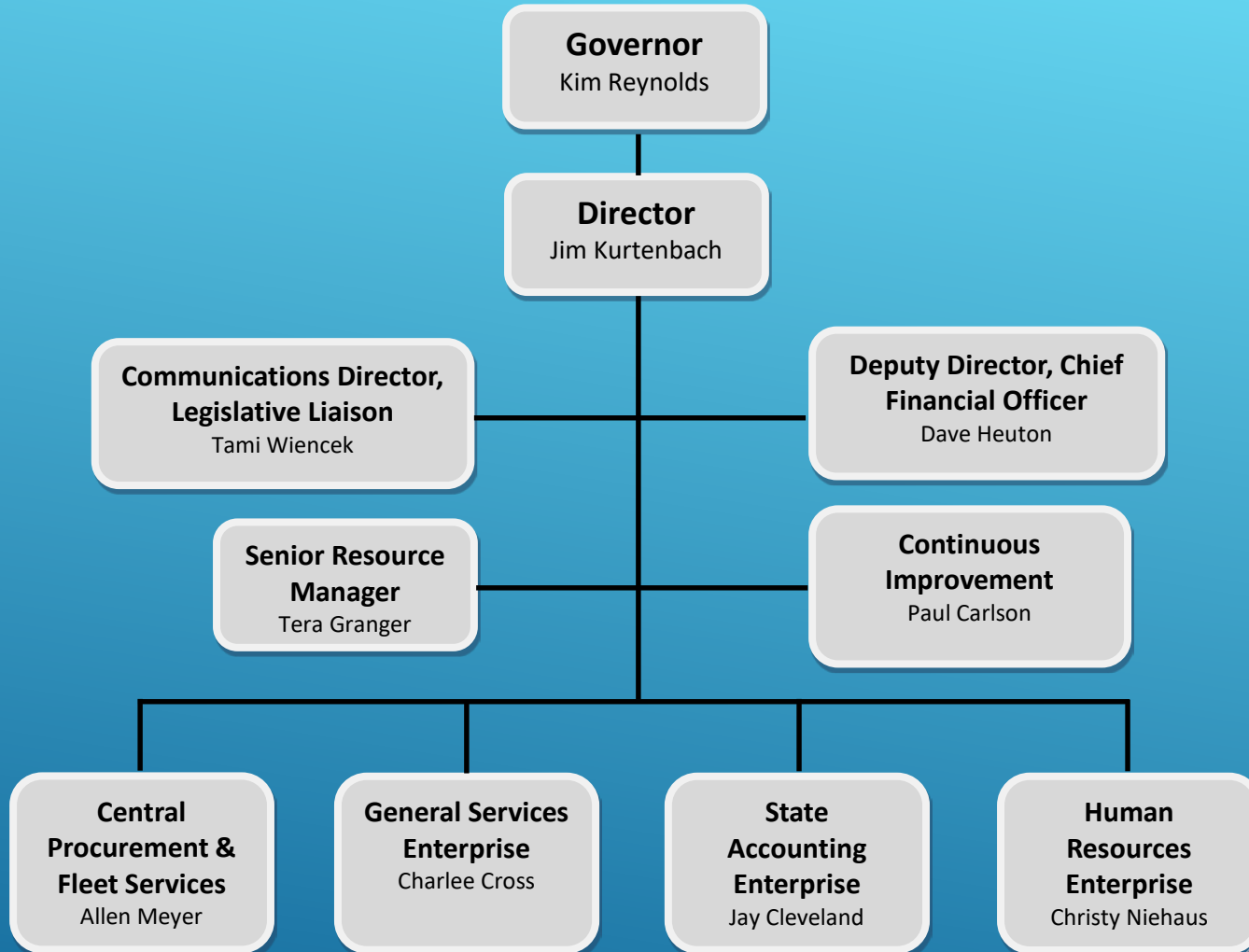


STATE GOVERNMENT EFFICIENCY REVIEW COMMITTEE

DEPARTMENT OF
ADMINISTRATIVE SERVICES

DIRECTOR JIM KURTENBACH



Overview

- What is DAS?

The Department was created in 2003 by combining the central services for State government, designed as an entrepreneurial management model to maximize the recovery of central services costs from all funding sources, including federal funding sources.

- Mission Statement (Code section 8A.103)

The mission of the department is to implement a world-class, customer-focused organization that provides a complement of valued products and services to the internal customers of state government.

- Department Organization and Services Provided

- State Accounting Enterprise

- *Administers the State's centralized accounting system and all payments made from the State treasury*
 - *Administers the State's centralized payroll system, issues related 1099s, W-2s, 1095s*
 - *Administers the offsets program (Code section 8A.504)*
 - *Coordinates the indirect cost allocation system with all State agencies*
 - *Develops the State's Consolidated Annual Financial Report (CAFR) in collaboration with all State agencies, departments, boards, commissions, etc. and publishes the report.*

