that may not be recovered directly from custodial or noncustodial parents. This category provides funding to cover the losses to the State.
19	SC: PURCHASE OF SERVICE			3,814,074	1,457,098	23,776,168	29,047,340	Provides funding for contractual services from private companies for the State Disbursement Unit and information technology consultants; and from state and local governments such as Florida Clerks of Court and the Miami-Dade and Manatee County CSE offices.
20	SC: RISK MANAGEMENT INSURANCE			11,415		22,157	33,572	This category provides funding for the state self insurance program administered by the Department of Financial Services.
21	FINANCIAL ASSISTANCE PAYMENTS -POLITICAL SUBDIVISIONS			0		750,000	750,000	This category provides incentive payments to Florida counties that share financially in the cost of the Child Support Enforcement program as provided by 42 USC 654(22). CSE determines the amount of incentive earnings to be distributed based upon an approved methodology to all 67 counties.
22	SC: LEASE OR LEASE-PURCHASE OF EQUIPMENT			2,026		3,933	5,959	This category is used to fund the lease or lease-purchase of equipment, fixtures, and other tangible personal property.
23	<b>Total - Remittance and Distribution</b>		<b>79.00</b>	<b>7,980,964</b>	<b>1,494,706</b>	<b>28,352,675</b>	<b>37,828,345</b>	

**FY 2013-14 Base Budget Review Details - Child Support Enforcement**

Program: Child Support Enforcement			FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
			2,296.00	\$ 64,461,688	\$ 4,178,144	\$ 181,171,589	\$ 249,811,421	
24	<b>Budget Entity: Establishment</b>							
25	<p><b>Brief Description of Entity:</b> The Establishment Service is critical to the Program's mission to help children receive the financial support they need, as it is responsible for all activities needed to establish paternity for children and establish and modify support orders. By continuing to provide this Service, the burden on taxpayers to provide financial support and health care coverage to children is reduced. The services produced are paternity determinations; paternity establishments; initial support order establishments; and modifications of existing support orders to ensure that the order reflects the current circumstances of the family. This Service uses a partnership of private companies, political subdivisions, and other state and federal agencies to provide child support services to parents and caregivers, to other states' and countries' child support agencies, and the Department of Children and Family Services. The national and state focus to move families toward self-sufficiency places a greater priority on child support. Florida has a significant number of children without support orders in place. In response to parents' need for more efficient and effective services, the Department must continue its efforts to improve the judicial and administrative procedures to establish and modify support orders.</p>							
26		SALARIES & BENEFITS	659.00	10,011,974	278,227	20,077,770	30,367,971	The Salaries and Benefits category provides funding for 659.00 positions. The budget includes costs for salary and wages, employer contributions for FICA and state retirement, health, life, and disability insurance.
27		OTHER PERSONAL SERVICES		54,935	36,844	178,158	269,937	Provides OPS staff for temporary support.
28		EXPENSES		2,060,369	2,411	4,095,826	6,158,606	Provides general operating expenses for usual, ordinary, and incidental operating expenditures. Costs include telephones, postage, office supplies, and rent.  Rent: \$2,835,795 Postage & Other Mailing Costs: \$1,712,657 Telephone Usage: \$794,388 Office Supplies / Info Tech Supplies: \$247,146 Travel: \$91,995 Other: \$476,625
29		OPERATING CAPITAL OUTLAY		60,474		185,890	246,364	Provides funding for the acquisition of furniture and equipment costing more than \$1,000 per item.
30		SC: PURCHASE OF SERVICE		5,051,701	720,329	24,759,372	30,531,402	Provides funding for contractual services from private companies for attorneys and legal services, genetic testing and information technology consultants; and from state and local governments such as Florida Clerks of Court, Attorney General and State Attorney, the Office of the State Court Administrator and Florida Sheriffs, as well as the Miami-Dade and Manatee County CSE offices.
31		SC: RISK MANAGEMENT INSURANCE		94,093		182,655	276,748	This category provides funding for the state self insurance program administered by the Department of Financial Services.
32		SC: LEASE OR LEASE-PURCHASE OF EQUIPMENT		20,391		39,582	59,973	This category is used to fund the lease or lease-purchase of equipment, fixtures, and other tangible personal property.
33		SC: SOUTHWOOD SHARED RESOURCE CENTER		67,250		130,560	197,810	This category is utilized for data processing with the Southwood Shared Resource Center.
34		DATA PROCESSING SERVICES - NORTHWEST REGIONAL DATA CENTER		207,617		403,020	610,637	This category is utilized for data processing with the Northwest Regional Data Center.

