



OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

Annual Report

2022 FISCAL YEAR



Department of
Administrative Services

Mike DeWine, Governor
Jon Husted, Lt. Governor
Kathleen C. Madden, Director



Mike DeWine
Governor



Jon Husted
Lt. Governor



Kathleen C. Madden
Director



Ryan Garber
Assistant Director



Katrina Flory
State Chief
Information Officer/
Assistant Director

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Ohio Department of Administrative Services

Message from DAS Director:

As the engine of state government, the Ohio Department of Administrative Services offers a wide range of services supporting every state agency and employee, local governments, and ultimately every community throughout Ohio. The people of DAS are at the center of the infrastructure that supports our many partners and Governor Mike DeWine's enterprise objectives.

You will find this report summarizing DAS' activities in fiscal year 2022 illustrates our leadership role in the business functions that enable our state and local partners throughout the state to carry out their core missions.

We're proud of our efforts supporting the state's workforce, securing data and technology resources, and providing core centralized services. We look forward to continuing to deliver on our promise of providing innovative solutions and supporting the efficient operation of state agencies, boards, and commissions.

To learn more, visit us at das.ohio.gov or connect with us on LinkedIn and Twitter.

Sincerely,
Kathleen C. Madden, Director



DAS Overview

The Ohio Department of Administrative Services is the engine of state government, providing innovative solutions, and supporting the efficient operation of state agencies, boards, and commissions.



Human Capital and Planning



OFFICE OF COLLECTIVE BARGAINING

Serves as the principal labor relations representative for the state and develops HR policy.



STATE HUMAN RESOURCES DIVISION

Assists state agencies in conducting their human resources functions.



General Services Division



OFFICE OF RISK MANAGEMENT

Administers all property and casualty self-insurance and commercial insurance programs for state agencies.



OFFICE OF STATE PRINTING AND MAIL SERVICES

Provides printing and mail services for state agencies.



Office of Information Technology



OFFICE OF THE STATE CHIEF INFORMATION OFFICER

Leads the DAS Office of Information Technology.



INVESTMENT AND GOVERNANCE DIVISION

Provides IT policy and standards, investment planning and management, and research and project support services.



Agency Operations



OFFICE OF COMMUNICATIONS

Provides a wide array of internal and external communications services.



OFFICE OF EMPLOYEE SERVICES

Provides personnel, payroll, and other human resources services.



HR OPERATIONS

Assists state agencies with payroll, payroll deductions, garnishments, document management, and records requests.



OFFICE OF TALENT MANAGEMENT

Provides assistance regarding classification and compensation, performance management, talent acquisition, and learning and professional development.



OFFICE OF DIVERSITY, EQUITY, & INCLUSION

Promotes an inclusive work culture and handles compliance, education, and enforcement of diversity, equity, and inclusion for the state enterprise.



OFFICE OF BENEFITS ADMINISTRATION SERVICES

Provides high quality, cost-effective benefits for state employees and their dependents.



LEANOHIO

Leads and supports efforts to make state government services simpler, faster, better, and less costly.



STATE AND FEDERAL SURPLUS SERVICES

Facilitates the recycling of property within government and attaining maximum return on investment.



OFFICE OF FLEET MANAGEMENT

Provides state agencies with comprehensive motor vehicle management services.



OFFICE OF PROPERTIES AND FACILITIES

Manages the state's largest and most complex buildings.



OFFICE OF REAL ESTATE AND PLANNING

Provides state entities with diverse services related to office space and real estate needs.



OFFICE OF PROCUREMENT SERVICES

Assists state agencies and political subdivisions with the procurement of supplies and services.



INFRASTRUCTURE SERVICES DIVISION

Operates the IT infrastructure for the state, which includes hardware, software, and telecommunications.



ENTERPRISE SHARED SOLUTIONS

Coordinates strategies for delivery of government information and services electronically.



OFFICE OF INFORMATION SECURITY AND PRIVACY

Manages enterprise efforts for information assurance, security, privacy, and risk for the state.



