



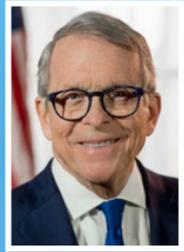
2020

Fiscal Year
ANNUAL REPORT

Ohio

**Department of
Administrative Services**

Mike DeWine, Governor
Jon Husted, Lt. Governor
Matt Damschroder, Director



Mike DeWine
Governor



Jon Husted
Lt. Governor



Matt Damschroder
Director



Matt Whatley
Senior Assistant
Director



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State Chief
Information Officer/
Assistant Director



Craig Forbes
Chief of Staff



Beverly Martin
Chief of
Strategic Initiatives



Greg Vergamini
Intergovernmental
Relations Liaison

2020 Fiscal Year Annual Report

July 1, 2019 - June 30, 2020

Table of Contents

- Director's Message 3
- DAS Overview..... 4
- General Services Division 6
- Human Capital and Planning..... 8
- Office of Information Technology 11
- Agency Operations..... 12
- Fiscal Year Spending 13
- DAS Response to COVID-19..... 14

Ohio Department of Administrative Services

Message from DAS Director:

On behalf of the employees of the Ohio Department of Administrative Services, I am pleased to present this report highlighting many of our agency's major accomplishments for fiscal year 2020.

Here at DAS you will find exceptional people doing remarkable work every day, and more so during these extraordinary times. With approximately 80% of staff teleworking, and all staff giving 100%, DAS continues to provide uninterrupted service to its customers during the COVID-19 pandemic. As you review this report, you will find our team is committed to delivering the backbone of innovative services and solutions that support Ohio's State agencies, boards, and commissions.

Thank you for taking time to learn about some of our team's services and accomplishments. To learn more about DAS and all we do, connect with us on social media through LinkedIn and Twitter, or visit us at das.ohio.gov.

Please contact me or any member of the DAS team with feedback or questions. We value your partnership as we strive for excellence in our support of the operations of State government and its services to the citizens of Ohio.

Sincerely,
Matt Damschroder, Director



DAS Overview



The Ohio Department of Administrative Services is the hub of State government. We work behind the scenes to deliver innovative services and solutions that support the operation of State agencies, boards, and commissions.



OFFICE OF RISK MANAGEMENT
Administers all property and casualty self-insurance and commercial insurance programs for State agencies.



OFFICE OF STATE PRINTING AND MAIL SERVICES
Provides printing and mail services for State agencies.



STATE AND FEDERAL SURPLUS SERVICES
Facilitates the recycling of property within government and attaining maximum return on investment.



OFFICE OF FLEET MANAGEMENT
Provides State agencies with comprehensive motor vehicle management services.



OFFICE OF PROPERTIES AND FACILITIES
Manages the State's largest and most complex buildings.



OFFICE OF REAL ESTATE AND PLANNING
Provides State entities with diverse services related to office space and real estate needs.



OFFICE OF PROCUREMENT SERVICES
Assists State agencies and political subdivisions with the procurement of supplies and services.



EQUAL OPPORTUNITY DIVISION
Helps ensure equal opportunity to and fair treatment in government contracting and State employment.



OFFICE OF BENEFITS ADMINISTRATION SERVICES
Provides high quality, cost-effective benefits for State employees and their dependents.



HUMAN RESOURCES DIVISION
Assists State agencies in conducting their human resources functions.



OFFICE OF TALENT MANAGEMENT
Provides assistance regarding classification, compensation, performance management, talent acquisition, and learning and professional development.



LEANOHIO
Leads and supports efforts to make State government services simpler, faster, better, and less costly.



OFFICE OF COLLECTIVE BARGAINING
Serves as the principal labor relations representative for the State and develops HR policy.



OFFICE OF THE STATE CHIEF INFORMATION OFFICER
Leads the DAS Office of Information Technology.



INVESTMENT AND GOVERNANCE DIVISION
Provides IT policy and standards, investment planning and management, and research and project support services.



INFRASTRUCTURE SERVICES DIVISION
Operates the IT infrastructure for the State, which includes hardware, software, and telecommunications.



ENTERPRISE SHARED SOLUTIONS
Coordinates strategies for delivery of government information and services electronically.