**FY 2013-14 Base Budget Review Details - Child Support Enforcement**

Program: Child Support Enforcement			FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
			2,296.00	\$ 64,461,688	\$ 4,178,144	\$ 181,171,589	\$ 249,811,421	
35	<b>Total - Establishment</b>		659.00	17,628,804	1,037,811	50,052,833	68,719,448	

**FY 2013-14 Base Budget Review Details - Child Support Enforcement**

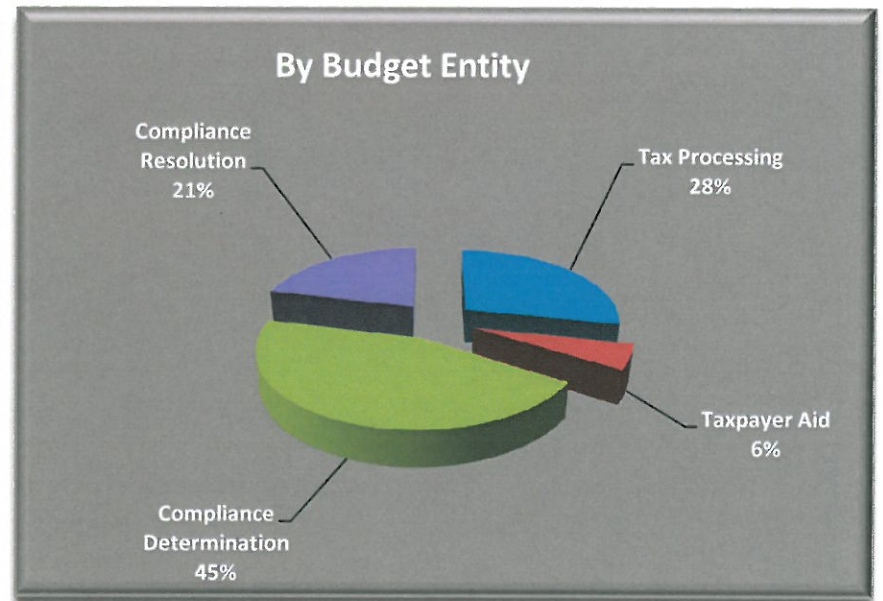
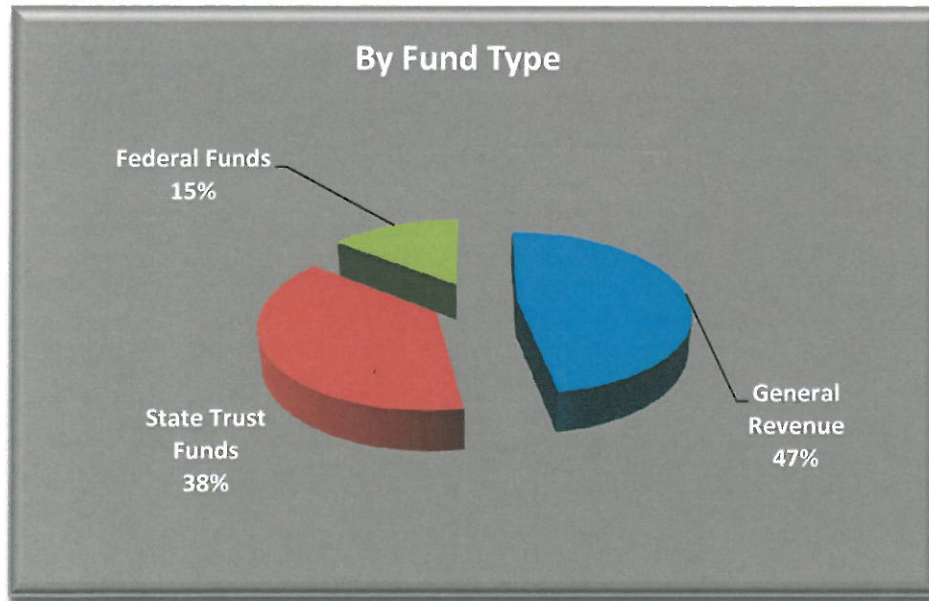
Program: Child Support Enforcement		FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
		2,296.00	\$ 64,461,688	\$ 4,178,144	\$ 181,171,589	\$ 249,811,421	
36	<b>Budget Entity: Compliance</b>						
37	<p><b>Brief Description of Entity:</b> The Compliance Service is critical to the program's mission to help children receive the financial support they need, as it provides the needed activities to monitor parents' compliance with ordered support provisions and initiate activities to obtain compliance. By continuing to provide this Service, parents, caregivers and children benefit from financial support, thus reducing the burden of the taxpayers to provide financial support and health care coverage. The services produced are proactive identification of cases that have a compliance discrepancy; administrative and judicial enforcement actions to obtain compliance; investigation of overpayments and refunding overpayments to payers; and support to families. This Service uses a partnership of private companies, political subdivisions, and other state and federal agencies to provide child support services to parents and caregivers, to other states' and countries' child support agencies, and the Department of Children and Family Services. The national and state focus to move families from welfare dependency toward self-sufficiency places a greater priority on child support services. In response to parents' need for more efficient and effective child support services, this Service must continue to find to find new and innovative ways to obtain voluntary compliance and work with parents to assist them in meeting their support obligations.</p>						
