

## ACTION PLAN

|                          |     |
|--------------------------|-----|
| Submitted by agency?     | Yes |
| Timeline assigned?       | No  |
| Responsibility assigned? | No  |

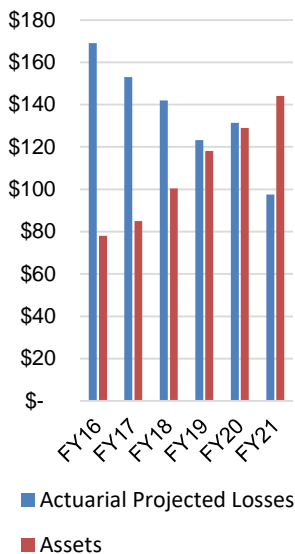
## General Services Department

The General Services Department (GSD) reports healthy fund balances in the risk programs and continued savings in the health benefits program in FY21. In addition, a number of new measures have been added to the health benefits that will be reported beginning in FY21 including nationally benchmarked measures comparable across public and private health plans. Improved performance reporting in the health benefits program is vital as it will provide insight into cost drivers, care quality, and employee satisfaction with the benefit offered.

### Risk Management

GSD reports the three largest risk funds have a combined balance of \$145 million and liabilities of \$97.5 million for a total funded ratio of 147 percent. The dramatic improvement in funded ratio was mostly driven by a reduction in anticipated liabilities; total projected liabilities fell from \$131.4 million to \$97.5 million between the fourth quarter of FY20 and the first quarter of FY21. Assets grew from \$129 million to \$144.1 million over this time. The change in liabilities was not explained in the quarterly report.

**Assets vs. Actuarial Projected Losses for Major Risk Funds**  
(in millions)



Source: GSD and LFC Files

| Budget: \$9,086.7   | FTE: 56 | FY19 Actual | FY20 Actual | FY21 Target | FY21 Q1 | FY21 Q2 | FY21 Q3 | Rating |
|---|---------|-------------|-------------|-------------|---------|---------|---------|--------|
| Projected financial position of the public property fund*       |         | 581%        | 736%        | N/A         | 517%    |         |         | G      |
| Projected financial position of the workers' compensation fund* |         | 52%         | 60%         | N/A         | 59%     |         |         | G      |
| Projected financial position of the public liability fund*      |         | 89%         | 103%        | N/A         | 113%    |         |         | G      |
| <b>Program Rating</b>   |         | G           | G           |             |         |         |         | G      |

\*Measure is classified as explanatory and does not have a target.

### Group Health Benefits

Following a decline in per member per month (PMPM) costs in FY20, the department reports an increase of 16 percent from the fourth quarter of FY20 and the first quarter of FY21. The fourth quarter of FY20 was significantly impacted by the Covid-19 related shutdown. With the easing of lockdowns in the first quarter, more consumers began seeking health care which drove PMPM costs up. However, PMPM expenditures for Presbyterian Health customers in the first quarter of FY21 are 14.8 percent below the first quarter of FY20, prior to the Covid-19 lockdowns. The reduced cost relative to a "normal" quarter suggests the Group Health Benefits Program continues to experience reduced expenditures as a result of lower health care utilization. While data for Blue Cross Blue Shield were not available, the trend is likely similar.

| Budget: \$385,187.7  | FTE: 0.0 | FY19 Actual | FY20 Actual | FY21 Target | FY21 Q1 | FY21 Q2 | FY21 Q3 | Rating |
|--|----------|-------------|-------------|-------------|---------|---------|---------|--------|
| State group prescriptions filled with generic drugs                        |          | 88%         | 87.2%       | 80%         | 87%     |         |         | G      |
| Change in average per member per month total healthcare cost               |          | 0.4%        | -2.5%       | <5%         | 16%     |         |         | R      |
| Percent of available appointments filled at the stay well health center*   |          | NEW         | NEW         | N/A         | 54%     |         |         |        |
| Percent of eligible state employees purchasing state medical insurance*    |          | NEW         | NEW         | N/A         |         | Annual  |         |        |
| Percent of hospital readmissions for patients within 30 days of discharge* |          | NEW         | NEW         | N/A         |         | Annual  |         |        |
| <b>Program Rating</b>  |          | R           | G           |             |         |         |         | Y      |

\*Measure is classified as explanatory and does not have a target.

