

Discussion of DAS Customer Council August 11, 2023

This discussion about the upcoming DAS Customer Council meeting was held on Friday, August 11, 2023, in Conference Rooms 5 and 6 in the Hoover Building at 1305 E. Walnut, Des Moines, Iowa. The meeting was called to order at 10:30 a.m.

CABINET DEPARTMENT REPRESENTATIVES PRESENT

Aaron Baack, Department of Inspections, Appeals, and Licensing (DIAL)
Matt Bender, Iowa Department of Revenue (IDR)
Steve Dick, Department of Corrections (DOC)
Stephen French Department of Public Defense (DPD)
Troy Jerman, Department of Transportation (DOT)
Jared Kirby, Department of Insurance and Financial Services (DIFS)
Alex Moon, Department of Natural Resources (DNR)
Bethany Coop, Iowa Economic Development Authority/Iowa Finance Authority (IEDA/IFA)
Sarah Reisetter, Health and Human Services (HHS)
Katie Waters, Homeland Security and Emergency Management (HSEM)
Ryan West, Iowa Workforce Development (IWD)
Nathan Wilson, Iowa Department of Veterans Affairs (IDVA)
Earl Whipple, Department of Education (DOE)
James Wittenwyler, Department of Public Safety (DPS)

DAS AND DOM EMPLOYEES PRESENT

Kraig Paulsen, Department of Management (DOM), Customer Council Chair
Adam Steen, Department of Administrative Service (DAS), Customer Council Vice-Chair
Ermin Begovic, DAS
Susan Churchill, DAS, responsible for taking meeting minutes
Charlie Cross, DAS
Matt Durand, DOM
Lisa Elliott, DAS
Dave Fardal, DOM
Mirela Jusic, DAS
Allen Meyer, DAS
Nick Miller, DAS
Nathan Reckman, DAS
Erin Reinders, DAS
Gloria Van Rees, DOM

AGENDA ITEMS

- I. The meeting was called to order at 10:30 a.m.
- II. Director Kraig Paulsen explained the new structure and timing for DAS Customer Council Meetings moving forward.
 - A. DAS and DOM will hold an in-person meeting with a key employee from each cabinet agency to provide data on rates and methodology, along with agency impact statements.¹

¹ This meeting on August 11, 2023, was the in-person meeting with key cabinet agency employees. Since this was not an official Customer Council Meeting, there will not be a vote on these meeting minutes.

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- B. These key employees will discuss the data with their cabinet directors.
 - C. DAS and DOM will schedule a time for cabinet directors to vote.
- III. The group briefly discussed the *FY24 and FY25 Rates and Methodologies* document.
- IV. DAS and DOM would like to create a Working Group to review the Workers' Compensation rate methodology.
- A. Those interested in joining the Working Group were advised to email susan.churchill@iowa.gov by early September 2023.
 - B. Jim Wittenwyler stated DPS would like to participate.
 - C. Steve Dick stated DOC would like to participate, and he would recruit individuals from a couple correctional facilities.
- V. The meeting adjourned at 10:47 a.m.