

Fiscal Year 2021
Annual Report and
Performance Report

(fulfilling requirements of Iowa Code sections 7E.3 & 8E.210)

Department of Administrative Services

Adam Steen, Director



TABLE OF CONTENTS

Introduction/Director’s Message Page 3

Agency Overview Page 4

Key Results – Energy Management Page 8

Key Results – Central Procurement Page 9

Key Results – Fleet Management Page 10

Key Results – Grievance Resolution Page 11

Key Results – Training (PDS) Page 12

Key Results – Training (CPM) Page 13

Key Results – Applicant Screening Page 14

Key Results – Classification Appeals Page 15

Key Results – Centralized Payroll Page 16

Agency Performance Plan Results Page 17

INTRODUCTION

Dear Governor Reynolds, Lt. Governor Gregg, Members of the Iowa General Assembly,

On behalf of the Iowa Department of Administrative Services (DAS), enclosed please find DAS' annual report and performance report for fiscal year 2021 (July 1, 2020 through June 30, 2021). This report, submitted pursuant to Iowa Code sections 7E.3 and 8E.210, provides an overview of the Department, information and results regarding several key services provided by DAS, and its performance plan results.

DAS is committed to serving as a customer-focused organization that provides a complement of valued products and services to internal customers and the general public while managing within current resources.

Sincerely,

Adam Steen, Director
Department of Administrative Services

AGENCY OVERVIEW

Mission: To implement a world-class, customer-focused organization that provides a complement of valued products and services to the internal customers of state government.

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.

Customers

The Department of Administrative Services provides direct service to a wide variety of customers, both internal and external to State government. Internal customers include State agencies and employees, the Governor's Office, offices of elected officials, and the legislative and judicial branches. Examples of external customers include local jurisdictions of government, vendors, visitors to the Capitol complex, and the taxpayers of Iowa.

How the Department of Administrative Services is Organized.

Custodian of Public Buildings (C., 1886, 21st GA, Ch. 148)

The Department of Administrative Services' predecessor agency dates back to 1886 when the Twenty-first General Assembly created the Custodian of Public Buildings "who shall have the care of the Capitol, together with all the grounds and premises appurtenant thereto, belonging to the state". The scope of the Department has changed over time, adding the responsibility for statewide accounting, procurement, fleet administration and human resources management.

The Iowa Department of Administrative Services is organized into four enterprises and central administration. Each of the enterprises provides services to other departments of the State as well as to the citizens of Iowa. They are:

- Central Administration
 - Adam Steen, Director (515) 725-2205
 - Dave Heuton, Deputy Director/Chief Financial Officer (515) 725-0114
 - Tami Wiencek, Public Information Officer (515) 725-2017
- General Services Enterprise
 - Charlee Cross, Chief Operating Officer (515) 725-2281
 - Facility Maintenance
 - Architectural and Engineering
 - Mail Administration
 - Leasing and Space Management
 - Surplus Property
- Human Resources Enterprise
 - Bethany Childers, Chief Operating Officer (515) 281-5064
 - Employment Services
 - Employee Benefits
 - Training

- Office of the General Counsel
 - Nathan Reckman, General Counsel (515) 783-5356
- Central Procurement and Fleet Services Enterprise
 - Allen Meyer, Chief Operating Officer (515) 725-2272
 - Procurement
 - Fleet Operations and Motor Pool
 - Purchasing Card Program
- State Accounting Enterprise
 - Jay Cleveland, Chief Operating Officer (515)
 - State Accounting
 - Centralized Payroll
 - Offsets Program

Operating Budget

General Fund

The Department of Administrative Services is comprised of four enterprises: Central Procurement/Fleet Services, General Services, Human Resources, and State Accounting, as well as the Office of General Counsel and central administration. For fiscal year 2021 DAS received a small general fund appropriation of slightly more than \$7.9 million in support of functions that are not billed to customers for various reasons. The general fund appropriation supported a total of 50.26 full-time equivalents. The make-up of the \$7.9 million is:

- \$3.9 million for utilities (e.g., electric, gas, etc.) for the Capitol Complex
- \$2.0 million for running and managing the State's financial reporting systems through the State Accounting Enterprise
- \$1.5 million for maintaining the ceremonial space located on the Capitol Complex
- \$0.4 million for grounds maintenance at Terrace Hill.
- \$0.1 for management and administration of the Department

Internal Service Funds

The enterprises within DAS are primarily funded by the fees generated for the provision of services to customers comprised of State agencies and local jurisdictions. All fees and methodologies are approved, prior to implementation, by the Customer Council as required by Iowa Code section 8.6 and 11 IAC -- 541.12. There were 150.45 full-time equivalents in the Department supported by service fees to agencies totaling \$71.5 million. The services, products and activities (SPAs) supported by the fees charged are summarized below.