Overview

- Human Resources Enterprise
 - Benefits – *Manage 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 Workers' Compensation Program, Employee Assistance Program, and the Family Medical Leave Act (FMLA) program*
 - Employment Services – *Provide applicant eligibility, tracking, and placement services; conduct market surveys; organizational development; employee relations; performance management; and position classification*
 - Labor Relations – *Provide state-wide expertise in the areas of collective bargaining negotiations, grievances, hearings, and arbitrations, as well as classification appeal hearings*
 - Training & Staff 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*
- DAS Finance
 - Accounts Payable – *Processes all claims against the Department*
 - Accounts Receivable – *Administers the eDAS billing program, billing over \$120 million annually and eliminating the need for agencies to process over 129,000 accounting documents*
 - Financial Services – *DAS Finance is providing accounting and/or budgeting services for eight other agencies (IGOV, OCIO, ICRC, Ethics, DCA, IPIB, BoFE, Terrace Hill)*

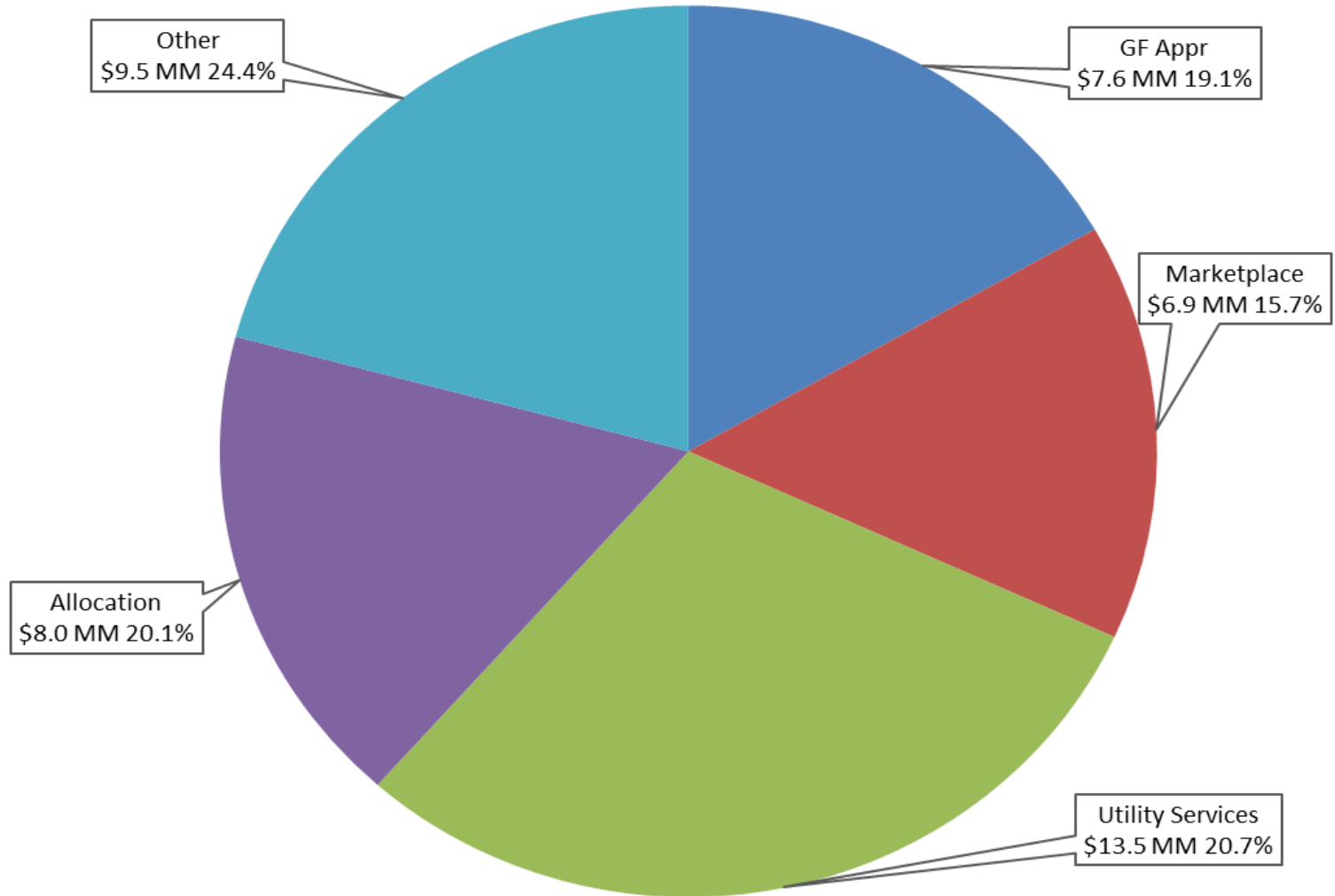
Overview

- Central Procurement and Fleet Services Enterprise
 - Centralized Procurement – *Provides 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*
 - Risk Management – *Provides driver insurability assessment, state vehicle collision and accident liability coverage, and investigation, negotiations and settlement of vehicle claims, and State employee blanket bond coverage*
 - Fleet Management – *Provides administration of the State's vehicle fleet to include the fuel card program, vehicle replacements, risk management, compliance with state and federal requirements for alternative fuels and Corporate Average Fuel Economy (CAFÉ), and provides a fleet of motor pool vehicles that state agencies may utilize on a per-mile, or daily use basis*
- 