OFFICE OF INFORMATION SECURITY AND PRIVACY
Manages enterprise efforts for information assurance, security, privacy, and risk for the State.



OHIO 9-1-1 PROGRAM OFFICE
Coordinates and facilitates communication concerning 9-1-1 issues among State, federal, regional, and local 9-1-1 officials.



OFFICE OF COMMUNICATIONS
Provides a wide array of internal and external communications services.



OFFICE OF EMPLOYEE SERVICES
Provides personnel, payroll, and other human resources services.



OFFICE OF FINANCE
Provides budget, fiscal, financial reporting, asset management, finance policy, and compliance and audit management.



OFFICE OF LEGAL SERVICES
Provides services to advance and protect the legal responsibilities and rights of DAS.



OFFICE OF LEGISLATIVE AFFAIRS
Monitors legislation and engages with legislators and other stakeholders.



CENTRAL SERVICE AGENCY
Provides fiscal and human resources services for boards and commissions.



General Services Division

The General Services Division (GSD) is comprised of six offices – Fleet Management, Procurement Services, Properties and Facilities, Real Estate and Planning, Risk Management, and State Printing and Mail Services – as well as the State and Federal Surplus Services Program.

GSD accomplishments for Fiscal Year 2020 included:

- Saving money for State agencies and local municipalities by reducing the pricing of surplus vehicles from 60% to 45% of the National Auto Dealer Association values. The measure brought State surplus vehicle values in-line with those sold at public auction and reduced member costs, while increasing vehicle sales by \$83,384 over the previous year.
- Introducing multiple new features and enhancements to the State's online purchasing solution, Ohio|Buys. More than 16,000 users at 12 pilot agencies saw improved procure-to-pay functionality, search, and training opportunities, and increased contract access.
- Selling \$829,175 in State surplus property through GovDeals Online Auction Service. More than \$1.9 million in surplus items have now been sold through GovDeals.
- Forming a partnership with Licking/Knox Goodwill Industries for additional online auction services to generate more return on investment for smaller, lower-value surplus property. In addition to furthering the goals of the Community Rehabilitation Program, the partnership resulted in additional sales revenue and reduced disposal costs.
- Receiving national recognition in the Governing Institute's 2019 State Procurement Report, which highlights innovative best practices in state contracts and purchasing.

Ohio Buys

Connecting Buyers and Suppliers

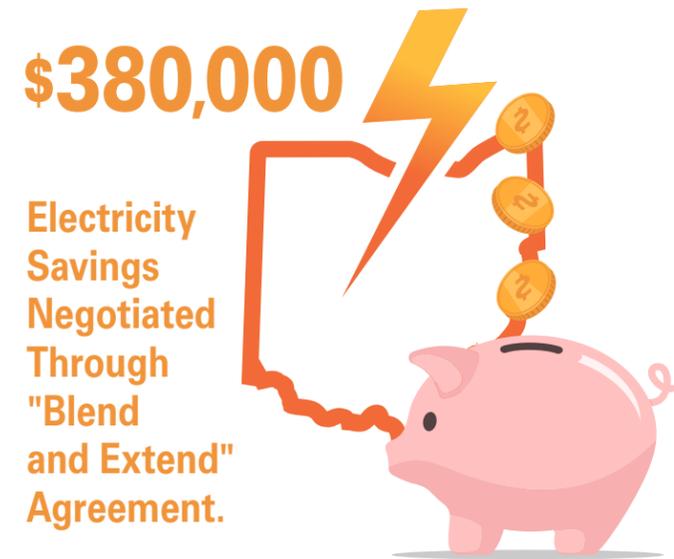
Improved Procure-to-Pay Functionality

= Training Opportunities

Increased Contract Access

16,000+ Users

@ **12** Pilot Agencies



- Negotiating lease savings for State agencies, boards, commissions, elected officials, and colleges and universities to save \$2.5 million in rental costs in fiscal years 2020-2021.
- Saving customer agencies more than \$6.6 million through contracted mail presort services with more than 73 million mail pieces processed.
- Meeting the printing needs of State agencies boards and commissions, the Office of State Printing and Mail Services printed 150 million pages.
- Saving more than \$50,000 in fiscal years 2020-2021 by centralizing downtown Columbus mail services at the Rhodes Tower.

