

NEBRASKA



Good Life. Great Service.

DEPT. OF ADMINISTRATIVE SERVICES

2020

ANNUAL REPORT



Director's Message

2020 was an unprecedented year worldwide. Many state agencies were at the forefront of the country's COVID-19 response. The Department of Administrative Services (DAS) helped lead the way in many of Nebraska's pandemic response efforts while still accomplishing many of our pre-pandemic operational goals.

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 for providing over 500,000 free COVID-19 tests in 2020 alone.
- Implemented the Family First Coronavirus Act leave options providing over 224,00 hours of paid leave to about 4,400 state teammates impacted by 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 despite the pandemic, our teammates were also hard at work finding innovative ways to enhance many of the services we provide.

DAS' Operational Enhancements:

- Implemented family friendly initiatives, such as our Workplace for Families Pilot Program and dedicated 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 stepped up to combat COVID-19 while continuing to deliver high level services to our customers. These achievements, along with many others featured throughout this report, are due to the hard work of our teammates throughout the Department, and are in keeping with Governor Ricketts' mission of a more effective, more efficient, and customer-focused state government.

Sincerely,



Jason Jackson, Director



Table of Contents

Director’s Message.....	3
Vision, Mission, Values, and Strategic Priorities.....	6
Leadership Directory.....	7
Agency Overview.....	8
Center of Operational Excellence.....	10
DAS Communications.....	11
Continuity of Operations.....	12
Government Performance Office.....	13
Office of the General Counsel.....	14
DAS Operations Analysis.....	15
State Accounting	16
State Building Division.....	19
DAS Human Resources.....	20
Materiel Division.....	22
State Personnel.....	24
Risk Management.....	27
309 Task Force for Building Renewal.....	28
Transportation Services Bureau.....	29
DAS Teammates Give Back.....	30
Governor’s Excellence in Leadership	31

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2020 Annual Report

Administrative Services

Vision

Grow Nebraska

Mission

To grow opportunity through more effective, more efficient, and customer-focused state government.

Core Values

- We are customer focused.
- We focus on saving taxpayer dollars.
- We are transparent.
- We treat people with dignity and respect and always act ethically.

Priorities for the Year to Come

- The Department of Administrative Services' foremost priority for the year to come is continuing to support pandemic recovery, including distributing personal protective equipment, continuing TestNebraska, and providing business continuity support and federal aid.
- We will also remain focused on our core business, including:
 - Customer Service: Provide high level customer service to our teammates and the people of Nebraska.
 - Continuous Improvement: Support our teammates in their efforts to implement a culture of continuous improvement in state government.
 - Talent Management: Recruit, hire, and retain quality teammates to provide the best services to Nebraska.
 - Workplaces & Buildings: Provide proactive services and functional facilities that support the agencies we serve.
 - Taxpayer Savings: Deliver better services in a more cost-effective and efficient manner.

Leadership Directory



Jason Jackson,
Director



Doug Carlson,
Deputy Director &
Materiel Administrator



Eric Maher,
Communications
Director



AmyLynn Creaney,
Enterprise Continuity
Manager



Peter Gierasch,
Operations
Administrator



Amara Block,
General Counsel



Kenny Zoeller,
Chief Government
Performance Officer



Matt Singh,
Center of Operational
Excellence Director



Phil Olsen,
State Accounting
Administrator



Michelle Potts,
Building Renewal
Administrator/State
Building Deputy Director



Serenity Kinney,
HR Shared Services
Administrator



Kevin Workman,
State Personnel
Director



Allen Simpson,
Risk Management
Administrator



Doug Hanson,
State Building
Administrator



Mike Moerer,
Transportation Services
Administrator

Administrative Services

Overview

The Department of Administrative Services (DAS) was established by State Statute 81-101 and is responsible for providing centralized support services to state agencies, boards, and commissions. These functions are spearheaded by the Department's Director through various divisions.

The Director's Office houses the Center of Operational Excellence (COE), DAS Communications, Continuity of Operations, the Government Performance Office, Office of the General Counsel, and DAS Operations Analysis. These teams carry out many of the essential functions to manage the strategic priorities for the Department.

The Center of Operational Excellence and **Continuity of Operations** work with all state agencies to implement process improvement and continuity programs.

DAS Communications acts as a resource to DAS' divisions to assist with any communications-related support.

The Government Performance Office conducts policy research for all of the Department's divisions, as well as assisting the COE Process Improvement Coordinators (PICs) in other agencies with their process improvement efforts.

The Office of the General Counsel provides legal support, advice, consultation, and representation for the Department.

DAS Operations Analysis maintains and manages the State's primary Enterprise Resource Planning (ERP) system (JD Edwards EnterpriseOne).

State Accounting operates and maintains the statewide financial systems, including the accounting and payroll systems. They pre-audit agency transactions, issue statewide financial reports, and

coordinate the long-term financing needs of the State.

State Building Division is responsible for providing the centralized procurement, operation, maintenance, and management of state-owned and leased facilities.

DAS Human Resources provides services and support to teammates and leaders as a proactive partner in areas of: recruiting, onboarding and offboarding, performance management, leave management, safety initiatives, workers' compensation, performance evaluations, training, payroll, workforce planning, and position management.

The Materiel Division manages print, copy, and mail services, the disposal of surplus property, and statewide recycling. It also includes the State Purchasing Bureau, which contracts for commodities and services on behalf of customer agencies.

