A regular meeting of the DAS Customer Council was held on Wednesday, August 3, in Conference Rooms 5 and 6 in the Hoover Building at 1305 E. Walnut, Des Moines, Iowa. The meeting was called to order by Chair Kraig Paulsen at 1:02 p.m.

MEMBERS PRESENT

Kraig Paulsen, Department of Management (DOM), Chair
Adam Steen, Department of Administrative Service (DAS), Vice-Chair
John Benson, Homeland Security and Emergency Management Division
Kelly Garcia, Department of Human Services
Larry Johnson, Department of Inspections and Appeals
Ann Lebo, Iowa Department of Education
Linda Miller, Iowa Department on Aging
Beth Skinner, Department of Corrections¹
Beth Townsend, Iowa Workforce Development
Mark Wiederspan, Iowa College Student Aid Commission

ALTERNATES

Kevin Beichley, Department of Transportation (DOT)² Megan Tooker, Iowa Lottery Authority³

MEMBERS ABSENT

Jon Cleereman, Judicial Branch

Debi Durham, Iowa Economic Development Authority (IEDA) and Iowa Finance Authority (IFA), Ex-Officio Member

Kayla Lyon, Department of Natural Resources (DNR)

Scott Marler, Department of Transportation – sent an approved alternate

Meghan Nelson, Legislative Branch (House)

Charlie Smithson, Legislative Branch (Senate)

Matt Strawn, Iowa Lottery Authority – sent an approved alternate

OTHER ATTENDEES

Marie Agey, DAS
Brent Arntzen, DAS
Matt Behrens, Office of the Chief Information Officer (OCIO)
Wes Breckenridge, Iowa Law Enforcement Academy (ILEA)
Jennifer Caldwell, DAS

¹ Beth Skinner, Director of the Department of Corrections, participated via phone.

² Kevin Beichley attended as an approved alternate for Scott Marler, Director of the Department of Transportation. A notice regarding this vote was posted on the Public Meeting Calendar at 4:00 p.m. on Tuesday, August 2, giving the public an opportunity to be copied on the electronic voting, which closed at 10:00 a.m. on Wednesday, August 3. Mr. Beichley was approved as an alternate.

³ Megan Tooker attended as an approved alternate for Matt Strawn, Chief Executive Officer of the Iowa Lottery Authority. Voting for Ms. Tooker and Mr. Beichley took place at the same time via public electronic voting. Ms. Tooker was approved as an alternate.

Susan Churchill, DAS, responsible for taking meeting minutes

Mike Cornelison, DAS

Matthew Durand, DAS

Steve French, Department of Public Defense

Tera Granger, DAS

Jack Heuton, ILEA

Ben Keenan, DAS

Dylan Keller, Legislative Branch (Senate)

Ermin Kremic, DAS

Allen Meyer, DAS

Nick Miller, DAS

Alex Moon, DNR

Jennifer Nelson, DNR

Rick Peterson, IDEA

Sherry Poole, ILEA

Nathan Reckman, DAS

Erin Reinders, DAS

Megan Schlesky, Legislative Branch (Senate)

Deb Scrowther, DOM

Maria Wagenhofer, Legislative Services Agency

Tami Wiencek, DAS

A few others were present who did not sign-in.

AGENDA ITEMS

- I. The meeting was called to order at 1:02 p.m. by Chair Kraig Paulsen.
- II. Roll Call taken by Vice-Chair Adam Steen
- III. Approval of Minutes from Meeting on July 27, 2021
 - A. **MOTION:** Linda Miller made a motion to approve the minutes.
 - B. Beth Townsend seconded the motion.
 - C. Members not present during the 2021 meeting abstained.
 - D. Motion passed unanimously by members present during 2021 meeting.
- IV. Council Membership Chair Paulsen reviewed the membership terms expiring on August 31, 2022.⁴
- V. Summary of Customer Council Business Plan Vice-Chair Steen:
 - A. Provided a brief overview of the Business Plan and Report to the Customer Council.
 - B. Explained how to access agency impact statements.

⁴ A listing of Council Members with corresponding term expiration dates can be found on the Customer Council website.