38	SALARIES & BENEFITS	627.00	10,109,243	230,323	19,415,176	29,754,742	The Salaries and Benefits category provides funding for 627.00 positions. The budget includes costs for salary and wages, employer contributions for FICA and state retirement, health, life, and disability insurance.
39	OTHER PERSONAL SERVICES		10,001	88,774	191,755	290,530	Provides OPS staff for temporary support.
40	EXPENSES		2,393,394	3,125	4,746,318	7,142,837	Provides general operating expenses for usual, ordinary, and incidental operating expenditures. Costs include postage, office supplies, and rent.  Rent: \$3,288,994 Postage & Other Mailing Costs: \$1,986,363 Telephone Usage: \$921,342 Office Supplies / Info Tech Supplies: \$286,644 Travel: \$106,697 Other: \$552,797
41	OPERATING CAPITAL OUTLAY		8,544		83,644	92,188	Provides funding for the acquisition of furniture and equipment costing more than \$1,000 per item.
42	SC: PURCHASE OF SERVICE		4,000,855	386,945	18,681,299	23,069,099	Provides funding for contractual services from private companies for attorneys and legal services and information technology consultants; and from state and local governments such as Florida Clerks of Court, Attorney General and State Attorney, the Office of the State Court Administrator and Florida Sheriffs, as well as the Miami-Dade and Manatee County CSE offices.
43	SC: LEASE OR LEASE-PURCHASE OF EQUIPMENT		29,864		57,971	87,835	This category is used to fund the lease or lease-purchase of equipment, fixtures, and other tangible personal property.
44	SC: RISK MANAGEMENT INSURANCE		89,450		173,639	263,089	This category provides funding for the state self insurance program administered by the Department of Financial Services.
45	<b>Total - Compliance</b>	<b>627.00</b>	<b>16,641,351</b>	<b>709,167</b>	<b>43,349,802</b>	<b>60,700,320</b>	
46	<b>PROGRAM TOTAL</b>	<b>2,296.00</b>	<b>64,461,688</b>	<b>4,178,144</b>	<b>181,171,589</b>	<b>249,811,421</b>	

## General Tax Administration Program FY 2013-14 Base Budget Summary

### Program Description

The General Tax Administration Program administers 32 taxes and fees, collecting more than \$38 billion per year to support schools, health care, transportation, prisons, environmental protection, and other essential services.

