

## Department of Administrative Services



### *At a Glance*

**MELODY A. CURREY, *Commissioner***

**Toni Fatone, *Deputy Commissioner***

**Pasquale Salemi, *Deputy Commissioner, DCS***

**Mark Raymond, *Chief Information Officer, BEST***

***Established - 1977***

***Statutory authority - Chapter 57,58,58a,59,60a,61,61a,61b,61c,67,173,319s,319v,568 and various Chapters within Title 29 of the Connecticut General Statutes.***

***Central office - 450 Columbus Boulevard, Hartford, CT 06103***

***Number of employees as of June 30, 2018 - 568***

**Recurring operating expenses for 2017-2018**

General Fund-	\$108,601,988
Capital outlay*-	\$147,938,794
Revolving Fund-	\$24,036,757
School Construction Grant total expenditures-	\$388,180,010

**\*Includes Construction Services Bond Funds.**

**Organizational structure - Office of the Commissioner (including Staff Counsel, Equal Employment Opportunity Unit, Communications Office, Leasing and Property Transfer Unit, Office of School Construction Grants and Review); Business Office, Collection Services, Fleet Operations, Human Resources/Small Agency Resources Team ("SmART"), Procurement Services, Properties and Facilities Management, Statewide Human Resources Management, Statewide Workers' Compensation and the Master Insurance Program; Bureau of Enterprise Systems and Technology (BEST); and the Division of Construction Services (DCS). The Office of the Claims Commissioner, State Insurance and Risk Management Board, State Marshal Commission and State Properties Review Board are within DAS for administrative purposes but retain independent decision-making authority.**

## **Mission**

*DAS strives to provide timely, fair, competent, cost-effective services to address the needs of state agencies, municipalities, private industry, and the public.*

*Specifically, DAS has four core functions that cut across all programs:*

- Protect the public and the State by developing and enforcing state building and fire codes, conducting inspections and providing training across the state, maintaining IT and physical premises security, and insuring and managing risk related to state buildings, employees, and other assets;*
- Reduce costs by eliminating redundancy through centralized services such as collections, technology, construction services, procurement and other administrative functions;*
- Utilize specialized skills and expertise to assist agencies to lower overall statewide costs, maximize revenues and create efficiencies; and*
- Foster economic growth in the State through the timely management and completion of state building and public school construction projects.*

## **Statutory Responsibility**

Under Chapters 57, 58, 58a and 67 of the Connecticut General Statutes, DAS is charged with the establishment of personnel policy and the personnel administration of state employees; the purchase of supplies, materials, equipment and contractual services; the certification of small and minority owned business enterprises; the prequalification of construction contractors; printing; and billing and collection services.

Under Chapters 59 and 60a of the Connecticut General Statutes, the Leasing and Property Transfer Unit within DAS is responsible for acquiring property for most state agencies through lease or purchase; and selling surplus property.

Under Chapters 59 and 60a of the Connecticut General Statutes, Property and Facilities Management is responsible for providing facility maintenance and security to state buildings in the greater Hartford area as well as to certain properties outside of the Hartford area.

Under Chapters 60 and 173, and various chapters throughout Title 29 of the Connecticut General Statutes, the Division of Construction Services within DAS is responsible for the design and construction of a variety of state facilities, as well as providing state building and fire code administration and school construction grant administration.

Under Chapter 61 of the Connecticut General Statutes, the Bureau of Enterprise Systems and Technology within DAS is responsible for developing and implementing an information and telecommunication systems strategic plan; for identifying and implementing optimal information and telecommunications systems to efficiently service the needs of state agencies; and for purchasing and leasing all state agency information technology equipment and services, or approving/disapproving all agency requests for same.

Pursuant to C.G.S. § 4a-2b, DAS also administers the Master Insurance Program on behalf of state and federally-funded housing units operating under the jurisdiction of local housing authorities.

## **Office of the Commissioner**

The Office of the Commissioner includes Staff Counsel, the Equal Employment Opportunity Unit, Communications Office, Leasing and Property Transfer Unit, and Office of School Construction Grants and Review.

