

2020 was an unprecedented year worldwide. Many state agencies were at the forefront of the country's COVID-19 response. We were no different, as the Department of Administrative Services (DAS) helped lead the way in many of Nebraska's pandemic response efforts. While our teammates rose to the occasion to combat COVID-19, we were still able to accomplish many of our pre-pandemic operational goals as well.

Here are a few highlights of DAS' 2020 successes:

DAS' COVID-19 Response:

- Led the contracting, implementation, and management efforts with TestNebraska, the program responsible with providing over 500 thousand free COVID-19 tests in 2020 alone.
- Procured and helped distribute \$70 million worth of PPE to help support our healthcare providers and those on the front lines in the battle against COVID-19.
- Partnered with the Department of Health and Human Services, the State's university system, state college system, and private hotels to provide temporary COVID-19 related housing to over 500 Nebraskans.
- Worked with agencies, boards, and commissions to implement continuity of operations plans to ensure essential services could be provided effectively and efficiently to the people of Nebraska through the pandemic.

We were able to accomplish all of this while still providing our core services with a high-level of customer service; ensuring our customers were supported and could continue to deliver their essential services to Nebraskans: our Building Division team was able to help identify and finalize lease opportunities for new headquarters for the Nebraska State Patrol and Department of Environment and Energy; our Materiel Division handled over \$7 billion in vendor contracts for the State; our HR and State Personnel teams were able to recruit and hire over 5,100 people to join our team in state government; our Accounting team was able to process payroll for thousands of state teammates; and our Training and Development team adapted to provide online training to teammates looking to expand their education and skills. While our team stepped up to make sure our services were never disrupted while responding to COVID-19, our teammates were also hard at work finding new ways to enhance many of the services we provide.

DAS' Operational Enhancements:

- Implemented family friendly initiatives, like our Workplace for Families Pilot Program and the mother's rooms for nursing mothers in state office buildings, to help Nebraska become an employer of choice for families.
- Created a Procurement Concierge Program to ease the process of submitting bid proposals while bringing greater transparency to and raising awareness about contracting opportunities.
- Designed and created a new, simplified, and customer-focused website.
- Saved nearly \$12 million for taxpayers through process improvement efforts led by the Center of Operational Excellence (COE).
- Eliminated the parking wait list for state teammates in the Lincoln Capitol campus.

These are just a few examples of how DAS teammates stepped up to combat COVID-19 while continuing to deliver high level services to our customers. These accomplishments, along with many others, are due to the hard work of our teammates throughout the agency. This dedication has helped DAS continue to deliver on Governor Ricketts' mission of a more effective, more efficient, and customer-focused state government, even in the midst of a pandemic. Thank you to all of our hard working teammates who have helped lead Nebraska through this tough time; you are truly what makes our team here at DAS great.

Jason Jackson

Director, Department of Administrative Services