State Personnel's goal is to match qualified applicants to positions that utilize their talents to the fullest possible extent and continue to grow them as teammates. Within the division are Classification and Compensation, Wellness and Benefits, Employee Relations, Talent Acquisition, the SOS Temporary Employee Program, and Training and Development. In addition, State Personnel is responsible for statewide teammate recognition programs and charity drives.

Risk Management is responsible for supporting the State Claims Board, adjudicating claims against the State through the Claims Board, managing the State Employee Workers' Compensation Program, and the procurement of insurance and risk management services.

The 309 Task Force for Building Renewal inspects, requests, prioritizes, and allocates funding for various deferred maintenance, fire and life safety, Americans with Disabilities Act (ADA), and energy conservation projects for state agencies.

The Transportation Services Bureau provides, maintains, and operates the statewide fleet of motor vehicles for use by state agencies, boards, and commissions.

Administrative Services is a multifaceted organization that offers a wide range of services to its customers. It has the tools and expertise to help its fellow state agencies fulfill their missions while being as efficient and effective as possible.

Director's Office:

- Center of Operational Excellence
- DAS Communications
- Continuity of Operations
- Government Performance Office
- Office of the General Counsel
- Operations Analysis

Divisions

- State Accounting
- State Building Division
- DAS Human Resources
- Materiel Division
- State Personnel
- Risk Management
- 309 Task Force for Building Renewal
- Transportation Services Bureau

Reporting directly to the Governor:

- State Budget Division
- Office of the Capitol Commission
- Office of the Chief Information Officer



Overview

The Center of Operational Excellence (COE) serves as the training center for continuous improvement across all state agencies. It currently certifies: white, yellow, green, executive green, and black belts, as well as Lean Leader certification in Lean Six Sigma to those looking to engage in process improvement. Its goal is to help agencies identify effective, efficient, and customer-focused approaches to improve their organizations. Since its inception, the COE has completed over 450 projects resulting in over \$66 million in verified savings with an additional 423,000 payroll hours having been reduced. In addition, the COE has partnered with the Office of the Chief Information Officer (OCIO) to establish a “streamline before we automate” policy that is helping improve services across the State.

Director's Office Center of Operational Excellence

Goals

- Create a culture of continuous process improvement.
- Provide agencies with adequate training of improvement tools and techniques using the Lean Six Sigma belt certification system.
- Drive collaboration, communication, trust, and leadership through effective practices of daily management.
- Support financial and strategic initiatives through the development of key performance indicators (KPIs).
- Support positive organizational change and individual growth.

Accomplishments

- Verified savings of over \$17 million.
- Successfully launched an enterprise wide continued education series for yellow, green, and executive green belts, as well as Certified Lean Leaders.
- Facilitated approximately 170 continuous improvement activities.
- Added two additional Certified Lean Six Sigma black belts, allowing for the execution of several enterprise wide projects including helping agencies partner with federal counterparts, and projects that have a direct impact to all state entities.
- 5,000 state teammates obtained certifications in Lean Six Sigma above the introductory level including a total count of: 4,073 yellow belts, 198 executive green belts, 28 green belts, three black belts, and 172 Certified Lean Leaders.

Director's Office

DAS Communications

Overview

The communications team works to tell the Department of Administrative Services' (DAS) story through the important, timely, and accurate dissemination of information to stakeholders and teammates through a variety of communication channels. In general, the communications team acts as a resource to DAS' divisions to assist with any and all communications-related needs they might have.

The communications team works to craft relevant and newsworthy stories highlighting the success of state teammates and the Department's noteworthy accomplishments that act upon DAS' mission of providing more effective, more efficient, and customer-focused services within state government. They grow DAS' social media presence to increase brand awareness and customer satisfaction, while sharing DAS related stories with customers and teammates. The team partners with fellow state agencies on important communication matters that impact state teammates and the people of Nebraska.

Goals

- Launch the new DAS website.
- Grow DAS' social media presence by increasing followers.
- Assist with the production of 18 Center of Operational Excellence (COE) process improvement related stories for DAS.
- Produce or assist in producing 15 positive media pieces featuring DAS.
- Assist the COE with the revamp of their executive green belt curriculum.

Achievements

- Completed the redesign of DAS' website to increase its accessibility and improve customer experience and satisfaction.
- Worked in partnership with the COE to produce 18 process improvement related stories initiated within DAS.
- Coordinated the first state-wide social media training in conjunction with State Personnel's Training and Development team.
- Helped produce 18 DAS related positive stories and news publications.
- Reinstated DAS' annual report that had been out of print for several years.
- Assisted DAS and other state agencies with the timely and necessary communication of COVID-19 updates.
- Grew DAS' social media platforms and following to better communicate stories involving fellow Nebraskans, news updates, and teammate accomplishments.

Director's Office Continuity of Operations

Overview

Continuity planning is an inherent responsibility of state government to ensure critical services are available to the citizens of Nebraska following a disaster.

The State's Continuity of Operations assists state agencies with developing and strengthening their continuity capability and mitigating risk to increase operational resilience.

Goals

- Roll-out a new Continuity Metric Dashboard to assist agencies with tracking continuity key performance indicators (KPIs).
- Assist state agencies with improving their continuity programs through planning and training exercises.
- Improve resilience by mitigating risk, improving safety, and enhancing continuity plans and programs.