### ***Equal Employment Opportunity Unit***

#### **Public Service**

The Department of Administrative Services is firmly committed to the principles and objectives of equal employment opportunity for all individuals. The Equal Employment Opportunity Unit coordinates and monitors the agency's programs and ensures compliance with the Americans with Disabilities Act, Title II and Title VII of the Civil Rights Act, the Fair Employment Practices Act, state Affirmative Action regulations and Contract Compliance Laws, and other applicable laws. The Department is an Affirmative Action/Equal Employment Opportunity employer, and has undertaken numerous steps this past year to effectuate equal opportunity in its hiring, promotions, trainings and other employment-related duties, as well as in the provision of the programs and services that fall under the Department's authority. Information concerning these activities is too voluminous to relate here, but are detailed in the Department's recent Affirmative Action Plan, approved by the Commission on Human Rights and Opportunities. The agency did not knowingly do business with any bidder, contractor, sub-contractor, supplier of materials, or licensee who discriminates against members of any class protected under C.G.S. Sec. 4a-60 or 4a-60a. The DAS Equal Employment Opportunity Unit partners with our participating client agencies to assure that agency programs are fair and equitable, provide equal employment opportunity, and comply with state and federal laws and guidelines. These assurances are fulfilled by: preparing and implementing affirmative action plans; collaborating in the selection and hiring process; providing a process for complaints of discrimination, and educating staff of their rights and obligations in affirmative action laws.

#### **Improvements/Achievements 2017-2018**

- The Equal Employment Opportunity Unit investigates complaints of discrimination made against the agency and report finding to the Commissioner and or designee; offers remedies on any discriminatory conduct that occurs; and counsels staff on equal employment opportunity matters. The unit also prepares materials and conducts training to heighten knowledge of equal employment opportunity laws and affirmative action goals. The EEO Unit oversees preparation of (8) state affirmative action plans plus (1) EEO-4 Federal report in total; the unit conducts analysis of data to develop and implement outreach programs via CT Works and the Department of Labor. Our Client Agencies (10) in total are:

- Governor's Office
- Connecticut State Library

- Department of Administrative Services
- Department of Agriculture
- Department of Consumer Protection
- Department of Economic and Community Development
- Department of Housing
- Department of Rehabilitation Services
- Department on Banking
- Office of Governmental Accountability

• In Fiscal Year 2017-2018, 45.0 percent of the Department's employees were female and 55.0 percent were male, with the following composition: 76.8 percent white, 12.8 percent black, 6.8 percent Hispanic, and 3.6 percent Asian.

## *Communications Office*

### **Public Service**

The Communications Office is responsible for all media relations and Freedom of Information requests. Manages and updates the DAS website content and consults on the website architecture. Composes and prepares remarks for the Commissioner and Deputy Commissioners for various events.

DAS Communications includes Central Printing and the Mail and Courier Services. Mail and Courier Services operates as a free service to all state agencies; Central Printing provides printing services on a chargeback basis at greatly reduced rates. The unit provides photography and graphic design services for the offices of the Governor, Lt. Governor and multiple other agencies.

### **Improvements/Achievements 2017-2018**

- Processed over 400 Freedom of Information requests (FOIA) and continued to fulfill the agency's safety risk determination role for other agencies under FOIA including determinations for the Department of Public Health, the Connecticut Airport Authority and the Department of Emergency Services and Public Protection.
- Handled all internal and external communications to the public and to DAS employees including multiple press inquires, communicating with the Governor's office and keeping DAS and other state agency employees informed on various related issues through our internal channel of communications.
- DAS Print, Mail and Courier continue to operate from 18-20 Trinity Street. This year Mail and Courier installed new systems to scan and track certified mail, Fed Ex packages and coming into the agencies and they now have a system in place to track packages delivered to the new state offices at 450 Columbus Boulevard. This has proven most helpful during the move transition. Couriers deliver interoffice mail via nine routes statewide and mail handlers sort and stamp all first class, presort and certified mail for state agencies. DAS Print is the

central print source for state agencies and some quasi public groups. Annual revenues range between \$700,000 and \$800,000.

- Published several agency newsletter including the *DAS Times*, *InRoads* and *BuyLines* for specific audiences related to DAS.
- Assisted DAS Statewide Human Resources with graphics related to the launch of their JobApps program
- Manage the majority of content on the DAS website including assisting other DAS business units in writing/editing/updating their website content. Took the lead with any major web page redesigns after the August 2017 launch of the new website.
- Consistently an integral part of various DAS business units launches of programs, communicating to the public any new or innovated ideas that their customers should be aware of, promoting events and a conduit to any press outlets when required.

