

Ohio Department of Administrative Services

Annual Report

2008

Our mission: To provide quality service, specialized support and innovative solutions for the effective operation of Ohio government.

OhioDAS

Ohio Department of Administrative Services

Ted Strickland, Governor
Hugh Quill, Director

Letter To Governor Ted Strickland

Dear Governor Ted Strickland,

The dedicated team of employees at the Ohio Department of Administrative Services is committed to our agency mission of providing quality service, specialized support and innovative solutions for our state agency customers. This report highlights how we accomplished our mission during fiscal year 2008 through both long-term projects and daily duties.

We continue to serve taxpayers by helping to increase the efficient operation of state government. For example, during fiscal year 2008:

- All of the health plans offered to state employees became self-insured, saving more than \$20 million annually.
- All health plan enrollees began receiving their pharmacy benefits through the same pharmacy benefit manager, saving approximately \$9 million the first year.
- The state made significant strides to decrease overall fuel consumption and increase the use of alternative fuels.
- Reporting state agencies showed a 9.5 percent reduction in energy consumption in state-owned facilities.
- Risk Management reduced the state's property insurance rates by 12 percent.
- The implementation of the user-friendly Ohio Hiring Management System demonstrates to potential recruits that the state is a customer-driven organization.

We continued to serve as a leader for other agencies. Such efforts included:

- Heightening IT privacy and security efforts;
- Piloting the new employee timekeeping system operated by the Ohio Administrative Knowledge System (OAKS);
- Implementing a comprehensive health management program to help curb state employee health care costs; and
- Holding trainings for hundreds of state colleagues.

In addition to providing quality services, the quantity of our production is high. A couple of examples:

- State Payroll processed more than 1.5 million paychecks.
- The main help desk for OAKS answered 92,543 calls and 24,006 e-mails.

On behalf of DAS, I am pleased to share these and similar accomplishments with you in this report.

Sincerely,



Hugh Quill
Director, Ohio Department of Administrative Services

Table Of Contents

Letter To The Governor 3

Agency Contact Information..... 7

Equal Opportunity Division Overview and Highlights 9

General Services Division Overview and Highlights..... 12

Human Resources Division Overview and Highlights..... 22

Office of Collective Bargaining Overview and Highlights 31

Office of Information Technology Overview and Highlights 34

Agency-wide Initiatives..... 42

Fiscal Year 2008 Disbursements 46

Boards and Commissions 47

Acknowledgments 48

For information about other annual reports produced by the Ohio Department of Administrative Services, please contact the DAS Office of Communications, (614) 752-9521.

Agency Contact Information

Ohio Department of Administrative Services

Office of the Director

Hugh Quill, Director

Richard Hickman, Assistant Director

30 E. Broad St., Suite 4040
Columbus, Ohio 43215-3414
Telephone: (614) 466-6511
Fax: (614) 644-8151
<http://das.ohio.gov>

Human Resources Division

Nancy Kelly, Deputy Director

30 E. Broad St., 27th Floor
Columbus, Ohio 43215-3414
Telephone: (614) 466-3455
Fax: (614) 728-2785
<http://das.ohio.gov/hrd>

Equal Opportunity Division

Melinda Carter, Deputy Director

30 E. Broad St., 18th Floor
Columbus, Ohio 43215-3414
Telephone: (614) 466-8380
Fax: (614) 728-5628
<http://das.ohio.gov/eod>

Office of Collective Bargaining

Michael Duco, Deputy Director

100 E. Broad St., 14th Floor
Columbus, Ohio 43215-3607
Telephone: (614) 466-0570
Fax: (614) 644-0121
<http://das.ohio.gov/ocb>

General Services Division

Jeffrey Westhoven, Deputy Director

4200 Surface Road
Columbus, Ohio 43228-1395
Telephone: (614) 466-4459
Fax: (614) 466-1040
<http://das.ohio.gov/gsd>

Office of Information Technology

H. Samuel Orth

State Chief Information Officer
30 E. Broad St., 39th Floor
Columbus, Ohio 43215-3414
Telephone: (614) 644-6446
Fax: (614) 644-9382
<http://oit.ohio.gov>

Equal Opportunity Division: Overview

Melinda Carter, Deputy Director

The Equal Opportunity Division, within the Ohio Department of Administrative Services, provides assistance to state agencies to ensure equal access to state employment and contracting opportunities.

Certification Unit certifies businesses for participation in the Encouraging Diversity, Growth and Equity (EDGE) and Minority Business Enterprise (MBE) programs. EDGE is a business development program for socially and disadvantaged businesses. EDGE establishes goals for state agencies in awarding contracts to certified businesses. The MBE program assists minority businesses in obtaining state contracts through a set-aside procurement program for goods and services.

Construction Compliance Unit ensures that contractors on state construction projects comply with equal employment opportunity and affirmative action laws and regulations. Each year the unit processes more than 2,000 applications for the Certificate of Compliance, which certifies compliance with affirmative action requirements. The unit also conducts on-site reviews to ensure compliance with equal employment opportunity requirements.

Equal Employment Opportunity/Affirmative Action Unit monitors equal employment opportunity and employment goals to ensure that state employees and job applicants are afforded equal access and opportunities for employment and advancement throughout state government. The unit also evaluates diversity and equal employment opportunity programming and conducts trainings to facilitate effective equal employment opportunity practices. In addition, the unit oversees the state employee discrimination complaint procedure program.

Minority Affairs Unit serves as the liaison to the governor's Ohio Dr. Martin Luther King, Jr. Holiday Commission and promotes intercultural understanding for minority constituents and state employees.

Equal Opportunity Division: *Highlights*

CERTIFICATION UNIT

EDGE, MBE expenditures total nearly \$94 million

Statewide expenditures from purchases made from EDGE- and MBE-certified businesses totaled nearly \$94 million during fiscal year 2008.

MBE – which stands for Minority Business Enterprise – is the state’s minority business set-aside program. Statewide expenditures on goods and services purchased from MBE-certified businesses during fiscal year 2008 totaled \$67,204,553, which was nearly 3 percent of total statewide expenditures.

EDGE – which stands for Encouraging Diversity, Growth and Equity – is a business and economic development program for economically and socially disadvantaged businesses. Statewide expenditures on supplies and services, professional services, information technology services, construction and professional design services purchased from EDGE-certified businesses during fiscal year 2008 totaled \$26,762,135, which was slightly less than 1 percent of total statewide expenditures.

MBE recertifies 622 businesses

The MBE program provides one-year certifications. Out of the 742 MBE-certified businesses during fiscal year 2008, 622 businesses were recertified during the year.

An additional 97 businesses were newly certified.

EDGE recertifies 463 businesses

Out of the 667 businesses whose two-year EDGE certifications expired during the fiscal year, 463 businesses were recertified.

In addition, 168 businesses were cross-certified with similar programs operated by other government entities.

An additional 48 businesses were newly certified.

Certification Unit conducts 42 trainings

The Certification Unit conducted 42 trainings during fiscal year 2008 regarding the EDGE and MBE programs.

Thirty-four trainings were conducted for businesses and the remaining eight were conducted for state agencies.

CONSTRUCTION COMPLIANCE UNIT

More than 350 reviews conducted

The Construction Compliance Unit completed 352 reviews during fiscal year 2008.

The purpose of the reviews is to ensure that contractors and subcontractors on state and state-assisted construction projects comply with equal employment opportunity laws and regulations.

Contractors are monitored through two review processes – project on-site reviews and desk audit reviews. The unit conducted 209 reviews on construction sites to help ensure contractors were complying with affirmative action and EEO hiring practices. These onsite reviews include interviews of female and minority workers.

Contractors are subject to reviews at their business offices if they have a state contract of at least \$500,000 or if they have a state contract of at least \$50,000 and have at least 50 employees. Pertinent payroll and employment records are reviewed. The unit conducted 143 desk audits during the fiscal year.

The unit conducted 26 conciliation compliance reviews.

The unit issued 2,578 certificates of compliance and 143 conditional certificates of compliance.

EQUAL EMPLOYMENT OPPORTUNITY/ AFFIRMATIVE ACTION UNIT

Onsite compliance review conducted

The Equal Employment Opportunity/Affirmative Action Unit conducted an onsite EEO compliance review at the Industrial Commission of Ohio during fiscal year 2008.

Nearly 50 state employees from six cities throughout Ohio – Akron, Cincinnati, Cleveland, Columbus, Dayton and Toledo – were interviewed during the two-day review.

More than 230 attend EEO Academy

More than 230 EEO professionals, human resources officers, attorneys, mediators and other state employees responsible for implementing Equal Employment Opportunity laws attended the six-hour EEO Academy training program during fiscal year 2008.

The mission of the academy is to enhance professionalism by providing leadership and continuing education in EEO. Courses focus on EEO laws and compliance, EEO and human resources issues, cultural diversity and EEO leadership.

The academy attendees were among 488 state employees trained by the Equal Employment Opportunity/Affirmative Action Unit during fiscal year 2008.

Discrimination complaints examined

The Equal Employment Opportunity/Affirmative Action Unit received 154 discrimination complaints from State of Ohio employees and job applicants during fiscal year 2008. Out of that number, 121 were accepted for review. The remaining 33 did not fall within the unit's jurisdiction.

Out of the complaints reviewed, 13 complainants requested hearings with the unit. Eleven of these requests were declined; decisions about the other two were pending at the end of the fiscal year.

A total of 260 employees were counseled regarding potential EEO discrimination issues.

MINORITY AFFAIRS UNIT

King's words honored at contest

The Ohio Dr. Martin Luther King, Jr. Holiday Commission, which receives administrative support from the Equal Opportunity Division, held its ninth annual statewide oratorical contest in April 2008 at the King Arts Complex in Columbus.

Twenty-six students in grades kindergarten through 12 from two regional contests competed. They shared their personal perspectives about the legacy of King. The top winners in each of the five grade-based categories were invited to participate in the 2009 celebration commemorating King. During this celebration, which is held each January, the commission recognizes Ohioans who have furthered King's dream of peace and racial harmony.