Centralized Procurement and Fleet Services Enterprise

- \$8.0 million for **Fleet Management**
 - Provides administration of the State's vehicle fleet to include the fuel card program, vehicle repairs administration, vehicle repairs and replacements, risk management, compliance with state and federal requirements for alternative fuels and Corporate Average Fuel Economy (CAFÉ), and provide a fleet of motor pool vehicles that state agencies may utilize on a per-mile, or daily use basis.*

- \$2.5 million for **Centralized Procurement**
Provide a system of uniform standards and specifications for the procurement of goods and services, including the competitive bidding procedures; negotiate and administer master agreements; establish and oversee the State's procurement card, and the travel P-card programs.
- \$1.9 million for **Risk Management**
Provides driver insurability assessment, state vehicle collision and accident liability coverage, and investigation, negotiations and settlement of vehicle claims.

General Services Enterprise

- \$10.5 million for **Facility and Leasing Management**
Provides facility management including mechanical, electrical, custodial, grounds, routine maintenance and other facility management of state-owned facilities totaling more than more than 2.4 million square feet and maintain 163 acres of land in the Des Moines metro area; coordinate more than 185 leases totaling 1.0 million square feet and \$12.3 million in annual rent for State agencies.
- \$1.1 million for **Design & Construction**
Provides the management and oversight for state agencies involved in facility design, construction, and renovation of State-owned properties on the Capitol complex and across the state.
- \$1.0 million for **Mail Services**
Provides incoming and outgoing local and U.S. Postal Service mail service for all state agencies and officials at the seat of government, processing more than 17 million pieces of mail annually.
- \$0.6 million for **State Surplus**
Removal and disposal of surplus state property. Proceeds of on-line auctions are deposited to the State General Fund.

Human Resources Enterprise

- \$1.2 million for **Organizational Performance**
Provides applicant eligibility, tracking, and placement services; conduct market surveys; organizational development; performance management; and position classification.
- \$2.2 million for **Employment Services**
Provides applicant eligibility, tracking, and placement services; conduct market surveys; organizational development; performance management; and position classification.
- \$2.6 million for **Benefits**
Manages the State's employee benefits programs, including health, dental, life, and long-term disability insurance; deferred compensation and flexible spending programs; as well as the Unemployment Compensation Program, Employee Assistance Program, and the Family Medical Leave Act (FMLA) program.

- \$0.9 million for **Training and Development**
Provide state-wide training regarding violence free workplace, diversity, sexual harassment, and substance abuse policies; provide managers and employees a variety of staff development training opportunities related to stress management, communications skills, fundamentals of supervision, team building; and discipline, as well as other topics.
- \$0.2 million for **Human Capital Management**
Provide state-wide training regarding violence free workplace, diversity, sexual
- \$30.8 million for **Workers' Compensation**
Provide for the financial and administrative management of state employee workers' compensation benefits including the State's third party administrator and DAS staff who administer the program.

Office of the General Counsel

- \$0.9 million **Labor and Legal Services**
Provides state-wide expertise in the areas of collective bargaining negotiations, grievances, hearings, and arbitrations, employee relations, misconduct investigations, as well as classification appeal hearings.

State Accounting Enterprise

- \$6.9 million for the **Accounting & Payroll Systems**
Administer the State's centralized accounting and payroll systems and administers all payments made from the State treasury.

KEY RESULT TEMPLATE

SERVICES/PRODUCTS/ACTIVITIES

Name: Energy Management

Description: GSE provides energy management services to reduce energy consumption on Capitol Complex.

Why we are doing this: To ensure State facilities on the Capitol Complex are operated in an energy efficient manner while providing a safe and comfortable environment for the people who work and visit the buildings on the complex.

What we're doing to achieve results: GSE monitors energy usage and continues to implement energy efficiency initiatives.

Results

Performance

Measure:

Percent of prior year Capitol Complex energy consumption.

Performance Target:

99% (equals 1% reduction from the prior fiscal year)

Data Sources:

DAS-GSE Utility Bills.

Data Reliability:

Data is compiled from Utility Bills.