Accomplishments

- Supported state agencies, boards, and commissions with activating continuity operations in response to COVID-19, effectively reducing office occupancy to the lowest level possible to protect teammates while maintaining government operations and services.
- Recruited over 100 state teammates from five agencies to provide adjudication and indexing support to the Department of Labor in their efforts to process a record number of unemployment claims at the on-set of the pandemic.
- Conducted a statewide after-action review with 23 state agencies and agency partners to gather lessons learned for continuity of operations and identify opportunities for improvement in response to the pandemic.
- Conducted DAS Operations Analysis' first cybersecurity table-top exercise simulating a multi-pronged attack that included the State's accounting web-application, EnterpriseOne.

KEEP NEBRASKANS HEALTHY Combating Coronavirus (COVID-19)

STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



cdc.gov/COVID19

SHARE FACTS ABOUT COVID-19

Know the facts about coronavirus disease 2019 (COVID-19) and help stop the spread of rumors.

FACT 1 Diseases can make anyone sick regardless of their race or ethnicity.

People of Asian descent, including Chinese Americans, are not more likely to get COVID-19 than any other American. Help stop fear by letting people know that being of Asian descent does not increase the chance of getting or spreading COVID-19.

FACT 2 Some people are at increased risk of getting COVID-19.

People who have been in close contact with a person known to have COVID-19 or people who live in or have recently been in an area with ongoing spread are at an increased risk of exposure.

FACT 3 Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.

For up-to-date information, visit CDC's coronavirus disease 2019 web page.

FACT 4 You can help stop COVID-19 by knowing the signs and symptoms:

- Fever
 - Cough
 - Shortness of breath
- Seek medical advice if you:
- Develop symptoms

AND

- Avoid being in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

FACT 5 There are simple things you can do to help keep yourself and others healthy.

Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing, going to the bathroom, and before eating or preparing food.

- Avoid touching your eyes, nose, and mouth with unclean hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

To learn more, visit www.cdc.gov/COVID19



LEARN MORE

Director's Office Government Performance



Overview

The Government Performance Office (GPO) was created in 2019 and is the chief policy office for the Department of Administrative Services (DAS). The GPO conducts policy research for all of DAS' divisions, and assists Process Improvement Coordinators (PICs) with the Center of Operational Excellence (COE) and other agencies with their process improvement endeavors. The GPO works to assist in any research requests that are directed to it.

Goals

- Eliminate the state teammate parking waitlist.
- Assist in the passing of LB381, changing the State to a per diem reimbursement system for meal reimbursements.
- Reduce DAS' regulatory burden.

Accomplishments

- Eliminated the parking waitlist. In January 2020, there were 362 teammates on the waitlist and it was eliminated by October 2020.
- Worked with the legislature to pass LB381, granting state teammates per diem for official travel.
- Assisted the Department of Health and Human Services (DHHS) with the State's COVID-19 response.

Director's Office

Office of the General Counsel

Overview

The Office of the General Counsel provides legal support, advice, consultation, and representation to the Director and all divisions within the Department of Administrative Services (DAS). This support includes: writing and reviewing legal documents and clauses, negotiating contracts, recommending language to protect the State of Nebraska, promulgating rules and regulations, working with the State Purchasing Bureau regarding vendor protests, representing DAS at administrative hearings, assisting in pretrial preparation in lawsuits involving DAS, and responding to subpoenas on behalf of DAS. The Office of the General Counsel includes the general counsel, assistant general counsel, and a paralegal.

Goals

- Transfer the Grand Island Veterans' Home and Cemetery (or find a transferee).
- Reduce page count, word count, and restrictive language of rules and regulations by 20%.
- Turnaround 70% of legal advice requests within five days of receiving the request.
- Provide 70% of contractual matters back to the sender within three business days after receipt of the item.

Achievements

- Supported State Procurement with over 600 contracts worth over \$6 billion.
- Successfully transferred the Grand Island Veterans' Home to the City of Grand Island's Community Redevelopment Authority in July 2020.
- Successfully transferred the Grand Island Cemetery to the City of Grand Island in January 2020.
- Reduced regulatory burden on agencies and the public.
- Provided urgent guidance and advice for COVID-19 issues.

Director's Office

DAS Operations Analysis

Overview

The primary function of the Department of Administrative Services' Operations Analysis team is to maintain and manage the State's primary Enterprise Resource Planning (ERP) system (JD Edwards EnterpriseOne). The ERP system manages and coordinates all financial resources, information, and functions of the State's business. Teammates maintain over 18,500 user IDs and security rights to all processing and reporting functions in this system.

DAS Operations Analysis supports:

- Workday: the management of human resource data.
- Cornerstone: used to manage teammate evaluations and training.
- NEOGOV: used to assist with teammate recruiting and talent management.
- Facility Asset Management Systems: utilized for maintenance and lease management.

Goals

- Install new AS/400 computer and backup systems to add data security redundancy and quicker recovery from downtime incidents.
- Revise the team's security plan for downtime response.
- Add Deferred Compensation enrollment capability to the annual benefits enrollment.
- Conduct an initial table-top recovery exercise and make it an ongoing, annual event.