- Negotiating \$380,000 in electricity savings through a renewed "blend and extend" agreement with AEP Energy services, which reduced the rate per kWh by an additional 10.5% over the next five years for multiple DAS-managed facilities.
- Managing 51 projects valued at \$118 million through the DAS Office of Properties and Facilities, including:
 - The renovation and modernization of the exterior granite façade and window systems of the James A. Rhodes State Office Tower.
 - The third and final phase of the upgrade of 24 passenger and freight elevators in the Vern Riffe Center for Government and the Arts.
 - Security upgrades at multiple DAS-managed facilities in Columbus and Cleveland.
- Receiving in excess of 1,700 reported incidents per year, the Office of Risk Management manages more than 30 commercial insurance policies and administers self-insurance and private insurance programs that protect the State's assets and liabilities, agencies, officials, and employees.
- Transitioning two agency fleets to the DAS Managed Fleet Program, which will save a projected \$1.2 million in the first year.
- Making electric and hybrid vehicles available for purchase for the State fleet as well as for local governments.
- Reducing the size of the State fleet by 287 vehicles, or 2.4%, by bringing self-managed fleets into the managed fleet program.
- Donating nine vans to grant recipients through partnership with the Governor's Office of Faith-Based and Community Initiatives, the Office of Fleet Management identified the vans and worked with the Ohio Department of Transportation to perform mechanical maintenance.



National Recognition

2019
Governing
Institute's State
Procurement Report

Innovative Best Practices
in State Contracts
and Purchasing



Human Capital and Planning

Human Capital and Planning consists of the Equal Opportunity Division, Human Resources Division, and Office of Collective Bargaining.

210
Certifications



581 Applications / **994** Recertifications



Certifications
Available
Starting
Fiscal Year
2021



The **Equal Opportunity Division** (EOD) implements and enforces the State's affirmative action and equal employment opportunity policies. The division also implements and monitors the State's procurement preference programs for eligible businesses owned by minorities, women, veterans, and socially and economically disadvantaged individuals.

EOD accomplishments for Fiscal Year 2020 included:

- Convening minority-owned and women-owned business leaders from throughout the state to identify opportunities for enhancing the Encouraging Diversity, Growth, and Equity (EDGE) program.
- Creating administrative rules for new business certification program for Woman Business Enterprises (WBE). Certifications for WBE will be available beginning in fiscal year 2021.

- Creating administrative rule updates for the EDGE and Minority Business Enterprise (MBE) programs to more effectively monitor companies to identify fraud, and front and pass-through companies.
- Assisting businesses in applying for certifications and certificates required to obtain contracts from the State of Ohio. The Business Certification and Compliance Unit processed 581 first-time MBE and EDGE program applications, 994 recertifications and cross certifications, as well as 210 Veteran-friendly Business Enterprise (VBE) certifications. The unit also processed 2,156 Affirmative Action Program Verification certificates and 2,801 Certificates of Compliance.
- Providing administrative support to the Ohio Dr. Martin Luther King, Jr. Holiday Commission to present its 35th Annual Commemorative Celebration recognizing six Ohioans and one organization for their efforts to advance nonviolent social change. The event featured four Ohio student orators who excelled at the 2019 Statewide MLK Oratorical Contest.