Annual kBtu Usage

	Gas (kBtu)	Power (kBtu)	Diesel (kBtu)	Total (kBtu)	% decr from previous year
FY11	94,104,000	138,230,005	356,433	232,690,438	
FY12	63,103,100	131,726,228	2,625,818	197,455,146	-15.14%
FY13	85,307,100	130,492,373	3,977,302	219,776,775	11.30%
FY14	97,822,400	131,126,896	743,318	229,692,614	4.51%
FY15	86,143,300	129,704,546	268,036	216,115,882	-5.91%
FY16	79,530,900	125,907,328	176,037	205,614,265	-4.86%
FY17	79,477,500	122,279,940	232,177	201,989,617	-1.76%
FY18	99,571,500	127,141,250	230,589	226,943,339	12.35%
FY19	106,380,100	127,790,926	165,041	234,336,067	3.26%
FY20	100,578,800	132,156,791	40,820	232,776,411	-0.67%
FY21	96,956,300	129,314,296	311,772	226,582,368	-2.66%

Why we are using this measure: To ascertain the successfulness in providing efficient and economical work environments for State employees.

What was achieved? Consumption of both electricity and natural gas was down compared to fiscal year 2020, primarily due to milder weather. The increase in diesel fuel consumption was related to the 2021 winter outbreak in Texas resulting in a shortage of natural gas supplies. As a result, the Department was required to employ the diesel generators, or face drastically increased costs for natural gas.

Data Sources: GAS-GSE Utility Invoices

KEY RESULT TEMPLATE

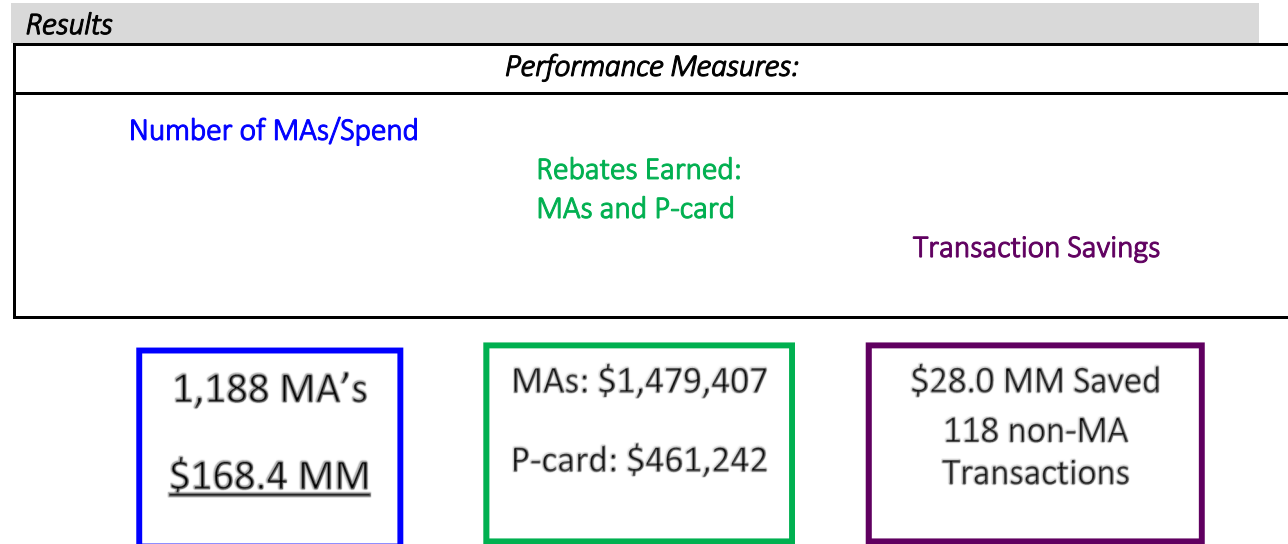
SERVICES/PRODUCTS/ACTIVITIES

Name: Central Procurement

Description: Central Procurement facilitates timely, cost-effective procurement services benefiting all state agencies. Additionally, the Central Procurement Purchasing Card Program (P-card) provides state agencies an efficient, cost-effective alternative to traditional procurement methods, saving time and money.

Why we are doing this: To provide the procurement of goods and services at low cost/best value while ensuring compliance with applicable statutes and administrative rules.

What we're doing to achieve results: Establish master purchasing agreements (MA) through competitive bidding, as well as participate in cooperative purchasing consortiums providing access to competitively bid vendor agreements.



What was achieved? Central Procurement saved agencies in excess of \$28.0 million on procurement transactions, while master agreements also saved agencies considerable time and money. Additionally, use of the P-card eliminated over 78,609 payment transactions through state accounting. Procurement activities earned more than \$1.94 million in rebates, reducing costs to customer agencies.

Data Sources: Central Procurement records, NASPO, I/3, US Bank contract

KEY RESULT TEMPLATE

SERVICES/PRODUCTS/ACTIVITIES

Name: Fleet Management

Description: Fleet Services operates a cost-effective motor pool of vehicles for use by state agencies on long and short term rental basis.

Why we are doing this: Providing motor pool services that assist agencies' operations and reduces expense. To provide an economical, ready fleet of vehicles for state agencies to conduct business.