Accomplishments

- Replaced and upgraded the AS/400 systems, resulting in improved data security and faster recovery times.
- Built multiple new interfaces and exports into DAS' financial systems to automate and simplify operations for stakeholders.
- Continued to build and enhance plans for business continuity and disaster recovery.
- Updated barcode scanners and scanning capability to support inventory, production, and fixed asset management for additional state agencies.
- Developed and implemented an automated platform to allow state teammates to enroll in the Deferred Compensation Program for retirement.
- Converted to LinkedIn Learning from Lynda.com in the Employee Development Center (EDC).
- Implemented the new W4 processing in JD Edwards (including new screens and reports).
- Redesigned the application template for Nebraska State Patrol (NSP) in NEOGOV.
- Developed agency self-post functionality in NEOGOV.
- Rolled-out the redesigned executive green belt curriculum in EDC for the Center of Operational Excellence.
- Tested for the Kronos 7 upgrade in JD Edwards.
- Switched to a Code Red Emergency Notification System for the NSP.
- Developed and implemented an automated new hire interface from NEOGOV to Workday.
- Created a dedicated application template for the Games & Parks Commission in NEOGOV.
- Began installation and testing of Enterprise Service Unit upgrades that enable peak performance and security in the State's systems.

State Accounting

Overview

State Accounting performs the duties and functions of the State's comptroller for all state agencies. This includes, but is not limited to, statewide payroll and cash disbursement processing, federal grant management, issuing accounting and internal control policies, reporting the daily cash position, administration of the master lease program, administration of the purchasing card program, and issuing the State's financial statements. State Accounting is also responsible for overseeing the State's financial Enterprise Resource Planning (ERP) system. The ERP is the State's primary system used

to manage and coordinate all financial resources, information, and functions of the State's business. They maintain teammates' security rights to all processing and reporting functions in the State's ERP system. They also oversee the teammate self-service functionality, development, and enhancement of the system. The system provides current and real-time information about the State's resources and obligations. Central Finance provides internal finance for the divisions of the Department. These services include monthly invoicing and bill paying, overseeing finances, coordinating division budgets, and rate setting.

Goals

- Complete the Comprehensive Annual Financial Report (CAFR) and budgetary report in a timely manner to comply with state statutes.
- Develop and implement a formal cross-training process for internal teammates to ensure back-up and continuity of operations for essential functions.
- Complete at least 10 hours of training courses related to State Accounting and Central Finance's work.
- Implement policies for LB381 meal per diem.
- Improve the accuracy of built cash flow reporting.

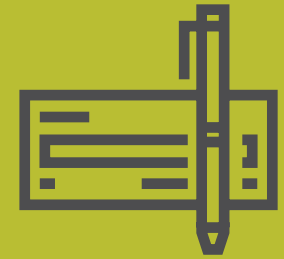
Accomplishments

- Provided shared service support and training to smaller agencies, boards, and commissions during times when key financial teammates were absent.
- Completed one master lease for the Office of the Chief Information Officer (OCIO) and DAS' Print Shop.
- Issued the fiscal year 2020 CAFR and Annual Budgeting report by the statutory due date.
- Updated a third of the State Accounting policies to reflect changes in reporting requirements, including those related to implementing LB381.

- Closed master lease financing for state agencies, totaling over \$8.5 million.
- Applied for and received \$1.084 billion in federal aid from the Coronavirus Relief Funds (CRFs).
- Established EnterpriseOne interface for the Governor's grant programs.
- Processed payment invoices for personal protective equipment (PPE).
- Processed 335,000 checks on behalf of the State.
- Provided 1.7 million ACH (electronic) payments to vendors on behalf of the State.
- Certified 34 agency, commission, and board financial leads at four pre-audit training sessions.
- Central Finance, along with DAS' divisions, managed \$365,363,052 in total annual agency appropriations.
- Drew down approximately \$3 billion in federal funds on behalf of the State.



Provided 1.7 million ACH (electronic) payments to vendors on behalf of the State.



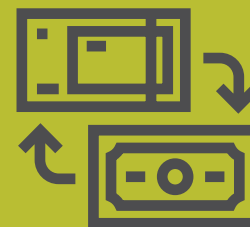
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Central Finance, along with DAS' divisions, managed \$365,363,052 in total annual agency appropriations.

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Overview

State Building Division is responsible for providing the centralized procurement, operation, maintenance, and management of state-owned facilities. The division manages the independent review, analysis, and oversight of capital construction projects to ensure that appropriate facilities are provided. The State Building Division is also responsible for managing all commercial leases of office and space on behalf of state agencies, providing space planning and coordinating space assignments, coordinating statewide, comprehensive facility planning, reviewing capital construction requests, program statements, and related contracts, and managing and maintaining state-owned buildings, properties, and related parking facilities.

State Building Division

Goals

- Complete the construction of the Department of Health and Human Services' (DHHS) Program and Housing Facilities including: demolition of the Hastings Regional Center (HRC) vacated buildings, renovation of two existing buildings, and installation of a new geothermal well field at the HRC.
- Transition to an enhanced Computerized Maintenance Management System to provide improved work order management and customer service.
- Assist DHHS in obtaining capital construction funding for the Lincoln Regional Center's Ligature Removal Project, and complete the design and bidding for the project.
- Obtain funding and complete the design and bidding for the Nebraska State Office Building's Elevator Modernization and Fire Life Safety Improvement Project.
- Complete the Phase I Construction and Generator Project at the 501 Building.
- Complete the lease for the new Nebraska State Patrol (NSP) headquarters.

Accomplishments

- Reached a 95% occupancy rate (an increase from 92% in 2019) for all state-owned buildings.
- Avoided approximately \$2.75 million in office space design fees that would have otherwise been outsourced to private consultants.
- Eliminated the state teammate parking waitlist.
- Completed Whitehall Cottage upgrades for DHHS.
- Completed the lease, renovation, and occupancy of the new Department of Environment and Energy (DEE) headquarters.
- Completed numerous deferred repair projects at NSP headquarter locations, Veterans' Affairs, Crime Commission, and DHHS facilities throughout Nebraska.