In addition, the commission's annual calendar is distributed at the celebration.

General Services Division: Overview

Jeffrey Westhoven, Deputy Director

The General Services Division, within the Ohio Department of Administrative Services, performs a variety of functions including procurement, fleet management, insurance, printing, construction management, mail services, real estate services, asset management, facilities management, security services and surplus property services.

The Office of the State Architect oversees capital improvements through its management of design and construction contracts. Its Office of Energy Services provides design services as well as energy auditing and contracting opportunities for the efficient use of energy resources in state government operations and facilities.

The Office of State Printing and Mail Services contracts printing services for state agencies and maintains five in-house publishing centers to provide fast, accessible service. It also offers fulfillment services, such as folding documents, inserting printed material into envelopes and addressing envelopes. There are two other offices within State Printing. Records and Forms Management provides guidance to agencies regarding form design and utilization, record retention and information management. Mail Services provides state agencies with interoffice mail delivery, mail metering and presort services.

The Office of Risk Management administers insurance programs, including the state's self-insured vehicle liability program, which covers a wide variety of state vehicles. Risk Management is responsible for the placement of property and casualty insurance for state agencies and bonds for state employees.

The Office of Fleet Management provides state agencies with comprehensive motor vehicle management services, including vehicle purchases, leasing, motor pool rental, fuel/maintenance procurement cards, compliance reporting and vehicle assignment authorizations.

The Office of Procurement Services is comprised of State Purchasing, Cooperative Purchasing and the Office of Procurement from Community Rehabilitation Programs (OPCRP). State Purchasing assists state agencies with the procurement of supplies and services through competitive selection and negotiated contracts. Cooperative Purchasing extends the benefit of state contract pricing to participating political subdivisions, such as local governments, schools and universities. OPCR, formerly the State Use Program, purchases supplies and services from work centers that employ people with severe disabilities.

The Office of Properties and Facilities provides facility management, maintenance and minor reconstruction services as well as security services for various state buildings.

The Office of Real Estate and Planning assists state agencies and universities with their real estate-related needs and audits the use of state land and space. Its Planning and Design Unit offers space planning and interior design services.

The Office of Business Operations oversees all business functions of the division including asset management services, surplus property, support for the state's financials software system and financial support for all division programs. Asset Management Services oversees the state asset management program through which agencies maintain and report their assets. The federal and state surplus property programs disburse and auction property declared as surplus.

OhioDAS

General Services Division
4200 Surface Road
Columbus, Ohio 43228-1395
Telephone: (614) 752-0003
Fax: (614) 466-1040
<http://das.ohio.gov/gsd>

Reporting state agencies showed a 9.5 percent reduction in energy consumption in state-owned facilities from fiscal year 2008 over the previous fiscal year.

General Services Division: *Highlights*

OFFICE OF THE STATE ARCHITECT

State Architect's Office manages 223 projects

During fiscal year 2008, the State Architect's Office managed 223 public construction projects with combined budgets of \$696 million. Nearly all of these are multi-year projects.

Payments to contractors for the fiscal year totaled \$63 million; payments to architects, engineers and construction managers were nearly \$9 million.

Major projects involving the State Architect's Office included:

- Design for the new Williamson College of Business Administration facility at Youngstown State University;
- Completion of the design process for the second phase of the new \$20 million Central State University Center for Academic and Natural Sciences;
- Start of construction for the \$44 million Ohio University Academic and Research Center;
- Finishing construction of the \$7 million Ohio National Guard Training and Community Center in Marysville.

State surpasses energy consumption mandate

Reporting state agencies showed a 9.5 percent reduction in energy consumption in state-owned facilities from fiscal year 2008 over the previous fiscal year.

As a result, the state met the first major mandate of an executive order Governor Ted Strickland issued Jan. 17, 2007. Executive Order 2007-02S mandated the reduction of energy consumption by state agencies by 5 percent by June 30, 2008, and by 15 percent by June 30, 2011.

In response to this executive order, including its requirement for DAS to implement tracking and reporting of the state's energy consumption, Energy Services, which is part of the State Architect's Office, supported the auditing and tracking of energy consumption of all state facilities through Energy Star's Portfolio Manager software.

\$34 million-plus guaranteed in energy savings

The performance-based contracts for projects managed by Energy Services through fiscal year 2008 will produce more than \$34 million in guaranteed energy savings for taxpayers during the first 10 years after the projects are completed.

Under the performance-based contract model, the project costs are financed through the Ohio Air Quality Development Authority and paid by the energy savings with no additional investment by the state.

The performance-based projects under construction during the 2008 fiscal year included:

- Southern Ohio Correctional Facility for the Ohio Department of Rehabilitation and Correction with \$3,965,370 guaranteed savings;
- Columbus Developmental Center for the Ohio Department of Mental Retardation and Developmental Disabilities with \$1,345,640 guaranteed savings; and
- Cincinnati State Technical and Community College with \$2,480,590 guaranteed savings.

During fiscal year 2008, Energy Services also actively monitored 18 performance-based contracts for seven agencies for completed projects that are still within the 10-year guaranteed savings period. In addition, Energy Services managed 17 active capital projects for five agencies.

The centralization process will reduce the costs to provide printing and fulfillment services by several million dollars annually for state government.

OFFICE OF STATE PRINTING AND MAIL SERVICES

Consolidation of print, fulfillment services saving millions

The state took the first step to centralize all production printing and fulfillment operations.

A mainframe printing operation, which was previously operated by the DAS Office of Information Technology, and a fulfillment center belonging to the Ohio Department of Job and Family Services merged with the Office of State Printing and Mail Services in July 2007.

The centralization process will reduce the costs to provide printing and fulfillment services by several million dollars annually for state government.

The mainframe printing center produced more than 71.3 million impressions during fiscal year 2008. The fulfillment center processed more than 35.4 million pieces of mail during the fiscal year.

Main copy center moves downtown

The main copy center, operated by the Office of State Printing and Mail Services, moved to downtown Columbus to provide better access for a larger portion of customers.

The move from 4200 Surface Road, located on the west side of Columbus, to the downtown Lazarus Government Center occurred in February 2008.

The main copy center is one of five operated by State Printing. Together the five in-house publishing centers processed 8,042 print orders during fiscal year 2008, resulting in a production volume of more than 51.3 million impressions.

State Mail Services saves \$6.7 million

The combined savings for the inter-office mail delivery, presort mail program, centralized metering and flat-sorting services offered by State Mail Services was \$6,704,673 for fiscal year 2008.

More than 570,000 pieces of inter-office mail were processed during the fiscal year, saving more than \$634,920 in postage.

By presorting 70.1 million pieces of outgoing mail by ZIP code and preparing it for immediate distribution by the U.S. Postal Service, state agencies saved \$4,980,703 in postage. Because of the great savings opportunities, State Mail Services is continually recruiting new customers to participate in this program.

A total of 950,210 pieces of mail were metered through the centralized metering program during the fiscal year, saving an estimated total of \$588,000 for 60 agencies by eliminating the cost of equipment, service contracts and supplies.

In addition, 433,139 pieces of mail went through the flat-sorting program for bound-printed materials, such as booklets and calendars, saving \$501,050.

OFFICE OF RISK MANAGEMENT

Insurance rate down 12 percent

The Office of Risk Management was successful in reducing the state's property insurance rate from \$0.0317 to \$0.028 per \$100 of building values during fiscal year 2008, a 12 percent reduction.

In addition, the Office of Risk Management settled a major property insurance claim in May 2008, receiving a \$5 million settlement for a building destroyed by fire. The annual premium for this building was only \$153.

Subrogation recovery up 43 percent

The Office of Risk Management administers the risk management reserve fund and the state's self-insured vehicle liability program.

The vehicle liability program covers more than 17,000 state-owned vehicles, including off-road equipment and watercraft. The Office of Risk Management settles bodily injury and property damage claims and provides subrogation (damage recovery) services when state agency vehicles sustain damages caused by negligent third parties. The liability rate for fiscal year 2008 was \$120 per vehicle.

In addition, the Office of Risk Management processed 1,946 claims during the fiscal year, which represents a 12 percent increase over the previous fiscal year. The increase in reported claims was a result of severe winter weather.

Subrogation recovery increased by 43 percent to \$767,340 for state agency customers. In one claim alone, the Office of Risk Management successfully recovered \$300,000 for a customer agency.

OFFICE OF FLEET MANAGEMENT

Alternative fuel use continues to rise

During fiscal year 2008, the state made significant strides to decreasing overall fuel consumption and increasing the use of alternative fuels.

By statute, alternative fuel usage goals and reporting follow the calendar year. Annual usage goals

for E85, a fuel comprised of 85 percent ethanol, were increased by 5,000 gallons to 70,000 gallons and biodiesel goals were increased by 100,000 gallons to 1.2 million gallons for calendar year 2008.

Actual usage of E85 fuel jumped to 78,772 gallons in the first six months of calendar year 2008 from 10,385 total gallons during the same period in calendar year 2007. Contributing to the large increases in E85 fuel usage included educating agencies on the importance of alternative fuel use and clear goal setting.

Biodiesel usage increased by approximately 800,000 gallons from the first half of calendar year 2008 over the entire previous calendar year. Contributing to the increased use of biodiesel fuel was a statewide biodiesel contract allowing the Ohio Department of Transportation to obtain reasonably priced bulk biodiesel for their heavy equipment fleet.

Agencies statewide did their part to conserve and reduce fuel consumption in fiscal year 2008 by consuming 2,371,324 fewer gallons of fuel compared to fiscal year 2007.

State fleet moves to subcompacts

Historically, mid-size sedans have been the default vehicle of choice for agency drivers traveling on state business. However, Governor Ted Strickland's energy initiatives and the rising cost of transportation resulted in the Office of Fleet Management looking closely at the vehicles offered on contract to state agencies.

As a result, during fiscal year 2008 the Office of Fleet Management notified agencies that the subcompact Ford Focus would be the passenger vehicle of choice in appropriate applications.

