

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES

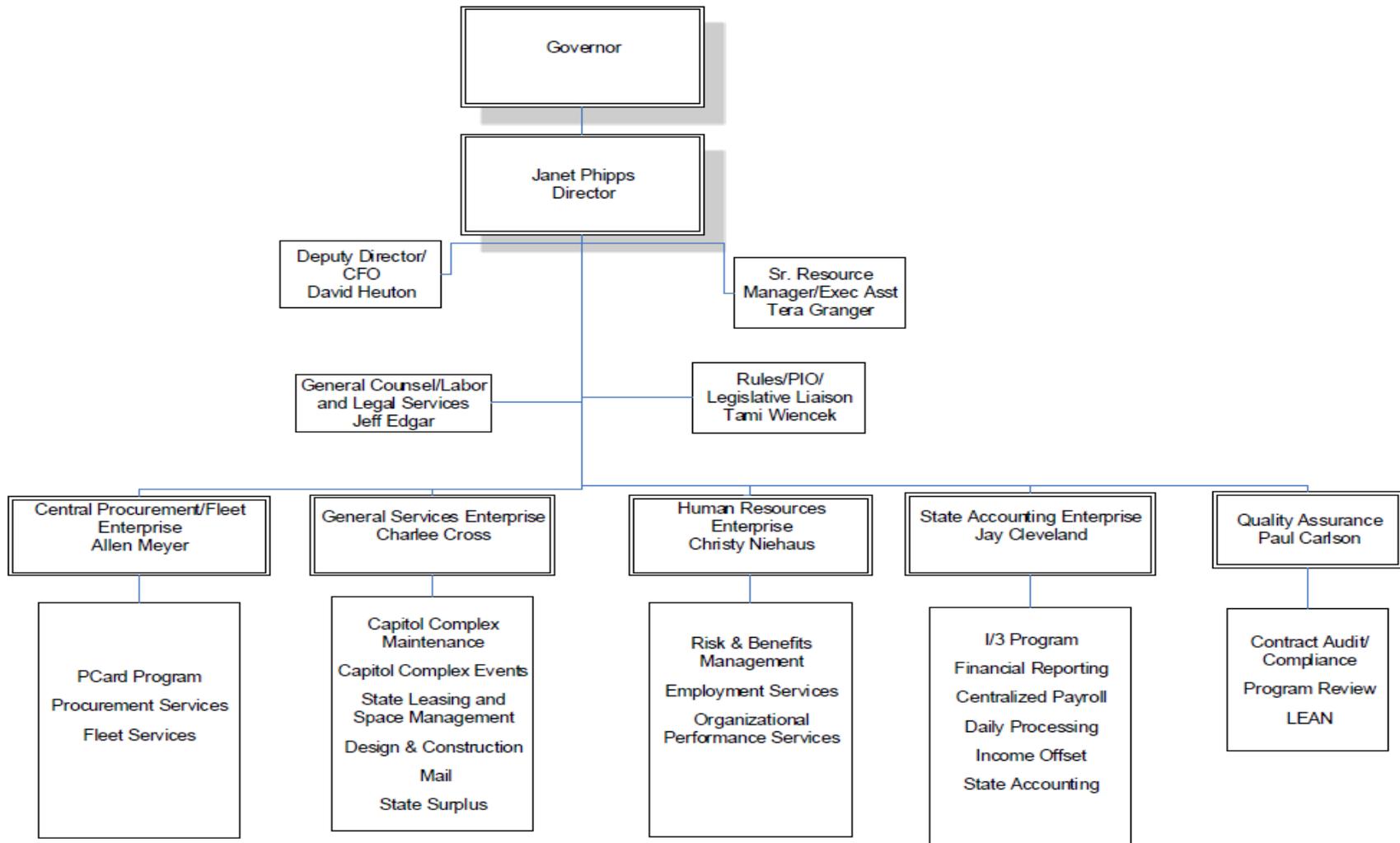
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Administration & Regulation Appropriations Subcommittee