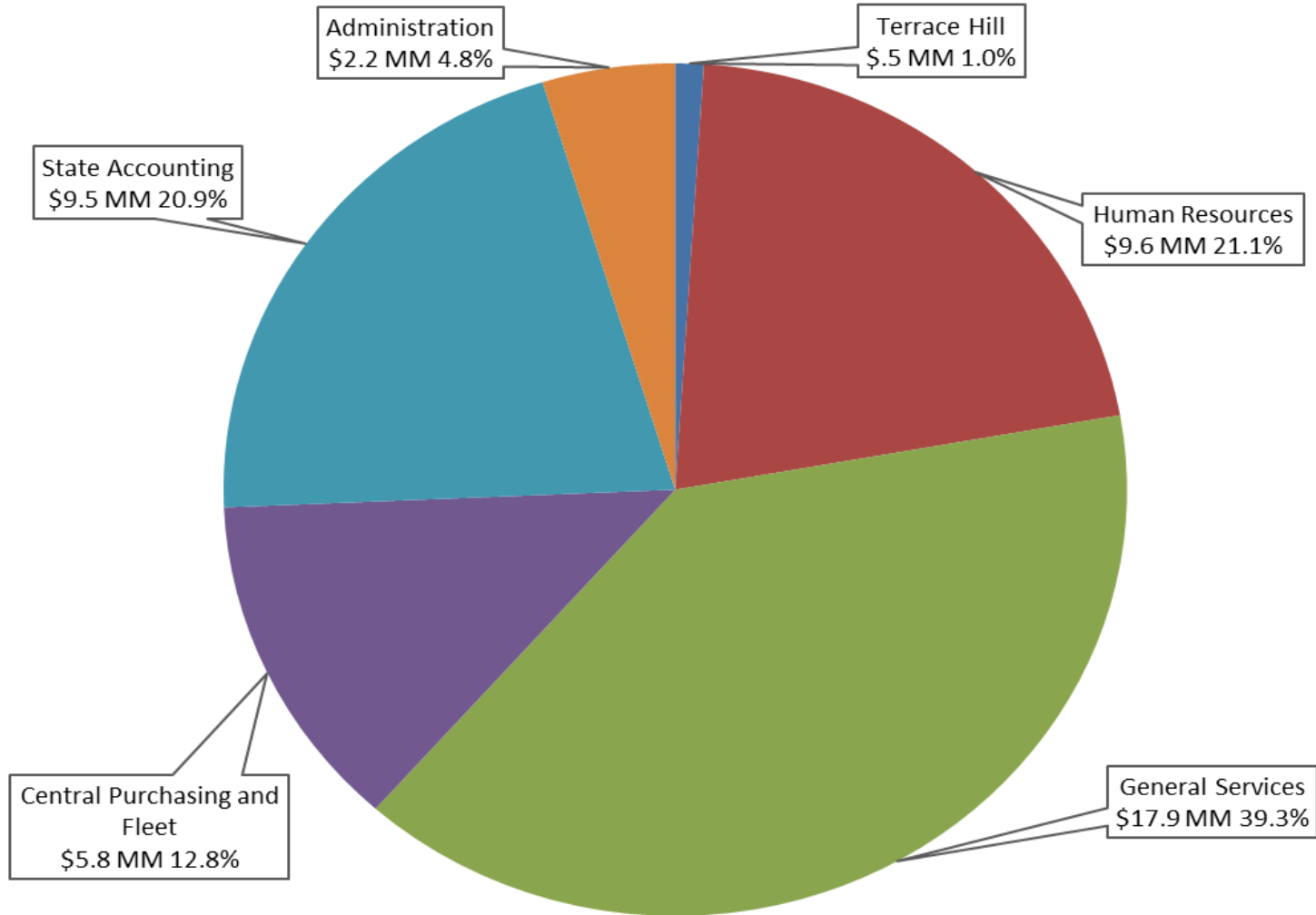
Overview

- General Services Enterprise
 - Facility and Leasing Management – *Provides facility management including mechanical, electrical, custodial, grounds and other facility management of state-owned facilities totaling more than 2.4 million square feet and maintains 150 acres of land in the Des Moines metro area; coordinates approximately 185 leases totaling 995,000 square feet, and \$12.3 million in annual rent for State agencies and supporting 2,779 employees state-wide.*
 - 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*
 - 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 13 million pieces of mail annually*
 - Energy Management Consulting – *Provide energy management services, including energy benchmarking, coordination of energy audits and natural gas price risk management for non-Capitol Complex locations state wide in an effort to reduce energy consumption and costs*
 - State Surplus – *Administers the removal and disposal of surplus state property through a public-facing internet auction page (GovDeals). All proceeds are deposited into the State general fund*