Program Funding Overview		Base Budget FY 2013-14				
	General Tax Administration	FTE	GR	State Trust Funds	Federal Funds	Total
1	Tax Processing	442.50	19,131,282	24,446,405	4,470,001	48,047,688
2	Taxpayer Aid	127.00	7,589,938	1,337,278	583,844	9,511,060
3	Compliance Determination	1,147.00	35,044,393	27,162,463	14,410,839	76,617,695
4	Compliance Resolution	537.50	18,838,610	12,187,574	5,195,913	36,222,097
<b>5</b>	<b>Program Total</b>	<b>2,254.00</b>	<b>80,604,223</b>	<b>65,133,720</b>	<b>24,660,597</b>	<b>170,398,540</b>



**FY 2013-14 Base Budget Review Details - General Tax Administration**

	Program: General Tax Administration	FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
		2,254.00	\$ 80,604,223	\$ 65,133,720	\$ 24,660,597	\$ 170,398,540	
1	<b>Budget Entity: Tax Processing</b>						
2	<b>Brief Description of Entity:</b> This Service receives and processes tax returns, tax receipts, and refund claims. All data necessary to accurately deposit tax dollars into state, local, and trust fund accounts is captured during this process. Information required to track, approve, deny, and issue refunds or issue credits is maintained. Larger taxpayers are legally required to transmit tax returns, data, and funds electronically. Smaller tax filers send paper returns and paper checks. This service also creates, maintains, and updates accounts for taxpayers either required to file tax returns and pay taxes or that are exempt from taxation. Account updates include social, demographic, and financial data, as well as tax return filing history. Accounts may be updated as a result of activity occurring in any of General Tax Administration (GTA) Program's business processes, such as collection, case selection, audit, etc. This service accounts for and posts tax revenue to the appropriate funds for distribution into local and state accounts.						
3	SALARIES & BENEFITS	442.50	17,830,948	3,131,044	2,984,028	23,946,020	The Salaries and Benefits category provides funding for 442.50 positions. The budget includes costs for salary and wages, employer contributions for FICA and state retirement, health, life, and disability insurance.
4	OTHER PERSONAL SERVICES			22,157		22,157	Provides OPS staff for referenced positions and temporary support.
5	EXPENSES		421,130	3,078,208	824,254	4,323,592	Provides general operating expenses for usual, ordinary, and incidental operating expenditures. Costs include background checks, unemployment compensation contributions, postage, printing, travel, rent, utilities, office supplies, software licenses, copier leases, copies, and subscriptions.  Postage & Other Mailing Costs: \$1,415,800 Office Supplies / Info Tech Supplies: \$900,000 Printing and Copying: \$840,000 Rent: \$692,070 Utilities: \$120,000 Other: \$355,722
6	AID TO LOCAL GOVERNMENT - EMERGENCY DISTRIBUTIONS			16,307,042		16,307,042	This category provides funding as required under Section 218.65, F.S., to distribute a portion of the funds deposited in the Local Government Half-Cent Clearing Trust Fund to certain counties based upon participation criteria.
7	AID TO LOCAL GOVERNMENT - INMATE SUPPLEMENTAL DISTRIBUTION			592,958		592,958	This category provides funding as required under Section 218.65, F.S., to distribute a portion of the funds deposited in the Local Government Half-Cent Clearing Trust Fund to certain counties based upon participation criteria.
8	OPERATING CAPITAL OUTLAY		40,988	140,466	5,377	186,831	Provides funding for the acquisition of furniture and equipment costing more than \$1,000 per item.
9	SC: ADMINISTRATION OF UNEMPLOYMENT COMPENSATION TAX				387,700	387,700	This category is used to implement legislation each year regarding reemployment assistance.
10	SC: CONTRACTED SERVICES		642,346	722,581	268,642	1,633,569	This category provides funding for contracted services. Costs include expert witness fees, temporary employment services, information technology, security services, banking services, consultants, repairs/maintenance, and software licensing agreements.
11	SC: PURCHASE OF SERVICE - COLLECTION AGENCIES			350,000		350,000	This category provides funding that is appropriated to pay fees to collection agencies that collect delinquent taxes on behalf of the department. Payment of the fees is collected from penalties and interest on the amount owed and not from the tax amount.