During fiscal year 2008, agencies reported an overall reduction of 5,193,649 miles being reimbursed to state employees compared to the previous fiscal year.

The Ford Focus offered better fuel economy and a lower acquisition cost, making it a fiscally and environmentally responsible choice. The 67 Focuses purchased accounted for 24 percent of all passenger vehicles purchased during fiscal year 2008 and saved the state \$249,000 in acquisition costs over the mid-size sedans.

Fleet administrative rules created

Additional rules regarding the management of the state fleet were added to the Ohio Administrative Code and became effective Jan. 3, 2008.

These new rules cover areas such as delegation of authority, use of the state fleet management information system, use of the fleet credit card, appropriate vehicle selection and alternative fuel use. Once fully implemented, these rules will allow the Office of Fleet Management to provide center-led programs to agencies to reduce costs, eliminate redundant systems and realize administrative efficiencies through consolidation.

Fleet fuel card program

The Office of Fleet Management worked with agency fleet credit card account holders during fiscal year 2008 to establish maintenance rules within each fleet card account.

This initiative was the result of a new administrative rule stating that the fleet credit card will be the primary method of payment for all fuel and maintenance-related charges for state vehicles. Using the fleet credit card allows all transactions to be automatically uploaded into the comprehensive state fleet management information system, Fleet Ohio, eliminating the need for manual data entry.

As a result, use of the fleet credit card for vehicle maintenance payments increased by 42 percent

during fiscal year 2008, eliminating 13,000 manual transactions.

Mileage reimbursements down \$2 million

The Office of Fleet Management has continued to reduce the number of mileage reimbursement payments made to state employees for driving their personal vehicles on state business, particularly in situations where lower-cost transportation alternatives are available.

As a result, state agencies are better utilizing state vehicles to reduce their mileage reimbursement payments and overall transportation costs.

During fiscal year 2008, agencies reported an overall reduction of 5,193,649 miles being reimbursed to state employees compared to the previous fiscal year. This reduced payments by \$2,077,060, a 17 percent reduction.

The number of employees reimbursed an amount over the mileage breakeven point for fiscal year 2008 dropped from 1,015 employees to 616, which is 39 percent fewer than fiscal year 2007.

Master lease agreement use increases

During fiscal year 2008, the Office of Fleet Management trained state agencies on the use of the master lease financing option, which began the prior fiscal year.

Agencies increased the number of vehicles being financed using the master lease agreement by 82. Those vehicles included 20 prison transport vans and 11 pool vehicles purchased by the Ohio Department of Rehabilitation and Correction (DRC). The pool vehicles were purchased to reduce mileage reimbursement expenses.

In total, between DAS and DRC, 110 vehicles have been financed through the master lease agreement with a total acquisition cost in excess of \$1,862,000.

Fleet manager certification program marks first full year

Fiscal year 2008 was the first full year of the certified fleet manager program for state agencies with more than 100 vehicles in their fleet.

The Office of Fleet Management facilitated monthly study sessions and quarterly exam sittings at the General Services Division headquarters to save participants out-of-state travel expenses.

Representatives from 13 agencies were enrolled in the three-year course during the fiscal year.

OFFICE OF PROCUREMENT SERVICES Procurement reform arrives

At the end of the fiscal year, Governor Ted Strickland signed an executive order outlining procurement reform efforts and directing all state agencies to work together for cost savings and efficiencies when purchasing supplies and services.

Executive Order 2008 – 12S was signed June 25, 2008.

By maximizing the state's purchasing power, state agencies are estimated to save between \$34 million and \$72 million annually, excluding additional savings that may be realized by collaboration among higher education institutions as well as local governments. State government now spends about \$3.5 billion annually on supplies and services.

The executive order also implemented Think Ohio First practices, which promote economic develop-

ment by maximizing the use of Ohio businesses when agencies make purchases. The executive order also called for making greater use of technology in tracking and performing purchases statewide.

The reforms include recommendations made by the Advantage Ohio Procurement Reform Panel, which included representatives from DAS.

Cooperative Purchasing reaches new height

Membership in the Cooperative Purchasing Program continued to climb during fiscal year 2008.

Membership again reached its highest level since the inception of the program in 1986 with 1,857 members, a 2 percent increase over the previous fiscal year.

The program extends the benefits of state contract pricing to participating political subdivisions, including local governments, schools and universities.

Cooperative purchasing members bought \$189.2 million in supplies and services from state contracts during the fiscal year, a 2.4 percent increase over fiscal year 2007.

In addition, during the fiscal year the Cooperative Purchasing Program held its first Combined Coop and Procurement Services Conference targeted to reach local governments in central Ohio. Topics covered during the conference, which was held in May 2008, included the various types of contracts available to member political subdivisions as well as the purchasing opportunities available through the Community Rehabilitation Program and the State and Federal Surplus Programs.

New refuse contract bags big savings

The Office of Procurement Services established a new contract for refuse removal services that is providing substantial cost savings to the state.

The advantages of the new contract include flexibility, such as menu-driven pricing.

The new contract was awarded in August 2007. After a transitional period, all state agencies began using the contract in January 2008.

The number of facilities served by the state refuse contract jumped from 32 during fiscal year 2007 to 68 during fiscal year 2008. The average cost per facility for refuse removal dropped during the same period from \$55,592 to \$24,416.

Community Rehabilitation Programs grow

Opportunities for Ohioans with work-limiting disabilities at Community Rehabilitation Program work centers grew during fiscal year 2008, which was the first full year DAS was responsible for all administrative and approval functions of this procurement program.

The Office of Procurement from Community Rehabilitation Programs directs state and local government business to Ohio companies employing people with work-limiting disabilities, which is the minority group with the highest unemployment rate.

Formerly known as the State Use Program, legislation enacted in July 2005 changed the program's structure and placed the administrative function with the DAS Office of Procurement Services.

From fiscal year 2005 to fiscal year 2008, the number of direct labor hours worked by people with

work-limiting disabilities increased by 18.9 percent and their total wages increased by 40.9 percent. Part of the wage increase is attributed to the 24 percent hike in the minimum wage.

In addition, state agencies and local governments spent more than \$37 million on contracts for products and services provided by the work centers during each of the past three fiscal years, compared to \$34.9 million for fiscal year 2005.

For fiscal year 2008, state and local government contracts provided a total of 1.4 million labor hours and \$12,752,485 in wages for 2,536 individuals with work-limiting disabilities.

Other accomplishments during the fiscal year included the implementation of a quarterly training program. Recognizing a need within the work centers for business practice improvements for doing business with the state, the Office of Procurement from Community Rehabilitation Programs held the first training in March 2008.

OFFICE OF PROPERTIES AND FACILITIES

Employees complete safety training program

Fifty-one employees from the Facilities Management, Security Services and State and Federal Surplus Services sections completed a 10-hour core safety training.

This Occupational Safety and Health Administration training program is designed to reduce injuries and develop a safety-conscious workforce.

The training was part of a health and safety program being developed in collaboration with the DAS General Services Division and Human Resources Division.

DRC will save nearly \$700,000 in rent the first year of the contract and save an additional \$3.2 million during the next 10 years.

Building operators earn certification

The Office of Properties and Facilities worked with the Ohio Public Facilities Maintenance Association to provide Building Operator Certification training to state agencies in accordance with House Bill 251, which requires the efficient use of energy in all state facilities.

Nine members of the Facilities Management staff earned the certification during the fiscal year.

Uninterruptible power supply system enhanced

The Office of Properties and Facilities administered several facility improvement projects during fiscal year 2008.

Two notable projects at the State of Ohio Computer Center included the enhancement of the uninterruptible power supply system and the rebuilding of six cooling towers.

Other projects included the replacement of the asphalt driveway at the governor's residence with environmentally friendly stone pavers that allow storm water to percolate through to the ground instead of flowing into the sewer system. The Ohio Department of Transportation assisted with this project.

OFFICE OF REAL ESTATE AND PLANNING

Real estate negotiations net big savings

The Real Estate Services Section assisted many state agencies and universities with their real estate-related needs during fiscal year 2008 while continually auditing the use of state space and land.

Accomplishments during the fiscal year, included the following:

- Helped the Ohio Department of Rehabilitation and Correction (DRC) consolidate its administrative offices, which had been spread across four sites, as well as its parole office to one location at 770 W. Broad St., Columbus. In addition to increasing the ability of DRC to manage its staff with greater efficiency, DRC will save nearly \$700,000 in rent the first year of the contract and save an additional \$3.2 million during the next 10 years. In addition, the property owner paid all of the costs associated with the renovation of the building to meet DRC needs.
- Revisited the lease agreement and space needs of the State Library of Ohio, 274 E. First Ave., Columbus, when seeking savings opportunities and ensuring compliance to state space requirements. After the evaluation identified excess space, negotiations with the property owner resulted in a reduction of rent of nearly \$250,000 annually.
- Helped relocate the main copy center of the Office of State Printing and Mail Services from the General Services Division headquarters on the west side of Columbus to the downtown Lazarus Government Center. Rent at the new location is approximately \$85,000 a year; however, during negotiations it was agreed that State Printing would be granted one year rent-free.
- Coordinated a lease of state land on the Kent State University campus to permit a developer to construct student housing and meeting facilities for Greek Letter Society chapters. Real Estate Services also coordinated the lease of land for a conference/student center at Kent State to provide student organizations with meeting, educational and recreational space.

- Identified approximately 13 acres of excess state property off West Broad Street in Columbus to offer to the City of Columbus for its police heliport. As lead coordinator of the multi-agency sale, Real Estate Services worked with the Ohio departments of Mental Health, Public Safety, Transportation and Youth Services. Real Estate Services also negotiated the transaction, coordinated the introduction of legislation and finalized the sale. The land was transferred at its appraised value of \$195,000.
- Coordinated a multi-jurisdictional joint venture between the U.S. Department of Homeland Security, the Ohio Environmental Protection Agency and the City of Columbus to locate air-monitoring sensors to warn of biological attacks.