What we're doing to achieve results: Fleet Services assesses the needs of State agencies based on experience and adjusts the size of the motor pool to meet demand, and operational costs are reviewed to ensure economical rental rates.

Results

Performance Measures:	
Motor Pool Capacity Use	Motor Pool Rate vs. Personal Reimbursement

83.3%

\$0.39
vs.
\$0.39

What was achieved? Effective use of motor pool vehicle assets; thorough review of costs to determine economical vehicle rental rate and repair service success. Restrictions on travel due to COVID-19 have negatively affected the utilization of Motor Pool. Utilization is expected to continue recovering during state fiscal years 2022 and 2023.

Data Sources: Fleet records, 1/3.

KEY RESULT TEMPLATE

SERVICES/PRODUCTS/ACTIVITIES

Name: Grievance Resolution

Description: The Labor Relations Team provides expertise in the areas of collective bargaining negotiations, grievances, hearings, and arbitrations, as well as classification appeal hearings.

Why we are doing this: To ensure the consistent application of collective bargaining agreements and merit rules.

What we're doing to achieve results: Provide attorney-level services to assist agencies in the effective administration and application of collective bargaining agreements and merit rules.

Results

Performance Measure:

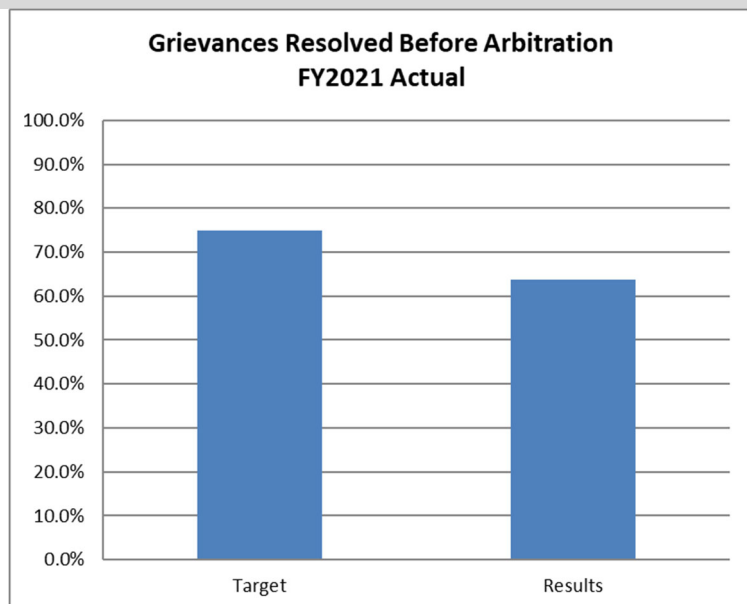
Percent of employee grievances resolved before arbitration.

Performance Target:

90%

Data Reliability:

Data is compiled daily.



Why we are using this measure: Resolving personnel issues prior to arbitration improves efficiency by saving staff time and taxpayer money.

What was achieved? 64% of employee grievances in FY2021 were resolved before arbitration. The Department is reassessing the validity of this measure due to the changes to Iowa Code Chapter 20.

Data Sources: DAS-HRE Labor Relations Team records, DAS Status Reports

KEY RESULT TEMPLATE

SERVICES/PRODUCTS/ACTIVITIES

Name: Training/Performance and Development Solutions (PDS)

Description: Performance and Development Solutions (PDS), the training group in the Organizational Performance Bureau of DAS-HRE, offers training and development opportunities for State of Iowa employees.

Why we are doing this: To enhance and develop the effectiveness of the State of Iowa workforce.

What we're doing to achieve results: PDS continuously analyzes course data to align with industry best-practices.

Results

Performance Measure:

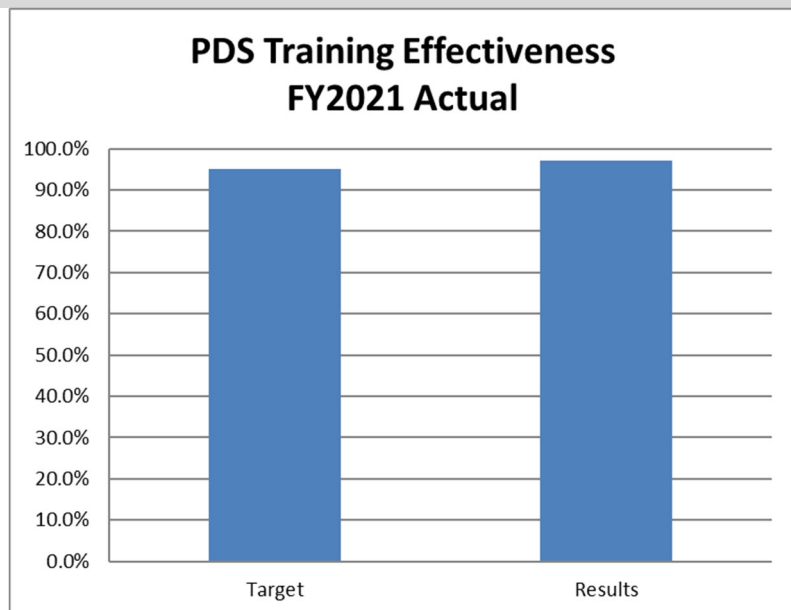
Percent of participant evaluations for job-related courses that indicate the skills, abilities, and knowledge gained in the course will be helpful in performing their job.