OHIO 9-1-1 PROGRAM OFFICE

Coordinates and facilitates communication concerning 9-1-1 issues among state, federal, regional, and local 9-1-1 officials.



OFFICE OF FINANCE

Provides budget, fiscal, financial reporting, asset management, finance policy, and compliance and audit management.



OFFICE OF LEGAL SERVICES

Provides services to advance and protect the legal responsibilities and rights of DAS.



OFFICE OF LEGISLATIVE AFFAIRS

Monitors legislation and engages with legislators and other stakeholders.



HUMAN CAPITAL AND PLANNING

Human Capital and Planning consists of the State Human Resources Division and the Office of Collective Bargaining.

The **State Human Resources Division (SHRD)** provides centralized human resources services and guidance to state agency HR offices as well as approximately 49,000 State of Ohio employees and their dependents. This division's human resources services include benefits administration, drug testing, payroll administration, classification, and compensation, central recruiting, professional development, and workforce planning.

STATE HRD ACCOMPLISHMENTS FOR FISCAL YEAR 2022 INCLUDED:

- Implementing Governor Mike DeWine's executive order (D-03) to become a disability inclusion state and model employer of individuals with disabilities. State ADA Coordinator James Clinkscale was awarded the Disability Inclusion Leadership Award from the National Diversity Council at the 2021 National Disability Inclusion Summit.
 - Hosting the Second Annual Disability Inclusion ADA Conference featuring sessions exploring diversity and inclusion for people with disabilities.
 - Launching new functionality to track ADA accommodation requests for job applicants.
 - Earning the DEI in the Workforce award from the National Association of State Chief Administrators through its Innovations in State Government Awards program that recognizes state administration department programs, projects, and initiatives exemplifying leading practices.
 - Engaging in 17 major LeanOhio projects and providing training to more than 900 individuals through LeanOhio's portfolio of training offerings, including the popular Boot Camp program.
 - Launching a new narrow network medical plan option, the Ohio Med NN, that offers an opportunity for employees to save on medical expenses by only using in-network levels with set copay amounts for certain services.
 - Supporting the health and safety of the state's workforce by offering financial incentives for getting a COVID-19 vaccination and hosting booster clinics at state worksites. There were 44,194 incentives paid to employees and spouses and 497 vaccines/boosters administered at 17 state worksite clinics.
 - Expanding the use of the Kronos Timekeeping system within state government. At the end of fiscal year 2022, 32 agencies representing approximately 61% of state employees were using Kronos as their timekeeping solution.
- Eliminating the one-year eligibility requirements for State of Ohio exempt employees by offering them coverage for dental, vision, and life insurance the first of the month following their date of hire, effective July 1, 2022.
 - Collaborating with the Ohio Deferred Compensation program to automatically enroll new employees into the Ohio 457 pre-tax option with the goal of attracting and retaining valuable employees and assisting them in reaching their retirement goals.