## **Statewide Human Resources Management Division**

### **Public Service**

Statewide Human Resources Management (SHRM) establishes, maintains, and communicates a uniform and equitable system of human resources administration that attracts and retains well qualified employees to provide effective and efficient services and programs. Its functions include employer branding, recruitment, examination, re-employment, classification, compensation, business rules, workforce reporting, central auditing, agency consulting, and human resources information systems, such as the human resources and time and labor modules of Core-CT and the State Executive Branch's [applicant tracking system](#)

### **Improvements/Achievements 2017-2018**

- Implemented Phase 1 of JobApps, the State Executive Branch's first ever Applicant Tracking System (ATS), on October 30, 2017 that automated the state's recruitment process and the State's job classifications. SHRM presented this project at the March 14, 2018 LEAN Showcase at the State Capital.
- Developed supplemental questions for over 2000 job classes that are used as part of the online application to assist the State in determining whether or not job applicants meet the minimum qualifications of the position they are applying for. This enabled the quick transition away from a manual and multi-layered examination process to an online environment where the examination and job opening occur at the same time (and thus greatly decreasing time qualified applicants are referred to hiring agencies).
- Assisted, trained, and educated personnel at State Agencies and members of the general public on how to use JobApps, including writing various Step Guides for the different types of users, troubleshooting systematic and administrative errors and making recommendations on recruitment strategies based on new system's capabilities.

- Posted over 2000 job openings and received over 150,000 job applications with the JobAps system. Note: The State has received more job applications this fiscal year than the previous 7 fiscal years combined (of examination applications).
- Established first ever recruitment oriented social media sites on FaceBook, Twitter, LinkedIn, Instagram, and Pinterest.
- Defined the State's employer value proposition (EVP), and built the State's employer brand.
- Attended job fairs, including ones held Rentschler Field (Heroes 4 Hire) and Dunkin Donuts Park (Urban League).
- Participated in the transition of Health Care Services, for inmates, from UCONN Health to the Department of Correction by determining the target classes for UHP employees and all other on-bargaining unit employees and developing job classes for the executive and managerial functions.
- Supported the closure of CJTS with the placement of 200 State employees in other jobs and transfer of funding and responsibility for the Juvenile Justice population to the Judicial Branch and the placement of 24 Social Worker Supervisors and Social Workers.
- Recommended Job Classes for the Department of Developmental Services transition from public programs to private services.
- Developed the Business Analyst series for the Department of Social Services IMPACT project.
- Audited 2,933 employment actions/records in Core-CT.
- Created new salary schedules for newly negotiated collective bargaining agreements.
- Implemented SEBAC 2017 agreement in CORE-CT (involving evaluation, design, testing, and communication) including:
  - Furlough days
  - Change in FMLA requirements including creation of over 200 new time reporting codes
  - Change in sick leave provisions for caregivers
  - Delay of April Longevity
  - Automation of lump sum processing due to all bargaining unit members
- Implemented changed provisions, primarily impacting time and labor rules, of all newly negotiated bargaining unit contracts.
- Provided a method for electronic submission of OSHA reports to meet new federal reporting requirements.
- Created several daily interface files to share data from Core-CT to JobAps.
- Implemented a means for Core-CT to perform mass updates to employment records on behalf of agencies negating the need for individual manual entries under applicable circumstances.
- Established three new departments and assisted in the transfer of approximately 700 employees from UCONN Health to the Department of Correction.
- Created and conducted first sessions of The Basics of Time and Labor staff training course to facilitate succession planning.

### **Human Resource/Smart and Payroll Division**

The Human Resources/Small Agency Resource Team (SmART) supports eleven (11) agencies and provides a consistent application, interpretation and execution of state statutes, regulations, policies, procedures, bargaining union contracts in guiding agency officials, managers, supervisors and staff members. Activities include but are not limited to:

- § Manage employee leave accruals, bi-weekly payroll and timesheets to ensure accuracy
- § Management and processing personnel actions to reflect changes in employment status, compensation and benefits
- § Maintenance of employee personnel records
- § Management of positions to include classification reviews on promotions and new positions, processing and tracking position transactions
- § Coordination of state, federal and SEBAC family and medical leave and reasonable accommodations
- § Management and coordination on recruitment and selection process
- § Management of employee benefits to include but not limited to retirement, health insurance, new employee orientation, tuition reimbursement, and workers' compensation,
- § Administrating provisions of the collective bargaining contracts, human resources policies and procedures, and state and federal laws, regulations relating to employment and ensuring managers, supervisors, and employees have knowledge and understanding and act in accordance with their rights and responsibilities under these provisions
- § Coach supervisors and managers to properly, fairly and consistently manage employee performance and conduct
- § Investigate allegations of misconduct
- § Represent the agency(s) in labor relation grievances