Overview

DAS Human Resources (HR) is a proactive partner in strategic planning and initiatives, along with bringing people and the agency together so that goals of each are met. A trusted advisor and experienced resource, HR applies knowledge contributing to strategic decision making, developing a competitive culture, and driving change to support the mission and vision of the Department and the State of Nebraska.

HR is responsible for building and enhancing relationships, motivating teammates, increasing productivity, and focusing on: recruitment, compensation, hiring, payroll, performance evaluations, performance management, agency development, workplace planning, safety initiatives, communication, and developing the talent of the Department.



DAS Human Resources

Goals

- Continue building relationships with state agencies who may benefit from the HR Shared Services model.
- Create a Workforce Planning Strategy around the needs of each division to help identify high risk positions, create action plans to mitigate risk, prepare for potential vacancies, and align the division for future needs.
- Design a Calibration Session Program that focuses on leadership accountability, consistency, and increased talent engagement.
- Create and implement a Performance Management Training program for leaders to increase confidence in navigating the process, while clearly defining resources available.
- Design a scorecard for division leaders in showing the health of their division through a series of real time metrics, giving leadership the opportunity for specific improvements in their area.
- Create and implement a Workforce for Families Program as a part of making the State of Nebraska the employer of choice for families, by supporting parents in the workplace and increasing the bonding time of families.
- Identify injury trends and provide Safety and Injury Training to teammates.
- Cross training payroll to proactively prepare for turnover, and absences, in order to support Shared Services programs seamlessly, and without any effect to service level standards.



Accomplishments

- Processed payroll for 7,677 teammates.
- HR Shared Services supported teammates through many HR/career offerings and processes including:
 - 187 new hires
 - Offboarded 186 teammates, 23 of them transferring to other positions within state government
 - 360 Family and Medical Leave requests
 - 212 COVID-19 Leave requests
 - 46 Americans with Disabilities Act (ADA) requests
 - 40 workers' compensation claims
 - 102 classification & compensation requests
- Created, launched, and successfully led Performance Calibration Sessions with DAS leadership teams.
- Created and launched a Workforce Planning pilot.
- Created an Engagement Scorecard to showcase real time metrics that tell the story of teammate engagement.
- Created and launched a Performance Management Training for leaders.
- Created cross training designs for the payroll team.
- Launched the Families in the Workplace pilot.
- Started a partnership with the Nebraska Accountability & Disclosure Commission for Payroll Shared Services and the Nebraska Commission for the Deaf and Hard of Hearing for HR Shared Services.
- Continued partnership with 10 state agencies for HR & Payroll Shared Services and three state agencies for Payroll Shared Services.



HR Shared Services hired 187 new teammates.



Created, launched, and successfully led Performance Calibration Sessions with DAS leadership teams.



HR Shared Services processed payroll for 7,677 teammates.

Overview

The Materiel Division is responsible for establishing processes and providing centralized services in the areas of procurement, mail operations, printing and copier services, surplus property and inventory management, and operation of the State's Sustainability Plan.

This includes:

- Overseeing statewide procurement.
- Establishing purchasing procedures and policies.
- Assisting state agencies in bidding and contracting for outside services.
- Centralizing mail distribution services for internal and external mail.
- Providing low-cost production capabilities for printed materials.
- Providing services for all copy machine leases throughout state agencies.
- Overseeing and coordinating the disposition of the State's surplus property.
- Overseeing and maintaining all inventory records.
- Administering and operating the State's Sustainability Plan.



Materiel Division

Goals

- Realize cost savings of \$5 million on services and goods procured through the use of best and final offers, price negotiations, and strategic sourcing.
- Print Services: Deliver measurable business impact through print shop analysis by creating and delivering cost savings for print services through a business plan and actionable results.
- Surplus Property: Create and implement increased surplus property customer service level expectations, including scheduling regular pick up of property at various state agency locations.
- State Purchasing: Create contract optimization by implementing process improvements including:
 - Create an improved vendor management process that gets utilized in all contracts signed after June 1, 2019.
 - Implement a contract management life cycle to ensure contracts are managed in direct coordination with partner agencies from beginning to end.

Accomplishments

Materiel Division:

- Launched new handheld scanner devices with an updated software platform for inventory management.
- Revised a multitude of guidance documents to reduce regulatory burden throughout the Division.
- Implemented the Purchase Card Program, which is now available for all contracts, saving agencies thousands of processing hours annually.

Recycling:

- Established a contract to recycle cell phones and devices resulting in over \$10,000 of revenue coming back to the State in six months' time.

Print, Copy, and Mail Services:

- Transitioned digital equipment, software, and servers to a new vendor realizing a cost savings of over \$99,000 per year.
- Added a numbering machine allowing for more versatility to meet customer demands.
- Worked together to complete the printing, perforating, folding, tabbing, sorting, and mailing of two large mailings with a short turn-around time totaling over 490,000 mail pieces.
- Installed a new receiving/tracking system that will allow for a better chain-of-custody tracking of items coming into the Mail Centers.

State Purchasing:

- COVID-19 Response on behalf of the State: Procured \$70 million worth of personal protective equipment (PPE).
- First state in the country to have a 120-day supply of all

major categories of PPE, according to the National Emergency Management Association.