Performance Target:

95%

Data Reliability:

Data is compiled at the end of each training course.



Why we are using this measure: In order to be an effective use of state resources, the training offered must directly impact the State's ability to deliver expert, timely, and cost-effective programs and services.

What was achieved? 97% of respondents indicated that the skills, abilities, and knowledge gained in the course would be helpful in performing their jobs.

Data Sources: DAS-HRE (Survey Monkey)

KEY RESULT TEMPLATE

SERVICES/PRODUCTS/ACTIVITIES

Name: Training/Certified Public Manager® Program (CPM)

Description: The State of Iowa, in partnership with Drake University, offers a nationally accredited Certified Public Manager® (CPM) program. The CPM program is an 18-month program designed for supervisors, managers, executives, management staff, and project managers from federal, state, county, and local governments. The program includes discussion, traditional classroom experiences, and on-line learning. Participants also complete one job-related team project, which gives them the opportunity to apply theories, principles, and/or techniques learned in the CPM program to a situation, problem, concern, or opportunity in a public organization.

Why we are doing this: To enhance and develop the effectiveness of employees in federal, state, county, and local governments.

What we're doing to achieve results: Courses are revised based on survey results, as needed. Any course concerns are promptly examined and addressed.

Results

Performance Measure:

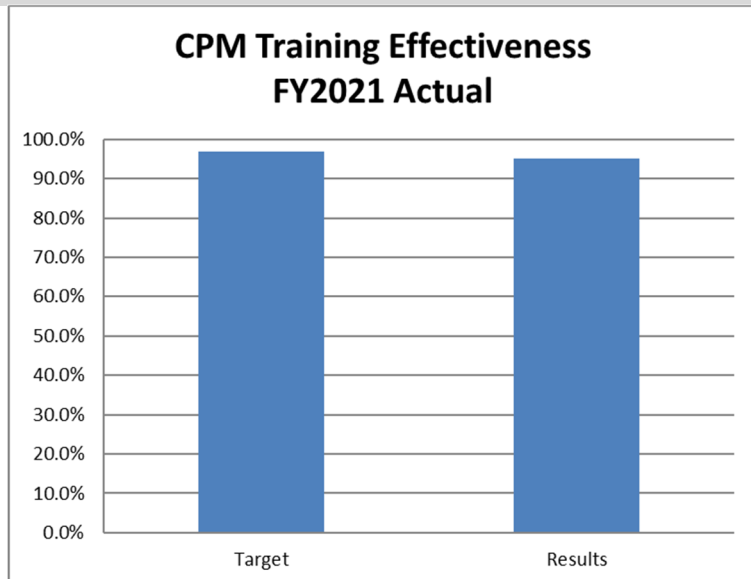
Percent of participant evaluations for job-related courses that indicate the skills, abilities, and knowledge gained in the course will be helpful in performing their job.

Performance Target:

95%

Data Reliability:

Data is compiled at the end of each training course.



Why we are using this measure: In order to be an effective use of government resources, the program must demonstrate that it can directly impact the governmental entities' ability to deliver expert, timely, and cost-effective programs and services.

What was achieved? 95% of respondents indicated that the skills, abilities, and knowledge gained in the course would be helpful in performing their jobs.

Data Sources: Drake University and DAS-HRE. (Surveys conducted by Drake University and analyzed by Drake University and DAS-HRE).

KEY RESULT TEMPLATE

SERVICES/PRODUCTS/ACTIVITIES

Name: Applicant Screening

Description: The Employment Bureau coordinates statewide recruitment; posts vacancies on the DAS website; manages application submissions in NEOGOV, the State’s applicant tracking system; monitors and updates the NEOGOV system functionality; evaluates applications for eligibility; issues eligible lists; handles disqualification notices and appeals; and manages the temporary staffing system.

Why we are doing this: To ensure that hiring authorities find qualified applicants for open positions in state government.