### **Improvements/Achievements 2017-2018**

- Finalized the purging, properly destroying, and/or archiving of multiple documents that were accumulative over many years in preparation of moving to a new location at 450 Columbus Boulevard, Hartford. This entailed the commitment and efforts by all our SmART staff towards limiting to the extent possible the documents and files that were brought to the new building. Staff worked closely with the State Library and the agency's RMLO for this huge undertaking.
- Streamlined internal processes and efficiencies on records management according to the State's Records and Retention Schedule.
- Developed an internal compensatory and overtime electronic procedure expected to be fully implemented in August 2017.

### **Other Information Required by Statute**

#### **Employment Statistics**

Pursuant to Conn. Gen. Stat. § 5-204, the Commissioner of Administrative Services reports the following figures from payroll records provided by the Office of the State Comptroller:

- Executive Branch figures for employees paid in the 2018 calendar year as of July, regular, eligible to receive state benefits (excludes Higher Education, Quasi-Public agencies, Legislative Management, Judicial, UConn Storrs and UConn Health)

**Full-time 28,740 Part-time 2,319**

- Non-Executive Branch employees paid in calendar year 2018 as of July (includes Higher Education, Quasi-Public agencies, Legislative Management, Judicial, UConn Storrs and UConn Health) – **Full-time 20,696 Part-time 16,682**
- Classified turnover separation figures for Fiscal Year 17-18 from Core-CT:  
**Full-time 1,144 Part-time 811**

**4-61mm Evaluation of Volunteer Program**

DAS does not have a volunteer program.

**5-248i(c) Telecommuting Report**

Pursuant to C.G.S. Sec. 5-248i, state agencies are required to provide DAS with copies of telecommuting arrangements they have approved for their employees. In FY 17-18, DAS received copies of the following telecommuting arrangements from state agencies:

<b>Telecommuting Report Fiscal Year – July 1, 2017 – June 30, 2018</b>	
<u>Agency</u>	<u># of Agreements Received 2017-2018</u>
COMPTROLLER	1
CORRECTION	1
DEEP	69
INSURANCE	10
PUBLIC HEALTH	10
REVENUE SERVICES	115
UConn	75



## **Division of Construction Services**

### **Construction Services**

#### **Public Service**

The three units that comprise DAS Construction Services (DAS CS) are Design and Construction; Legal Affairs, Policy and Procurement; and Regulatory Compliance. The Design and Construction unit (DC) includes the Project Management group and the Technical Services Group. Legal Affairs, Policy and Procurement includes the Legal group, the Policy and Procurement group, and Project Support Services. The Regulatory Compliance unit includes the Office of the State Building Inspector (OSBI), the Office of the State Fire Marshal (OSFM) and the Office of Education and Data Management (OEDM).

#### **Design and Construction**

The Design and Construction unit's Project Management group administers State capital building construction through planning, design and construction for both new and renovation projects, including most State agencies' capital building project needs. The Design and Construction unit's Technical Services group provides support to DC and client agencies in numerous ways, including quality assurance reviews of capital projects, project planning, electronic plan archives, environmental support, hazardous materials testing, disposal and demolition, and support for energy upgrade projects in collaboration with the Department of Energy and Environmental Protection, and GIS support.

#### **Legal Affairs, Policy and Procurement**

The Legal Affairs, Policy and Procurement unit's Legal group provides legal services in connection with most of Construction Services' core statutory functions, including preparation and execution of consultant and construction contracts. It is the Legal unit's responsibility to ensure that the terms and conditions of each contract protect and advance the best interests of the State while conforming to all statutory, regulatory and state contracting requirements. The Legal Affairs, Policy and Procurement unit's Procurement group, as part of Construction Services' statutory functions for the design and construction of Executive and Judicial Branch capital improvements, develops and administers the processes and procedures for the selection of consultants, construction managers at risk and design builders, as well as for the bidding of minor and major public works contracts.

The Legal Affairs, Policy and Procurement unit's Project Support Services group manages the intake, processing, and tracking of all capital building construction project requests; administers the selection process for an on-call consultant for said projects; manages the intake and processing of requests for declaration of emergency; and manages the intake, processing, and tracking of requests for hazardous materials assistance. The group also provides analytical research and reporting for DAS CS management to assist in developing policy and in meeting reporting requirements, and conducts internal account examination to advance accurate accounting on DAS CS projects.

