

**maximus**

**Serve Yourself: Improved Service  
Center Oversight**

**Caroline Beeman and Jim Childers**

# Agenda

- Introduction to Maximus Higher Education Practice
- Service Center Basics
- Better Communications with & among Centers
- User Friendly Templates
- Structured Training
- Standardized Reports-Expenses, Billing
- Web Site Design / Content
- Questions

# Maximus Webinar

## Strong fiscal track record

- Independent, publicly traded company (NYSE:MMS), with a healthy balance sheet
- 15 out of 16 years of revenue growth
- \$181.8M cash or cash equivalents (Q1FY22)
- FY 2022 revenue expected to range between \$4.5 billion and \$4.7 billion

# maximus

Founded in

**1975**

Employees worldwide

**35K+**

Annual revenue (FY20)

**\$4.25B**

# Maximus Higher Education Practice

## Organization and structure

- Established in 1985
- Headquartered in Northbrook, IL, with multiple satellite offices across the country

## Consulting services

- F&A proposal assistance, Space Survey, Negotiations
- Fringe benefit rate proposals
- Reviews of service/recharge centers

- Uniform Guidance Compliance Diagnostic
- Pre- and Post-Award Assistance

## Software Solutions

- Comprehensive Rate Information System (CRIS®) (used by 85 of top 100 universities)
- WebSpace® — Space Inventory and Survey System
- Effort Reporting System®

37+

Years of Experience

30

Full-time consulting and IT staff

250+

Colleges and universities served

# Experience

- Assist 30 universities each year with F&A cost rate proposals, space surveys and negotiations, Fringe Benefits
- Experts on Uniform Guidance 2 CFR 200 and Fringe Benefits
  - Offer national annual F&A workshops
  - Hold Free webinars
- Most staff have significant experience as senior managers at large, research-intensive universities
- Strong relationship and successful negotiations with HHS-CAS
- Present F&A sessions and workshops at national conferences