LEANOhio

17 MAJOR PROJECTS

PROVIDING TRAINING TO MORE THAN

900 INDIVIDUALS

THROUGH TRAINING OFFERINGS

LAUNCHING FUNCTIONALITY TO TRACK ADA ACCOMMODATION REQUESTS FOR JOB APPLICANTS



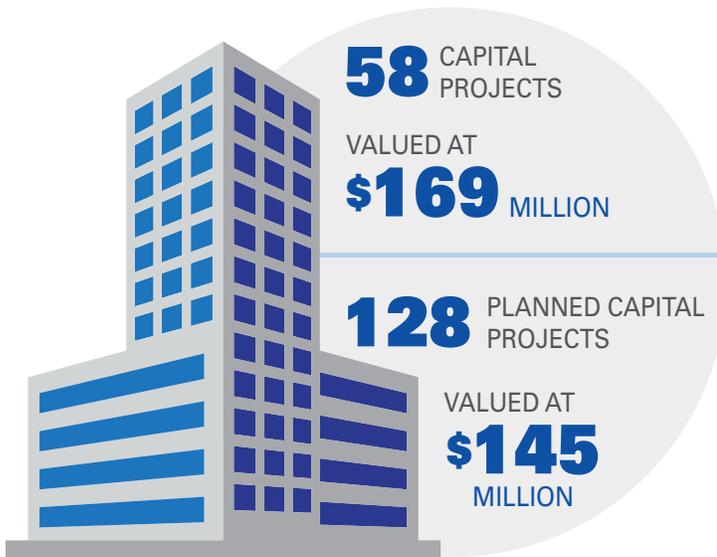
The **Office of Collective Bargaining (OCB)** is responsible for directing the state's labor relations and human resources policy. This includes representing the State of Ohio as the chief labor relations entity in the negotiation of state labor contracts, managing dispute resolution through advocacy in mediation and arbitration, training state agencies on the labor contracts, and providing daily contract administration and guidance to state agencies on the development of business continuity plans. OCB also provides guidance on human resources policies and application of the civil service law to the state agencies, boards, and commissions under the Governor's authority.

OCB ACCOMPLISHMENTS FOR FISCAL YEAR 2022 INCLUDED:

- Negotiating new three-year collective bargaining agreements with the Service Employees International Union/District 1199, the Ohio Education Association, the Unit 2 Association, and the Ohio State Troopers Association. Each of the agreements included annual wage increases achieved with the Ohio Civil Service Employees Association.
- Reissuing 18 statewide human resources policies. Of these, HR-25 Local Income Tax Withholding, contained substantive changes to incorporate applicable tax requirements for employees working at multiple locations, including teleworking.
- Offering OCB Academy training to 530 exempt state personnel. All trainings obtained an overall satisfaction rate of 4.6 or higher on a five-point scale in all areas, including course content, platform, and homework.
- Moving to 100% remote alternative dispute resolution (ADR) hearings reduced the number of needed ADR days by 50%. In addition, newly created time slots allowed OCB and customer agencies to better anticipate how long a typical grievance hearing lasts, assign approximate time blocks that update as other grievances resolve, and allow agencies to release employees only for the time needed rather than the duration of the entire ADR day.

GENERAL SERVICES DIVISION

The General Services Division (GSD) is comprised of the following offices – Asset Management Services, Fleet Management, Procurement Services, Properties and Facilities, Real Estate and Planning, Risk Management, and State Printing and Mail Services – as well as the State and Federal Surplus Services Program.



GSD ACCOMPLISHMENTS FOR FISCAL YEAR 2022 INCLUDED:

- Including multiple electric vehicles and hybrid vehicles on contract for fiscal year 2023.
- Receiving recognition as one of the 100 best fleets of 2022 by the NAFA Fleet Management Association.
- Maximizing utilization by reassigning/reallocating underutilized vehicles to reduce inventory and overall cost.
- Onboarding 14 new agencies to the OhioBuys eProcurement system.
- Introducing a new procurement website that offers easy navigation and access to public solicitations and current contracts.
- Hosting 158 hours of training to educate 1,217 Ohio buyers and suppliers on the OhioBuys online procurement system.
- Assisting agencies, boards, and commissions in processing over 54,000 requisitions and purchase orders valued at \$11.4 billion dollars.
- Refunding more than \$4.2 million to agencies, boards, and commissions through the State Surplus Program.
- Facilitating the transfer of 47 cases of baby formula and 2,026 packages of infant diapers to the Mid-Ohio Food Collective.
- Expanding the Ohio Public Procurement training and certification program to include state agencies, boards, and commissions and local governments.
- Managing 58 active major capital projects valued at \$169 million while working to initiate an additional 128 planned capital projects valued at \$145 million.
- Creating and implementing a new training and communication program for tenants working in DAS facilities regarding workplace safety and security, including revised protocols for emergencies.
- Upgrading the newly redesignated DAS fleet key kiosk area at the DAS Surface Road facility to provide a more visible and secure area for fleet and motor pool customers who access the kiosk on evenings and weekends.
- Completing the sale of the Oliver R. Ocasek Building to the City of Akron for \$3.2 million. The sale will result in a nearly \$13 million cost avoidance of capital and operating expenses over the next five years.
- Establishing hoteling and alternative workspaces within DAS facilities to accommodate the remote and hybrid schedules of many state employees.
- Reducing commercially leased space which resulted in \$523,000 in annual savings.
- Completing the \$10.2 million sale of 296 acres of land for the Ohio Department of Rehabilitation and Correction to the Warren County Port Authority.
- Providing comprehensive risk management programs and services to all state agencies, boards, and commissions, as well as the judicial and legislative branches of state government.
- Collecting \$781,445.79 in insurance recovery from insurance carriers and at-fault parties.
- Improving the efficiency and cost effectiveness of mail processing with the acquisition of a new IT solution.
- Saving more than \$6 million by combining agency presort postage.