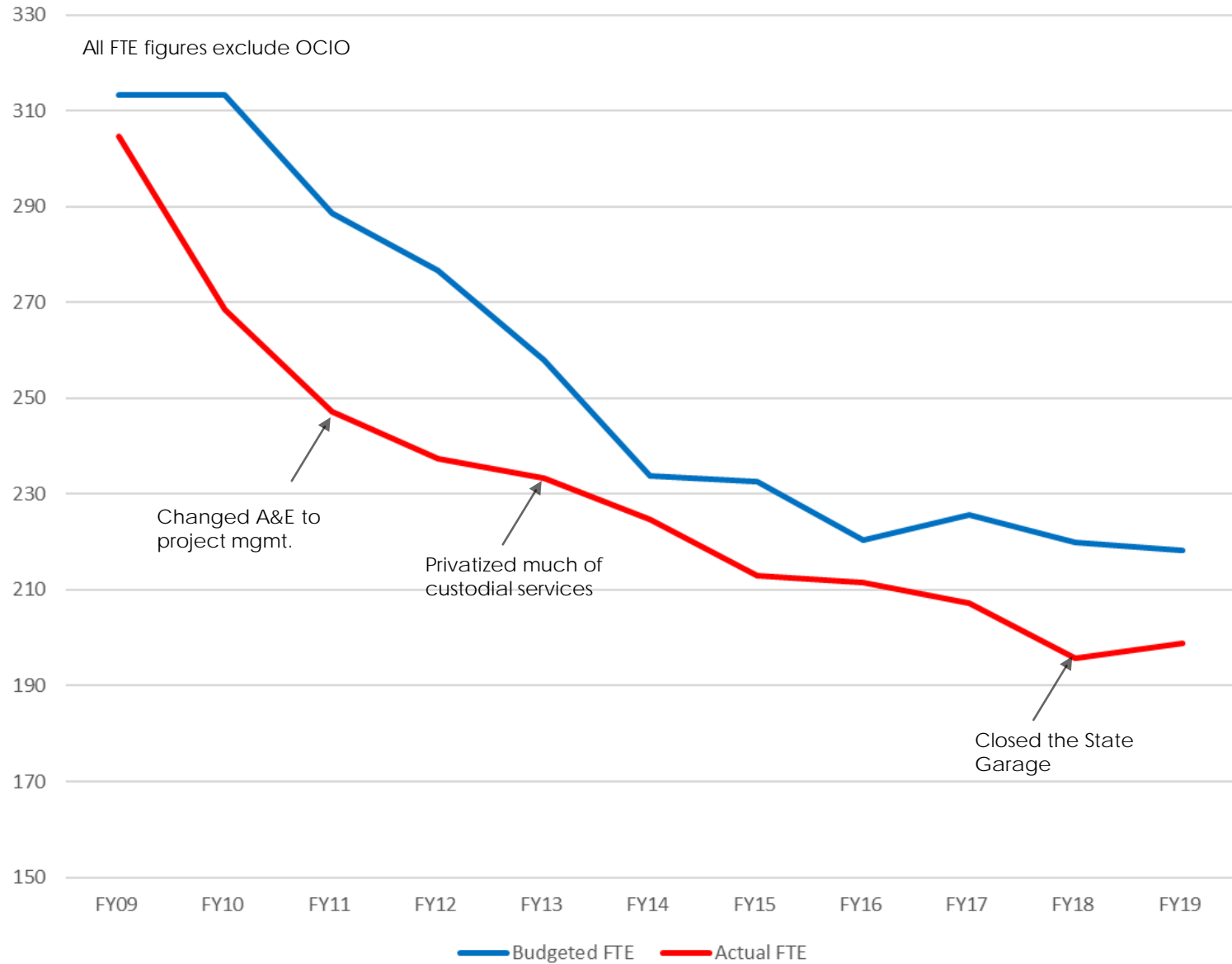
New Operating Revenue by Type (\$45.5 MM) FY2020 Estimated



New Operating Revenue by Enterprise (\$45.5 MM) FY2020 Estimated



Budgeted and Actual FTE





State of Iowa

Department of Administrative Services

Service. Efficiency. Value.

Governor Kim Reynolds
Lt. Governor Adam Gregg

Director Jim Kurtenbach

What is DAS?

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

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.

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
- 24,000 employee health insurance policies administered
- 1,077 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 more than 15% since FY08
- Managed statewide:
 - 96 construction projects for:
 - 17 Agencies
 - 28 Facilities
 - 85 Buildings
 - Approximately 185 leases (1,000,000 square feet of leased space)

das.iowa.gov

Human Resources

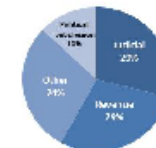
- Achieved 98% satisfaction among hiring authorities for qualified talent pools
- Processed nearly 90,000 employment applications (average > 7,490/month)
- 13,400 participants attended more than 7,700 professional development courses. 96% will apply learned skills to workplace.

Procurement/Fleet

- Offset agency service costs by more than \$2 million in vendor administration fees
- Saved State agencies more than \$5 million through competitive process
- Reduced employee reimbursements by increasing Travel Card use 104% in a 2-year period
- Utilized 88.8% of Motor Pool capacity