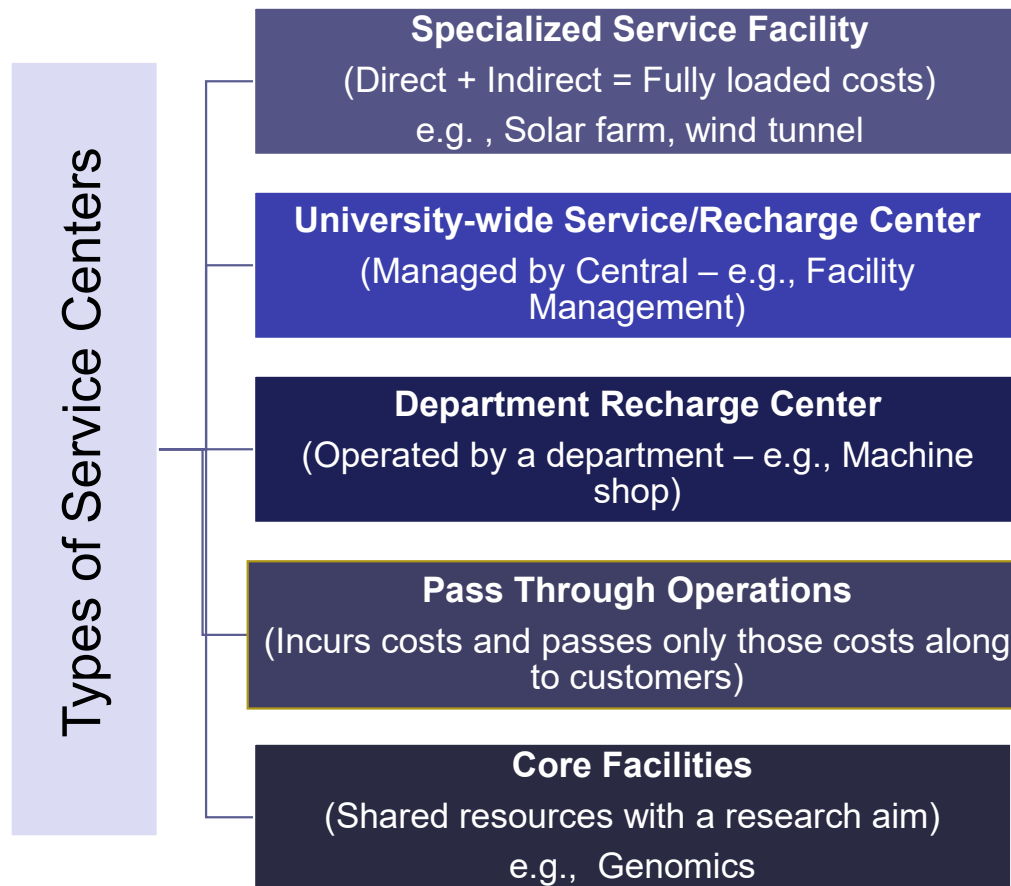
## ➤ Experts in Fringe Benefits

# Service Center Basics


## What is a service center?

- Essentially a “non-profit business” within the university
  - Provides goods or services
  - Fees are based on approved charge rates
  - Customers are typically other units within the University
  - Can be charged occasionally to outside entities

# Types of Service Centers







# Rate Setting Principles

- Must be Based on Actual Costs/Usage
- Costing Principles
- Costing Considerations

# General Costing Principles

Costs of providing services must be:

- Allowable
- Allocable
- Consistently applied
- Reasonable

Unallowable costs

- Refer to 2 CFR 200 Uniform Guidance, Subpart E - Cost Principles, Sections 200.400 – 200.475

# Administrative Burden for Central Units

## Central oversight is necessary

- Bi-annual or annual review of financial position
- Bi-annual or annual review of rates
- Review and approval of requests for new center
- Audit responses, always a possibility
- Often a new FTE

## Dean-level oversight is necessary

- Often this is the source of subsidies
- Budget impacts

# Administrative Burden for Service Center staff

## Compliance requirements

- Usage must be tracked
- Regular, frequent billing must be done
- Bi-annual or annual rate setting
- Annual review of financial position
- Payroll distribution must be accurate and specific
- ALL users should be billed, no more “freebies”
- Additional accounting processes, might be necessary

## Additional scrutiny

- Audit risk
- Oversight from central

# Improving Oversight of Service Centers

# Better Communications with & among Centers

## Central and centers – the key to success

- Necessary for smooth review process
- Alert centers prior to due dates
- Friendly reminders of due dates and resources for help
- Training on systems, templates, reports
- One-on-one support when needed
- Support, not criticism/correction
- Informative, helpful, up-to-date website

## Among centers (with each other) – gain efficiencies

- Opportunity to share best practices
- Possibility of sharing administrative support

# User Friendly Templates

Review Templates

Billing Templates

Rate setting templates

- Some folks will need help with Excel
- Provide detailed instructions
- Link data to avoid duplicative input
- May need to customize template for some centers
- Work with center staff on specific needs
- One-on-one for first-time users
- Checklists

# Structured Training

## Best Practice

- Web-based “Service Activity Basics”
- Service Activity Advanced Certificate - Instructor Led, Case Studies, Hands-On
- Monthly Training - Policy and template overview
- “Advertise” training options

## Bare Minimum

- Personal one-on-one with new/first-time center staff
- Include instructions in templates
- Attend fiscal administrator/research administrator meetings annually to provide updates and training



# Standardized Reports-Expenses, Billing

## Financial Reports

- Standard reports from the financial system
- Custom reports from reporting tools/apps (remember center cross-communication can share reports)
- Access to financial system/reports to validate charge codes
- Monthly financial balance/financial position (over/under)
- Fixed asset reports to determine depreciation on equipment

## Operational Reports

- Usage reports for billing
- Billing reports for receivables and collection

# Web Site Design / Content

## Website for Service Center information

- Description of service center activity
- Links to policies, procedures, handbook/manual
- Links to training material or training site
- Contact information to get help
- Links to 2 CFR 200, University DS-2 (if applicable)
- List of service centers
- List of instrumentation/equipment at centers
- Links to templates
- Links to reports
- FAQ

# Summary

- Communication is key
- Templates must be usable
- Structured Training improves compliance
- Standardized Reports help both central and centers
- Informative Web Site

Thank you for attending today's Webinar on Service Centers!

# Upcoming Educational Opportunities

- Short Form F&A Proposals  
Tuesday, July 19, 2022
- Using Trend in CRIS  
August, 2022

**maximus**

35th Annual **Higher Education**  
**Hybrid Meeting**  
September 21 - 24, 2022



## Questions? / Contact Information

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**Questions?**