Table of Contents

DAS ORGANIZATIONAL CHART2
 DAS SNAPSHOT3
 FINANCIAL OVERVIEW4
 UTILITIES INFORMATION.....5
 STRATEGIC INITIATIVES6
 BUSINESS MODEL & CUSTOMER COUNCIL.....6
 CENTRAL ADMINISTRATION:7
 GENERAL SERVICES ENTERPRISE (GSE):7 - 8
 Capitol Complex/Iowa Labs Maintenance Services.....7
 Mail Administration7
 Leasing and Space Management8
 Design and Construction Services.....8
 State Surplus8
 HUMAN RESOURCES ENTERPRISE (HRE):8 - 9
 Employee Benefits.....8
 Personnel Officers9
 Employment Services9
 Training and Development9
 Labor and Legal Services9
 STATE ACCOUNTING ENTERPRISE (SAE)9
 State Accounting9
 Integrated Information for Iowa (I/3)9
 CENTRAL PROCUREMENT & FLEET SERVICES ENTERPRISE (CPFSE)..... 10
 Blanket Bond10
 Purchasing10
 Fleet Services.....10
 Risk Management (Vehicle Self Insurance).....10
 Motor Pool10

Iowa Department of Administrative Services





State of Iowa

Department of Administrative Services

Service. Efficiency. Value.

Governor Kim Reynolds
Lt. Governor Adam Gregg

Director Janet Phipps

What is DAS?

The Department of Administrative Services is a strategic business partner for State agencies.

Mission: To deliver efficient and effective services to enable and support the mission and operations of our stakeholder agencies.

Vision: DAS will be an organization of excellence, providing services and support to meet our stakeholder agencies' needs and ever mindful of good stewardship in resource utilization.

Fast Facts:

Annually, more than ...

- 2.4 million gross square feet of space maintained at the Capitol Complex and State Laboratories Facility in Ankeny
- 129,000 inter-agency payment documents avoided and efficiencies achieved by electronic funds transfer via eDAS
- 81,800 employment applications reviewed
- 24,000 employee health insurance policies administered
- 1,040 Master Agreements (purchasing contracts) utilized by 71 agencies/bureaus spending \$131.5 million
- Approximately 500 events held on the Capitol Complex

DAS provides human resources, facilities maintenance, procurement, fleet/motor pool, and accounting services to State agencies in the executive, judicial, and legislative branches.

... More Facts

General Services

- Reduced Capitol Complex energy usage by approximately 20% since FY08
- Managed statewide:
 - o 123 construction projects for:
 - 16 Agencies
 - 30 Facilities
 - 96 Buildings
 - o Approximately 185 leases (950,000 square feet of leased space)

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Human Resources

- Achieved 96.6% satisfaction among hiring authorities for qualified talent pools
- Processed nearly 81,800 applications (an average of more than 6,800 monthly)
- Offered more than 7,700 professional development courses. Attended by nearly 16,000 participants

Procurement/Fleet

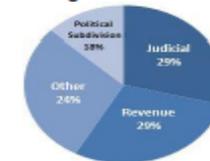
- Offset agency service costs by more than \$1.96 million in vendor administration fees
- Saved State agencies more than \$6.8 million through competitive process
- Reduced payment transactions by 56% when utilizing State Pcards
- Utilized 84% of Fleet capacity

Quality Assurance

- Identified and managed contract improvements resulting in cost savings of more than \$75,000.
- Completed 49 special projects involving all areas of DAS.
- Performed 73 process and operational reviews.
- Led and/or participated in 5 agency process improvement projects.