State Accounting

- Recovered \$45.9 million through income offsets for government entities

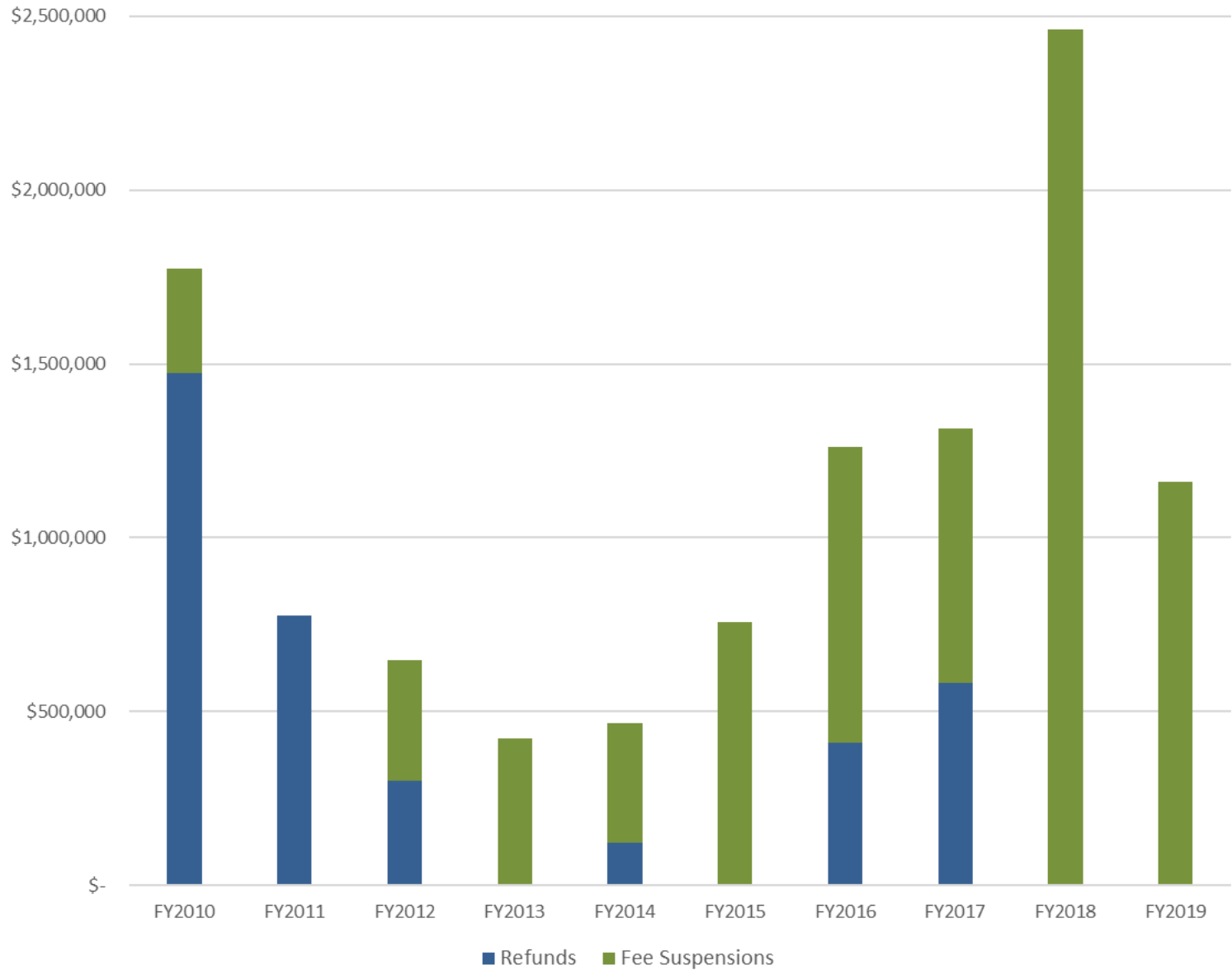


- Scored 99.85% accuracy rate on payroll payments
- Issued more than 6 million State warrant payments (checks)