Planning and Design aids 103 projects

The Planning and Design Unit provided 27 agencies with space planning and interior design services for 103 projects during fiscal year 2008.

Those projects included the consolidation of the administrative offices of the Ohio Department of Rehabilitation and Correction, which were spread across four sites, and its parole office into renovated space at 770 W. Broad St., Columbus.

Other efforts included the consolidation of all DAS Human Resources Division staff into state-owned space. Some of the employees previously were housed in leased space.

In addition, space on the 33rd floor of the Rhodes State Office Tower, 30 E. Broad St., Columbus, was renovated for the relocation of offices of the Ohio Department of Mental Health and Ohio

Office of Budget and Management to fill space vacated by the Ohio Department of Job and Family Services.

OFFICE OF BUSINESS OPERATIONS

Property bids reach record of nearly \$1.3 million

During fiscal year 2008, more than \$5 million was generated in revenue for the state's investment recovery fund overseen by State and Federal Surplus Services. Of those funds, \$3,518,746 was returned to originating state agencies to replace assets.

The revenue included funds raised from six vehicle auctions and six miscellaneous property auctions. The funds raised from auctioning miscellaneous property totaled a record high \$1,271,505. Revenue from these auctions has climbed from \$531,731 during fiscal year 2004 because of a continuing effort to improve customer relations, marketing and procedures.

A total of 971 vehicles were auctioned during the fiscal year, generating \$2,794,242.

Before items are auctioned to the public, other government entities have the option of purchasing the property. Public service entities purchased 171 surplus vehicles for a total of \$737,000 during fiscal 2008.

During the fiscal year, State and Federal Surplus Services also assisted with the transfer of excess federal property to political subdivisions and other eligible organizations within the State of Ohio. The total original acquisition cost of the items transferred this fiscal year was \$713,336.

Human Resources Division: Overview

Nancy Kelly, Deputy Director

The Human Resources Division, within the Ohio Department of Administrative Services, provides services to help state agencies conduct their personnel functions.

The Office of Benefits Administration Services oversees health benefits and manages disability, workers' compensation and occupational injury leave cases as well as wellness initiatives for state employees.

The Business Office provides financial and administrative support to HRD programs. The office also oversees tuition reimbursement and Exempt Professional Development Program transactions.

The Office of Compensation and Recruitment maintains and administers the classification system and provides training, consulting, recruiting and testing services for state agencies, employees and applicants.

The Office of Human Capital Management Support, which includes the Office of Payroll Administration, processes the state's payroll, garnishments and vendor payments. The office is responsible for the maintenance of all computerized human resources subsystems, creation of all computer-generated reports and data extracts, and access to human resources computer applications.

The Human Resources Support Center provides many HR support services to state agencies, boards and commissions. The center processes and approves personnel actions, maintains certification and layoff lists, coordinates the Drug-Free Workplace Services Program, administers centralized civil service examinations and maintains archived personnel records.

The Office of Information Resources coordinates the Human Resources Conferences, HR Roundtables and other HR initiatives, special projects and events. The office also administers the statewide employee charitable campaigns and coordinates the distribution of information from other agencies and entities to all state employees.

The Office of Learning and Professional Development provides statewide training and learning opportunities for state employees through customized training for agencies, the Human Resources Academy, Ohio Certified Public Manager program, Professional Administrative Support Services (PASS) program, Project Management program, supervisor training courses, and computer and job skill courses.

The Office of Policy Development performs a variety of functions, including providing technical assistance and support to state agencies regarding the application of employment laws and regulations; tracking legislation and regulatory changes affecting state employment practices; training agency HR professionals on employment law issues; reviewing proposed legislation and regulations; evaluating and making recommendations to the director of DAS regarding exempt parity requests from state agencies; and providing legal support to the division.

Human Resources Division: *Highlights*

OFFICE OF BENEFITS ADMINISTRATION SERVICES

Health coverage provided to 130,000-plus

More than 130,000 lives were insured through the five health plans offered to State of Ohio employees and their dependents during fiscal year 2008.

The health plan choices included a preferred provider organization (PPO), known as Ohio Med, which is administered by Medical Mutual of Ohio. The other health plans were offered through the following health maintenance organizations or exclusive provider organizations: Aetna, Paramount, The Health Plan and UnitedHealthcare.

Self-insured plans save millions

All of the health plans offered to state employees became self-insured for the 2008 benefit year, which coincides with the fiscal year.

The plans offered through Paramount and The Health Plan joined Ohio Med, Aetna and UnitedHealthcare as self-insured plans.

Under the self-insured model, the state pays all claims from a fund reserved for such payments. The revenue for the fund comes from the premiums collected from state agencies and employees. The health insurance plans are paid an administrative fee for accepting and processing employee medical claims. By assuming the risk for the claim costs of enrolled state employees and their dependents, the state saves on the fees charged when an insurance company assumes all of the risk and pays the claims themselves.

Conservative estimates show a savings of more than \$20 million annually through use of self-insured plans.

Beyond the cost savings, self-insured plans give the state greater flexibility and more control regarding plan design, benefits offered, co-pay amounts, deductible amounts, claim and usage reports, and the ability to address unique individual employee needs.

Waived premiums save \$30 million

Effective management of the state's self-insured health fund again allowed the state to waive one month of premium payments for employees and state agencies, reducing employee premium payments by approximately \$5 million and saving state agencies approximately \$30 million.

Pharmacy strategy saves \$9 million

Instead of receiving prescription drugs through their health plan, all health plan enrollees began receiving their pharmacy benefits through the same pharmacy benefit manager, Catalyst Rx, during fiscal year 2008, a move that saved approximately \$9 million in pharmacy costs over the previous fiscal year.

This strategy allowed the state to reduce overall prescription drug costs for state employees through leveraged purchasing power.

The consolidated program also encourages the use of generic drugs and mail-order services.

Employees encouraged to Take Charge! Live Well!

The state implemented a comprehensive health management program during fiscal year 2008 designed to help curb employee health care costs.

The purpose of the program – branded *Take Charge! Live Well!* – is to help healthy employees and their families stay healthy and to assist those with health risks improve their health.

The program encourages the adoption of healthy living behaviors, emphasizes the importance of preventive care and provides health care decision support tools. All employees and their spouses enrolled in a state health plan are encouraged to take advantage of health management services, which include a health assessment, individualized health coaching, chronic condition management programs, lifestyle behavior change programs and worksite health screenings.

Participating employees and their participating spouses were eligible to earn up to \$100 each in cash incentives during the fiscal year for participating. More than 31,000 employees received incentive payments totaling approximately \$1.9 million.

During the first eight months of the program, more than 16,000 employees and spouses completed a health assessment, more than 3,000 worked with a health coach and approximately 6,200 participated in biometric health screenings held at 40 state worksites.

A comprehensive communications effort, including print, technology and in-person communication, provided regular health management information and education to employees.

Variety of benefits offered

Benefits Administration Services continued to manage and administer several benefits for state employees beyond the health plans.

During the 2008 fiscal year, Benefits Administration Services managed plans that provided dental, vision and life insurance benefits for approximately 16,000 employees exempt from bargaining units.

Dental benefits were provided through the Delta Dental Plan of Ohio with \$10.3 million in claims paid and administrative fees charged during the fiscal year.

Vision benefits were provided through Vision Service Plan and EyeMed at costs of \$2,930,000 and \$213,400, respectively, for claims paid and administrative fees charged during the fiscal year.

Basic term life insurance coverage, equal to an exempt employee's annual salary, was provided at no cost to exempt employees. Following a competitive bid process the contract was awarded to The Standard Life Insurance Company at a cost of \$1.9 million, a savings of \$100,000 for the fiscal year. In addition to the savings, an occupational accidental death and dismemberment benefit was added at no additional cost. Exempt employees could elect to purchase additional life insurance from Prudential at their own cost, which was paid through payroll deduction. Approximately 6,200 exempt employees took advantage of this supplemental benefit.

Dental, vision and life insurance benefits for bargaining unit employees were administered by the Union Benefits Trust, which received a per-employee monthly fee of \$70 from the state to pay for these benefits. Union Benefits Trust also offered a prepaid legal plan and supplemental life insurance to members who paid the full cost of the coverage.

During fiscal year 2008, a total of 1,070 applications were approved for a total of \$1,373,565 in tuition reimbursement for courses at accredited colleges and universities.

Mental health and chemical dependency services were provided by United Behavioral Health (UBH) to employees and their dependents enrolled in a state-sponsored health care plan. The fiscal year 2008 cost was approximately \$10.8 million. UBH was re-selected to provide these services through a competitive bid process in early 2008.

The state also offers flexible spending accounts that allow eligible employees to pay for eligible health care expenses and dependent care services on a pre-tax basis. To facilitate easier participant access to health care spending account funds, a flexible spending account debit card was implemented in January 2008. A total of 3,913 employees enrolled in the flexible spending accounts for calendar year 2008. A total of 1,819 participants elected to receive the debit card. The third-party administrator for the flexible spending account program is Fringe Benefits Management Company.

BUSINESS OFFICE

Exempts take advantage of training funds

The Exempt Professional Development Program offers tuition reimbursement and professional development training for employees exempt from bargaining units.

Eligible employees have an opportunity to receive up to \$3,000 per fiscal year in tuition reimbursement. During fiscal year 2008, a total of 1,070 applications were approved for a total of \$1,373,565 in tuition reimbursement for courses at accredited colleges and universities.

Eligible exempt employees also have the opportunity to receive up to \$1,500 per fiscal year for professional development training. A total of 1,694 applications were approved during the fiscal year for a total of \$516,828.