- VI. Review of Rate Proposals by DAS Vice-Chair Steen reviewed proposed rate changes, as outlined in the Business Plan; Council Members discussed the proposed changes; and Chair Paulsen brought all action items to the floor for one collective vote. Action items are for FY23 and FY24 only; proposed rate changes for FY25 were provided to Council Members to give them a larger view of anticipated rates.
 - A. General Services Enterprise proposed two rate increases for FY25 and two rate adjustments for previously approved FY23 rates.
 - 1. Associate Rate Complex proposal for FY25
 - a. Increase from \$7.00 per square foot to \$7.25 per square foot.
 - b. Rate based on square footage of space occupied.
 - 2. Design and Construction Services proposal for FY25
 - a. Increase from \$100.00 per hour to \$115.00 per hour.
 - b. Rate based on an hourly rate.
 - 3. Space Management proposal for FY23 Action Item
 - a. Adjusted rate increase from \$85.00 per hour to \$95.00 per hour.
 - b. Rate based on an hourly rate.
 - 4. State Surplus proposal for FY23 Action Item
 - a. Adjusted rate increase from \$85.00 per hour to \$95.00 per hour.
 - b. Cost is paid by surplus property sales proceeds.
 - B. Human Resources Enterprise (HRE) proposed one rate increase for FY25, five rate increases for FY24, and one rate adjustment for a previously approved FY23 rate.
 - 1. Merit and Non-Merit Employment Services proposal for FY25
 - a. Increase from \$73.44 per filled position to \$90.00 per filled position.
 - b. Rate based on a five-quarter average.
 - 2. Benefits proposal for FY24 Action Item
 - a. Increase from \$40.92 per filled position to \$50.16.
 - b. Rate based on a five-quarter average.
 - 3. Personnel Officers proposal for FY24 Action Item
 - a. Increase from \$93.00 per filled position to \$111.24 per filled position.
 - b. Rate based on a five-quarter average.
 - 4. Merit Only Employment Services proposal for FY24 Action Item
 - a. Increase from \$23.68 per filled position to \$30.60 per filled position.
 - b. Rate based on a five-quarter average.
 - 5. Training proposal for FY24 Action Item
 - a. Increase from \$27.60 per filled position to \$42.60 per filled position.
 - b. Rate base on a five-quarter average.
 - 6. Family and Medical Leave Act (FMLA) proposal for FY23 and FY24- Action Items
 - a. Approved rate for FY23 was \$33.96 per filled position.
 - b. Rate based on five-quarter average.
 - c. DAS is proposing an adjusted increase for the FY23 rate to \$43.80 per filled position and a rate of \$43.80 per filled position for FY24.
 - C. There were no proposed changes for Central Procurement/Fleet Services Enterprise or State Accounting Enterprise.
 - D. The Council discussed the proposed rates for Human Resources Enterprise.
 - 1. Reasons for the increases:
 - a. The addition of staff members.

- DAS did not renew its contract with Reed Group and brought FMLA administration back in-house; new employees were hired to handle the increase in workload.
- ii. HRE had vacant positions in each bureau, which have now been filled
- b. Improvements in Performance and Development Solutions (PDS), which is the DAS training area.
 - DAS has a new Learning Management System (LMS); for two years, HRE paid for this upgraded computer system, but now has issued a utility fee.
 - ii. DAS will hire a new Program Coordinator in FY24.
 - iii. Vice-Chair Steen stated DAS is setting up "comprehensive and robust" training classes, many of which will be mandatory for State of lowa managers and supervisors to address the current gap in needed training.
- 2. Concerns of Council Members
 - a. Because training rates are based on filled positions, agencies will have difficulty paying the increase with status quo funding.
 - Kelly Garcia requested a clear Service Level Agreement, outlining the new training program and providing a detail of the benefits of the training to agencies.
 - c. Ann Lebo asked if the State was moving toward centralized training for agencies.
 - i. Chair Paulsen replied that some training will be centralized.
 - ii. Examples include the Preventing Sexual Harassment class and training classes for managers and supervisors.
- E. Chair Paulsen asked for a motion to approve the FY23 rate adjustments and FY24 rate proposals.
 - 1. **MOTION**: Linda Miller made a motion to approve the rates.
 - 2. Larry Johnson seconded the motion.
 - 3. Motion passed unanimously.
- VII. Rate Discussion by OCIO Matt Behrens, Interim Director and Chief Information Officer, provided an update on OCIO rates.
 - A. OCIO is trying to level out rates to have zero profit.
 - B. FY23 impact statements will be sent to agencies on August 4, 2022, and OCIO will be happy to meet with agencies to discuss rates.
 - C. OCIO has 40 rates and uses a variety of methodologies: FTEs, five-quarter averages, rolling averages, and usage.
 - D. Estimates are based on OCIO forecasting.
 - E. For FY24 and beyond, OCIO and DOM will be exploring a hybrid financial model from a rate-based system to an appropriation for infrastructure and cybersecurity; benefits would include:
 - 1. A centralized, unified approach to infrastructure and cybersecurity.
 - 2. No cost to departments for technology they have to have (similar to DAS utility fees).
 - 3. Only special jobs would have a cost (similar to DAS marketplace fees).

VIII. Call for Subcommittees

- A. Chair Paulsen will put together a five-member Workers' Compensation Subcommittee, including members from the Department of Public Safety, DOC, and DAS.
- B. He will contact individuals after the meeting.
- IX. Meeting adjourned at 2:08 p.m.