

2024 Fiscal Year ANNUAL REPORT

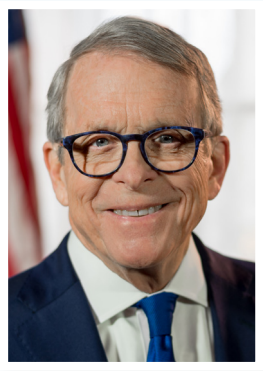


Ohio

Department of
Administrative
Services

DAS.Ohio.gov

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES



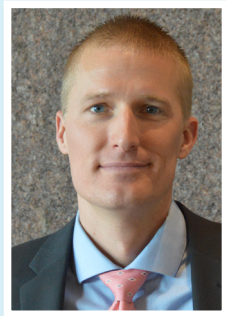
Mike DeWine
Governor



Jon Husted
Lt. Governor



Kathleen C. Madden
Director



Ryan Garber
Assistant Director



Katrina Flory
*State Chief
Information Officer/
Assistant Director*

Message from DAS Director:

I am pleased to present the Ohio Department of Administrative Services (DAS) annual report for fiscal year 2024.

As the engine of state government, DAS is essential to the effective operation of state agencies, boards, and commissions. From the procurement of goods and services, delivery of information technology solutions, recruitment and workforce training, and management of state-owned facilities and much more, our portfolio of business services span the entirety of state government and empower our customers to focus their time and budgets on their core missions of serving Ohioans.

This report summarizes our work during fiscal year 2024 to promote responsible stewardship of State of Ohio resources through the centralization and streamlining of common state government business functions.

Our ongoing commitment to Ohioans is to embrace the innovation and agility that support continuous improvement and efficient operation of state government. We look forward to continuing to deliver on that promise.

Visit DAS.Ohio.gov for more information about the work we do on behalf of Ohioans and their state government.

Sincerely,
Kathleen C. Madden, Director

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 2024 included:

- Releasing a policy governing the use of Artificial Intelligence (AI) within state government that encourages innovation while defining core principles for responsible implementation and effective management of the technology. An AI Council establishes data governance requirements and developed a toolkit for use by state agencies.
- Partnering with InnovateOhio, the Governor’s Office of Workforce Transformation, and the Ohio Departments of Education and Workforce and Job and Family Services to launch the Ohio Career Navigator, an interactive tool at OhioMeansJobs.com which allows users to complete a simple survey to be connected to resources relevant for their specific career and educational needs.
- Establishing a standardized approach to evaluating the cybersecurity standards of state and local government suppliers by signing an agreement with StateRAMP to more easily discern the cybersecurity posture of suppliers. StateRAMP is a non-profit membership organization that promotes cybersecurity best practices.
- Deploying Microsoft Teams voice calling, allowing agencies to centralize and streamline their communication and collaboration efforts in a secure environment.
- Joining the Ohio Departments of Job and Family Services and Medicaid to announce two new virtual assistants (Carey and Eva) on Benefits.Ohio.gov designed to provide Ohioans with fast, helpful information about Medicaid, food and cash assistance, childcare assistance, state hearings, and more.
- Launching a chatbot at Ohio.gov, improving the user experience by more efficiently connecting them to State of Ohio programs, services, and contacts.
- Supporting the IT needs of several state agencies and boards that relocated during the year, including the Ohio Department of Children and Youth, the State Board of Education, and the Ohio Board of Nursing.
- Managing 234 projects through the Enterprise Project Management Office to advance the missions of 26 agencies, boards, and commissions with a commitment to excellence in execution and inter-agency collaboration.
- Receiving a State IT Recognition Award from the National Association of State Chief Information Officers for the Streamlining Access to Child Care Benefits in Ohio project, a result of Governor Mike DeWine’s directives for state government to leverage technology to enhance the lives of Ohioans.
- Upgrading eLicense Ohio, the state’s professional licensure system, to significantly improve the experience for the 23 agencies, boards, and commissions responsible for performing day-to-day tasks associated with managing 294 license types in the system.
- Creating an OHID account recovery chatbot, a one-stop solution for OHID users in need of username and password support.
- Supporting the launch of Read.Ohio.gov, Governor Mike DeWine’s statewide effort to encourage reading and promote the science of reading in order to set children on a path to success.
- Enhancing the state’s identity and access management technology to protect Ohioans and the state from cyberattacks and fraudulent activity and detect and respond to security threats.
- Upgrading the State-Owned Real Property tool, a database and interactive map of all property under the custody and control of the state.
- Earning an overall A grade on the National State Geographic Information Council’s 2023 Geospatial Maturity Assessment Score Card, a reflection of Ohio’s investments in the Statewide Parcel Project, Next Generation 9-1-1, and ongoing efforts of Ohio counties.
- Kicking off a multi-agency disaster recovery work group focused on preparedness and understanding agencies’ needs for mission-critical applications and identifying any gaps between current and the future state capabilities.
- Launching the Cloud Center of Excellence which is playing a pivotal role in driving and sustaining modernization among state agencies and assisting them in finding the best solutions for their application modernization needs.
- Facilitating necessary updates to state websites to align with the new “Ohio, the Heart of it All” branding. One-hundred-ten websites were updated between November and January.

