

Teammates,

While 2021 still presented many obstacles due to COVID-19, I am extremely proud that our DAS team still delivered the high-level of customer service that our sister agencies and the people of Nebraska have come to expect. As we discussed in our end of year meetings, each year we survey our customer agencies to gauge the level of service we provided these agencies in a variety of areas.

For 2021, DAS received an overall score of 4.25 out of 5 regarding agencies' experiences with our Department as a whole. This is the third straight year receiving a score of over 4 in this area, which is exceptional. All of our individual divisions received good overall scores as well. We also scored over a 4 in the areas of role modeling operational excellence and our customers' values.

DAS was the #1 ranked agency in the 2021 Teammate Engagement Survey when our teammates were asked if they would recommend the State of Nebraska as a great place to work. These results show that not only do we have an incredible team here at DAS, but our teammates are enjoying their work and what it means to be a State of Nebraska teammate.

In the near future, your division leaders will be reaching out to you to follow up on these survey results. To continue to ensure that DAS is a great place to work, we ask that you provide your leaders any feedback you have that might help us achieve this goal.

As we look ahead in 2022, I am excited to see how we can continue to improve upon these scores. While we greatly value the level of service we deliver to our customers, we also equally value the great team we have here at DAS and all of your incredible work in public service.

Thank you to our State Personnel Team, especially Stacey Dvorak, for coordinating the surveys and compiling the results. And thank you all for a great 2021 and I'm looking forward to see how DAS will continue to be a leader in customer service in this new year!

Regards,

Jason Jackson

Director, Department of Administrative Services