OFFICE OF COMPENSATION AND RECRUITMENT

Project saves 400 hours annually

Accomplishments of the Classification and Assessment Unit during fiscal year 2008 included the following:

- Worked with the Ohio Department of Job and Family Services to implement a new format for position descriptions. The project eliminated redundancy by creating a position description library, which will save the customer agency approximately 400 labor hours each year.
- Revised 43 classification specifications, created five new classifications and deleted two classifications in support of state agency requests to better align job duties with agency objectives.
- Reviewed five 1199 Service Employees International Union classifications pursuant to the contract.
- A study of IT classifications was initiated by DAS at the request of the Ohio Department of Job and Family Services and the DAS Office of Information Technology. The study is a collaborative effort between labor and management to improve classification descriptions.
- Held three training sessions about position-description writing and two job analysis trainings for state agency human resources professionals.
- Reviewed and approved 204 position descriptions, 118 position-specific minimum qualifications and processed 66 civil service status changes.

900 class specs reviewed

The County Services Unit reviewed 924 classification specifications in preparation for a rule filing, processed 32 layoffs and reviewed 218 unclassified-designation letters in support of county governments during fiscal year 2008.

Ohio Hiring Management System implemented

The first phase of the Ohio Hiring Management System was implemented in late June 2008.

This system replaced OLEAP (Online Employment Application Process). In addition to accepting online job applications, the Ohio Hiring Management System provides tools for recruitment, testing, applicant tracking and robust reporting capabilities. These enhanced features will allow state agencies to retire current legacy systems used to track this information.

The system is powered by NeoGov Insight software created for the public sector.

The user-friendliness of the system demonstrates to potential recruits that the state is a customer-driven organization.

During the fiscal year, the Talent Acquisition and Recruitment Unit processed approximately 231,000 job applications through OLEAP and an additional 3,138 through the new Ohio Hiring Management System, which was launched the last week of the fiscal year.

This unit also assisted with the recruitment of 125 positions for other state agencies during fiscal year 2008.

Civil service exams updated

The Classification and Assessment Unit created one and revised six civil service examinations during fiscal year 2008 to ensure accurate and valid assessment devices for use by state agencies when filling vacancies.

The unit also worked with the Ohio Department of Rehabilitation and Correction to develop and implement a proficiency test for applicants for corrections sergeant positions.

In addition, the unit completed six formal consultation projects and conducted six job analysis training sessions.

OFFICE OF HUMAN CAPITAL MANAGEMENT SUPPORT**Office supports OAKS module**

The Office of Human Capital Management (HCM) Support processes payroll, benefits and other human resources functions for state agencies, boards and commissions using the OAKS HCM modules.

During fiscal year 2008, the accomplishments of the office included the following:

- The Office of HCM Support and the Office of Policy Development worked with the OAKS security team to perform a comprehensive review of user access to the OAKS HCM modules.
- The Benefits Processing Unit assisted agencies with re-processing more than 22,000 life-change events, held more than 100 lab sessions and coordinated the HCM Benefits Conference held in April 2008 for agency HR

professionals. The members of this unit also worked closely with their counterparts at the OAKS project management office to ensure open enrollment for benefits ran smoothly. State employees made 4,533 changes to their health, dental and vision coverage during the open enrollment period as well as 1,053 dependent-related changes.

- From its creation in February through the end of the fiscal year, the Human Resources and Position Management Unit responded to more than 600 requests for assistance and held trainings for 10 agencies.
- The HCM Reporting and Security Unit developed more than 700 reports.

More than 1.5 million paychecks processed

The Human Capital Management Payroll Unit processed more than 1.5 million paychecks during fiscal year 2008.

The total cost of payroll, including fringe benefits, was \$4,371,334,735.

The office also processed approximately 175,000 court-ordered garnishments from employees' wages for reasons such as child support, bankruptcy, student loans and IRS levies.

In addition, the office processed payments totaling \$3,135,123,186 to more than 700 entities to which a portion of pay was directed, including retirement systems, health insurers, labor unions, credit unions, Medicare, income taxing authorities and third-party administrators for the pre-tax commuter benefits program and health care spending accounts.

HUMAN RESOURCES SUPPORT CENTER 7,500-plus records requests fulfilled

The accomplishments of the Human Resources Support Center during fiscal year 2008 included the following:

- The Employee Records Unit processed 7,557 requests for copies of personnel records, which encompassed 15,486 pages. The unit received 730 requests from the public, including the media, and 6,827 requests from state agencies and county governments.
- The State Services Unit processed 43,884 personnel actions for state agencies to ensure that any activity affecting an employee was in compliance with the Ohio Revised Code, Ohio Administrative Code and all collective bargaining unit agreements.
- The State Services Unit, which also maintains lists of eligible civil service applicants and layoff lists of state employees, analyzed and processed 6,009 personnel actions as they related to the certification and layoff process. The unit generated 933 certification lists that contained 6,748 names.
- The Drug-Free Workplace Services Unit processed 3,347 state pre-employment drug tests and 553 federal pre-employment drug tests. The unit also processed 3,954 state random drug and alcohol tests and 2,498 federal random drug and alcohol tests.
- The Test Services Unit, which administers statewide civil service exams for entry-level job classifications, reviewed more than 21,429 civil service examination applications during fiscal year 2008. The unit also administered 516 civil service examinations to 4,465 applicants.

OFFICE OF INFORMATION RESOURCES **Conference, roundtables held for HR professionals**

The accomplishments of the Office of Information Resources during fiscal year 2008 included the following:

- Approximately 560 human resources professionals attended the Statewide Human Resources Conference held in October 2007. The purpose of this annual conference, which is coordinated by the Office of Information Resources, is to share human resources-related updates, including new laws, policies and procedures, as well as to provide opportunities for participants to exchange ideas and identify available shared resources.
- Two Human Resources Roundtable meetings were held to update human resources professionals about policies, procedures and new HR initiatives. Roundtable meetings focused on the Ohio Performance Review System, training, classification plan changes, early retirement incentives, layoffs, employee benefits and the Ohio Administrative Knowledge System (OAKS).
- Information Resources oversees all three state employee charitable campaigns statewide. Each campaign raised the following amounts statewide during fiscal year 2008: Combined Charitable Campaign, more than \$5.2 million; Operation Feed, 477,624 meals; and Holiday Food Basket, 139,152 meals.
- Information Resources enhances communication to state employees by overseeing a Web site where information of interest to state employees is posted. During fiscal year 2008, 36 announcements were posted to this site, which attracted an average of 2,272 visitors each month.

OFFICE OF LEARNING AND PROFESSIONAL DEVELOPMENT

The Office of Learning and Professional Development provides internal performance consulting, personalized coaching and customized learning for state employees.

Courses offered during fiscal year 2008 and their number of graduates included the following:

- Human Resources Academy, a comprehensive human resources and leadership development program certified by the Society for Human Resource Management (SHRM), graduated 46 students. Seven of the graduates also received their certification from SHRM.
- The Ohio Certified Public Manager Program, a two-year comprehensive management and leadership training program offered in collaboration with state universities, graduated 104 government employees.
- The Professional Administrative Support Services (PASS) program, which provides administrative training for all levels of government employees, was completed by 37 employees.
- A total of 71 employees completed the Project Management program, which is designed to prepare students for the Project Management Institute certification examination.

OFFICE OF POLICY DEVELOPMENT

Workplace domestic violence policy created

Through a partnership with the Ohio Department of Health and the Governor's Office for Women's Initiatives and Outreach, the Office of Policy Development helped to create the Barbara Warner Workplace Domestic Violence Policy and Executive Order 2008-08S.

These documents, which were issued April 16, 2008, provide guidance to state agencies in addressing and reducing occurrences of domestic violence and its impact on the workplace.

The policy also strives to ensure that state agencies offer the necessary services and flexibility to employees who may be dealing with the physical and emotional distress caused by domestic violence and ensures that victims of domestic violence will not face discrimination in employment decisions and that their identity will remain confidential.

To facilitate the implementation of the policy, state employees will receive training on the policy as well as the risk factors associated with, and the impact of, domestic violence.

Adoption/childbirth policy updated

The Office of Policy Development updated the adoption/childbirth leave policy for state employees to standardize practices in several areas, including health insurance payments and how multiple adoptions should be handled under the statute.

State human resources professionals received information about the updated policy at the February 2008 HR Roundtable.

Layoff assistance provided

As a result of budgetary restraints, more than 1,200 state employees were laid off or displaced during fiscal year 2008.

The Office of Policy Development provided assistance to agencies faced with layoffs by reviewing layoff rationales and justifications, verifying and computing employee retention points, assisting with personnel action forms, providing assistance on agency issues and concerns, and verifying that the DAS legal and procedural requirements were met.

Government Performance Project rates Ohio average

The Government Performance Project, a project of the Pew Center on the States, evaluates how well states manage their money, people, infrastructure and information. The project's product is a 50-state report card that provides cross-state comparative information and analyses of individual states. The report card helps state officials learn from each other by identifying what is working in other states.

The Office of Policy Development served as a resource for the "People" section of the project, particularly in the areas of strategic workforce planning, hiring, retaining employees, training and development, and managing employee performance.

Overall, the State of Ohio received a grade of B-, which was the national average.

A copy of the state's report card is available online at http://www.pewcenteronthestates.org/uploadedFiles/PEW_WebGuides_OH.pdf.

OAKS-related support provided

The Office of Policy Development continued to provide ongoing support of the Ohio Administrative Knowledge System (OAKS) project.

The office offered guidance and provided support on a number of procedural changes that were required to be made due to the new OAKS Human Capital Management system.

Mission: To provide quality labor relations services to all agencies covered by the collective bargaining agreements we negotiate. We seek to enable these agencies to develop quality labor relations programs to effectively carry out their missions to better serve the citizens of Ohio.

Office of Collective Bargaining: Overview

Michael Duco, Deputy Director

The Office of Collective Bargaining, within the Ohio Department of Administrative Services, negotiates and administers collective bargaining agreements with five unions representing 14 bargaining units and provides labor relations guidance and dispute resolution services for state agencies, boards and commissions.

The Office of Collective Bargaining serves as the principle representative of the state as an employer and represents state agencies, boards and commissions in all aspects of collective bargaining, providing a central body of expertise in negotiations and administration of the state's collective bargaining agreements. The office assists in directing the state's labor relations policies to help agencies and their respective employees provide high quality services.