**FY 2013-14 Base Budget Review Details - General Tax Administration**

	<b>Program: General Tax Administration</b>		<b>FTE</b>	<b>General Revenue Fund</b>	<b>State Trust Funds</b>	<b>Federal Funds</b>	<b>Total All Funds</b>	<b>Explanation</b>
12		SC: LEASE OR LEASE-PURCHASE OF EQUIPMENT		20,036	4,964		25,000	This category is used to fund the lease or lease-purchase of equipment, fixtures, and other tangible personal property.
13		SC: RISK MANAGEMENT		175,834	96,985		272,819	This category provides funding for the state self insurance program administered by the Department of Financial Services.
14	<b>Total - Tax Processing</b>		<b>442.50</b>	<b>19,131,282</b>	<b>24,446,405</b>	<b>4,470,001</b>	<b>48,047,688</b>	

**FY 2013-14 Base Budget Review Details - General Tax Administration**

	Program: General Tax Administration	FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
15	<b>Budget Entity: Taxpayer Aid</b>						
16	<b>Brief Description of Entity:</b> This service consists of two main subprocesses, taxpayer education and taxpayer assistance. Taxpayer education is information provided to taxpayers as initiated by the department when the need to convey information to taxpayers becomes necessary. Examples include tax returns and related instructions, general information bulletins, and the offering of online tutorials. Taxpayer assistance provided by the department is initiated by a taxpayer request for information or assistance and provided on a case-by-case basis as needed.						
17	SALARIES & BENEFITS	127.00	6,333,059	368,671	142,546	6,844,276	The Salaries and Benefits category provides funding for 127.00 positions. The budget includes costs for salary and wages, employer contributions for FICA and state retirement, health, life, and disability insurance.
18	OTHER PERSONAL SERVICES			3,798		3,798	Provides OPS staff for referenced positions and temporary support.
19	EXPENSES		787,367	662,337	312,822	1,762,526	Provides general operating expenses for usual, ordinary, and incidental operating expenditures. Costs include unemployment compensation contributions, telephones, postage, printing, travel, rent, utilities, office supplies, software licenses, copier leases, copies, and subscriptions.  Rent: \$1,285,272 Telephone Usage: \$155,000 Office Supplies / Info Tech Supplies: \$130,000 Printing and Copying: \$85,000 Travel: \$60,000 Other: \$47,254
20	OPERATING CAPITAL OUTLAY			54,485	2,161	56,646	Provides funding for the acquisition of furniture and equipment costing more than \$1,000 per item.
21	SC: CONTRACTED SERVICES		297,651	138,216	126,315	562,182	This category provides funding for contracted services. Costs include legal/attorney fees, information technology, security services, mailing/delivery services, banking services, consultants, repairs/maintenance, and software licensing agreements.
22	SC: PURCHASE OF SERVICE - COLLECTION AGENCIES			50,000		50,000	This category provides funding that is appropriated to pay fees to collection agencies that collect delinquent taxes on behalf of the department. Payment of the fees is collected from penalties and interest on the amount owed and not from the tax amount.
23	SC: LEASE OR LEASE-PURCHASE OF EQUIPMENT		101,204	20,796		122,000	This category is used to fund the lease or lease-purchase of equipment, fixtures, and other tangible personal property.
24	SC: RISK MANAGEMENT		70,657	38,975		109,632	This category provides funding for the state self insurance program administered by the Department of Financial Services.
25	<b>Total - Taxpayer Aid</b>	<b>127.00</b>	<b>7,589,938</b>	<b>1,337,278</b>	<b>583,844</b>	<b>9,511,060</b>	