## PERFORMANCE REPORT CARD

General Services Department  
First Quarter, Fiscal Year 2021

### Appropriations to GSD for Building Repair and Maintenance

|      |             |
|------|-------------|
| FY20 | \$5,000,000 |
| FY19 | \$1,500,000 |
| FY18 | \$0         |
| FY17 | \$4,000,000 |
| FY16 | \$3,500,000 |
| FY15 | \$0         |
| FY14 | \$4,500,000 |
| FY13 | \$500,000   |

Source: LFC Files

### Facilities Management

The Facilities Management Division (FMD) is responsible for maintaining 2.4 million square feet of state-owned space and 2.1 million square feet of leased space. FMD is responsible for master planning functions to ensure agencies have the space required to fulfil their missions while maximizing the efficient use of state facilities. FMD is attempting to reduce the state's facility footprint, reflecting a smaller workforce. Additionally, GSD is working to move employees from leased space to state-owned facilities and reduce occupied square footage to account for telework. While the efforts to consolidate state agencies and reduce leased space is commendable, FMD should work within long-standing planning principals to do so.

The department reports 11 of 12 capital projects were completed on schedule in the first quarter. There were four new leases entered into in the first quarter, all of which met the 215 square foot per FTE space standard.

| Budget: \$15,036.3                        | FTE: 141 | FY19<br>Actual | FY20<br>Actual | FY21<br>Target | FY21<br>Q1 | FY21<br>Q2 | FY21<br>Q3 | Rating |
|---|----------|----------------|----------------|----------------|------------|------------|------------|--------|
| Capital projects completed on schedule    |          | 98%            | 96%            | 97%            | 92%        |            |            | Y      |
| Preventive maintenance completed on time  |          | 57%            | 75%            | 95%            | 78%        |            |            | R      |
| New office leases meeting space standards |          | 86%            | 93%            | 80%            | 100%       |            |            | G      |
| Program Rating                            |          | G              | G              |                |            |            |            | Y      |

### FY21 Leased and State-Owned Office Space by Square Foot and FTE Top 10 Agencies by Space Utilization

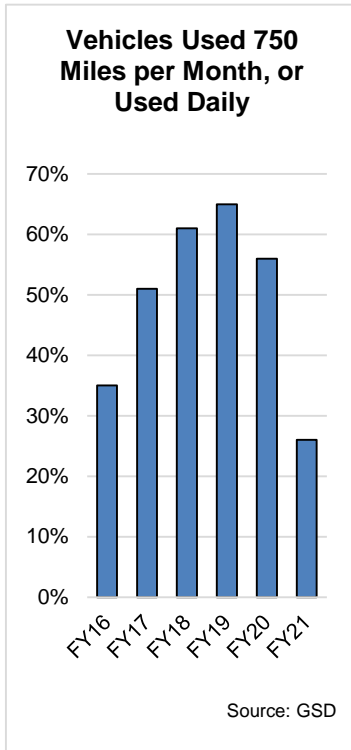
| Department                            | Leased<br>Space  | Rent                | State-Owned<br>Space | State-owned<br>Space Per FTE<br>(Target 215) | Total Space      |
|---------------------------------------|------------------|---------------------|----------------------|--|------------------|
| Human Services Department             | 716,989          | \$17,045,290        | 61,456               | 415  | 778,445          |
| Children, Youth & Families Department | 419,432          | \$8,593,213         | 301,488              | 493  | 720,920          |
| Department of Health                  | 274,835          | \$4,315,346         | 245,776              | 362  | 520,611          |
| Corrections Department*               | 73,273           | \$1,386,037         | 299,424              |  | 372,697          |
| Taxation and Revenue Department       | 184,566          | \$4,239,764         | 149,838              | 288  | 334,404          |
| Department of Environment             | 120,490          | \$2,273,294         | 71,669               | 462  | 192,159          |
| Workforce Solutions Department        | 25,163           | \$475,187           | 162,160              | 374  | 187,323          |
| Department of Public Safety           | 63,007           | \$516,839           | 64,858               |  | 127,865          |
| State Engineer                        | 63,251           | \$924,009           | 37,885               | 209  | 101,136          |
| Regulation and Licensing Department   | 24,188           | \$392,655           | 65,687               | 373  | 89,875           |
| <b>Total</b>                          | <b>1,965,193</b> | <b>\$40,161,634</b> | <b>1,460,241</b>     | <b>386</b>                                   | <b>3,425,434</b> |