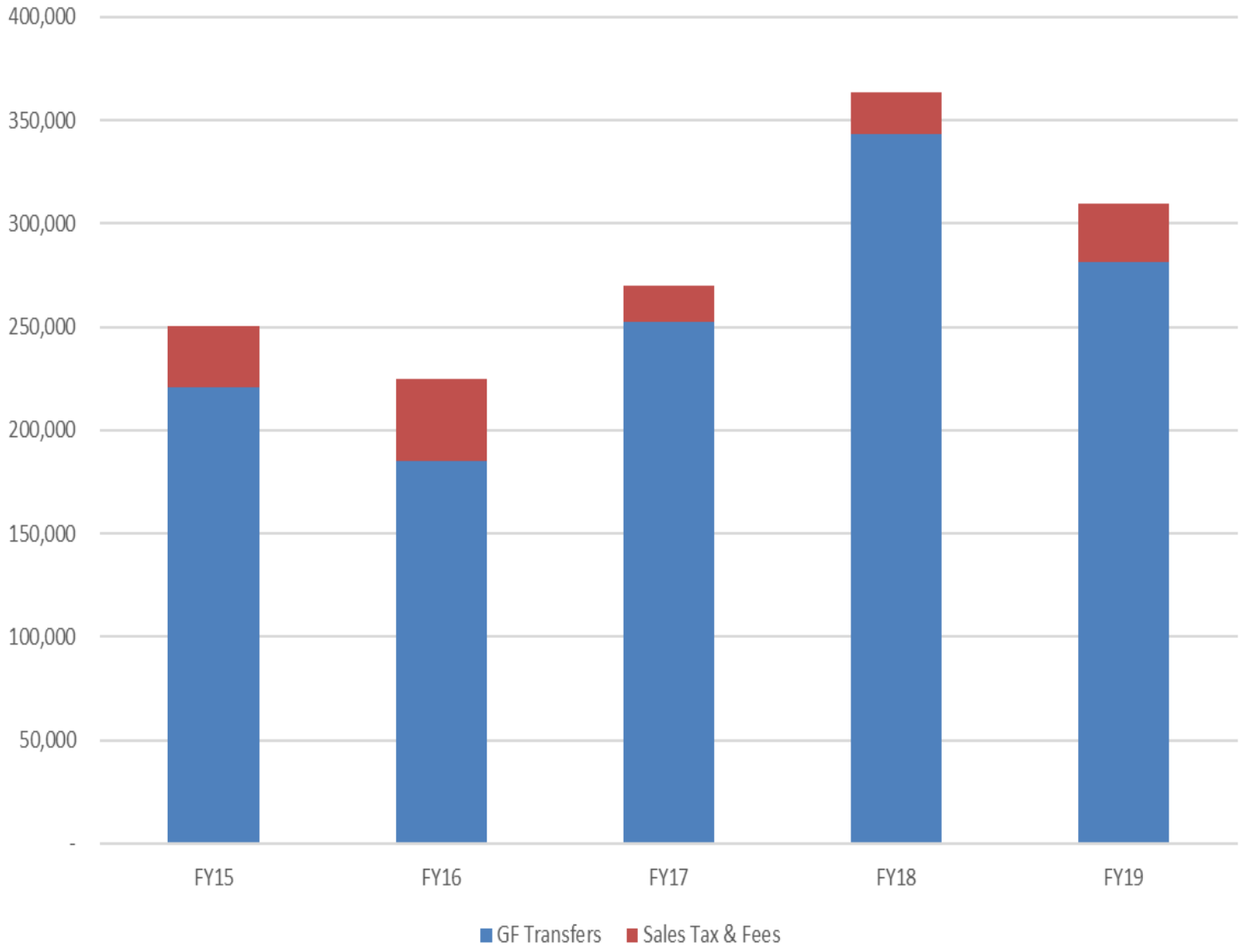
Quality Assurance

- Completed 52 special projects involving all areas of DAS.
- Performed 31 process and operational reviews.
- Led and/or participated in 3 agency process improvement projects.