To carry out its mission as the state's labor relations representative, the Office of Collective Bargaining consists of the following sections:

Legal Services provides legal advice for the other sections of the office and assists management staff within state agencies with legal issues related to collective bargaining, including providing advocacy services. This section also represents state agencies when employees file unfair labor practice charges with the State Employment Relations Board (SERB) and in representation matters with SERB.

Finance and Administration prepares and analyzes statistical and costing data needed for negotiations and dispute resolution proceedings. This section also provides support for the office through budget development and appropriations, procurements and oversight of information technology.

Labor Relations and Dispute Resolution works with the unions and agencies to schedule all cases that proceed to hearing. This section works directly with agency labor relations personnel representing management at mediations and arbitrations and also provides advocacy services and assists with mediations and arbitrations. In addition, this section assists with the consulting services and training provided to agency staff regarding employee relations.

Training and Central Services helps state agencies remain current with the complex and numerous trends within the collective bargaining and labor relations arena. This section develops all training programs geared toward helping labor relations in state government run efficiently, resourcefully and economically.



Office of Collective Bargaining
100 E. Broad St., 14th Floor
Columbus, Ohio 43215-3607
Telephone: (614) 466-0570
Fax: (614) 644-0121
<http://das.ohio.gov/ocb>

Office of Collective Bargaining: *Highlights*

Agreement negotiated with home care providers

Independent home care providers were granted the opportunity to collectively bargain by Governor Ted Strickland's Executive Order 2007-23S. The independent home care providers chose Service Employees International Union as their exclusive representative in September 2007.

The Office of Collective Bargaining represented the state during the election process and served as the governor's designee for the negotiations.

Nearly 4,500 grievance cases resolved

A total of 4,478 grievances were closed during fiscal year 2008 through settlements, withdrawals or arbitration decisions, which represented 61.2 percent of the total number of grievance cases.

Of the closed cases, 2,913 cases pertained to contract issues, 1,413 were discipline-related cases and 152 were working-out-of-class issue cases.

During fiscal year 2008, OCB processed 1,625 grievance cases through the alternative dispute resolution forum which includes mediations, non-traditional arbitrations and expedited arbitrations.

The alternative dispute resolution system, produced a resolution rate of 54.9 percent.

A total of 184 cases were scheduled to go to main panel arbitration hearings, with 70 of those cases actually proceeding to arbitration and receiving an award from a mutually selected arbitrator.

Out of the 1,493 cases carried forward into the next fiscal year, 1,049 were contract issue cases, 388 were discipline-related cases and 56 were working-out-of-class issue cases.

In addition, the Office of Collective Bargaining handled 69 unfair labor practice charges. Of those, four were withdrawn and 57 were dismissed immediately following investigation by the State Employment Relations Board (SERB). The remaining eight charges were pending resolution at SERB at the end of the fiscal year.

Labor-management cooperative heightened

The efforts of the labor-management cooperative were finely tuned during fiscal year 2008 with several representatives from agencies, unions and the Office of Collective Bargaining attending many labor-management meetings.

A renewed focus on improving attendance at labor-management meetings has increased the ability of the Office of Collective Bargaining and agencies to keep abreast of emerging labor issues and has fostered a further sense of cooperation between labor and management.

One of the major achievements of the committee included the creation of facilitator training for union and management personnel. These facilitators will provide a panel of neutral employees to facilitate labor-management meetings throughout the state.

The Office of Collective Bargaining also worked with internal and external labor organizations to create a labor-management steering committee, which began meeting late in the fiscal year.

OCB trains more than 1,400 employees

More than 1,440 labor relations and human resources professionals received training from the Office of Collective Bargaining during fiscal year 2008.

The Office of Collective Bargaining (OCB) rolled out an improved version of its OCB Academy. The academy was designed to help develop the labor relations skills of labor relations professionals within the State of Ohio. The training program has become more cohesive and now includes a graduation ceremony to address the accomplishments of those who complete all necessary coursework.

The classes offered through OCB Academy as well as classes offered by agency request covered topics such as: Supervising Union Employees, with 391 participants; Arbitration Advocacy, with 90 participants; Administrative Investigations, with 227 participants; and Ohio Performance Review System, with 373 participants.

In addition, the training section continues to offer customized training in all areas pertaining to collective bargaining.

OCB assists with OAKS transition

During fiscal year 2008, the Office of Collective Bargaining began meeting bi-weekly with union representatives to troubleshoot issues related to the new Ohio Administrative Knowledge System (OAKS).

The office continues to serve as a liaison between OAKS, agencies and unions.

Office of Information Technology: Overview

H. Samuel Orth, Deputy Director

The Office of Information Technology, within the Ohio Department of Administrative Services, delivers statewide information technology and telecommunication services, including policy development, lifecycle investment planning and privacy management, to state government agencies.

Infrastructure Services Division operates the IT infrastructure, which includes hardware, software and telecommunications, for the state. The division consists of Enterprise Shared Services, Unified Network Services, Enterprise Computing and Enterprise Operations Security.

Enterprise Shared Services focuses on the efficient use of technologies in support of multi-agency services by offering electronic forms filing and data interchange and exchange as well as geographic information systems services.

Unified Network Services provides voice, data and video solutions to state and local governments. Unified Network Services sub-programs are Network Operations, System Engineering, Telephone Operations and the Ohio Multi-Agency Radio Communications System (MARCS) project.

Enterprise Computing is a provider of shared IT infrastructure and resources, offering a wide complement of traditional data center services across various mainframe and open platforms.

Enterprise Operations Security serves as the coordinator for the state to receive incident reports from external sources and to evaluate and disseminate alerts to state agencies.

Investment and Governance Division provides enterprise-wide management of technology policy, standards, enterprise architecture, investment planning, sourcing planning, complex contracts and complex project support services to support state agencies, boards and commissions in their planning and use of IT.

The division consists of the following program areas:

Contract Management negotiates and manages state term schedules and enterprise-wide IT contracts for hardware, software, professional services and maintenance which are made available to all state agencies and members of the Cooperative Purchasing Program. Contract Management also helps finalize and manage IT contracts that result from competitive sealed proposal processes.

Enterprise Architecture and Policy develops statewide policies, procedures and guidelines on the use of communications and computing technology and enterprise architecture standards.

Investment Management Services administers a statewide program of agency lifecycle IT investment and sourcing planning with an emphasis on aligning the state's investment in IT toward agency core missions and statewide priorities while leveraging economies of scale and cost-reduction strategies.

Digital Government coordinates strategies for delivery of government information and services electronically. Digital Government oversees the Ohio Portal Group and Ohio Business Gateway.

The Ohio Portal Group supports efforts to help citizens, business partners and state employees access to state information and services via the Web.

Digital Government also provides coordination of the strategic and project aspects of the Ohio Business Gateway, a multi-agency reporting and payment application for businesses.

Ohio Administrative Knowledge System (OAKS) Project Management Office

oversees OAKS, an enterprise resource planning software system integrating central government business functions, including human resources, procurement, budgeting, accounting and asset management.

Office of the Chief Privacy Officer gives guidance, counsel and direction that align state-wide law, policy and practices with recognized fair information principles. To meet these goals, the Chief Privacy Officer assists in the development of statewide policies, standards and procedures as well as the drafting of executive orders, legislation and administrative rules. In addition, the office acts as a centralized resource for interagency discussion about privacy and security issues as well as the sharing of best practices. The Chief Privacy Officer also is a resource for the citizens and businesses of Ohio as they seek to learn more about how to improve their privacy and security practices.

OhioDAS

Office of Information Technology
30 E. Broad St., 39th Floor
Columbus, Ohio 43215-3414
Telephone: (614) 644-6446
Fax: (614) 644-9382
<http://oit.ohio.gov>

The size and speed of this implementation is unprecedented and could not have been done without the hard work and commitment of each agency's IT staff.

Office of Information Technology: *Highlights*

PRIVACY AND SECURITY SECTION

Encryption standard set

During fiscal year 2008, the Office of Information Technology released a new IT standard that established requirements for the encryption of sensitive data.

All state agencies must adhere to the new encryption requirements.

ITS-SEC-01, "Data Encryption and Cryptography," established the technical standard for encryption. In addition, a CIO bulletin was issued in conjunction with the standard and provides guidance on where to implement the standard.

The new encryption standard was a major part of the response to a June 2007 data theft incident.

Data encryption software selected

The Office of Information Technology selected encryption software, SafeBoot, to protect data and increase security on the state's storage devices.

SafeBoot is designed to protect a variety of storage devices including laptops, personal computers, personal digital assistants, memory sticks, smart phones, DVDs and CDs.

OIT staff collaborated with members of the Multi-Agency CIO Advisory Council to select the product on the state's behalf.

Since December 2007, state agencies have been hard at work implementing SafeBoot endpoint encryption on their computers. More than 50,000 licenses have been issued or were in the process of being issued by the end of fiscal year 2008.

The size and speed of this implementation is unprecedented and could not have been done without the hard work and commitment of each agency's IT staff.

Privacy and security efforts expanded

Despite its scope, the SafeBoot implementation is just a part of a greater push for enhanced data protection.

The data protection subcommittee of the Multi-Agency CIO Advisory Council has been busy with a number of security initiatives.

For example, OIT worked with the subcommittee to initiate an enterprise purchase program for a technology service that tracks missing desktop and laptop computers. The service, Computrace, has been made available to state agencies at discounts negotiated by OIT. Several major state agencies are participating in the program and have acquired a total of about 14,000 licenses.

OIT also arranged a kick-start program to assist agencies with the implementation of Computrace.

IT security Web site created

A new Web site was established during fiscal year 2008 to provide an IT privacy and security knowledge center for Ohio citizens and businesses as well as state employees.

The State of Ohio Privacy and Security Information Center is a one-stop shop for state security tools, resources and other information. It is located at privacy.ohio.gov.

When north central Ohio was ravaged by flooding in August 2007, the Office of Information Technology helped first responders map river elevations in the flooded counties.

