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## FISCAL UPDATE Article

Fiscal Services Division

September 20, 2021



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### CUSTOMER COUNCIL MEETING — JULY 27, 2021

**Meeting.** The Customer Council meeting was held on Tuesday, July 27, 2021. The Council provides a link between the Department of Administrative Services (DAS) and the customers it serves. Employees from customer agencies serve on the Council and represent small-, medium-, and large-sized agencies. The Customer Council oversees utility services and associated rates as provided by the four DAS enterprises: General Services (GSE), Human Resources (HRE), Central Procurement and Fleet Services (CPFSE), and State Accounting (SAE). The following actions were proposed and adopted by the Council:

#### Action Taken on Proposed Rate Changes for FY 2022 Rates:

- Increase the Access Badging rate under the HRE from \$11.14 per complex position in FY 2021 to \$33.50 per complex position in FY 2022. The FY 2021 rate was not assessed to agencies that year, and the FY 2022 rate increase is to recoup those costs. The rate is decreasing to \$20.00 in FY 2023. This service was first established in FY 2021 when the DAS assumed responsibilities for access badging from the Legislative Branch.

#### Action Taken on the Previously Approved FY 2022 Rates:

- Increase the Family and Medical Leave Act (FMLA) rate for FY 2022 from \$24.84 per filled position to \$33.96 per filled position. This service is being centralized in-house within the HRE, and the rate increase is to cover the three-month transition period when the third-party and DAS are both performing duties to ensure continuance of service.

#### Action Taken on Proposed Rate Changes for FY 2023:

- Increase the Association Rate for the Capitol Complex and Ankeny Labs under the GSE from \$6.50 per square foot to \$7.00 per square foot. This increase is to continue progress made on Capitol Complex maintenance, including elevator upgrades, parking lot repairs, and window replacements.
- Increase the Design and Construction Services hourly rate under the GSE from \$100 per hour to \$110 per hour. These rates are compared to current market rates in the private sector and billed directly against the associated project.
- Increase the Leasing Management rate from \$0.05 per square foot to \$0.07 per square foot. This is an allocation based upon total current leased square footage.
- Increase the Merit and Non-Merit Employment Services rate under the HRE from \$65.41 per filled position to \$73.44 per filled position. The rate covers the entire budget for the services, which previously included FTE vacancies, and is charged to each agency on a per filled position basis, on the five-quarter average of filled positions.
- Increase the Training rate under the HRE from \$19.57 per filled position to \$27.60 per filled position. This increase is due to the implementation of a new Learning Management System (LMS).
- Decrease the Access Badging rate under the HRE from \$33.50 in FY 2022 to \$20.00 in FY 2023.
- Increase the Employee Relations rate under the HRE from \$28.20 per filled position to \$36.00 per filled position. This is a result of adding two additional full-time equivalent (FTE) positions to address an increase in complaints.
- Increase the allocation for Integrated Information for Iowa (I/3) by \$500,000 to cover Organization Change Management and help desk functions related to Workday.

During the meeting, the Office of the Chief Information Officer (OCIO) also provided an update on its rates. For FY 2022, OCIO service rates remain status quo. The OCIO will be working with its new Chief Financial Officer to right-size the FY 2023 rates, and agencies can expect the FY 2023 rates to change from the current FY 2022 rates.

**Additional Information.** The [2021 Iowa DAS Business Plan and Report to the Customer Council](#) provides brief descriptions of all DAS utility services and methodologies that were reviewed and approved by the Customer Council. Additional information is also available on the DAS website [here](#).

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