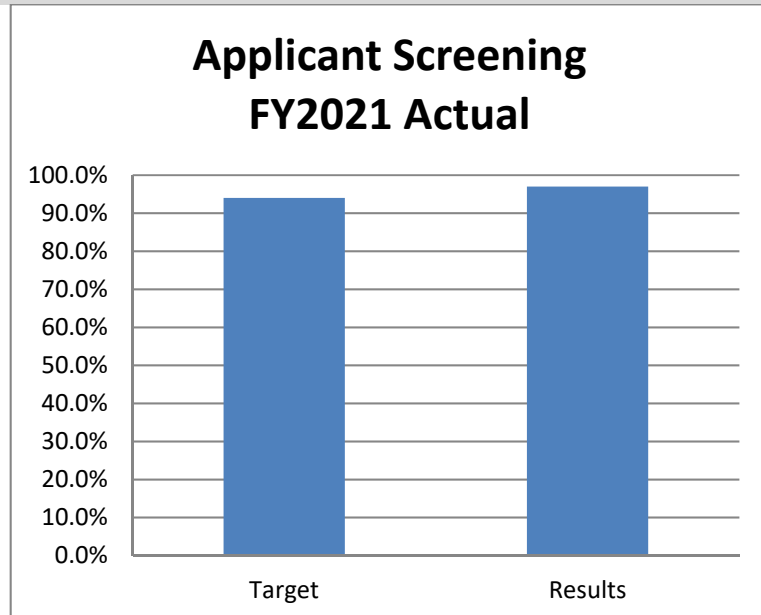
What we're doing to achieve results: The Employment Bureau has developed metrics for recruiting events across the state on behalf of agencies; developed standard recruiting procedures; refined processes to accurately capture Veteran Points for applicants; and established metrics for applicant tracking.

Results

Performance Measure: Percent of hiring authority surveys indicating they were able to find qualified applicants through NEOGOV.

Performance Target:
94%

Data Reliability:
Data is compiled at the end of each fiscal year.



Why we are using this measure: Hiring authorities must have access to diverse, qualified talent pools when selecting and hiring individuals for interview and employment.

What was achieved? 97.3% of respondents to the survey (187) indicated that they were “satisfied” or “very satisfied” with the applicants.

Data Sources: DAS-HRE Employment Bureau (Survey)

KEY RESULT TEMPLATE

SERVICES/PRODUCTS/ACTIVITIES

Name: Classification Appeals

Description: The Employment Bureau updates and maintains the job classification system and associated databases; conducts salary and market surveys; and provides subject-matter expertise for position classification appeals.

Why we are doing this: To ensure that employees are correctly classified according to the Classification and Compensation Plan for the State of Iowa.

What we're doing to achieve results: The Classification and Compensation Team in the Employment Bureau conducts position audits, using classification system tools and standards; reviews Position Description Questionnaires (PDQs); and ensure PDQs accurately reflect the duties and responsibilities of each position.

Results

Performance Measure:

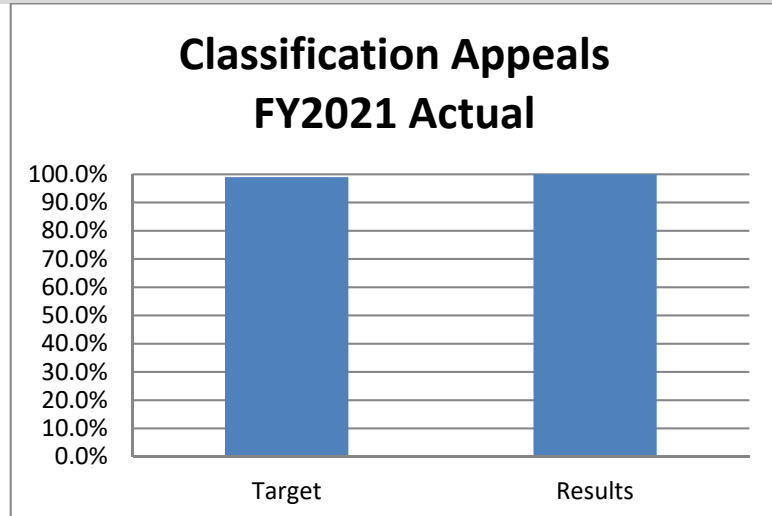
Percent of position classification appeals in which the Department's decision is upheld.

Performance Target:

99%

Data Reliability:

Data is compiled monthly.



Why we are using this measure: To ensure the correct classification of positions.

What was achieved? There were no classification appeals filed.

Data Sources: DAS-HRE Labor Relations Team records and DAS-HRE Classification and Compensation Team reports (Classification and Compensation Hearing Status Reports)

KEY RESULT TEMPLATE

SERVICES/PRODUCTS/ACTIVITIES

Name: Centralized Payroll

Description: DAS-SAE Centralized Payroll processes payroll warrants for all participating state agencies. Correctly processing payroll warrants is dependent on Centralized Payroll providing guidance to individual agencies and staff in order for accurate information to be input into the payroll system.