#### **Regulatory Compliance**

The Office of the State Building Inspector (OSBI) oversees the development of each new Connecticut State Building Code adoption, and answers questions, resolves issues and reviews local decisions related to the Code and local building officials. The OSBI reviews and processes formal Code interpretations, modification requests and waivers, as well as provides administrative support to the State Codes and Standards Committee. The OSBI performs plan review and inspections for all state-owned threshold construction and all CS-administered construction, as well as CSCU 2020, Adrian's Landing, Rentschler Field and CRDA.

The OSBI Bureau of Elevators is responsible for inspecting all elevators, escalators, people movers, ski lifts and tramways, and investigating any accident involving an injury. The OSBI Bureau of Boilers is responsible for developing regulations governing the construction and operation for large boiler systems, certifying insurance company inspectors and processing inspections done by those entities. It is also responsible for directly inspecting "uninsured" boilers.

The Office of State Fire Marshal (OSFM) oversees the development of each new Connecticut Fire Safety Code and Fire Prevention Code adoption, and answers questions, resolves issues and reviews local decisions related to the Code and local fire officials. The office reviews and processes formal Code interpretations, modification requests and waivers. The OSFM performs plan review and inspections for all state-owned threshold construction and all CS-administered construction, as well as CSCU 2020, Adrian's Landing, Rentschler Field, and CRDA. The OSFM is also responsible for required inspections of all existing state buildings. In addition, OSFM assists local fire officials and the state police in the investigation of fire scenes.

The OSFM licenses crane operators and apprentices, inspects crane and hoisting equipment, and investigates accidents. It also provides administrative and legal support to the Crane Operator's Examining Board. The OSFM also licenses demolition contractors and administers the fire safe cigarette program.

The Office of Education and Data Management (OEDM) performs all credentialing responsibilities - including training, testing and records maintenance - for OSBI and OSFM. The office licenses building code enforcement officials, certifies fire code officials and fire investigators, provides mandated continuing education training for code officials, and offers code-related instruction to individuals in the allied trade and design professions. The OEDM tracks pre-accreditation training, credentialing criteria, continuing education credits, and manages the National Fire Incident Reporting System for Connecticut's 256 fire jurisdictions. The OEDM maintains Burn Injury Report information for all Connecticut health care providers, and Hotel-Motel Fire Safety compliance documentation. The office also collects the Code Training and Education fees assessed on the construction value of local building permits from all Connecticut municipalities.

## **Improvements/Achievements 2017-2018**

### Design and Construction

#### Project Management

For Fiscal Year 2017-2018, the Design and Construction unit's Project Management group oversaw a large portfolio of construction projects. The following focuses on the three largest

projects in each of four categories: Projects Completed, Projects in Construction, Projects in Design or Preparing to Enter Construction, and Regional Fire Schools.

Projects Completed included Lafayette Hall at Housatonic Community College in Bridgeport (BI-CTC-455)\*. This four-story addition for general classrooms and art, and renovation of the existing library, academic support center, media services, and science and math spaces had a construction value of \$44.3 million. Joyner Hall at Northwestern Community College in Winsted (BI-CTC-427) is the second of the completed projects presented. The new veterinary school was built on the existing parking lot while students occupied an existing adjacent school building. The total project cost was \$25.6 million. Renovations to Litchfield Residence Hall at Western Connecticut State University in Danbury (CF-RD-275) was a \$13.2 million major renovation project that included necessary upgrades and resulted in considerable aesthetic improvements to the building and adjacent grounds.

In the Projects in Construction category, the largest project underway is the renovation of the historic State Office Building in Hartford (BI-2B-381), funded at \$203.7 million with \$177 million currently committed. This project will include a complete interior renovation of the existing 321,000 gross square foot building, restoration and renovation of the building exterior and central exterior courtyard, and reconfiguration of the existing building entrances. The work will also include new mechanical, electrical, plumbing, and fire protection systems. Site work will include the creation of a landscaped plaza to the immediate east of the existing building and redevelopment of all existing perimeter streetscape. Incorporated into this project is the demolition of the existing 450-car parking structure and the construction of a new 1,000-space parking structure, which will include retail space along Washington Street. The remaining green space at the corner of Washington and Buckingham Streets will be a landscaped park-like area. The project will extend the Capital Area System (CAS) district heating and cooling loop to the State Office Building (BI-2B-382) was also incorporated into the larger Construction Manager At-Risk project, adding the \$9.7 million of the CAS project to the budget of the overall undertaking.

