

## **DAS CUSTOMER COUNCIL MEETING MINUTES: August 3, 2022**

*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 Corrections<sup>1</sup>  
Beth Townsend, Iowa Workforce Development  
Mark Wiederspan, Iowa College Student Aid Commission

### **ALTERNATES**

Kevin Beichley, Department of Transportation (DOT)<sup>2</sup>  
Megan Tooker, Iowa Lottery Authority<sup>3</sup>

### **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

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<sup>1</sup> Beth Skinner, Director of the Department of Corrections, participated via phone.

<sup>2</sup> 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.

<sup>3</sup> 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.

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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.<sup>4</sup>
- 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.

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<sup>4</sup> A listing of Council Members with corresponding term expiration dates can be found on the Customer Council [website](#).

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- 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.



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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.