**FY 2013-14 Base Budget Review Details - General Tax Administration**

	Program: General Tax Administration	FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
26	<b>Budget Entity: Compliance Determination</b>						
27	<b>Brief Description of Entity:</b> This service performs examinations and reviews of tax returns, supporting documents, accounting records, and/or third party data to determine taxpayers' compliance with the tax laws. Examinations may be limited solely to the information shown on a filed tax return and supporting schedules or may include a more detailed examination of taxpayers' books and records to determine if all tax due was reported or that an unregistered taxpayer was properly registered and/or owes tax. Taxpayers identified as being noncompliant are notified of their noncompliance and of corrective action required.						
28	SALARIES & BENEFITS	1,147.00	32,896,395	15,490,229	11,415,464	59,802,088	The Salaries and Benefits category provides funding for 1,147.00 positions. The budget includes costs for salary and wages, employer contributions for FICA and state retirement, health, life, and disability insurance.
29	OTHER PERSONAL SERVICES			11,147		11,147	Provides OPS staff for referenced positions and temporary support.
30	EXPENSES		223,796	8,904,580	2,329,249	11,457,625	Provides general operating expenses for usual, ordinary, and incidental operating expenditures. Costs include background checks, unemployment compensation contributions, postage, printing, travel, rent, utilities, office supplies, software licenses, copier leases, copies, subscriptions, and awards.  Rent: \$6,327,495 Travel: \$1,840,000 Office Supplies / Info Tech Supplies: \$960,000 Postage & Other Mailing Costs: \$858,400 Telephone Usage: \$430,000 Other: \$1,041,730
31	OPERATING CAPITAL OUTLAY		1,350	218,788	13,845	233,983	Provides funding for the acquisition of furniture and equipment costing more than \$1,000 per item.
32	SC: CONTRACTED SERVICES		1,400,088	1,442,984	652,281	3,495,353	This category provides funding for contracted services. Costs include information technology, mailing/delivery services, banking services, consultants, repairs/maintenance, and software license agreements.
33	SC: PURCHASE OF SERVICE - COLLECTION AGENCIES			750,000		750,000	This category provides funding that is appropriated to pay fees to collection agencies that collect delinquent taxes on behalf of the department. Payment of the fees is collected from penalties and interest on the amount owed and not from the tax amount.
34	SC: LEASE OR LEASE-PURCHASE OF EQUIPMENT		70,000	95,000		165,000	This category is used to fund the lease or lease-purchase of equipment, fixtures, and other tangible personal property.
35	SC: RISK MANAGEMENT INSURANCE		452,764	249,735		702,499	This category provides funding for the state self insurance program administered by the Department of Financial Services.
36	<b>Total - Compliance Determination</b>	<b>1,147.00</b>	<b>35,044,393</b>	<b>27,162,463</b>	<b>14,410,839</b>	<b>76,617,695</b>	