INFORMATION TECHNOLOGY

The Office of Information Technology (OIT) delivers enterprise information technology and telecommunication services, as well as IT policy and standards, lifecycle investment planning, and privacy and security management.

OIT ACCOMPLISHMENTS FOR FISCAL YEAR 2022 INCLUDED:

- Receiving several awards demonstrating Ohio's role as a leader in the IT industry, including:



- Winning a State IT Recognition Award from the National Association of State Chief Information Officers (NASCIO) in the cybersecurity category for "OH|ID Next Brings Power to the People." OH|ID is Ohio's ID and access management solution for connecting citizens with government services using a single sign-on.
- Receiving recognition as a National Association of State Chief Information Officers' State IT Recognition Awards finalist for Ohio's entry titled "Advancing Ohio Data Transparency and Access through the DataOhio Portal" in the Digital Services: Government to Citizen category.
- Being named by Results4America's 2021 State Standard of Excellence as one of eight states leading the way in using evidence-based and data-driven policymaking efforts to improve outcomes for residents. The group also cited the InnovateOhio Platform and DataOhio Portal as a "leading example" of state efforts in data infrastructure.
- State Chief Information Officer and DAS Assistant Director Katrina Flory was recognized with the Golden Gov State Executive of the Year Award during the 2022 StateScoop 50 Awards.
- Hosting the annual Ohio Digital Government Summit in partnership with Government Technology, a virtual event for IT subject-matter experts from state and local governments to discuss best practices and share their experiences.



- Partnering with the Ohio Department of Job and Family Services to improve security and privacy within the Ohio unemployment system by introducing the use of OH|ID for claimants to securely access their online accounts.



- Supporting new online services provided by the Ohio Department of Public Safety's Bureau of Motor Vehicles with integration of OH|ID.
- Deploying major enhancements to the Ohio Benefits Program's integrated eligibility system and self-service portal to improve the experience for Ohioans who manage their Medicaid and SNAP/TANF benefits while on the go.
- Partnering with the Ohio Department of Mental Health and Addiction Services to assess the behavioral health landscape in Ohio to identify strategies to reduce the gaps in behavioral health services.
- Participating in the 2021 National Emergency Number Association Conference and Expo to coordinate communication concerning 9-1-1 issues and ultimately retire legacy 9-1-1 systems and geospatially route emergency calls, which will help first responders better assist Ohioans in need.
- Lending project management support to help the Ohio Department of Natural Resources modernize its legacy system of record for oil and gas well ownership and permitting.
- Providing state-of-the-art wireless digital communications to Ohio's first responders with more than 3,000 agencies and over 140,000 radios operating on the DAS-managed statewide Multi-Agency Radio Communication System (MARCS).
- Partnering with BroadbandOhio and the Southeast Ohio Broadband Cooperative on a new pilot project to enhance and expand high-speed Internet access to unserved and underserved Ohioans in the Appalachian region using DAS-managed MARCS towers.
- Expanding service partners on the eLicense Ohio Professional Licensure System with the onboarding of the Ohio Departments of Agriculture and Mental Health and Addiction Services to automate professional licensing processes and expand license types.