INFRASTRUCTURE SERVICES DIVISION **MARCS expands interstate interoperability**

Ohio's Multi-Agency Radio Communication System (MARCS), which serves more than 600 agencies throughout the state, had several successes during fiscal year 2008, including the following:

- Interstate interoperability was enhanced and tested several times during the fiscal year.

For example, MARCS and other Ohio public safety and first responders took part in an interstate emergency exercise with West Virginia in December 2007. Since that time, Mason County, W. Va., has become a MARCS subscriber and several other West Virginia agencies have begun working toward becoming subscribers.

The West Virginia Emergency Operations Center Mobile Command Vehicle received MARCS capability in June 2008.

The Ohio National Guard participated in an interstate exercise with the Indiana National Guard in July 2007. The agencies successfully communicated using their respective 800 MHz systems.

- MARCS provided first responders in multiple Ohio counties with essential radio communication during flooding in north central Ohio in August 2007. Officials from the Ohio Department of Transportation and Ohio State Highway Patrol were able to direct first-responders around flooded roads.

In addition, responders were able to provide advance notice to areas downstream as to how fast and high waters were rising. Agencies were able to evacuate before the water rose in their communities, saving lives and property.

In the city of Shelby, rising floodwaters cut off essential communication between first-responders so MARCS radios were given to city and Richland County officials to allow them to coordinate rescue efforts.

In the city of Findlay, MARCS radios were used to coordinate flood rescues. Officials used MARCS radios in Findlay for several days and in one instance used a radio to request an airboat from the city of Cambridge, more than 175 miles away.

- The Ohio Turnpike Commission joined MARCS with 150 mobile and portable radios, two computer-aided dispatch terminals and 75 mobile data terminals in July 2007. This effort connected 241 miles of highway.
- MARCS staff responded to a train derailment in Painesville in November 2007.

MARCS serves 17 state agencies, 111 local health departments, 191 hospitals, all 88 county sheriff's offices and county Emergency Management Agencies, and more than 400 fire, police, first-responder and service department agencies. MARCS supports voice and data services, utilizing a total of 203 tower sites and supporting more than 24,400 voice users and more than 1,800 data devices.

OGRIP aids response to floods

When north central Ohio was ravaged by flooding in August 2007, the Office of Information Technology helped first responders map river elevations in the flooded counties.

The Infrastructure Services Division's Ohio Geographically Referenced Imaging Project (OGRIP) and the Location Based Response System (LBRS) were used to assist the Ohio Emergency Management Agency during the flooding.

The main help desk for the Ohio Administrative Knowledge System (OAKS), which is operated by the Infrastructure Services Division, answered 92,543 calls and 24,006 e-mails during the fiscal year.

OIT supported the response by providing spatial data – imagery, digital elevation models, Light Detection and Ranging (LiDAR) as well as LBRS centerline and address data where available.

Assistance also was provided during other flooding in February 2008.

Broadband Ohio Initiative launched

Governor Ted Strickland signed an executive order establishing the Ohio Broadband Council and the Broadband Ohio Network on July 27, 2007. The order charged the Office of Information Technology and the Ohio Supercomputer Center with coordinating and expanding access to the state's broadband data network.

The order established the Ohio Broadband Council to coordinate efforts to extend access to the Broadband Ohio Network to every county in Ohio. The goal is to expand access to high-speed Internet service to unserved parts of the state. The order directs state agencies to use the Broadband Ohio Network rather than the patchwork of public and private networks presently in use, allowing the state to realize efficiencies.

In addition to developing a plan for statewide broadband deployment, the Ohio Broadband Council is charged with coordinating all state-funded broadband initiatives, pursuing additional federal investments in broadband, promoting public and private broadband initiatives and addressing the digital divide in Ohio's rural and urban areas.

Connect Ohio, a non-profit organization was established to work with the telecommunication providers and communities to bring digital inclusion to Ohio residents and businesses.

Connect Ohio released the state's first broadband inventory map and technology assessment in June 2008.

The primary goal of the mapping and research process is to pinpoint areas of Ohio that do not currently have access or subscribe to broadband technology. Initial data shows that 92 percent of Ohio households have access to broadband services while only 55 percent subscribe.

Additional information is available at ohiobroadbandcouncil.org.

Help desk answers the call

The main help desk for the Ohio Administrative Knowledge System (OAKS), which is operated by the Infrastructure Services Division, answered 92,543 calls and 24,006 e-mails during the fiscal year.

INVESTMENT AND GOVERNANCE DIVISION

IT spending controls save \$22.5 million

During the last half of the fiscal year, the Investment and Governance Division designed and carried out IT portions of the statewide equipment spending controls.

The spending controls were the result of an executive order which Governor Ted Strickland issued Jan. 31, 2008, in response to a deteriorating fiscal outlook.

To help implement the spending controls, division representatives visited the top 20 agencies accounting for 98 percent of the state's IT expenditures.

By the end of the fiscal year, approximately \$22.5 million in deferred single agency hardware and software spending was realized, including \$14.5 million directly attributable to the Office of Information Technology's spending control program efforts with agencies.

Pilot project nets \$500,000 savings

In July 2007, the Investment and Governance Division published a printer-total-cost-of-ownership standard that requires agencies to apply a total-cost-of-ownership approach to new printer purchases.

The total-cost-of-ownership model, which also went through a pilot review by several state agencies, showed that significant cost savings could be achieved by choosing a printer based on printer cost, warranty and cost of consumables, rather than printer cost alone.

The pilot study, involving three agencies and three types of printers, resulted in cost reductions of \$500,000 over what would have been selected without a total-cost-of-ownership consideration.

IT investment planning program redesigned

In November 2007, the Investment and Governance Division unveiled a 12-point improvement plan for substantially re-engineering the state's longstanding agency IT planning program.

Gartner, an IT research and advisory company, requested to monitor progress made in rolling out the revamped program, citing it to be a likely national model for IT investment planning in a large federated environment and a candidate for a featured whitepaper.

Newly instituted hallmarks of the revamped program noted by Gartner included:

- ensuring the alignment of agency IT investments to an established set of administration priorities;
- refocusing governance decision-making from reactively late in the lifecycle during the purchasing process to proactively early in the lifecycle during the planning process;
- establishing business partnerships with agencies and stakeholders where investment and effort coordination occurs proactively as early as possible;
- deploying a redesigned, streamlined online IT investment planning application;
- tying IT investment planning directly to budgeting and sourcing as part of a comprehensive lifecycle approach to IT investment;
- expanding participation in the program to all applicable executive agencies;
- intercepting and identifying opportunities for interagency cooperation and leveraging the state's buying power.

The investment planning program has been expanded from 68 participating agencies to 82, the most since the program began in 1988.

In addition, 195 agency representatives participated in the biennial all-agency IT investment planning workshops, up from 100 previously.

A streamlined plan filing application was launched. Before the end of the fiscal year, 59 one-on-one agency coordination meetings were conducted as well as 10 stakeholder briefings – both indicators of the new emphasis on the proactive business partnership aspect of the revamped program.

Web accessibility policy created

OIT issued a Web site accessibility policy effective Aug. 20, 2007.

The policy requires state agencies to adopt a basic set of Web site accessibility standards for the sensory disabled as required by the Rehabilitation Act.

The policy was developed in collaboration with an 18-agency working group and was subject to a neutral, third-party independent review.

DIGITAL GOVERNMENT**Ohio Business Gateway to reduce burden for Ohio businesses**

The first phase of the Advantage Ohio initiative's Ohio Business Gateway Enhancement project was implemented in March 2008 when the transactional Ohio Business Gateway was merged with the informational state business portal.

The Ohio Business Gateway is an online system implemented in 2001 to allow businesses to file transactions and submit payments to multiple state agencies from one location.

The goal of the current project is to grow the Ohio Business Gateway to act as the primary online face of state government to the business community. The project is an element of the larger Advantage Ohio initiative focusing on regulatory reform and other efforts to make Ohio more competitive and appealing to the business community.

The Ohio Business Gateway helps mask the complexity of internal state structures and processes from businesses to simplify their interaction with the state.

Web site standards implemented

After receiving state agency input, OIT published a Web Site standardization policy in March 2008.

The goal of standardization is to give a common look to state agency Web sites and to more clearly systematize access to information.

OHIO ADMINISTRATIVE KNOWLEDGE SYSTEM PROJECT MANAGEMENT OFFICE

Editor's note: Please see the Agency-Wide Initiatives section for accomplishments related to the Ohio Administrative Knowledge System (OAKS) project office.

Agency-wide Initiatives

This section covers the progress of some of the major agency-wide initiatives as well as the work of the DAS Administrative Support Division.

OHIO ADMINISTRATIVE KNOWLEDGE SYSTEM

Financial functions tied into OAKS

DAS continued to play several critical roles in the continued implementation of the Ohio Administrative Knowledge System – known as OAKS – during fiscal year 2008.

The financial functions of state government were tied into OAKS with the implementation of the system's third release in July 2007.

In addition, the DAS Office of Information Technology was tapped to establish the steady-state organization for OAKS.

The financials release included the general ledger, accounts receivable, purchasing and accounts payable functions. The release, which was led by the Ohio Office of Budget and Management (OBM), allowed OBM to retire the Central Accounting System through which the state's financial transactions had been accomplished for many years.

The launching of the financial system's billing module followed in January 2008. The billing module enables users to create bills, print invoices and correct invoices. Once a bill is created, the OAKS billing module automatically routes an invoice into the OAKS accounts receivable module as a pending item. In addition, revenue created from the billing module is posted directly to the OAKS general ledger.

In addition, the Human Capital Management portion of OAKS was expanded with the implemen-

tation of the time and labor module and expansion of the benefits module. More information about those releases is listed below.

DAS pilots new timekeeping system

A new employee timekeeping system was introduced during fiscal year 2008.

Due to its role as an OAKS agency sponsor, DAS served as the pilot agency for the OAKS time and labor module, which went live in January 2008.