- Amazon Business: Now, state agencies can have the same customer experience they do at home to order supplies.
- Signed 600+ contracts worth over \$6 billion.
- Received over \$472,000 from administrative fees paid by contractors for contracts established by the National Association of State Procurement Officers (NASPO). These fees allow state agencies to pay a lower assessment to State Purchasing for operational costs.
- Conducted 11 agency outreach meetings to identify how State Purchasing can help



Material procured \$70 million worth of PPE on behalf of the State.

agencies with their procurement needs or improve procurement processes.

Surplus Property:

- COVID-19 Response: Partnered with the Nebraska National Guard to deliver PPE across the State.

- Delivered \$25 million worth of PPE to over 1,000 organizations.
- Created a centralized distribution network, recognized by the Center for Disease Control and Prevention (CDC) Strike Team as best practice.

State Personnel



Overview

State Personnel focuses on delivering efficient, effective, customer-focused support and consultative services through innovative talent acquisition and retention strategies, and coordinating total rewards efforts, including: data-driven classification and compensation systems, wellness and benefits offerings, teammate recognition and engagement activities, centralized training and development services aligned with agency needs, and consistent personnel policies and practices supported by human resource management systems.

Goals

- Innovate talent acquisition and retention strategies.
- Coordinate total rewards efforts including data-driven classification and compensation systems and wellness and benefits offerings.
- Offer teammate recognition and engagement activities.
- Centralize training and development services aligned with agency needs.
- Provide consistent personnel policies and practices supported by human resource management system.

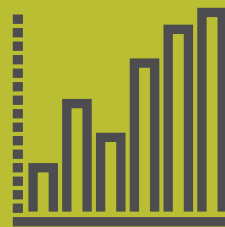
Accomplishments

Wellness & Benefits:

- Nearly 700 pounds lost by Real Appeal enrollees in 2020.
- Teammate Wellness and Benefits number of contacts was over 17,000.
 - Began sending an email to new hires to provide information and direct contact.
 - Began sending a reminder to complete

the new hire event and select benefits.

- Reduced the number of teammates that missed electing benefits and requests to elect benefits outside of the timeframe.
- Processed over 39,000 events in the Employee Work Center.
 - Worked with the Nebraska Public Employees Retirement System (NPERS) and the DAS Operations



State Personnel handled over 39,000 business processes in 2020.



Teammates lost nearly 700 lbs participating in the Real Appeal program.



State Personnel received just under 100,000 applications and referred over 76,000 applicants for the 4,000+ job openings that were posted.

Analysis team to make Deferred Compensation enrollment an option in the EWC during Open Enrollment.

- Pre-recorded all of the open enrollment vendor presentations and made them available on the teammate landing page.
- Provided a tutorial step-by-step video to show teammates how to complete their open enrollment event.

Classification & Compensation:

- Classified over 460 positions.
- Processed over 200 compensation requests, including over 40 above-hire requests and over 160 in-grade requests.

Employee Relations:

State of Nebraska Teammates Covered Under Labor Contracts:

- FOP 88 - 1,594
- NAPE/AFSCME - 8,103
- SCATA - 56
- SLEBC - 460
- Met bargaining timelines to finalize negotiations by January 2021.
- Presented four training sessions to agency HR personnel, supervisors, and teammates.
- Received and processed 64 grievance appeals.
- Staff hearing officers held 31 mini-hearings and wrote 30 decisions.
- Held nine case-in-chief

hearings before our appointed Hearing Officers and Arbitrators.

- Prepared and published the annual Personnel Almanac.
- Responded to 65 salary, benefits, pay practices, and policy surveys.
- Responded to an average of 94 contract inquiries per month.

Talent Acquisition:

- Received just under 100,000 applications and referred over 76,000 applicants for the 4,000+ job openings that were posted.
- Completed the initial minimum qualification review on over 95% of applications in less than two business

days (average of 325 applications received per day).

- Increased the SOS Temporary Program usage by 16%, largely related to COVID-19 hiring efforts. Relatedly, reduced the SOS Temporary Program administrative fee by 0.25% saving taxpayer dollars by lowering costs.
- Increased Nebraska State Job's social media followership by over 1,300 followers across four platforms.

Teammate Engagement:

- For the tenth consecutive year, the Nebraska State Charitable Giving Campaign was

recognized as one of the top 10 donors for the Lincoln and Lancaster County United Way.

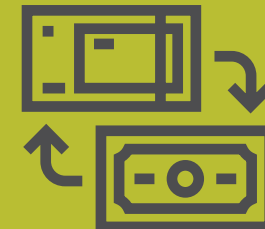
- Due to the impact of COVID-19, Teammate Engagement pivoted all programming offered to a virtual experience for state teammates to support programs including the Annual Campaign Against Hunger, Teammate Recognition programming, program and event training, and the 2020 Charitable Giving Campaign.



Recognized 2,345 teammates for their years of service representing over 37,000 years of public service.



Total number of Lynda/LinkedIn Learning courses accessed was just under 18,000.



The Classification & Compensation team classified over 460 positions, and processed over 40 above-hire requests and over 160 in-grade salary adjustments.

Teammate Engagement:

- Planned, created, and launched the first annual Teammate Engagement Survey to all state teammates.
- Facilitated and designed several customer service and “voice of the customer” surveys.
- Sponsored 11 blood drives statewide that collected 395 pints of blood with the potential to save over 1,185 lives.
- Designed new challenge coins and implemented new state service awards.