- Supporting Governor Mike DeWine's Northeast Ohio Cabinet Day by partnering with the Ohio Facilities Construction Commission and the Ohio Development Services Agency to host an MBE/EDGE/VBE workshop in the Mahoning Valley.
- Conducting a diversity and inclusion institute for equal employment opportunity, diversity and inclusion, human resources, and other professionals with the State of Ohio and other government entities.
- Being on pace to exceed the statewide MBE set-aside goal for goods and services for the sixth consecutive year. The State of Ohio MBE program has a 15% set-aside requirement for State agencies, boards, and commissions in awarding contracts to MBE-certified businesses.
- Recognizing three State agencies for their work to create diverse and inclusive workplaces during the 2019 Diversity and Inclusion Institute Awards program. The Ohio departments of Transportation and Insurance, and the Ohio Office of Budget and Management were recognized for their innovative pipeline recruitment strategies.
- Assisting 67 State agencies, boards, and commissions with the execution and monitoring of their diversity and inclusion strategic plans.
- Embracing diversity and inclusion in both procurement and the workforce by equipping employees through train-the-trainer sessions to achieve affirmative action/equal opportunity goals and implementing two new business certification trainings – "You're Certified: Now What?" and "Identify Your Procurement Opportunities" – to educate companies about doing business with the State of Ohio. More than 140 comprehensive trainings for 5,500 Ohioans were conducted.
- Implementing a change at the request of customer agencies to issue most final checks to departing employees via direct deposit.
- Onboarding six agencies to the Kronos timekeeping management system, bringing the number of State employees using the system to more than 27,000.
- Offering eligible employees a Limited Purpose Flexible Spending Account that can be used to pay for eligible dental and vision expenses not paid by insurance.
- Deploying staff from the Ohio Employee Assistance Program to assist State employees near the scene of a mass shooting in Dayton in August struggling in the aftermath of the attack.
- Introducing LiveHealthOnline, which offers employees the option to visit with doctors and mental health professionals online. More than 2,500 TeleHealth visits were conducted. In addition to easier access to care, estimated savings to taxpayers to date are \$535,000.
- Extending State health care employee benefits to survivors of first responders killed in the line of duty, including university, county, and municipal survivors. DAS collaborated with the Ohio Police & Fire Pension Fund to manage communications, health care deductions, and financial reconciliations.
- Saving approximately \$75,000 per contract year by rebidding the State's workers' compensation program.
- Challenging employees to live active, healthy lives through the *Take Charge! Live Well!* program, which offers resources, tips, and rewards for healthy eating, physical fitness, and financial wellbeing, among other resources.

The **Human Resources Division** (HRD) performs overall administration of the State's human resources operations for approximately 51,000 State of Ohio employees. This division provides services and information to State employees and assists State agencies in conducting human resources functions in the areas of benefits administration, drug testing, payroll administration, document management, classification and compensation, central recruiting, training and development, and workforce planning.

HRD accomplishments for Fiscal Year 2020 included:

- Developing training to support major initiatives of Governor Mike DeWine, including:
 - Partnering with the Ohio Department of Health to develop mandatory web-based domestic violence awareness training.
 - Developing an ADA Basics course that provides an overview of the federal law that protects the rights of people with disabilities.
 - Developing a disability etiquette and awareness eLearning training module focusing on respectful etiquette and proper language usage when interacting with people with disabilities.

Continued on next page





The **Office of Collective Bargaining** (OCB) directs labor relations and human resources policy for the State of Ohio and is the principal representative as the employer in the negotiation of State labor contracts.

OCB accomplishments for Fiscal Year 2019 included:

- Re-issuing the Anti-Discrimination and Anti-Harassment Policy and Reporting Procedures in compliance with an executive order issued by Governor Mike DeWine.
- Rolling out the updated Barbara Warner Workplace Domestic Violence Policy at the direction of Governor DeWine, including training for employees and managers on addressing issues that affect them at home and in the workplace.
- Issuing the Critical Event Preparation and Response Policy, providing guidance to State agencies on advance steps to be taken in the event of a critical event that could impact their operations.
- Processing thousands of grievances, providing advice to agency human resources and labor relations professionals, and assisting agencies with business continuity plans. Approximately 4,675 grievances were filed between July 1, 2019, and June 30, 2020. As of June 30, OCB scheduled approximately 590 grievances for mediation and non-traditional arbitration. Of the cases scheduled for mediation, 58% were settled, and 42% were withdrawn. The overall resolution rate at mediation was 52%.
- Training labor relations and human resources professionals at the 2020 OCB Academy. Forty participants from 14 agencies graduated from the OCB Academy in 2020.
- Transitioning the business continuity planning web-based tool – RPX – to single-signon availability through myOhio.
- Assisting the executive branch of government in updating the Continuity of Government plan and applicable Continuity of Operations Plan.
- Relaunching the Business Continuity Program partnership between DAS, the Ohio Department of Public Safety, State agencies, and cabinet, board, and commission directors.

