



MINUTES

State Government Efficiency Review Committee

Monday, December 4, 2023

MEMBERS PRESENT

Senator Jason Schultz, Co-chairperson
Senator Tony Bisignano
Senator Waylon Brown
Senator Chris Cournoyer
Senator Eric Giddens

Representative Brooke Boden, Co-chairperson
Representative Jane Bloomingdale
Representative Jon Dunwell
Representative Amy Nielsen
Representative Adam Zabner

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I. Procedural Business

Call to Order and Adjournment. The meeting of the State Government Efficiency Review Committee was called to order by temporary Co-chairperson Schutlz at 1:04 p.m., December 4, 2023, in Room 103, Supreme Court Chamber of the State Capitol, Des Moines. The meeting was adjourned at 3:28 p.m.

Election of Permanent Co-chairpersons. Members of the committee unanimously elected temporary Co-chairpersons Schutlz and Boden as permanent co-chairpersons.

Adoption of Rules. Members of the committee adopted procedural rules that are available on the committee's website.

Opening Remarks. Co-chairperson Schutlz welcomed members of the committee and introduced departmental updates.

II. Department of Health and Human Services Alignment Update

Ms. Kelly Garcia, Director, Department of Health and Human Services (HHS), provided an update on the reorganization of the department. Ms. Garcia stated that HHS's mission is to serve multifaceted, interconnected needs of Iowans. She discussed HHS administration and compliance, the work of the communications divisions, the finance team, and community access division. Ms. Garcia stated that the transformation office was modernizing delivery and increasing efficiencies of services resulting in a 50 percent decrease of federal funds. HHS has placed an emphasis on the importance of strategic planning and internal communications. Ms. Garcia spoke about how HHS has been focusing on maternal health in the state of Iowa by cooperating with Medicaid and that unplanned Cesarean deliveries have decreased. Ms. Garcia addressed the work that the community access division accomplished since realignment by creating a streamlined eligibility system and closer cooperation with the legacy Department on Aging. HHS is actively creating an action plan for behavioral health and mental health working with Volunteer Iowa. Since the realignment of HHS, Medicaid workers and child welfare departments are working very closely together. The realignment has allowed HHS to consolidate into one location, allowing them to meet the needs of Iowans.

III. Department of Inspections, Appeals, and Licensing Alignment Update

Mr. Larry Johnson, Jr., Director, Department of Inspections, Appeals, and Licensing (DIAL), gave an update on the reorganization of DIAL. He discussed that the realignment resulted in DIAL doubling in size. The department is being moved to one building and 84 percent of the department will be in the new building by January 10, 2024. Since the realignment, DIAL has been able to eliminate the unemployment claim backlog and accelerate administrative law decisions to be provided within 30 days. DIAL is creating one database for licensing to combine the six older databases for a unified system.

IV. Iowa Department of Revenue Alignment Update

Ms. Mary Mosiman, Director, Iowa Department of Revenue (IDR), spoke about the department changes since realignment. After the new divisions were consolidated into IDR, their separate human resources, accounting, data, and security divisions were consolidated to become more consistent and standardized. With the realignment, a large amount of new data was brought to the tax department. IDR has increased phone centers for the new lottery and alcohol divisions and is creating one for the tax division. In addition to a tax system phone center, IDR is creating a comprehensive portal for individual and business clients to modernize the tax system and make it more accessible to Iowans. Since



alignment, IDR is merging licensing functions and increasing compliance efficiency. Ms. Mosiman also provided that IDR's legal team is preparing to deal with the backlog.

V. Information Technology Consolidation Update

Mr. Kraig Paulsen, Director, Department of Management (DOM), provided an update on changes in the department since realignment. Mr. Paulsen discussed how alignment will benefit lowans and is being executed seamlessly for lowans. DOM has undertaken two major projects since realignment: (1) information technology (IT) consolidation and (2) the Boards and Commissions Review Committee. The IT consolidation has resulted in nearly 100 percent of IT divisions being successfully moved to DOM. The consolidation of IT has provided greater visibility into projects and allows better bargaining power for procurement of software, resulting in reducing the amount of Salesforce contracts to one without having to remove the power of agencies to decide the type of software most needed for their agencies. The realignment has allowed DOM to accelerate cybersecurity efforts and create a statewide system. The consolidation of each agency has allowed DOM to create working groups to increase efficiency, including the following: unified directory system, IT service requests, learning management systems, and low-code or no-code systems. DOM has eliminated 55 open positions since realignment. With realignment, the Boards and Commissions Review Committee has recommended fewer boards and commissions and considered public comments when making this recommendation.

VI. Boards and Commissions Review

Mr. Jacob Nicholson, Chief Operating Officer of the Governor's Office, provided an update on the Boards and Commissions Review Committee. He stated there will be legislation regarding boards and commissions to implement the final report of the committee.

VII. Discussion

Senator Bisignano thanked the speakers and co-chairpersons of the committee. Representative Nielson echoed Senator Bisignano's thanks and discussed the strengths and weaknesses of standardization.