AGENCY OPERATIONS

Agency Operations encompasses the Director's Office and the Administrative Support Division, which set strategic direction and provide agency management and support services.

The **Administrative Support Division** (ASD) manages the business and support functions for DAS.

ASD ACCOMPLISHMENTS FOR FISCAL YEAR 2022 INCLUDED:

- Updating the DAS website with a modernized, user-friendly site designed to better support customers' needs by helping them quickly find the information they need.
- Working with the Ohio Office of Budget and Management (OBM) to begin the transition of the Central Service Agency (CSA) to OBM. The share of CSA costs newly allocated to OBM directly saved agencies that use CSA services approximately \$300,000 in fiscal year 2022.
- Creating the Perspectives Series of panel discussions for state employees featuring agency directors and subject-matter experts from across state government.
- Honoring Ohio citizens and organizations who work to promote diversity and eliminate discrimination, the Ohio Dr. Martin Luther King, Jr. Holiday Commission hosted its 37th annual commemorative celebration. DAS provides administrative support to the Commission.

The **Director's Office** oversees the approximately 750 full-time employees and every division and program throughout the organization. It collaborates with other agencies, boards, and commissions and represents the state on important stakeholder boards and Governor-led initiatives.

DIRECTOR'S OFFICE ACCOMPLISHMENTS FOR FISCAL YEAR 2022 INCLUDED:

- Completing the original scope of work of the Rhodes Tower Modernization project in partnership with the Ohio Facilities Construction Commission and the Ohio Office of Budget and Management. The multi-year project to modernize the tallest building in State of Ohio government included the replacement of more than 3,000 windows with new, energy efficient window systems and granite replacement on the building's exterior.
- Partnering with the Ohio Department of Health (ODH) at the beginning of the 2021/2022 school year to deliver nearly 20 million PPE items to Ohio schools to support in-school learning across the state.

- Establishing the position of state chief data officer. Data-focused projects during fiscal year 2022 included:
 - Expanding the DataOhio Portal, which contains the most requested public data and provides state agencies access to data to make data-driven decisions. Views for this public-facing portal surpassed 200,000, a 450% increase during the fiscal year.
 - Furthering the development of COVID-19 analysis and dashboards for ODH to guide decision-makers and spotlight vaccine provider locations online. These dashboards have logged nearly 75 million views at the coronavirus.ohio.gov website since inception.
 - Continuing to support the Ohio Department of Job and Family Services in the fight against unemployment fraud with new dashboards tracking appeals of denied claims and other key management metrics.
- Transferring the management of business certification programs to the Ohio Department of Development to create a one-stop shop for Ohio small, minority, and disadvantaged businesses.
- Managing the State of Ohio Combined Charitable Campaign (CCC), which exceeded its statewide goal by raising \$2.3 million dollars, out of which \$65,700 was donated by DAS employees. In addition, DAS managed the statewide Operation Feed Campaign, which raised more than \$100,500 for Ohio foodbanks. Combined money and food contributions from State of Ohio employees will pay for more than 120,000 meals.