- The Office of LeanOhio and its network of practitioners completed 59 projects at 26 agencies, boards, and commissions – all achieving measurable results. Project results are included below:
 - Reduced 872 days of process times
 - Reduced 1,400+ process steps
 - 58% average reduction in process steps
- Facilitating the Encouraging Diversity, Growth, and Equity Stakeholder (EDGE) work group, the Office of LeanOhio identified areas of improvement through a five-week program review.



Information Technology

The Office of Information Technology (OIT) delivers enterprise information technology and telecommunication services, as well as IT policy and standards, life-cycle investment planning, and privacy and security management.

OIT accomplishments for Fiscal Year 2020 included:

- Managing 320 Multi-Agency Radio Communication System (MARCS) towers throughout Ohio for more than 2,800 agencies, Ohio boasts one of the largest public safety radio systems in the country.
- Hosting the 10th annual Ohio Cybersecurity Day, the Office of Information Security and Privacy welcomed more than 200 State agency and local government representatives.
- Hosting a delegation of public officials from Jakarta, Indonesia, to discuss the benefits of technology in government. The visit was sponsored by World Learning and the International Visitor Leadership Program of the U.S. Department of State through a program that fosters knowledge-sharing among public officials from around the globe.
- Being selected as one of seven states and territories to participate in a National Governors Association partnership to advance cybersecurity efforts across the globe by identifying ways to empower local governments to better leverage resources to increase overall security.
- Featuring a map of Ohio counties where Text to 9-1-1 is available, the Ohio 9-1-1 Program Office promoted personal safety through a social impact initiative introduced by Miss Ohio, Caroline Grace Williams, to inform people how to use their cell phones to quickly connect to emergency services.
- Receiving, in partnership with the Ohio Department of Commerce, a \$4.3 million federal grant to assist local emergency call centers to upgrade to Next Generation 9-1-1 technology which helps first responders better assist Ohioans in need.

- Partnering with the Ohio Department of Rehabilitation and Correction and The Ohio Channel, the Unified Network Services team helped to livestream full parole board hearings. Livestreaming the hearings allows the proceedings to be viewed in real time. This new delivery method adds transparency and allows impacted parties to view the hearings in the privacy of their own homes.
- Earning a 2019 Government Information Award for the InnovateOhio Platform Digital Identity Program. The awards are a joint effort of GCN and other government IT publications – Federal Computer Week, Washington Technology, and Defense Systems.
- Maintaining Ohio’s digital identity program, which helps agencies and State organizations meet their mission to better serve their customers. Through single sign-on, customers – from the State workforce to businesses and citizens – can access on-boarded agency and department applications from a central location with one set of login credentials. Identity capabilities provide customers with personalization and choice and equip agencies with best-in-breed security technology so they can focus on serving their constituents.





Agency Operations

Agency Operations encompasses the Director's Office and the Administrative Support Division, which set strategic direction and provide agency management and support services.



Governor DeWine's Initiative Addressing Substance Abuse and Mental Health Issues

75 Recommendations Developed by a Multi-Agency Advisory Council Facilitated by LeanOhio

The **Director's Office** oversees the approximately 800 full-time employees and every division and program throughout the organization. It collaborates with other agencies, boards, and commissions and represents the State on important stakeholder boards and Governor's initiatives.

Director's Office accomplishments for Fiscal Year 2020 included:

- Meeting with most cabinet agency directors to promote DAS services and solicit feedback and input. Through a new inter-governmental relations function, agencies learned more about topics such as eLicense Ohio, Live Health Online — the State's new telehealth program, and the DAS Fleet Management Program.
- Directing DAS staff to provide support for RecoveryOhio, Governor Mike DeWine's initiative to address substance abuse and mental health issues. The DAS LeanOhio Office facilitated the efforts of a multi-agency advisory council that developed 75 recommendations. Several DAS employees are participating in efforts to implement those recommendations. DAS also partnered with the Ohio Department of Public Safety and U.S. Drug Enforcement Agency to host two prescription drug take-back events.
- Leading the Prescription Drug Transparency and Affordability Advisory Council. Led by DAS Director Matt Damschroder, the council is charged with providing recommendations to the General Assembly, Governor DeWine, and the Joint Medicaid Oversight Committee regarding Ohio's best path forward for issues such as prescription drug price transparency, affordable payment models, and health care efficiency.