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 50,000 State of Ohio employees and their dependents. This division's services include benefits administration, drug testing, payroll administration, classification and compensation, central recruiting, professional development, and Lean/Six Sigma.

SHRD accomplishments for fiscal year 2024 included:

- Supporting Governor DeWine's vision of making the State of Ohio a model employer by:
 - ▷ Expanding skills-based hiring to fundamentally change the way state agency human resources offices recruit qualified candidates. By focusing on a candidate's experience and skills instead of a degree, the State of Ohio can attract talent from a broader spectrum of Ohioans than ever before.
 - ▷ Developing a new equivalency for career technical education (CTE) students that equates one year in a CTE pathway to six months of work experience. This critical update enables new CTE graduates to meet the minimum experience requirements for many state classifications.
 - ▷ Extending parental leave for many state employees for birth or adoption, as well as bereavement leave, which now applies to miscarriage or stillbirth.
 - ▷ Creating a policy to provide permanent exempt state employees with paid leave time when serving as a youth mentor.
 - ▷ Providing more flexibility to better support employees' professional growth and development through a policy update that provides \$4,500 for either tuition reimbursement, professional development, or a combination of both. The policy also allows reimbursement for one annual certification or license and one annual professional membership.
 - ▷ Simplifying the state's wellness program by offering employees up to \$1,750 in incentives (and up to \$650 for spouses) for taking steps to improve their health and wellness.
- Hosting the 2023 Inclusion Conference covering various diversity and disability inclusion-related topics.
- Establishing HR Insights to help future human resources leaders build their leadership skills and prepare them for more advanced roles in public service.

- Offering Lean Six Sigma Yellow Belt training through the Office of LeanOhio to improve efficiency in Ohio Penal Industries (OPI) shops. Believed to be a first-of-its-kind initiative in the nation, 208 individuals who were trained and certified will be better equipped to maintain employment and be productive members of society following release.
- Providing planning and meeting facilitation assistance for the RecoveryOhio Council to develop a report of accomplishments as well as a plan for future work regarding 75 previously developed RecoveryOhio Council recommendations.

The **Office of Collective Bargaining (OCB)** directs 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, training state agencies on the labor contracts, and daily contract administration as well as guidance on business continuity plan development, human resources policies, and application of the civil service law.

OCB accomplishments for fiscal year 2024 included:

- Negotiating a new three-year collective bargaining agreement with the Ohio Civil Service Employees Association.
- Training 484 attendees of the Office of Collective Bargaining Academy and launching OCB Academy II for 21 participants, an advanced level training for labor professionals supporting the creation of a pool of candidates available to assist in labor-related activities across agency lines.
- Offering the third installment of the 2023 Advanced Arbitration Roundtable series to prepare a total of 225 labor relations and human resources personnel for presenting video and audio recordings as evidence and to review the year's arbitrations decisions.
- Implementing 62 bargaining unit classification changes in partnership with SHRD and impacted agencies.
- Refreshing the state's Continuity of Government plan and Continuity of Operations Plans and launching a critical application scoring tool that assists state agencies in responding more efficiently to disaster recovery events.
- Participating with agencies on 12 exercises focusing on public safety events such as a plane crash, cyberattack, or mass casualty event, and preparing for the 2024 total solar eclipse.

GENERAL SERVICES DIVISION

The General Services Division (GSD) is comprised of the following offices: Fleet Management, Procurement Services, Properties and Facilities, Real Estate and Planning, and State Printing and Mail Services. GSD services also include management and sale of assets and state and federal surplus property.