**FY 2013-14 Base Budget Review Details - General Tax Administration**

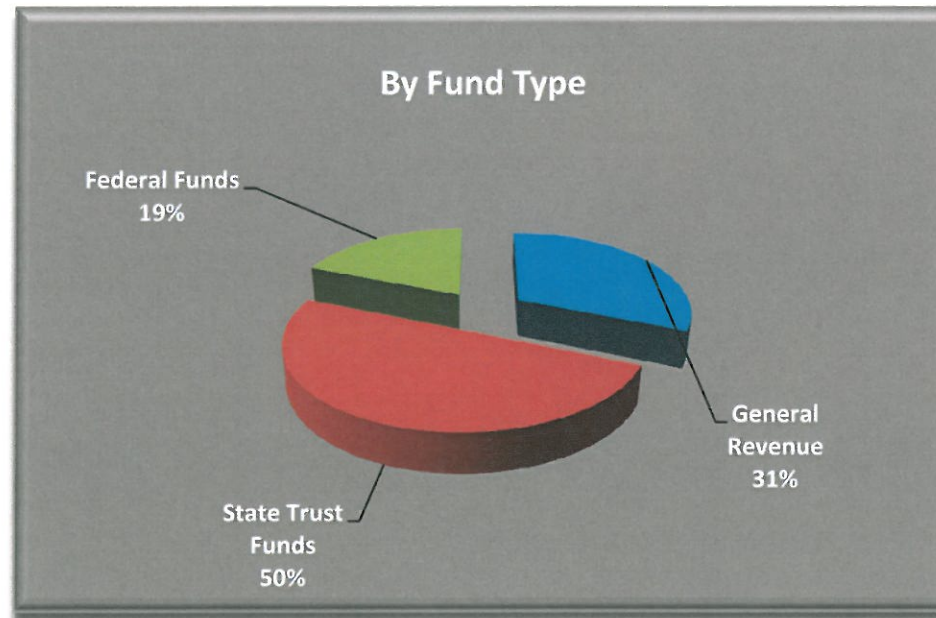
	Program: General Tax Administration	FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
37	<b>Budget Entity: Compliance Resolution</b>						
38	<b>Brief Description of Entity:</b> This service manages the outcomes of the Compliance Determination service. Accounts receivables require follow-up and consist of identified tax underpayments requiring collection action, which is accomplished via a centralized out-bound phone bank or via field collection for those taxpayers that fail to quickly pay their tax obligations.						
39	SALARIES & BENEFITS	537.50	15,940,063	9,170,588	3,905,057	29,015,708	The Salaries and Benefits category provides funding for 537.50 positions. The budget includes costs for salary and wages, employer contributions for FICA and state retirement, health, life, and disability insurance.
40	OTHER PERSONAL SERVICES		6,292	6,606		12,898	Provides OPS staff for referenced positions and temporary support.
41	EXPENSES		1,986,689	2,047,197	974,041	5,007,927	Provides general operating expenses for usual, ordinary, and incidental operating expenditures. Costs include unemployment compensation contributions, telephones, postage, printing, travel, rent, office supplies, software licenses, copier leases, copies, subscriptions, and dues.  Rent: \$1,582,173 Office Supplies / Info Tech Supplies: \$1,245,000 Telephone Usage: \$925,000 Postage & Other Mailing Costs: \$680,800 Travel: \$185,000 Other: \$389,954
42	OPERATING CAPITAL OUTLAY		22,218	59,342	6,318	87,878	Provides funding for the acquisition of furniture and equipment costing more than \$1,000 per item.
43	SC: CONTRACTED SERVICES		653,207	433,371	310,497	1,397,075	This category provides funding for contracted services. Costs include information technology, training, security services, mailing/delivery services, banking services, consultants, repairs/maintenance, and software license agreements.
44	SC: RISK MANAGEMENT		206,632	113,979		320,611	This category provides funding for the state self insurance program administered by the Department of Financial Services.
45	SC: LEASE OR LEASE-PURCHASE OF EQUIPMENT		23,509	6,491		30,000	This category is used to fund the lease or lease-purchase of equipment, fixtures, and other tangible personal property.
46	PURCHASE/SERVICES - COLLECTION AGENCY			350,000		350,000	This category provides funding that is appropriated to pay fees to collection agencies that collect delinquent taxes on behalf of the department. Payment of the fees is collected from penalties and interest on the amount owed and not from the tax amount.
47	<b>Total - Compliance Resolution</b>	<b>537.50</b>	<b>18,838,610</b>	<b>12,187,574</b>	<b>5,195,913</b>	<b>36,222,097</b>	
48	<b>PROGRAM TOTAL</b>	<b>2,254.00</b>	<b>80,604,223</b>	<b>65,133,720</b>	<b>24,660,597</b>	<b>170,398,540</b>	

## Information Services Program FY 2013-14 Base Budget Summary

### Program Description

The Information Technology Service Program is responsible for providing technical expertise and support to the department for planning, developing and implementing information technologies, which includes setting and enforcing standards, promulgating IT policy and coordinating all department IT activities.