The **Administrative Support Division** manages the business and support functions for DAS.

ASD accomplishments for Fiscal Year 2020 included:

- Diversifying methods of communicating with DAS customers by expanding the agency's social media presence to better connect with DAS customers and stakeholders.
- Providing support to the State's annual charity fundraising efforts, including the State of Ohio Combined Charitable Campaign (CCC). State employees donated \$2.7 million to the CCC, bringing the 30-year total to more than \$100 million.
- Implementing a new costing and billing system for DAS services that provides a comprehensive solution for capturing costs, consumption, and billing information throughout the agency. Standardized costing and invoicing for all divisions allow for more transparency among service areas.
- Overseeing training, development, and engagement of DAS employees. In addition to facilitating statewide training requirements, DAS-hosted development opportunities included a Mentoring Circles session in which 80 attendees received practical tips on topics such as resumé writing, professionalism in dress/appearance, structured interviews, and showcasing achievements rather than tasks and responsibilities.
- Protecting the legal responsibilities and rights of DAS through the Office of Legal Services.
- Saving 25 autonomous boards and commissions an estimated \$3.9 million by providing shared fiscal and human resources support services through the DAS Central Service Agency.



DAS FY 2020 Spending

The disbursements of the Ohio Department of Administrative Services during fiscal year 2020 totaled \$663.9 million.

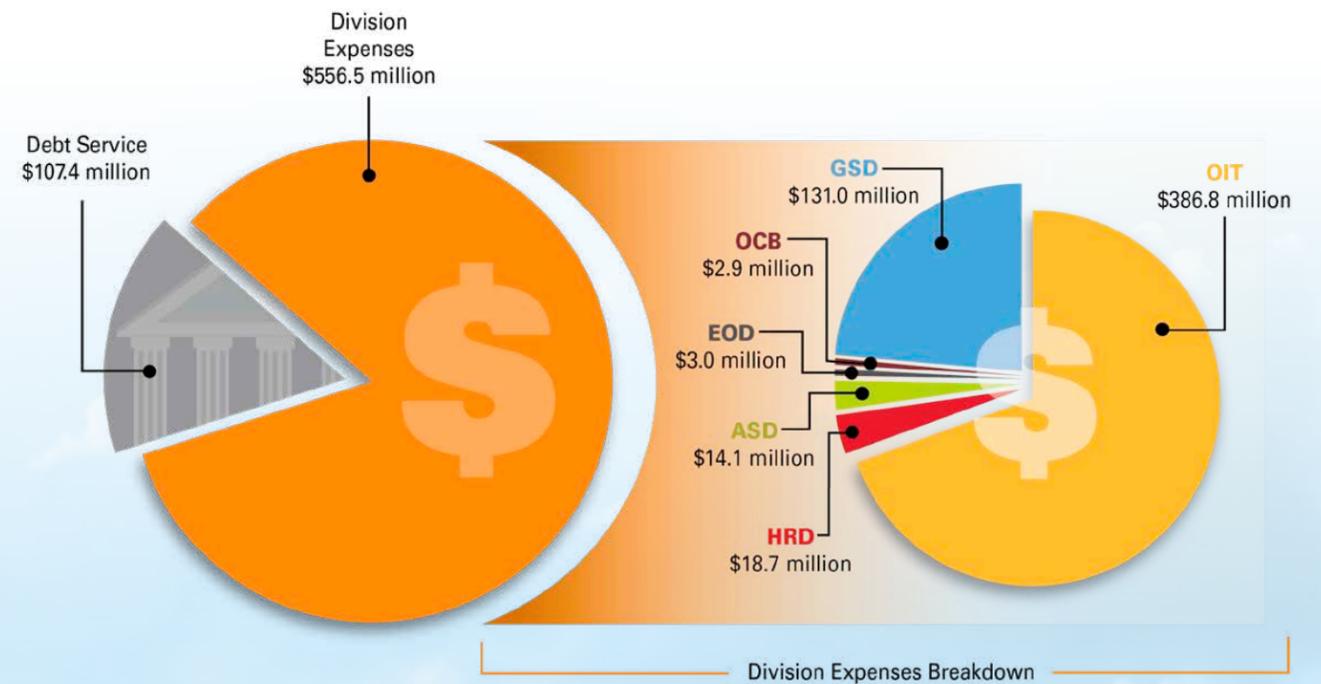
Disbursements included debt service of \$107.4 million, which equaled approximately 16.2% of the total DAS disbursements for the year. The remaining disbursements were the expenses of the DAS divisions, which totaled \$556.5 million.