Fee Refunds & Suspensions to Agencies



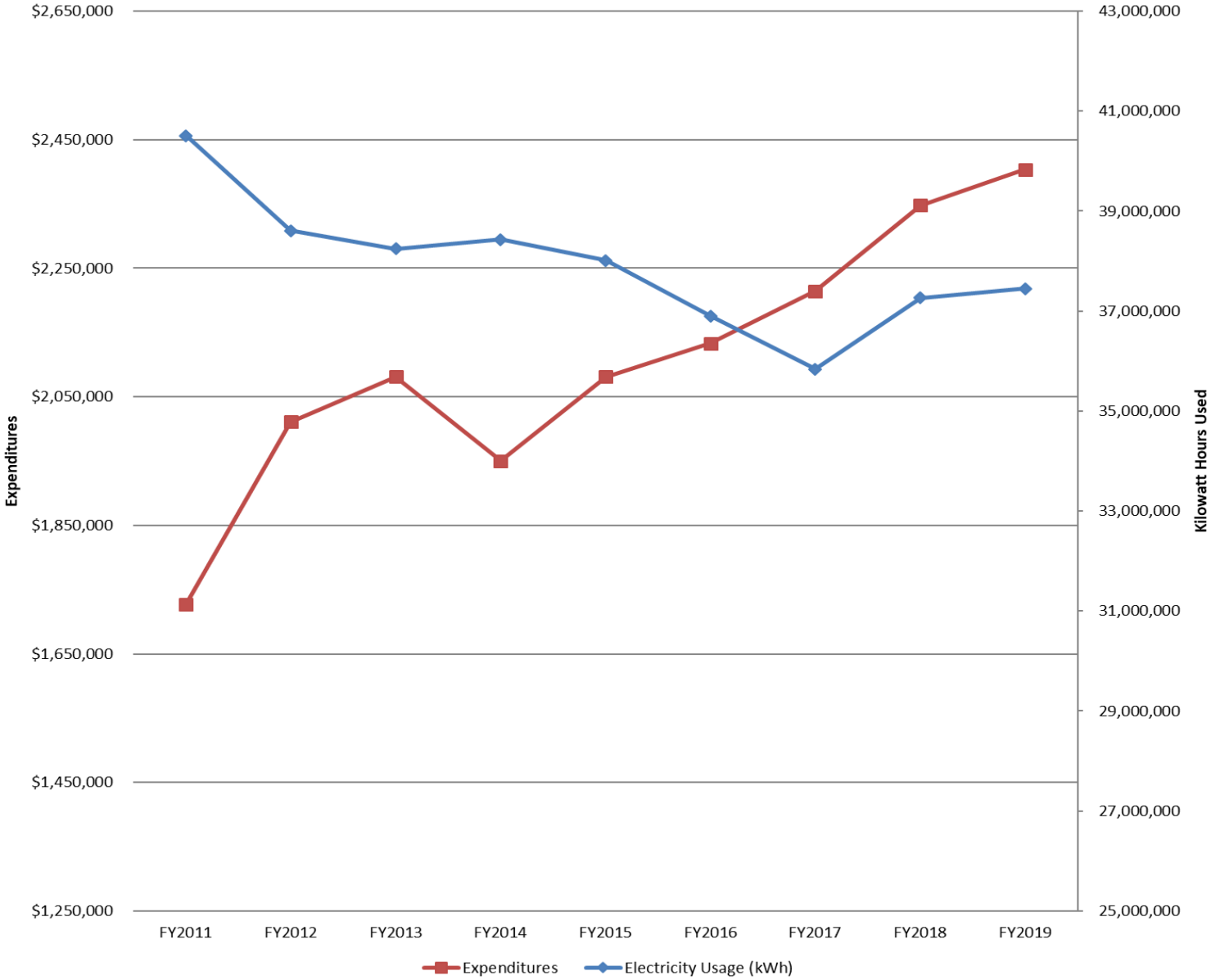
Surplus Property Disposal



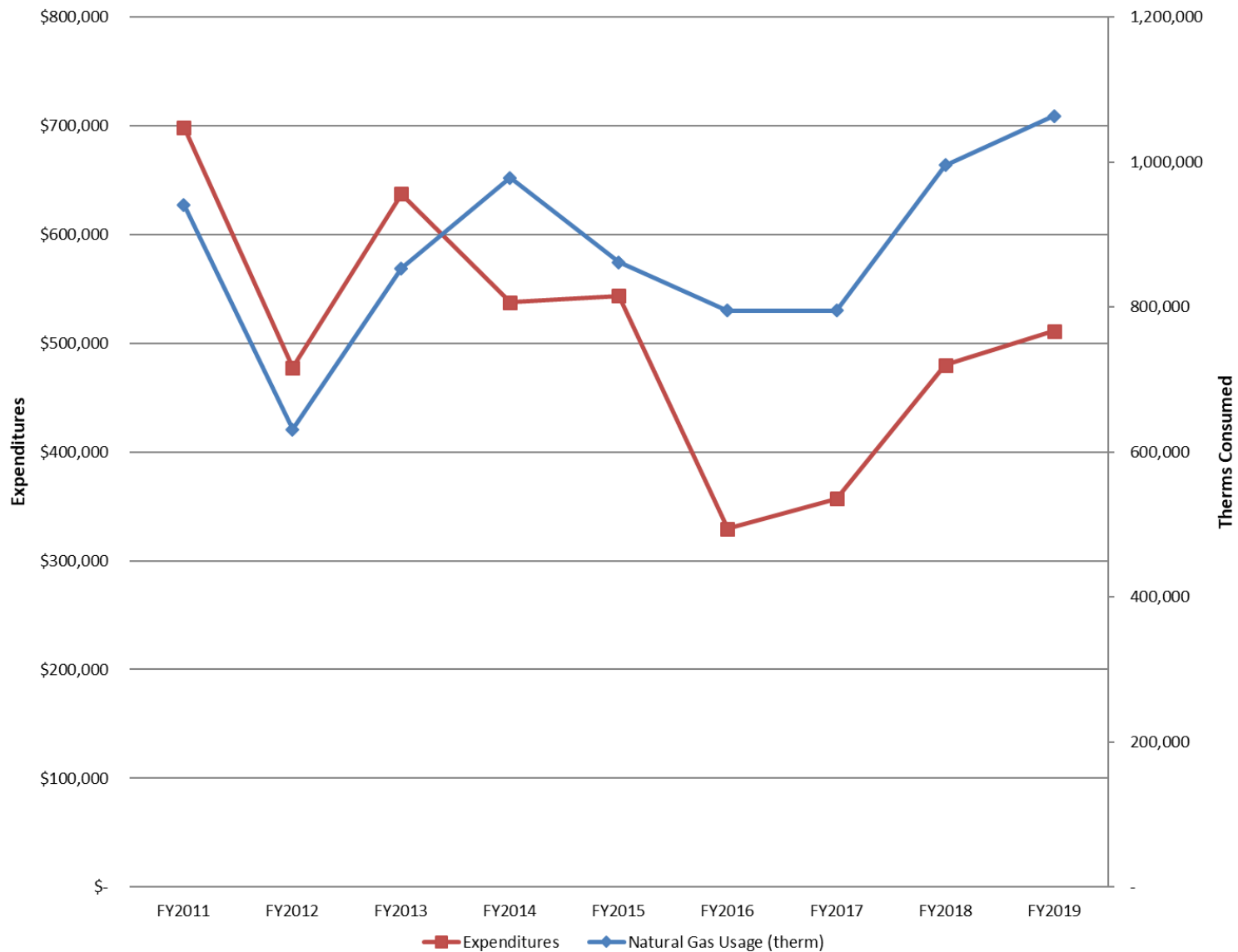
Department of Administrative Services Efficiencies