Training & Development:

- Conducted 69 instructor-led training sessions with a total of 3,067 attendees representing 45 agencies.
- Facilitated a record usage of Lynda/LinkedIn Learning, with just under 18,000 courses accessed.
- Launched the “Ask the Experts” panel series. Hosted 10 panels with a total of just under 1,000 teammates in attendance.

- Transitioned the Leadership Certificate Program to be entirely virtual due to COVID-19, and launched three new cohorts.
- Conducted “voice of the customer” meetings and rolled out a Training Needs Analysis Survey.
- Converted in-person classes, such as Emergenetics, to virtual offerings.
- Doubled social media presences across four platforms.
- From March through June, sent daily emails to teammates providing them resources to help them adapt to COVID-19 challenges.
- Transitioned the Human Resource Informational Group (HRIG) meetings to virtual/on-demand.
- Launched bi-weekly collaboration meetings with training professionals across Nebraska state government.





Risk Management

Overview

Risk Management is responsible for administering the State's Risk Management Program. The program includes maintaining and identifying loss and exposure data on all state property and liability risks, developing and improving risk reduction programs for all state agencies, determining which risk exposures should be self-insured or assumed by the State, procuring excess insurance policies as needed, administering the State's Workers' Compensation Program, and managing the State Claims Board.

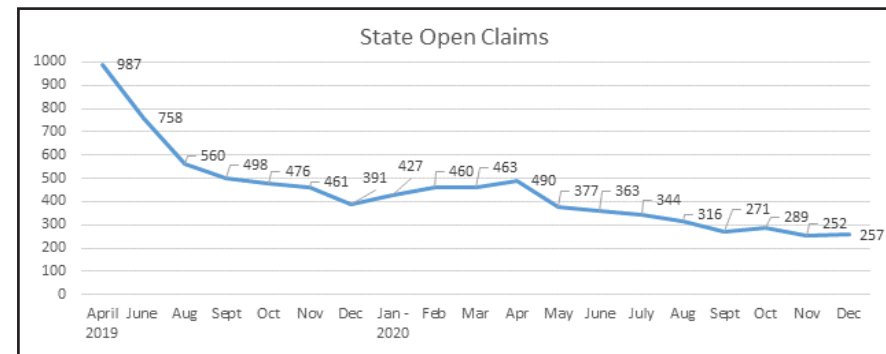
Open Claims on December 31st of each year: (2016 – 760) (2017 – 733) (2018 – 770) (2019 – 392) (2020 – 257)

Goals

- Continue programs to reduce outstanding tort & miscellaneous claims to under 250 open claims by June 30th, 2021.
- Enhance the Risk Management Information System to allow online claim filing and claim status requests.
- Provide briefings and materials to agency directors on their agency's Workers' Compensation Program, insurance, safety, and tort & miscellaneous claims.
- Pilot a Return to Work Program to be implemented in early 2021.
- Create a statewide safety event to promote and enhance safety.

Accomplishments

- Processed 768 new tort, miscellaneous, and contract claims while closing 941 claims during this period.
- Reduced outstanding claims from 770 in 2018 to 257 as of December 31, 2020.
- Developed briefings and materials for agency directors on key data for their agencies on Workers' Compensation, insurance, safety, and tort & miscellaneous claims.
- Updated the State's Defensive Drivers course to increase efficiency and effectiveness, resulting in a 23% reduction in course material.
- Assisted in updating the State's Vehicle Driving Requirements Policy Letter.



309 Task Force for Building Renewal

Overview

The 309 Task Force for Building Renewal (Task Force) was created to address the State's significant deferred building renewal needs in state-owned facilities by providing funding and oversight of building upgrades. The Task Force reviews proposed projects, as requested by state agencies, and makes recommendations for funding to the Governor. The Task Force evaluates deferred building renewal needs based on: deferred repair, fire and life safety, Americans with Disabilities Act (ADA), and energy conservation. In coordination with state agencies, the Task Force determines the highest priority projects on a statewide basis to receive allocated funds.

Goals

- Focus on customer needs by conducting over 100 project inspections and engaging in active listening and responsive communications.
- Grow Nebraska by expanding the Task Force's Training Program to include new meaningful training programs and opportunities at locations throughout Nebraska.
- Improve the Task Force's efficiency and effectiveness by understanding customer needs through agency visits, building reviews, and always being easy to work with.
- Improve public safety by prioritizing funding for emergency allocations, fire and life safety projects, ADA, and building code upgrades for state-owned buildings.
- Reduce regulation and regulatory complexity by incorporating customer suggestions, clear guidance, and updates to the Task Force's handbook.

Accomplishments



Managed over 220 allocations for projects relating to deferred repair, fire and life safety, ADA, and energy conservation on state-owned buildings.



Closed out over 75 projects and received over 68 new allocations, totaling over \$15 million.



Provided over 68 training events to over 345 facility maintenance teammates, representing 22 separate state agencies.

Transportation Services Bureau

Overview

The Transportation Services Bureau (TSB) is responsible for providing long-term lease and short-term rental vehicles, along with vehicle maintenance, repair, and fuel services for state agencies, boards, and commissions.

TSB provides rental pool services for state teammates to use in their official duties in various locations throughout the State: Lincoln, Omaha, North Platte, Scottsbluff, Kearney, and Norfolk.

Goals

- Fleet expansion of the GPS Electronic Vehicle Travel Log Solution (E-LOG) which eliminates the need for manual paper vehicle logs.
- Implement a billing application to further enhance and support the E-LOG.
- Continue support of the E30 Fuel Demonstration Project. Evaluate the effects of E30 on vehicle performance, fuel economy, fuel cost per mile, and maintenance.
- Develop an electronic application to reserve specialty rental vehicles from the TSB motor pools.
- Complete the rental vehicle checkout process, including application to dispatch, in less than 10 minutes.