Why we are doing this: To ensure state employees are paid timely and accurately.

What we're doing to achieve results: Participates in annual training offered to any agency employee responsible for employment / benefits / payroll processing, as well as, one-on-one training to individuals or agencies as requested; develop and publish additional resources and manuals pertaining to payroll processing and make available to all agency employees.

Results

Performance Measure:

Percent of Pay Warrants written correctly.

Performance Target:

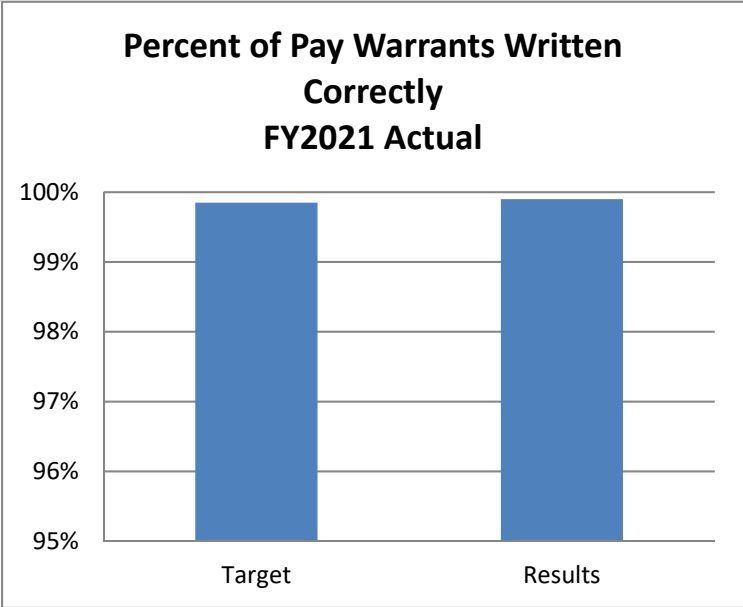
99.85%

Data Sources:

DAS-SAE

Data Reliability:

Data is compiled biweekly.



Why we are using this measure: To ensure State of Iowa employees are paid accurately and timely.

What was achieved? 99.96% of all payroll warrants were written correctly.

Data Sources: State Centralized Payroll System

AGENCY PERFORMANCE PLAN RESULTS FY 2021

Name of Agency: DEPARTMENT OF ADMINISTRATIVE SERVICES
Agency Mission: To deliver efficient and effective services to enable and support the mission and operations of our stakeholder agencies.
Core Function: Physical Assets Management

Service, Product or Activity: Facilities and Space Maintenance and Management			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of work completed by Capitol Complex Maintenance (CCM) in conformance with industry efficiency and competency/training standards.	95%	99%	<p>What Occurred: The target was exceeded. Work order tickets are processed and tracked through facility management maintenance software to allow work to be tracked from start to completion.</p> <p>Data Source: Facility Management Maintenance Software.</p>
2. Percent of major maintenance project funds completed by Design & Construction on-time and within budget.	99%	100%	<p>What Occurred: All projects were completed on-time and within budget.</p> <p>Data Source: GSE Design & Construction</p>
3. Percent of prior year Capitol Complex energy consumption.	99%	97%	<p>What Occurred: The target was achieved. Consumption of both electricity and natural gas was down compared to fiscal year 2020, primarily due to milder weather. The increase in diesel fuel consumption was related to the 2021 winter outbreak in Texas resulting in a shortage of natural gas supplies.</p> <p>Data Source: Utility invoices</p>
Service, Product or Activity: Fleet Management			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Average annual utilization rate of the State motor pool.	80%	74%	<p>What Occurred: Restrictions on travel due to COVID-19 negatively impacted the actual (FY21) vehicle utilization rates.</p> <p>Data Source: Fleet rental records</p>