### State Purchasing

Purchasing Program duties expanded in FY20 to include contract review, previously housed at the Department of Finance and Administration. The program reports meeting the contract review target of 5 days. Of the 75 executive agencies, 70 had a chief procurement officer (CPO) in the first quarter and CPO waivers were granted to other agencies due to the temporary suspension of CPO recertification classes as a result of the Covid-19 pandemic.

## PERFORMANCE REPORT CARD

General Services Department  
First Quarter, Fiscal Year 2021



|   | FY19<br>Actual | FY20<br>Actual | FY21<br>Target | FY21<br>Q1 | FY21<br>Q2 | FY21<br>Q3 | Rating |
|---|----------------|----------------|----------------|------------|------------|------------|--------|
| <b>Budget: \$2,461.1 FTE: 28</b>  |                |                |                |            |            |            |        |
| Procurement code violators receiving procurement code training, as compared to previous fiscal year | 99%            | 113%           | 90%            | 33%        |            |            | R      |
| Agencies with certified procurement officers  | 91%            | 92%            | 95%            | 93%        |            |            | G      |
| Average number of days for completion of contract review*   | NEW            | NEW            | <5             | 5          |            |            | G      |
| <b>Program Rating</b>   | G              | Y              |                |            |            |            | G      |

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### Transportation Services

Of the 1,941 vehicles in the GSD fleet, 403 were used over 750 miles per month and 98 were used daily. The first quarter result for vehicle use is yellow because, while the result was well below the target, it was significantly impacted by factors out of agency control.

|                                   | FY19<br>Actual | FY20<br>Actual | FY21<br>Target | FY21<br>Q1 | FY21<br>Q2 | FY21<br>Q3 | Rating |
|-----------------------------------|----------------|----------------|----------------|------------|------------|------------|--------|
| <b>Budget: \$9,590.6 FTE: 33</b>  |                |                |                |            |            |            |        |
| Vehicle operational cost per mile | \$0.49         | \$0.48         | <\$0.59        |            | Annual     |            |        |
| Vehicles used 750 miles per month | 65%            | 56%            | 70%            | 26%        |            |            | Y      |
| <b>Program Rating</b>             | G              | Y              |                |            |            |            | Y      |

### State Printing

The department reported an operating loss for the first quarter of the fiscal year as a result of the natural business cycle; much of the program revenue is derived from printing for the legislative session. The program generally orders materials in the first two quarters of the fiscal year and then invoices for printing in quarters three and four. Additionally, orders for high-margin products such as business cards are down as a direct result of reduced hiring and telecommuting.

|                                 | FY19<br>Actual | FY20<br>Actual | FY21<br>Target | FY21<br>Q1 | FY21<br>Q2 | FY21<br>Q3 | Rating |
|---------------------------------|----------------|----------------|----------------|------------|------------|------------|--------|
| <b>Budget: \$2,030.3 FTE: 9</b> |                |                |                |            |            |            |        |
| Revenue exceeding expenditures  | NEW            | 5%             | 5%             | -15%       |            |            | R      |
| Sales growth in revenue         | 31%            | 8.6%           | 20%            | 76%        |            |            | G      |
| <b>Program Rating</b>           | G              | Y              |                |            |            |            | Y      |