Program Funding Overview		Base Budget FY 2013-14				
	Information Services	FTE	GR	State Trust Funds	Federal Funds	Total
1	Information Services	174.00	6,786,574	10,835,141	4,097,728	21,719,443
2	<b>Program Total</b>	<b>174.00</b>	<b>6,786,574</b>	<b>10,835,141</b>	<b>4,097,728</b>	<b>21,719,443</b>



**FY 2013-14 Base Budget Review Details - Information Services**

Program: Information Services		FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
		174.00	\$ 6,786,574	\$ 10,835,141	\$ 4,097,728	\$ 21,719,443	
<b>1 Budget Entity: Information Technology</b>							
2	<b>Brief Description of Entity:</b> The Information Technology (IT) service is responsible for providing technical expertise and support to the department for planning, developing and implementing business applications using the latest information technologies. This includes setting and enforcing standards, promulgating IT policy and coordinating all department IT activities. This service assures that automated systems are developed by Information Services Program employees using state-of-the-art technology to provide Florida citizens with access to tax and child support online services and support property tax oversight. This service benefits all department employees, the citizens of Florida and the legislature by supporting the accomplishment of the operational programs' objectives through the use of technology, which provides innovation, process improvement and consistency across department computer systems.						
3	SALARIES & BENEFITS	174.00	4,730,183	3,812,507	1,569,370	10,112,060	The Salaries and Benefits category provides funding for 174.00 positions. The budget includes costs for salary and wages, employer contributions for FICA and state retirement, health, life, and disability insurance.
4	OTHER PERSONAL SERVICES		172,260	29,252	82,328	283,840	Provides OPS staff for referenced positions and temporary support.
5	EXPENSES		1,000	2,049,004	218,073	2,268,077	Provides general operating expenses for usual, ordinary, and incidental operating expenditures. Costs include telephones, postage, travel, office supplies, software licenses, rent, copier leases, copies, subscriptions, and dues.  Rent: \$933,933 Office Supplies / Info Tech Supplies: \$650,000 Telephone Usage: \$570,000 Printing and Copying: \$10,000 Travel: \$5,000 Other: \$99,144
6	OPERATING CAPITAL OUTLAY		2,233	277,752	227,029	507,014	Provides funding for the acquisition of furniture and equipment costing more than \$1,000 per item.
7	SC: CONTRACTED SERVICES		300,688	2,117,614	1,977,349	4,395,651	This category provides funding for contracted services. Costs include information technology, training, legal/official advertisements for rule workshops, repairs/maintenance services for equipment, and application software licensing agreements.
8	SC: RISK MANAGEMENT INSURANCE		4,404	18,346	16,479	39,229	This category provides funding for the state self insurance program administered by the Department of Financial Services.
9	SC: LEASE OR LEASE-PURCHASE OF EQUIPMENT			240,000	7,100	247,100	This category is used to fund the lease or lease-purchase of equipment, fixtures, and other tangible personal property.
10	SC: DP SERVICES: OTHER DATA PROCESSING		74,714	139,709		214,423	This category was historically used to pay for disaster recovery services through the statewide SunGard contract. DOR is no longer utilizing SunGard and has a contract through the Northwest Regional Data Center for disaster recovery services. This category is now used to transfer appropriation to other categories that have a shortfall.
11	SC: SOUTHWOOD SHARED RESOURCE CENTER		1,229,809	1,917,629		3,147,438	This special category is used for the payment to the Southwood Shared Resource Center for IT related services such as: communications access, information processing, Internet services, custom application development infrastructure support and maintenance for Internet and mainframe applications, electronic commerce services, and legacy system operations and maintenance.
12	SC: NORTHWEST REGIONAL DATA CENTER		271,283	233,328		504,611	This category is utilized for data processing services with the Northwest Regional Data Center.
13	<b>Total - Information Technology</b>	<b>174.00</b>	<b>6,786,574</b>	<b>10,835,141</b>	<b>4,097,728</b>	<b>21,719,443</b>	

	Program: Information Services	FTE	General Revenue Fund	State Trust Funds	Federal Funds	Total All Funds	Explanation
14	PROGRAM TOTAL	174.00	6,786,574	10,835,141	4,097,728	21,719,443	