AGENCY PERFORMANCE PLAN RESULTS FY 2021

Core Function: Resource Management			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of employee disciplinary grievances resolved before arbitration.	75%	63.7%	What Occurred: The target was not achieved. The Department is assessing the validity of this metric due to Iowa Code Chapter 20 changes in 2017. Data Source: DAS – Labor & Legal Services
2. Number of recurring audit comments in the annual operations audit report.	0	1	What Occurred: The Department received one recurring comment in the FY2019 audit. Data Source: State Auditor's Office annual audit reports
Service, Product or Activity: Training			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. For Performance and Development Solutions (PDS): Percent of participant evaluations for job-related courses that indicate the skills, abilities and knowledge gained in the course will be helpful in performing their job.	95%	97%	What Occurred: 9,615 courses were delivered by PDS in FY2021. Of 1,527 live, instructor-led course delivered, 768 individuals responded to course surveys of which 95% indicated that the skills, abilities and knowledge gained in the course would be helpful in performing their jobs. Data Source: DAS – Human Resources Enterprise (Survey Monkey)
2. For the Certified Public Manager (CPM) Program: Percent of participant evaluations for job-related courses that indicate the skills, abilities and knowledge gained in the course will be helpful in performing their job.	97%	95%	What Occurred: 109 individuals participated in sessions this past year. 51 participants completed the program this year. After each course, students completed a survey. 97% of the respondents indicated that the skills, abilities and knowledge gained in the course would be helpful in performing their job. The CPM program continued to be in a virtual environment the past year. The CPM Advisory Board under the recommendations of Drake and DAS have a blended learning strategy developed as we move into the next year. We have had 775 individuals complete the program requirements. Data Source: Drake University and DAS – Human Resources Enterprise (Surveys conducted by Drake University and analyzed by Drake University and DAS – Human Resources Enterprise.)
Service, Product or Activity: Employment Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of hiring authority surveys indicating they were able to find qualified applicants through the applicant tracking system.	94%	97.3%	What Occurred: 97.3% of respondents (187) to the survey indicated that they were “satisfied” or “very satisfied” with the applicants. Data Source: DAS – Human Resources Enterprise (Survey)
2. Percent of position classification appeals in which the Department's decision is upheld.	99%	N/A	What Occurred: There were no classification appeals. Data Source: DAS – Human Resources Enterprise

AGENCY PERFORMANCE PLAN RESULTS FY 2021

Service, Product or Activity: Mail			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of first class mail metered by the Pitney-Bowes mail management system and processed at discounted postage rates.	95%	92%	What Occurred: Physical mailings dropped because of the Coronavirus pandemic. Data Source: Pitney Bowes Business Manager System
Service, Product or Activity: Enterprise Applications			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of time I/3 Finance services are available for customer usage during business hours of 6:00 am to 6:00 pm Monday through Friday.	99.5%	100%	What Occurred: The target was exceeded Data Source: I/3 Finance System
2. Percent of time I/3 Finance Data warehouse services are available for customer usage during business hours of 6:00 a.m. to 6:00 p.m. Monday through Friday.	99.5%	100%	What Occurred: The target was exceeded Data Source: I/3 Finance System
Service, Product or Activity: State Accounting			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of required federal and state accounting reports (annual & monthly) completed timely. (IRS forms 941, 945, 720, W-2s, SSA reports.)	98%	100%	What Occurred: All reports were completed timely and sent to appropriate officials. Data Source: Wage and tax reports sent to Federal/State authorities, Payroll Reports maintained in I/3 Data Warehouse or saved to LAN.
2. Percent of payroll deductions processed by required due dates.	98%	100%	What Occurred: All payroll deductions were processed and paid by required dates. Data Source: GAX documents prepared to process payments.
3. Percent of pay warrants written correctly.	99.8%	99.9%	What Occurred: The target was exceeded. 188 rewrites on 464,378 warrants. Data Source: Payroll Journals and Rewrites Payroll Journals.
4. Percent of claims pre-audited within 5 working days of receipt.	98%	100%	What Occurred: Daily Processing continues to work with departments, guiding and assisting in the correct submittal of information. Classes are offered for free on a bi-annual basis or more often if requested/needed. Data Source: Sampling of paid claims.

**AGENCY PERFORMANCE PLAN RESULTS
FY 2021**

Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
5. Percent of offset matches released/applied to the liability within 45 days.	99%	99%	<p>What Occurred: The offset appeal process at the department level was longer than normal, while the amount of casino matches continues to increase and thus increases manual work.</p> <p>Data Source: Monthly Offset spreadsheets.</p>
6. Percent of non-general fund unemployment claim payments paid originally from the general fund recovered from state agencies.	95%	100%	<p>What Occurred: DAS-SAE works closely with departments to determine any reimbursement recovery amounts to the general fund.</p> <p>Data Source: IWD Quarterly claim statements (Notice of Reimbursement Benefit Charges) and DAS-SAE calculation of Non-General Funded amounts, based on 10-digit payroll number.</p>
Service, Product or Activity: Central Purchasing			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of contracts awarded by centralized purchasing without successful appeal.	100%	100%	<p>What Occurred: The target was achieved.</p> <p>Data Source: Central Procurement records</p>
2. Procurement Card program rebates.	\$420,000	\$429,376	<p>What Occurred: The target was exceeded.</p> <p>Data Source: P-Card Program/U.S. Bank</p>