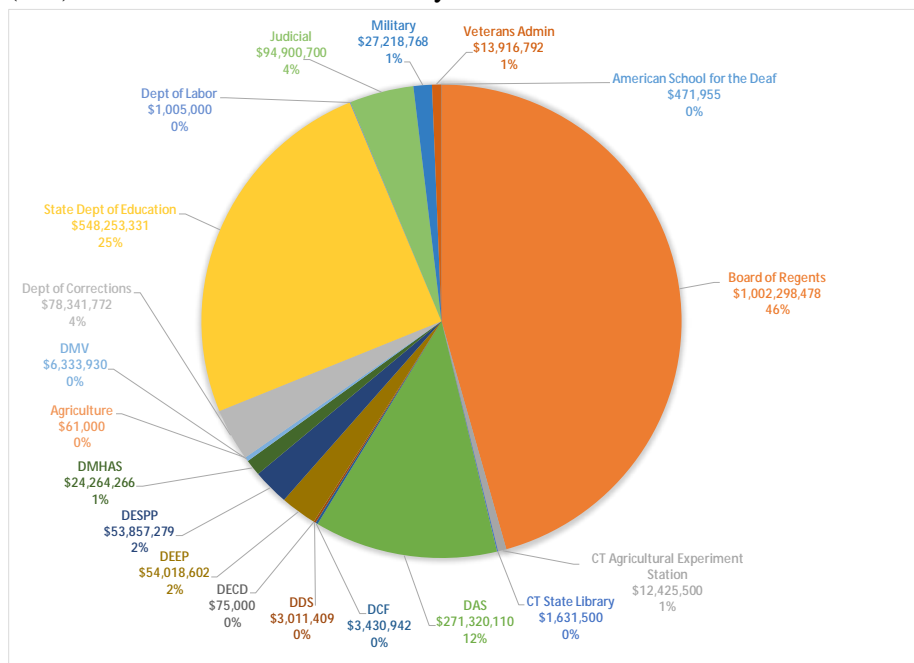
The second project in Projects in Construction is additions and renovations to the Ella T. Grasso Technical High School in Groton (BI-RT-877). The project is funded at \$134.9 million, with \$111.8 million currently committed. Significant progress has been made on the third project in this category, the renovation and expansion of Willard and DiLoreto Halls at Central Connecticut State University in New Britain (BI-RC-390). This project has a total committed cost of approximately \$58.2 million. Willard Hall (approximately 60,125 gross square feet of space on four levels, including basement) and DiLoreto Hall (approximately 45,476 gross square feet of space on four levels, including basement) will be expanded through the construction of a 35,300 gross square foot “in-fill” structure connecting the two buildings and providing additional space to meet the programmatic needs of the university. The renovations will include a new exterior masonry envelope; new doors, windows, roofs; and a reconfiguration of interiors to provide additional classrooms and offices. The work will also include new mechanical, electrical, plumbing, and fire protection systems.

The Projects in Design or Preparing to Enter Construction category includes additions and renovations to Platt Technical High School in Milford (BI-RT-878), funded at \$124.6 million for the total budget. The project is currently in design. The second and third projects in this category are the construction of two CREC magnet schools: Ana Grace Academy of the Arts in Bloomfield (CRE-

001), which has a project budget of \$109.7 million, and the Academy of Aerospace and Engineering Elementary School in Rocky Hill (CRE-002), which has a project budget of \$62.4 million.

In the Regional Fire Schools category, renovation construction is underway at Burrville Fire Training School in Torrington (BI-FP-013). The project includes updated classroom and training space, a Class-A burn facility, pavement and underground utilities. With \$12.7 million of funding, \$12 million is currently committed costs. Fairfield Regional Fire School (BI-FP-014) is also being renovated and is currently in construction. The budget is \$8.8 million. Finally, the Eastern Connecticut Regional Fire School in Willimantic (BI-FP-015), funded at \$18.5 million, is in the design phase. This project will create a new Administration and Education Facility and a new Vehicle Maintenance Facility. The completed facility will have a Class-A Burn Building, Rehab Pavilions and a Training Tower.

In Fiscal Year 2017-2018, DC was providing project management or project management support services on 288 capital building construction projects, of which 123 were agency administered (AA) and 165 were administered by DAS CS.



Construction Projects Portfolio by Client Agency for fiscal year 2018.