GSD accomplishments for fiscal year 2024 included:

- Continuing to maximize the use of state space by reducing the commercial lease portfolio by approximately 550,000 square feet, saving nearly \$7.5 million in annual rent costs.
- Securing over \$1.2 million for state entities by selling real estate no longer needed by the state.
- Acquiring a historic vacant building on the campus of the Ohio Department of Agriculture and repurposing it for the use of the Ohio Board of Nursing.
- Securing nearly 77,000 square feet of usable office space for the newly created Ohio Department of Children and Youth, saving the state approximately \$2.8 million by locating, identifying, and repurposing surplus furniture and modular work systems.
- Initiating 26 new facilities projects valued at \$42,276,028.12; and managing 62 total active projects valued at \$229,487,104.13.
- Administering more than 1,600 active contracts for a wide variety of goods and services, including fire trucks, environmental cleanup, socks for wards of the state, and production of the Ohio Lottery Commission's Cash Explosion Show.
- Facilitating ongoing improvements to OhioBuys, the electronic procurement platform for suppliers and bidders to do business with the State of Ohio. The purchase order cycle time is now 4.8 days, down significantly from the average of 25.9 days before OhioBuys.
- Implementing an asset scanning feature which allows agencies to conduct barcode scanning during a physical inventory and provide real-time reconciliation of assets, increasing efficiency and improving physical inventory accuracy.
- Developing a new Fleet Hub portal which is saving agencies time by automating fuel receipt reconciliation, fleet planning, accident tracking, driver eligibility, vehicle ordering and lease documentation, and state employee travel reimbursement.
- Collaborating with the Governor's Office of Faith-Based and Community Initiatives to donate and award 10 non-profit organizations, with 10 thoroughly inspected and serviced vans to be used to help fulfill the organizations' missions.
- Establishing a contract for telematics devices which are now installed in a majority of agency managed fleet vehicles. The devices provide state agencies with valuable data on vehicle location, speed, utilization, and maintenance.
- Streamlining the process state agency customers use to submit new Print Request Orders to improve customer service and decrease turnaround time.
- Partnering with the Ohio Department of Mental Health and Addiction Services to include the 988 suicide and crisis lifeline logo on more than 20 million outgoing envelopes.
- Saving state agencies, boards, and commissions \$6.8 million through the presort postage program.
- Installing high performance water filtration systems throughout all DAS buildings and refrigerated water fountains with water bottle filling stations at the Rhodes Tower and Vern Riffe Center for Government and the Arts.
- Supporting the health and wellness of employees with the establishment of a fitness center in the Rhodes Tower.
- Renovating space on the B-1 level of the Riffe Center to create a new high-tech conference/hearing room available for use by building tenants.
- Refunding \$3.9 million to agencies, boards, and commissions through the State Surplus program, which generates sales to other government entities and sells the remainder through online auctions.
- Selling more than \$5.2 million worth of State Surplus merchandise and vehicles via the GovDeals online marketplace.

AGENCY OPERATIONS

Agency Operations includes 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. The **Director's Office** oversees approximately 800 full-time employees and every division and program throughout the organization. The office collaborates with other agencies, boards, and commissions and represents the state on important stakeholder boards and Governor's initiatives.

ASD accomplishments for fiscal year 2024 included:

- Supporting the DeWine administration's work to replace decades-old emergency response systems with internet-based Next Generation 9-1-1 (NG 9-1-1) systems by working with the 9-1-1 Statewide Steering Committee to create a draft Ohio 9-1-1 Plan on the statewide transition to NG 9-1-1.
- Continuing to build more towers and partner with new agencies and counties to bring the Multi-Agency Radio Communication System (MARCS) to Ohio first responders and working to decrease the time it takes to complete towers.
- Joining Governor Mike DeWine's efforts to support local communities before, during, and after the historic total solar eclipse, the DAS Multi-Agency Radio Communication System team deployed across the state with mobile equipment to support increased first-responder communications.
- Establishing the State of Ohio Data Analytics Learning Center, a certification program to build state employees' knowledge and understanding of what data is and how it can make an impact on improving the lives of all Ohioans.
- Enhancing public-facing dashboards to improve mobile functionality and user experience on the DataOhio Portal, which received a 2023 Government Experience Project Award from the Center for Digital Government and now features 327 datasets from 18 state agencies.
- Assisting the Ohio Department of Aging and Office of the Governor to launch the Ohio Nursing Home Navigator Dashboard, an accessible, user-friendly dashboard which aims to help Ohioans find a nursing home for themselves or their loved ones.
- Establishing the Ohio Digital Academy to support the technology workforce pipeline by training and employing early entrants to the information technology industry and positioning them for a successful career in high demand fields such as cybersecurity, coding, software engineering, and data analytics.
- Incorporating the new "Ohio, the Heart of It All" brand on the DAS website, social media channels, and in agency materials, reinforcing that Ohio offers job opportunities, family-friendly communities, and a great quality of life.
- Supporting health, wellness, and career goals of DAS employees, the Office of Employee Services offered employee training and development opportunities.
- Hosting six Perspectives Series events for state employees, featuring agency directors and experts from across state government highlighting programs and initiatives of partner agencies and discussing topics related to diversity.
- Honoring Ohio residents and organizations who work to promote diversity and eliminate discrimination, the Ohio Dr. Martin Luther King, Jr. Holiday Commission hosted its 38th annual commemorative celebration, published its 2024 MLK Calendar and conducted its annual Statewide Oratorical Contest. DAS provides administrative support to the commission.
- Protecting the legal responsibilities and rights of DAS through the Office of Legal Services.
- Processing nearly 4,000 Employee Development Fund requests through the Office of Finance, representing a 45% increase compared to last fiscal year.
- Managing statewide charitable initiatives, including the State of Ohio Combined Charitable Campaign, which raised more than \$2.1 million for charitable causes around the world.
- Partnering with the Ohio Departments of Rehabilitation and Correction and Youth Services to host special art installations in the lobby of the James A. Rhodes State Office Tower celebrating Black History Month and Women's History Month, as well as partnering with the Ohio Department of Veterans Services to showcase state employees who served in the U.S. Armed Forces.