- Document Digitization – By digitizing existing documents, moving to an electronic content management system and changing document retention schedules, DAS has eliminated the need to store more than 14,000 boxes (10 years) of documents at the State Records Center.
- Electronic Travel Claims – Eliminating the need to submit state employee travel claim reimbursements hard copy has saved paper and steps. Agencies no longer need to tape receipts to sheets of paper, mail hard copy claims through a courier service or USPS, or retain hard copy documents for any period of time.
- HR Consolidation – The Human Resources Enterprise provides HR services to 24 agencies involving approximately 4,350 employees to process HR documents and maintain employee files.
- Health Insurance – The State’s contract with Wellmark includes Blue Distinction Specialty Care Program in which recognized facilities specializing in ten key areas provide higher quality and more affordable care. Blue Distinction saves the State approximately \$2 million each year.
- Rate Shopping – General Services Enterprise held a LEAN event resulting in a Mail Rate Shopping process improvement. State agencies saved \$45,000 in the first year of this new process.
- DAS Finance provides financial services (accounting and budget in part, or whole) to eight agencies, either eliminating the need for those agencies to maintain accounting staff, or provide “back-up” support when agency accounting staff are out of the office for prolonged periods.
- General Services – The consumption of energy, primarily for heating, cooling, and lighting of buildings on the Capitol Complex, Ankeny Labs, and Terrace Hill has been reduced by more than 11% since fiscal year 2009.
- State Payroll converted 34 reports from hard-copy to electronic reports available on-demand, on-line
- State Accounting has actively pursued converting vendor payments from warrants to EFT payment. In FY2019 53.2% of 2,531,258 vendor payments were EFT (up from 44.6% in FY2015)

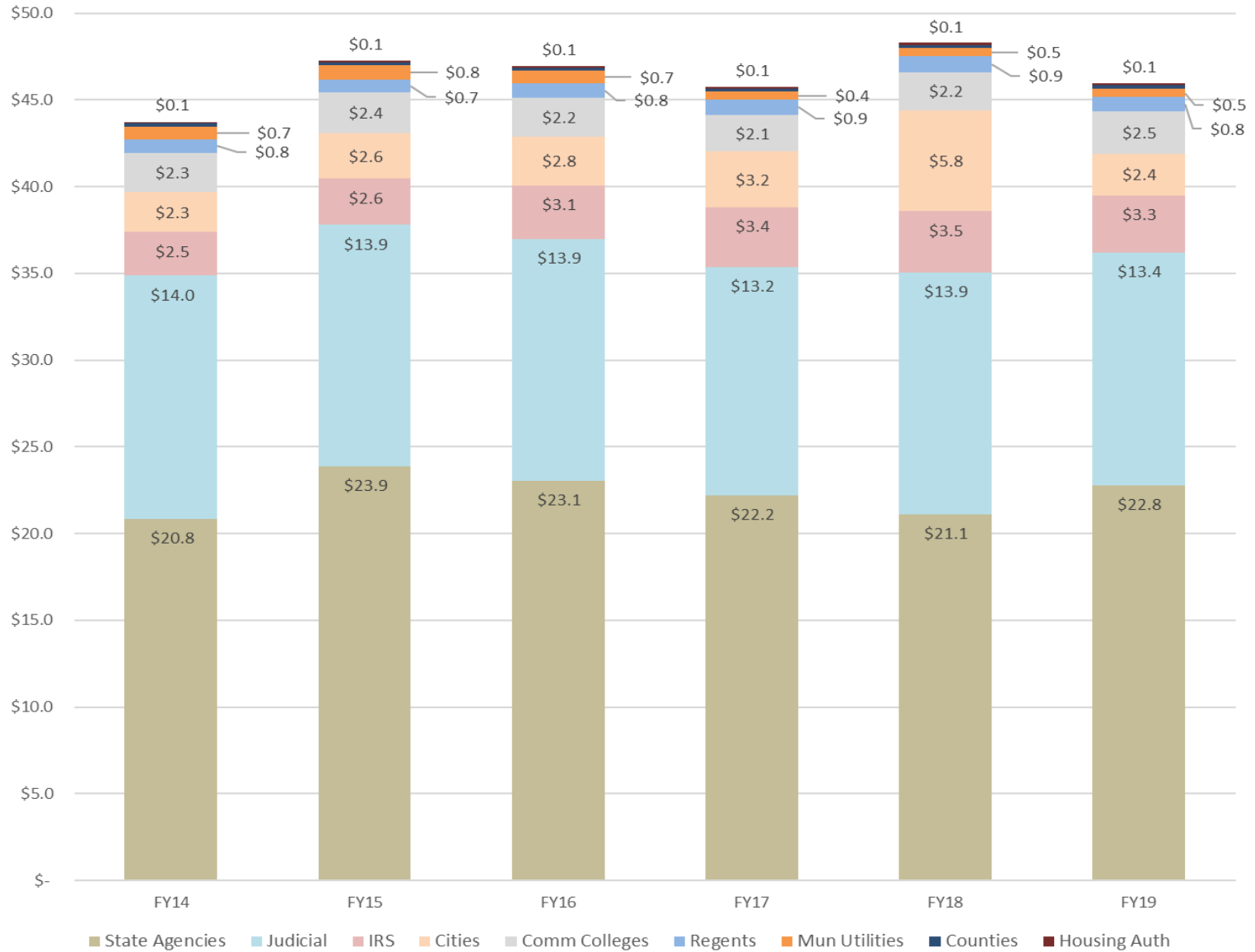
Consumption and Expenditures for Capitol Complex Electricity



Consumption and Expenditures for Capitol Complex Natural Gas



Government Debt Collected through Offsets (In Millions)



Thank you!