## Technical Services

For Fiscal Year 2017-2018, the Design and Construction unit's Technical Services group began performing electronic document reviews, and with the hiring of a Professional Engineer, Technical Services is now conducting both envelope reviews and mechanical, electrical and plumbing (MEP) reviews. The group conducted multiple quality assurance reviews using PDF mark-up software specialized for the Architect, Engineer, Consultant (AEC) industries, which has required electronic deliverables from consultants in lieu of paper plans and specifications. Environmental savings from reduced printing requirements resulted in thousands of dollars of cost savings to the State. Technical Services will continue to develop protocols to allow cloud based comments for all members of the review team (OSBI, OSFM, AEC team).

Technical Services oversees the maintenance of the electronic plan archive database, and is developing protocols for inputting data on scanned files not yet integrated into the archive data base. Refinement of the plan archives continues with manual coding of 1,500 plan sets never previously entered into the prior state data base. Inter-agency cooperation with Connecticut Department of Energy and Environmental Protection (DEEP) has resulted in help from their interns to code and enter necessary metadata into FileNet. This work will continue into the upcoming fiscal year.

The Connecticut Environmental Policy Act (CEPA) environmental analysis was concluded at The Seaside in Waterford during the first quarter, and in conjunction with DEEP and the Office of Policy and Management (OPM), Technical Services supported DEEP's efforts to solicit developers for hotel accommodations in the historic Cass Gilbert designed buildings.

At Southbury Training School, Technical Services is working with the Department of Agriculture to complete a study for the adaptive reuse of some of the historic farm buildings. At the Mulcahy Complex in Meriden, the group is working with the Connecticut Department of Emergency Services and Public Protection (DESPP) to help plan a new State Forensics Laboratory, and is studying multiple sites in addition to the former Connecticut School for Boys site to determine the best long-term placement along with appropriate uses for the other campus buildings.

Technical Services oversees renovations to historic buildings, and has four active State museum projects. At Old Newgate Prison in East Granby, the unit completed an emergency project to address failing foundations at Viets Tavern and has completed bidding of a roof replacement and envelope repairs project. A study was completed and design is underway for priority projects at the Sloan-Stanley Museum in Kent, and the scope is being developed for priority projects at Prudence Crandall Museum in Canterbury and the Henry Whitfield State Museum in Guilford.

For Fiscal Year 2017-2018, the group managed 217 hazardous materials abatement and demolition projects totaling \$5,895,063, seven contaminated soil and groundwater projects totaling \$515,000, four underground storage tank (UST) closure and installation projects totaling \$311,000. The group ensures all installations and closures of USTs during state-owned building construction, addition, or renovation projects comply with all applicable State and Federal regulations.

## Legal Affairs, Policy and Procurement

### Legal

Throughout Fiscal Year 2017-2018, the Legal unit revised and updated various contract documents to address project-related issues and changes to statutes. The legal unit continued to provide legal services to other units within DAS including Procurement, Leasing and Acquisitions, and Facilities Management (Capitol Area System Heating and Cooling District). It also provided legal advice on claims, changes to forms in the DAS CS library, and the new Construction Administration Manual.

The Legal unit prepared and had executed 22 Contract Amendments with a total contract value of \$5,281,881; 4 GMP Amendments with a total contract value of \$276,244,702; 45 Contract

Agreements with a total contract value of \$29,355,528; 27 Task Letters with a total contract value of \$3,225,292; and five Work Authorization Orders with a total contract value of \$20,885,991.

## Procurement

The Procurement group developed the new Construction Online Bidding forms and procedures, and trained Project Managers on their use; combined three separate sets of Division 01 General Requirements Documents into one set for Design-Bid-Build and CMR projects; and modified documents for all project phases to reflect the new online bidding process and published the documents to the new DAS CS website to improve accessibility and increase efficiency for users. There were 16 projects for Fiscal Year 2017-2018.

New standards and procedures to receive and review qualification submittals electronically, including the review and revision of numerous forms and other documents used in the process, were also developed in conjunction with DAS Procurement in the review and evaluation of proposals for an E-Sourcing solution.

From July 1, 2017 to June 30, 2018, the group posted 18 advertisements for qualifications, a slight increase over the preceding fiscal year. The advertisements were for the following contract types: 11 Architects/Engineers, 0 Design Build, 3 Construction Manager at Risk and four On-Calls. Technical Services publicly bid seven Informal Construction Projects (projects with an estimated value of \$500,000 or less); eight formal construction projects (projects having an estimated value of more than \$500,000); and one CPS Project.