State Accounting

- Recovered \$48 million through income offsets for government entities



- Scored 99.85% accuracy rate on payroll payments
- Issued more than 6 million State warrant payments (checks)

FINANCIAL OVERVIEW

	FY2018 Actual	FY2019 Estimated	FY2020 Gov's Rec	FY2021 Gov's Rec
General Fund				
DAS Operations	\$ 3,616,936	\$ 3,616,936	\$ 3,616,936	\$ 3,616,936
Utilities	3,019,196 ¹	3,356,210 ²	3,524,611	3,641,096
Terrace Hill Operations	386,660	386,660	418,200	418,200
Federal Cash Management ³	-	54,182	54,182	54,182
Unemployment Compensation ³	370,440	421,655	421,655	421,655
Total General Fund	\$ 7,273,267	\$ 7,378,664	\$ 8,035,584	\$ 8,152,069
Internal Service Fund Revenues				
Personnel Development Seminars	\$ 663,757	\$ 679,441	\$ 615,683	\$ 615,683
Health Insurance Administration	517,696	495,737	498,427	505,264
Employee Assistance Program	125,127	125,124	132,284	132,284
Routine Maintenance	2,893,117	3,093,958	3,309,814	3,309,814
Workers' Compensation	30,444,314	30,010,899	30,010,899	30,010,899
I3 Expenses	6,278,100	6,194,290	6,694,290	6,944,290
Centralized Purchasing	3,676,095	5,274,020	5,279,265	5,284,614
Vehicle Dispatch Revolving Fund	7,920,299	8,674,943	8,856,832	9,043,269
Vehicle Depreciation Rev Fund	13,523,215	5,250,000	7,050,000	7,050,000
Motor Pool Revolving Fund	1,172,452	1,594,000	1,828,000	1,688,000
Self-Insurance/Risk Management	1,502,629	1,473,101	1,473,101	1,473,101
Mail Services Revolving	988,616	960,095	1,001,768	1,021,836
Human Resources Revolving Fund	6,383,998	7,834,246	7,748,754	7,766,162
Facility & Support Revolving Fund	7,676,414	7,872,195	8,066,829	8,117,696
Total Internal Service Funds	\$ 83,765,829	\$ 79,532,049	\$ 82,565,946	\$ 82,962,912

¹ Includes a supplemental appropriation (\$451,871) & appropriation transfer (\$119,965)

² Includes a recommended supplemental appropriation. (\$456,979)

³ Standing Appropriations

UTILITIES INFORMATION

The appropriation for Utilities covers the costs of energy, water and sewer for the Capitol Complex, the Iowa Labs (Ankeny) and Terrace Hill. The composition of utility expenditures and consumption is provided below:

<u>Composition of Expenditures</u>	<u>Annual Consumption (FY18 to FY08)</u>
• Electricity – 76.0%	-21.5% saving 10.1 million kilowatt hours
• Natural gas – 11.7%	-15.7% saving 18.57 million cubic feet
• Water – 8.5%	-7.7% saving 2.4 million gallons
• Sewer – 3.8%.	N/A

The reduction in consumption can be attributed to maintenance and/or replacement of older equipment and components with more energy efficient versions. Examples of energy efficiency projects include maintenance of boilers and chillers, improvements to HVAC systems, conversion from incandescent lighting to LED lighting, and windows replacement.

Several factors play a role in increases in utility expenses. Even though energy consumption has decreased, over the last decade electricity rates have increased by 43% and water rates have increased by 64%; impacting 84.5% of the utilities expense budget. The utilities appropriation was reduced from \$3.82 million in FY2008, to \$2.44 million in FY2018, or 36%.

<u>Fiscal Year</u>	<u>Funding</u>	<u>% Change</u>	<u>Comments</u>
2018	\$3,464,328		BBF (\$154,373), Supplemental (\$451,871), §8.31 Transfer (\$119,965)
2019	\$3,647,810	5.30%	Gov's Recommended Supplemental (\$456,979)
2020	\$3,737,611	5.02%	
2021	\$3,854,096	3.12%	

STRATEGIC INITIATIVES

DAS is committed to contributing to Governor Reynolds' and Lt. Governor Gregg's goals of 1) Creating a Competitive Business Environment; 2) Developing the Most Innovative Energy Policy in the Country; 3) Educating our Children for the Knowledge Economy; and 4) Training Iowans for the Jobs of Tomorrow. DAS provides essential support services to agencies so agencies can focus on their respective core missions. DAS' contributions include:

- Assisting state agencies in attracting a talented and diverse workforce through competitive salaries and benefits
- Providing economical and efficient support services to other agencies (purchasing, mail services, fleet, maintenance, construction, energy management)
- Providing sound state accounting support through the collection and reporting of financial information

DEPARTMENT BUSINESS MODEL

The DAS operates under an entrepreneurial model in which fees are charged for the services the DAS provides to other State agencies. The purpose of creating this model was to recover the appropriate amount of federal funding in support of central administration costs related to services provided to all State agencies. All methodologies to determine rates and the fees and charged to customer agencies are reviewed and approved by the Customer Council.

CUSTOMER COUNCIL

The Council membership consists of the Chair (director of the Department of Management), Vice Chair (director of the Department of Administrative Services), four state agency representatives from large agencies (more than 700 employees), four state agency representatives from medium agencies (70-700 employees), three state agency representatives from small agencies (less than 70 employees), a judicial branch representative, and two legislative branch representatives; one each from the House and Senate and non-voting ex-officio members.

The DAS Customer Council, according to Code and Administrative Rules, is charged with:

- annually reviewing and recommending action on DAS business plans as they relate to utility services;
- approving an internal procedure for resolution of complaints regarding utility services;
- approving the rate methodology and the resulting rates for utility services; and
- biennially reviewing the decision made by DOM regarding what services of which DAS is the sole provider.

Descriptions of the utility services provided by the Department are described following the Central Administration description.

CENTRAL ADMINISTRATION

Central Administration provides leadership, command and control for the Department. Central Administration is comprised of a team of employees responsible for internal and administrative operations within the department, including: budgeting, accounts payable, accounts receivable, mail service, customer service center, legal counsel, legislative liaison, marketing, communications, customer council support, and the director's office. Collectively they are known as "shared services" — services that were consolidated at the formation of DAS to eliminate duplication and reduce costs.

GENERAL SERVICES ENTERPRISE (GSE)

Capitol Complex/Iowa Labs Maintenance Services

Capitol Complex/Iowa Labs Maintenance Services maintains the Capitol Complex buildings and grounds to provide a safe, healthy, cost effective and aesthetically pleasing environment for elected officials, employees and visitors.

- Facility maintenance
- Grounds keeping
- Life, health, and safety systems maintenance (HVAC, fire alarms, sprinklers, etc.)
- Locksmith services
- Custodial services
- Electrical and emergency generation
- Customer service center
- Capitol complex maintenance administration

Mail Administration

Mail Administration provides mail services to State government in the Des Moines area. The DAS Mail Center meets agency needs for incoming and outgoing local and U.S. Postal Service letters, flats, and parcels by providing the following services:

- Delivery of incoming federal mail and interoffice mail to Des Moines area customers
- Pickup and processing of outgoing letters, flats, and parcels in the Des Moines area
- Signature mail services including certified, registered, and insured mail
- Mail administration and reporting

Leasing and Space Management

Leasing and Space Management assists State agencies with new lease negotiation, lease renewals, resolution of landlord/tenant issues, and development of space standards and allocations. This service also maintains a database of all leased property; architectural CAD drawings; available real estate inventory; design and reconfiguration of office and storage space; coordination of all voice, data, electrical, furniture and evacuation plans; assurance of code compliance with space and ADA guidelines; development of plans to meet both short and long-term strategic needs; and to assurance of the most efficient use of space.

Design and Construction Services

Design and Construction Services (D/C) assists State agencies in facilities design, construction, and management by providing or managing those professional services required by our customers in the performance of their respective missions.