DAS FY 2022 SPENDING

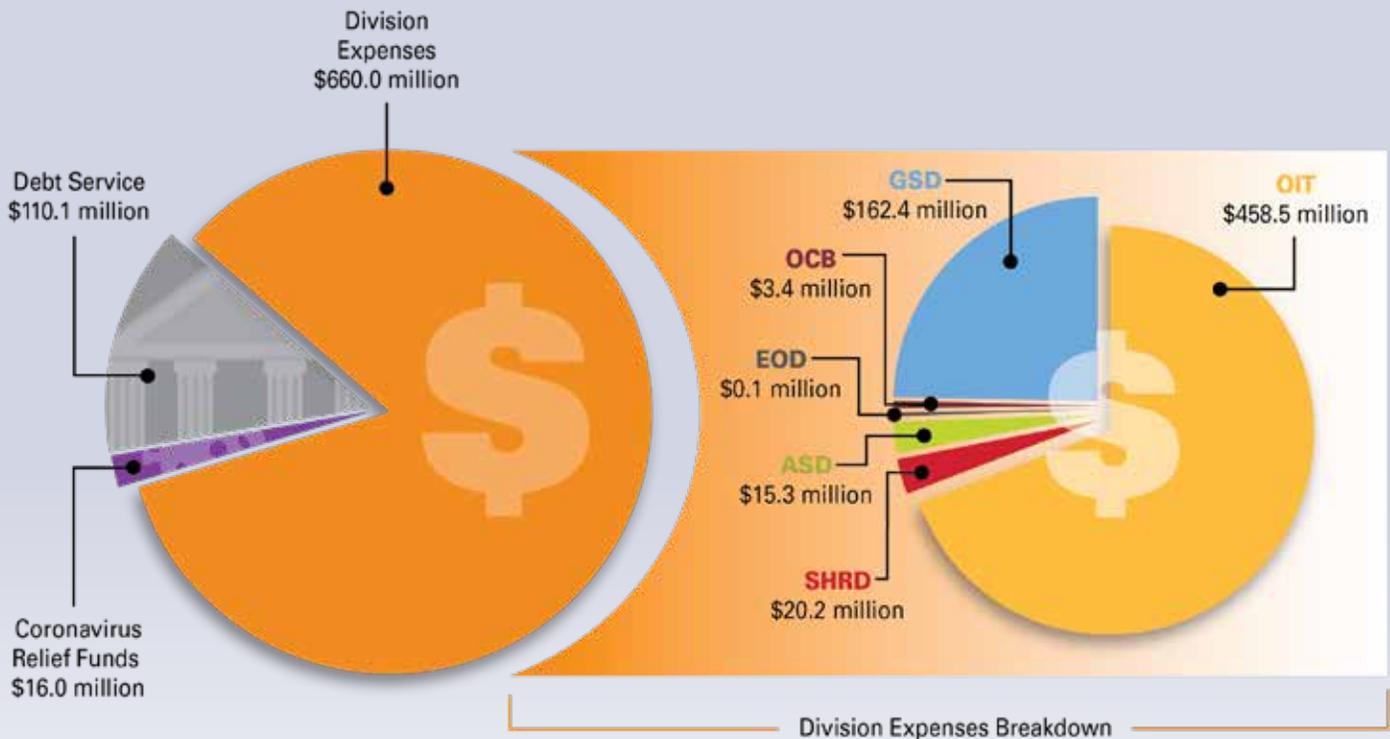
The disbursements of the Ohio Department of Administrative Services during Fiscal Year 2022 totaled \$786.1 million.

Disbursements included debt service of \$110.1 million, which equaled approximately 14% of the total DAS disbursements for the year. An additional \$16.0 million was spent from the federal Coronavirus Relief funds. The remaining disbursements were the expenses of the DAS divisions, which totaled \$660.0 million.

The expenses of the divisions included personnel services, supplies, maintenance, equipment, and certain pass-through and transfer payments. The individual expenses of the divisions within DAS were as follows: the former Equal Opportunity Division, \$0.1 million; General Services Division, \$162.4 million; State Human Resources Division, \$20.2 million; Office of Collective Bargaining, \$3.4 million; Office of Information Technology, \$458.5 million; and Administrative Support Division, \$15.3 million. The Equal Opportunity Division transferred to the Ohio Department of Development at the start of FY 2022.

Of the total division expenses, only 5.4% (\$35.58 million) was funded through the State's General Revenue Fund.

The following chart illustrates the distribution of the disbursements:



KEY

- ASD** - Administrative Support Division
- EOD** - Equal Opportunity Division
- GSD** - General Services Division
- SHRD** - State Human Resources Division
- OCB** - Office of Collective Bargaining
- OIT** - Office of Information Technology

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