Accomplishments

- Expanded the GPS E-LOG. Participating partners included the Departments of Motor Vehicles, Natural Resources, Revenue, Labor, Administrative Services, Environmental Quality, and the Office of the Chief Information Officer, the Board of Adult Parole, Commission for the Blind and Visually Impaired, Educational Telecommunications, and Peru State College. The solution saved over 3,000 hours of processing time compared to the paper log process.
- Implemented a billing application for the processing of electronic vehicle travel logs. 100% of the logs were processed post implementation, resulting in a 90% reduction in process time.
- Completed the E30 Fuel Demonstration Project.
- Developed a vehicle reservation solution.
- Completed 100% of vehicle rentals within 10 minutes.
- Revised the State Driver Requirements Policy.
- Upgraded the Fuel Management System, including hardware and software.
- Revised specifications for state vehicle contracts in partnership with the Materiel Division.

Department of Administrative Services

Teammates Give Back

Each year, DAS teammates participate in statewide initiatives to give back to Nebraska communities, including the annual Campaign Against Hunger to benefit the Food Bank of Lincoln and the Annual Charitable Giving Campaign.

This year, we aligned our Charitable Giving Campaign with organizations that are assisting in providing COVID-19 relief in the areas of food insecurity, workforce displacement, educational outcomes, and support for children. State teammates raised over \$186,000 for the Charitable Giving Campaign in 2020. The Campaign Against Hunger raised over \$32,000. Since 2003, state teammates have donated over \$6.9 million dollars, supporting charitable organizations throughout the State.



The 2020 Campaign Against Hunger collected over \$32,000 for statewide Food Banks.



For the tenth consecutive year, the Nebraska State Charitable Giving Campaign was recognized as one of the top 10 donors for the Lincoln and Lancaster County United Way.



Teammates participated in 11 blood drives statewide that collected 395 pints of blood with the potential to save over 1,185 lives.

Governor's Excellence in Leadership: Administrative Services Recipients

Statewide Recognition Program

Since 1985, the State of Nebraska has sponsored a statewide recognition program which has been coordinated by the Department of Administrative Services' State Personnel team on behalf of the Governor's Office. The goal of this program is to show appreciation to state teammates for their loyalty and professional excellence. The program focuses both on exceptional performance and career tenure. Exceptional performers are recognized with an Excellence in Leadership award, while career teammates are honored with an Excellence in State Service award.

Excellence in Leadership recognizes teammates whose job performance has exceeded the highest standards and contributed to the overall effectiveness of the agency. These teammates are then honored at the Excellence in Leadership award ceremony, which is held in the State Capitol Rotunda. To date, 2,940 state teammates have received this honor.



Amara Block

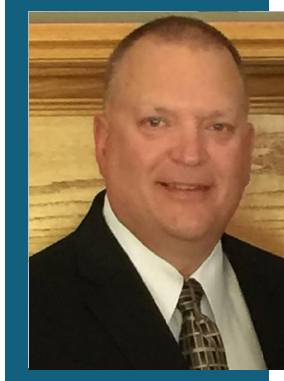
Amara took the lead in drafting and negotiating emergency contracts for TestNebraska, quarantine and isolation centers, emergency hotel stays for first responders, and other COVID-19 response contracts. Amara worked countless nights and weekends to ensure these contracts were executed and put in place to serve Nebraskans. Her efforts led to increased personal protective equipment (PPE), testing, and quarantine and isolation space for Nebraskans across the State. Amara also played a vital role with the Families First Coronavirus Relief Act, ensuring that state teammates had the resources available to them for paid sick leave or expanded family and medical leave for specific reasons related to COVID-19.



Doug Carlson

Doug has been and continues to be paramount to the success of the State's testing strategy and PPE procurement. Both of these initiatives were non-existent pre COVID-19. In regards to PPE, Doug was successful in securing procurement supply chains despite the imbalance with supply-demand across the entire country. What at first seemed hopeless, Doug was able to procure the necessary equipment and ensure an inventory that ranges from 30-100 weeks. Doug continues to collaborate with DHHS in solidifying a vendor contract as a sustainable solution that includes an inventory management system, warehousing, and distribution.

In quick order, Doug was able to establish a testing structure through TestNebraska. This included coordinating with the Nebraska National Guard for two testing teams, which then expanded to six. This heavy lift out of the gate included establishing laboratory capabilities and capacity that have since proven to be the most reliable in the entire State.



Bert Wilkinson

Bert is the manager over three highly visible IT teams critical in allowing state teammates to work successfully from home during COVID-19. The Active Directory team is responsible for setting up VPN accounts for teammates to work successfully and securely from home. The Video team is responsible for the OCIO's WebEx solution. With state teammates working from home due to COVID-19, agencies immediately recognized that they needed to be using a secure video conferencing solution in order to maintain essential business functions with each other as well as the citizens of Nebraska. The third team that Bert leads is the Exchange email team. When COVID-19 began impacting Nebraska, this team was approximately 1/3 of the way through the migration of email accounts to the Cloud. Although we paused for a few weeks while the teams were busy helping teammates from other agencies set up their work from home environments, we quickly returned to the project schedule. These last two migrations included DHHS, as well as all law enforcement teammates.

NEBRASKA

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