State Surplus

State Surplus assists State agencies with the disposal of surplus state property. An agency has the following options when disposing of State surplus property:

- **Transfer** surplus property to another State agency when the receiving agency has a business use for the surplus property.
- **Sell** surplus property through the State's contracted vendor, GovDeals.
 - GovDeals is an online auction service designed to offer city, county and state governments or agencies the ability to sell surplus and vehicles, property, and equipment over the Internet.
 - GovDeals supports the redistribution of excess assets within public institutions.
 - If the surplus property does not sell during an auction, it may be donated to a not-for-profit organization coordinated through DAS.

HUMAN RESOURCES ENTERPRISE (HRE)

Employee Benefits

Employee Benefits provides wide range of services to State employees. The bureau administers the premium conversion program, the deferred compensation program, the flexible spending program, the Employee Assistance Program, State employee Workers' Compensation claim management, group insurance and leave programs. These programs include life insurance, Long Term Disabilities (LTD) insurance, health insurance, dental insurance, Family Medical Leave Act leave, military leave, paid vacation, and sick leave. A number of benefits offered to retirees are also administered by the unit.

Personnel Officers

Personnel Officers provide advice, guidance, and problem resolution to assigned executive branch agencies concerning all Human Resources program areas. This includes organizational development, employee relations, performance management, position classification, and training and development.

Employment Services

Employment Services maintains the job classification system and associated databases, conducts salary and market surveys, position classification appeals, manages temporary staffing contracts, and administers Affirmative Action/Equal Employment Opportunity programs. Employment Services also provides for the posting of vacancies on the DAS website, manages application submissions in the applicant tracking system, monitors and updates NeoGov system functionality, evaluates applications for eligibility, issues eligible lists, and handles disqualification notices and appeals, including placement services for applicants and agencies.

Training and Development

Training and Development provides state-wide training regarding violence free workplace, diversity, sexual harassment, and substance abuse policies. It also provides managers and employees a variety of staff development training opportunities related to stress management, communications skills, fundamentals of supervision, team building, and discipline. Training and Development also addresses other topics for employees of the State of Iowa and local jurisdictions participating in the program.

Labor and Legal Services

Labor and Legal Services provides statewide expertise in the areas of collective bargaining negotiations, grievances, hearings, and arbitrations, as well as classification appeal hearings.

STATE ACCOUNTING ENTERPRISE (SAE)

State Accounting

The State Accounting Enterprise (SAE) provides a broad range of financial services to facilitate the operation of State government and to promote efficiency and accountability in the management and administration of State government financial services. SAE functions include centralized payroll, daily processing, financial reporting, financial systems, and income offsets.

Integrated Information for Iowa System

The Integrated Information for Iowa (I/3) provides for the administration and maintenance of the state's accounting system.

CENTRAL PROCUREMENT/FLEET SERVICES ENTERPRISE (CPFSE)

Blanket Bond

Blanket Bond provides protection against State employee embezzlement.

Purchasing

Purchasing provides a system of uniform standards and specifications for the procurement of goods and services, including competitive bidding procedures; negotiates and administers master agreements, and administers the State's procurement card, and the travel P-card programs.

Fleet Services

Fleet Services is responsible for the acquisition, management, policies, operation, maintenance, repair, and disposal of motor vehicles used for the transportation of State of Iowa employees in their official duties. Fleet Services also meets the state's short and long term needs for vehicles by operating a centralized motor pool for daily trip rentals, in addition to assigning vehicles to State agencies and institutions for departmental use.

Risk Management (Vehicle Self Insurance)

Risk Management - Vehicle Self Insurance provides for investigation, negotiation, and settlement of all liability, collision and comprehensive claims, development of loss control policies and programs, and establishment of an insurance premium charged to State agencies. The goal is to reduce the potential of injury to both State employees and others and reduce the cost of automobile accident claims.

Motor Pool

Motor Pool provides accessible, conveniently located passenger vehicles from compact sedans to mini vans. The Motor Pool has been providing quality vehicles for State agency needs for more than 50 years. Our vehicles are clean, well maintained, fueled, and ready for your trip.