DAS FY 2024 Spending

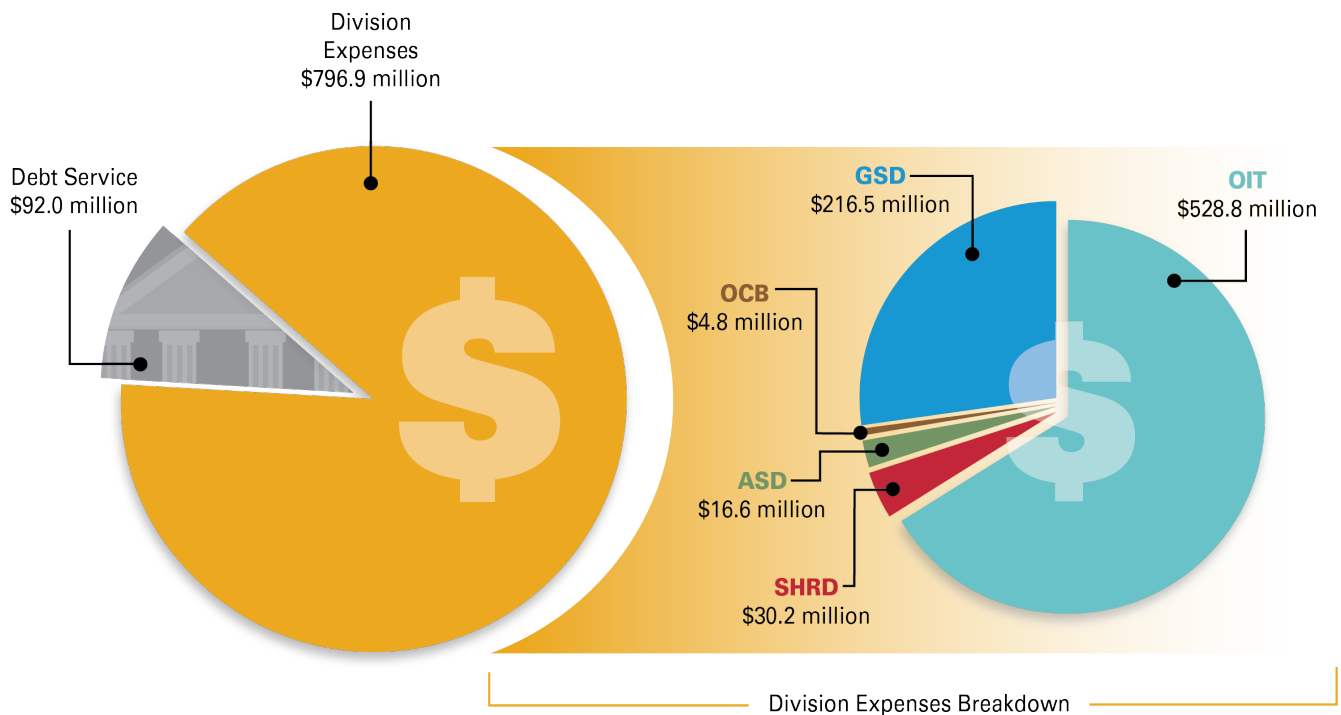
The disbursements of the Ohio Department of Administrative Services during Fiscal Year 2024 totaled \$888.9 million.

Disbursements included debt service of \$92.0 million, which equaled approximately 10.3% of the total DAS disbursements for the year. The remaining disbursements were the expenses of the DAS divisions, which totaled \$796.9 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: General Services Division, \$216.5 million; State Human Resources Division, \$30.2 million; Office of Collective Bargaining, \$4.8 million; Office of Information Technology, \$528.8 million; and Administrative Support Division, \$16.6 million.

Of the total division expenses, only 7.0% (\$56.1 million) was funded through the state’s General Revenue Fund.

The following chart illustrates the distribution of the disbursements:



KEY

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



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