Using the new Web-based system, employees enter leave and overtime requests directly into the system.

Mandatory training sessions were held to teach DAS employees to use the new system. Optional labs also were held to further assist employees.

The OAKS timekeeping system was implemented at the following six additional state agencies before the end of the fiscal year: the Ohio Board of Tax Appeals, Ohio Civil Rights Commission, Ohio Department of Alcohol and Drug Addiction Services, Ohio Office of Budget and Management, Ohio Treasurer of State and the Ohio Tuition Trust Authority.

Benefits managing capabilities enhanced

Enhancements were made during fiscal year 2008 to the eBenefits module to grant employees the ability to update or make changes to their benefits information through the OAKS Self-Service Web site.

The agency also processed about \$15 million in payroll for its customers and also served two non-customer agencies during gaps in staffing.

When eBenefits was first released in April 2007, state employees could use the functionality only to make health care elections during the benefits open enrollment period.

Beginning in February 2008, employees could utilize eBenefits to:

- View a summary of their health benefits;
- Add or remove dependents on their health insurance coverage following a life event, such as birth, adoption, marriage or divorce;
- Enroll themselves and their dependents in health, dental and vision coverage after they become eligible;
- Enroll or waive coverage in the event their spouse gains or loses employer-sponsored coverage.

CENTRAL SERVICE AGENCY

CSA brings boards into OAKS

The fiscal year accomplishments of the Central Service Agency included setting up its customers into the Ohio Administrative Knowledge System (OAKS) and training them how to use the new electronic work flow process.

The Central Service Agency, which is part of the DAS Office of Finance, provides payroll, administrative and financial services for boards and commissions.

During fiscal year 2008, the agency processed 24,018 fiscal documents for state professional licensing boards and commissions who do not have staff to perform these functions.

The agency also processed about \$15 million in payroll for its customers and also served two non-customer agencies during gaps in staffing.

SCHOOL EMPLOYEES HEALTH CARE BOARD

Board adopts best practices

DAS has continued to provide administrative support to the School Employees Health Care Board and its advisory committee.

The School Employees Health Care Board was created by the legislature to help school boards throughout the state improve the benefits and health status of their employees. With the assistance of an advisory committee composed of 18 members from nine constituent groups, the board is empowered to establish best practice standards designed to lower health-care expenditures without reducing benefit levels or shifting costs.

The board has been challenged with identifying and implementing best practices which will help public school districts throughout Ohio assure that their health care dollars are wisely spent, maximizing value and measurably improving the health of the state's 200,000 public school employees and their 500,000 family members.

In May 2008 the board adopted the first set of best practices to be adopted by all health-care plans providing coverage to public school employees and their families. This set of best practices requires that all such health-care plans implement wellness or healthy lifestyle programs, institute disease state management for chronic conditions, provide access to clinically superior care for complex medical conditions and conduct periodic dependent eligibility audits.

In addition, the board began working with the Ohio Department of Health to expand the Tobacco-Free Schools program to all Ohio school districts. The board also began serving as a resource

Employees contributed \$159,726 to the 2007 State of Ohio Combined Charitable Campaign, surpassing the assigned goal by nearly 43 percent.

for the Ohio Office of Budget and Management on a project designed to improve the collection and use of school district financial data. The goal of this project is to collect more relevant data in ways that can lead to better use of resources as proposed by Governor Ted Strickland in his 2007 State of the State address.

ADMINISTRATIVE SUPPORT DIVISION

Division serves as backbone

The Administrative Support Division serves as the backbone for DAS. Its component offices and their duties are as follows:

- The Office of the Director provides guidance and policy to all DAS divisions.
- The Office of the Chief Legal Counsel provides legal services to DAS divisions, ranging from assisting the Ohio Attorney General in trial preparation and discovery to reviewing contract awards and certifications, advising on administrative rules and statutory requirements and providing recommendations on procurement, construction management, labor and human resources matters.
- The Office of Communications and External Relations oversees media relations and promotes DAS programs and services. The office also serves as the liaison between DAS and the legislature.
- The Office of Employee Services is responsible for all aspects of human resources for DAS, including payroll, benefits, EEO compliance, classification and compensation, recruitment and labor relations as well as several employee programs such as charitable campaigns, blood drives and the agency employee recognition program.

- The Office of Finance establishes fiscal policy for the agency and provides fiscal services and support in the areas of budgeting, accounting, financial reporting and internal control.
- The Office of Information Technology Services provides information technology support for DAS, the Office of the Governor and state boards and commissions.

GIVING BACK

Employees continue tradition of giving

DAS employees continued their long tradition of giving back to the community during fiscal year 2008.

For example, employees contributed \$159,726 to the 2007 State of Ohio Combined Charitable Campaign, surpassing the assigned goal by nearly 43 percent. The statewide campaign was co-chaired by DAS Director Hugh Quill, who was appointed to lead the effort by Governor Ted Strickland.

Several employees used leave time to volunteer for the campaign's Community Care Day, a day held each September when volunteers from throughout the community assist nonprofit organizations. Volunteers from DAS spent the day at the Westside Child Care Center in Columbus. Their tasks included sweeping floors, cleaning windows and landscaping the playground.

DAS employees also contributed \$6,033.50 and 2,054 pounds of food to the Mid-Ohio FoodBank as part of the 2007 Holiday Food Basket Campaign.

Employees also donated the equivalent of 16,864 meals to the Mid-Ohio FoodBank during the 2008 Operation Feed campaign.

In addition, a total of 167 productive units of blood were collected at nine DAS-sponsored blood drives held in the Rhodes Tower Blood Donor Center and DAS General Services Division headquarters. Collectively, these units potentially saved more than 500 lives.

2008 Fiscal Year Departmental Disbursements

The disbursements of the Ohio Department of Administrative Services during fiscal year 2008 totaled \$347,113,287.

Disbursements included statewide support services totaling \$150.8 million. These funds consisted primarily of rent and maintenance payments for state-owned and -occupied buildings.

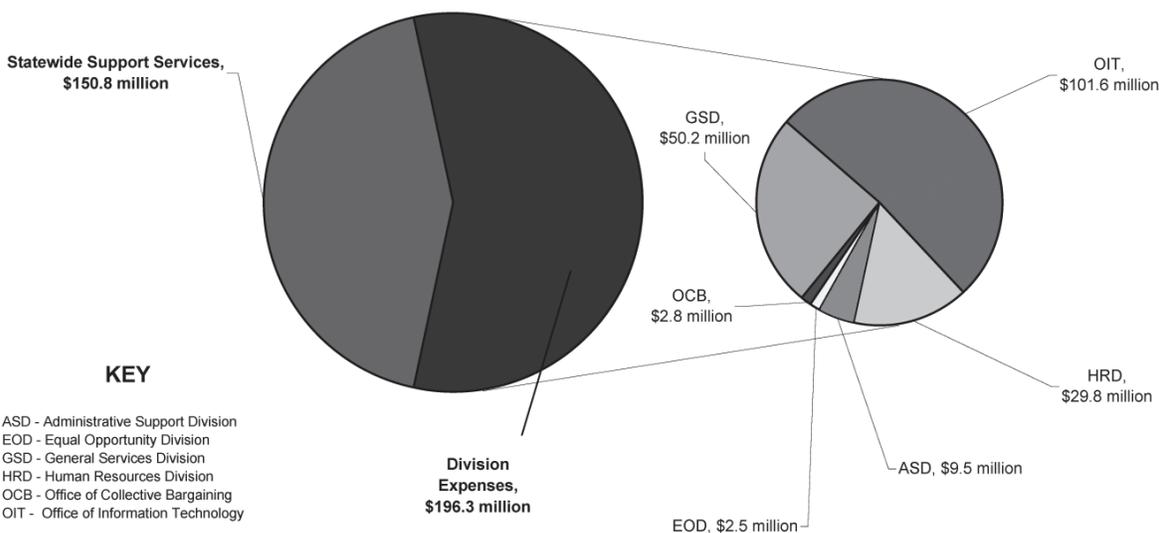
The remaining disbursements were the expenses of the DAS divisions, which totaled \$196.3 million, which was less than 57 percent of the total DAS disbursements for the year.

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: Equal Opportunity Division, \$2.5 million; General Services Division, \$50.2 million; Human Resources Division, \$29.8 million; Office of Collective Bargaining, \$2.8 million; Office of Information Technology, \$101.6 million; and Administrative Support Division, \$9.5 million.

Of the total division expenses, only 6.3 percent – \$12.3 million – was funded through the state’s general revenue fund.

Fiscal Year 2008 Disbursements



Boards and Commissions

The Ohio Department of Administrative Services is assigned to the following boards and commissions:

Capitol Square Review and Advisory Board

Governor's Residence Advisory Commission

Ohio Commission on African-American Males

Ohio Dr. Martin Luther King, Jr. Holiday Commission

Ohio Emergency Management Agency

Ohio Public Employees Retirement System

Ohio School Facilities Commission

Ohio Veterans Home

Public Employees Deferred Compensation Board

School Employees Health Care Board

State of Ohio Vehicle Management Commission

Acknowledgments

Office of the Director

Hugh Quill
Director

Richard Hickman
Assistant Director

Equal Opportunity Division

Darryl Peal
Former Deputy Director

General Services Division

Jeffrey Westhoven
Deputy Director

Human Resources Division

Nancy Kelly
Deputy Director

Office of Collective Bargaining

Michael Duco
Deputy Director

Office of Information Technology

R. Steve Edmonson
Former State Chief Information Officer

Office of Communications

Ron Sylvester
Deputy Director

Molly O'Reilly
Editor

Trace Hull
Designer

Ashley González
Contributor

Ohio Department of Administrative Services

Annual Report

2008

Our mission: To provide quality service, specialized support and innovative solutions for the effective operation of Ohio government.

OhioDAS

Ohio Department of Administrative Services

Ted Strickland, Governor

Hugh Quill, Director

Telephone: (614) 466-6511

Fax: (614) 644-8151

<http://das.ohio.gov>