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, \$3 million;

General Services Division, \$131 million; Human Resources Division, \$18.7 million; Office of Collective Bargaining, \$2.9 million; Office of Information Technology, \$386.8 million; and Administrative Support Division, \$14.1 million.

Of the total division expenses, only 6.2% (\$34.3 million) was funded through the State's general revenue fund.

The following chart illustrates the distribution of the disbursements:



KEY

- ASD - Administrative Support Division
- EOD - Equal Opportunity Division
- GSD - General Services Division
- HRD - Human Resources Division
- OCB - Office of Collective Bargaining
- OIT - Office of Information Technology



COVID-19

Delivering uninterrupted service and support during the COVID-19 pandemic

The COVID-19 pandemic presented an unprecedented challenge in Ohio and throughout the world during Fiscal Year 2020. Under the leadership of Governor Mike DeWine, Ohio agencies, boards, and commissions responded quickly and with compassion to meet the new challenges facing the state and its citizens. DAS also played a pivotal role, seamlessly continuing its work to provide the backbone of services that allow every agency to continue serving the citizens of Ohio.

Agency Operations

- Playing a pivotal role in the State of Ohio's COVID-19 response, Agency Operations coordinated many efforts taken on by DAS divisions throughout the pandemic response. This included providing direction and policy that helped decentralize much of the State's workforce, taking preventative measures to protect those still required to report to State facilities, helping to manage an unprecedented procurement effort to provide Ohio with necessary supplies of personal protective equipment (PPE), and providing assistance in the area of real estate preparedness.
- Joining the effort to protect Ohio citizens, the offices of Legal Services and Finance were instrumental in the procurement of supplies, services, and space, as well as the processing of quotations, issuing of purchase orders, monitoring of goods, and processing of invoices.
- Positioning Ohio to be prepared as the State moves forward, Agency Operations forged partnerships through the Ohio Manufacturing Alliance, whose work has resulted in the repurposed manufacturing of gowns, washable face masks, face shields, and hand sanitizer.

Equal Opportunity Division

- Developing a list of businesses certified through the Minority Business Enterprise (MBE) and EDGE (Encouraging Diversity, Growth, and Equity) programs which sell PPE and related products and services on the State's COVID-19 website, coronavirus.ohio.gov.
- Partnering with regional Minority Business Assistance Centers to transition business certification trainings into webinars.
- Working with State, federal, and local partners to refer small, minority-, women-, and veteran-owned businesses to resources that support their growth and success.
- Supporting administration of the new Ohio Micro-Enterprise Grant Program by verifying certification requirements and working with nonqualifying grant applicants to start the process for MBE or EDGE program participation.

General Services Division

- Playing a central role in the sourcing and distribution of PPE. GSD procurement professionals worked with subject-matter experts to assess the State's needs and find the necessary supplies. The GSD team also helped to store and track products and locate a second Ohio Department of Health (ODH) warehouse to receive goods. GSD staff also provided drivers and trucks for special transport missions to assist ODH and the Ohio Emergency Management Agency (OEMA).
- In late March, DAS Director Matt Damschroder was tapped by Governor DeWine to lead the State's PPE Strike Force in response to the COVID-19 pandemic. Under his leadership, several agencies collaborated to procure and allocate the most in-demand types of PPE. As of June 30, more than 48 million pieces of PPE had been distributed throughout the state to health care workers, nursing homes, emergency responders, State agencies' congregate care facilities, and more. Another 41 million items were on hand for distribution and more orders were pending delivery. In addition to purchases by DAS, ODH, and DPS/EMA (using federal CARES Act Funding), PPE was also provided by JobsOhio and the Federal Emergency Management Agency (FEMA) as well as numerous businesses, organizations, and individuals who donated PPE for the State's efforts.
- Coordinating with multiple State entities to secure locations for alternate care facilities.
- Modifying the Cooperative Purchasing Program to grant local governments access to statewide contracts now and worry about the paperwork and fees later.
- Maintaining State Printing mainframe and fulfillment operations while practicing social distancing, increasing cleaning and sanitizing, and participating in health checks. Projects included:
 - The mailing of more than 200,000 unemployment compensation booklets for the Ohio Department of Job and Family Services, a joint effort among team members working from home and the office.

- The mailing of 173,000 employer rebate checks for the Ohio Bureau of Workers' Compensation.
- Printing tens of thousands of information cards for packages of face coverings distributed to employers by the Ohio Bureau of Workers' Compensation.

Human Resources Division

- Expanding Learning on Demand training resources to provide all State employees with opportunities to develop new skills while working on site and teleworking.
- Working with the DAS third-party benefits administrator to remove restrictions on when employees on the State's medical plan can refill their prescriptions in accordance with the advice of experts to stock a two-week supply of medications, food, and other essentials.
- Supporting State employees' modified work environments, the Office of LeanOhio undertook a social media effort to share tips and resources for adjusting to their new normal by improving home workspaces, managing change, and more.
- Assisting ODH with preparations for potential surges of COVID-19, the Office of LeanOhio helped identify a pool of nearly 10,000 licensed health care professionals who may be needed for just-in-time deployment to health care facilities and correctional institutions.
- Pivoting when 80% of DAS employees began teleworking in response to COVID-19, the Office of Employee Services and the employee-driven Culture Club found ways to keep DAS employees informed and engaged, such as virtual activities for Public Service Recognition Week.

Office of Collective Bargaining

- Offering entirely remote mediation where the union and agencies agree.
- Collaborating with the Office of Talent Management to update the labor relations module of LEAD to an eLearning format, allowing new supervisors to attend in person or remotely effective July 1, 2020.
- Assisting in vetting Governor DeWine's "Together" email account to assess availability of PPE from industries and citizens able to contribute.
- Stationing the State Business Continuity Manager at the State Emergency Operations Center (EOC) to serve as a single point of contact for DAS support.
- Tracking and reporting of absences that could affect minimum staffing levels to the State EOC and ODH.
- Providing daily guidance to enterprise agencies on contract administration and human resources policy, including negotiating letters of agreement, reviewing and approving agency teleworking policies, analyzing hazard pay requests, reviewing requests for background check exemptions, and amending administrative code rules.
- Collaborating with the Human Resources Division team to develop and implement a statewide leave donation bank for exempt employees throughout the enterprise to create a larger pool of leave for employees in need during the pandemic.

This included negotiating three letters of agreement for union participation in the program.

- Providing detailed guidance to enterprise agencies on the impact and application of the newly enacted Families First Coronavirus Response Act. This included analysis of the law and drafting specific guidance and frequently asked questions, as well as answering implementation questions regularly from agencies and internal DAS partners.

Office of Information Technology

- Working through multiple channels to ensure State staff could work effectively and efficiently from home, the Office of Information Technology (OIT) team met aggressive timelines, logging countless hours through weekends and overnight. This included creating over 13,000 virtual private network IDs, setting up laptops and desktops, navigating call center requirements, sending out training materials, and taking technical calls.
- Supporting the infrastructure necessary to keep Ohioans informed and maintaining communications with first responders on the ground. The OIT Innovate Ohio Platform (IOP) team worked virtually around the clock to assist ODH in the development and support of the new website coronavirus.ohio.gov. The site includes dashboards that enable Ohioans to drill down into the data and see the impact to any county.

The IOP team also worked with the Governor's Office of Workforce Transformation to enable a job board to help Ohioans get back to work. The IOP Data Analytics team works closely with ODH and the Lieutenant Governor's team on data modeling.

The MARCS team also supported ODH by programming radios and establishing talk groups for their use.

The Unified Network Services team worked with Ohio Government TV and Legislative Information Services to ensure the necessary capacity was in place for broadcasting the Governor's COVID-19 press conferences.



August 1, 2020

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