## Project Support Services

During Fiscal Year 2017-2018, the Project Support Services (PSS) group administered 41 DAS Administered Capital Project Initiation Requests, 50 Agency Administered Capital Project Initiation Requests requiring consultant assistance, 124 Capital Project Initiation Requests requiring no consultant assistance, and 30 Requests for a Declaration of Emergency Status.

This past year CS has had the ability to provide reports categorized by Client Agency, Designer, Contractor, etc. affording the opportunity to measure accurately the performance of the Project Management Teams with respect to schedule and cost at the Project level and Program-wide schedule. Cost information is measured monthly and then audited quarterly for completeness and accuracy

DAS CS has solicited for project management software and anticipates the selection of a vendor by the end of calendar year 2018. Newer Programs offer both more user-friendly data input and expanded reporting capabilities beyond those possible with the current version of PM/Web.

Project Support Services has significantly advanced data management and reporting services. Process improvements in the formal applications (Project Initiation Documents) for Agency Administered, Emergency and HAZMAT Projects and the creation of databases and reports created from them, have given CS the ability for the first time to track and record utilization of services such as On Call Consultant selections, HAZMAT consultant and contractor activities, AA Project Documentation and close-out requirements for all providing both technical and fiscal record data.

Additionally, Project Support and Technical Services have together updated Consultant Manuals and for the first time in the history of CS (formerly DPW) produced a Construction Administrator’s Manual for contract services in association with CS Design and Construction Projects.

Managers with a step-by-step guide to answer frequently asked questions on how to administer projects in the PMWeb system.

Regulatory Compliance

Office of the State Building Inspector

The Office of the State Building Inspector (OSBI) concluded its development work for the 2018 Connecticut State Building Code. The Code was submitted to the Legislative Regulation Review Committee with a planned effective date of October 1, 2018.

Modifications and waiver volume were similar to past years at just more than 1,200 requests acted on in this Fiscal Year.

The OSBI added a significant volume of projects to its workload this year. Due to retirements and other staffing changes in Design and Construction’s Project Management group, building code compliance oversight for all DAS CS-administered non-threshold projects have been given to OSBI. The significant increase in the number of plan reviews and construction inspections performed are due to the addition of these projects.

The OSBI continued to provide building code compliance oversight for many of the State’s most visible construction projects. The Department of Transportation’s (DOT) Waterbury Bus Garage, the University of Connecticut (UConn) Innovation Partnership Building at Tech Park in Mansfield, and the UConn Student Recreation Center and new UConn Engineering Building, both in Storrs, are some of the threshold projects under construction this year.

The OSBI also provided compliance oversight for Capital Region Development Authority (CRDA) projects. This year’s projects include the 81 Arch Street development, a mixed use business and residential building on the far end of the Front Street area in Hartford.

	July – September 2017	October – December 2017	January – March 2018	April – June 2018	Total Year to Date
Plan Reviews Performed	26	43	28	18	115
Construction Inspections Performed for DCS	359	217	228	482	1,286
Construction Inspections Performed for UConn	64	49	54	65	232
Construction Inspections Performed for DOT	18	57	44	65	184
Construction Inspections Performed for CRDA	12	18	6	3	39
Permits Issued	18	21	28	12	79
CO’s/CA’s Issued	12	8	24	33	77
UConn Building Department Plan Reviews	60	92	83	111	346
UConn Building Department Permits Issued	46	28	47	51	172
UConn Building Department Inspections Performed	246	114	136	126	622

The Bureau of Elevators inspected 8,473 elevators and tramways. The Bureau of Boilers inspected 3,178 boilers and administered 12,406 inspections performed by insurance company inspectors.

#### Office of State Fire Marshal

The Office of State Fire Marshal, in concert with the Codes and Standards Committee and OSBI, developed the 2018 Connecticut Fire Safety Code and the Connecticut Fire Prevention Code, and negotiated with the National Fire Protection Association and the International Code Council to publish Connecticut specific versions to be published prior to the code adoption date of October 1, 2018. The OSFM also reviewed and processed 197 fire code modifications for local fire marshals and the public.

Some of the major construction projects OSFM completed during the Fiscal Year include the 12-story University of Connecticut (UConn) Medical Hospital in Farmington, the downtown Hartford UConn campus, and the Communications building at Eastern Connecticut State University in Willimantic.

The OSFM assisted local fire officials and the state police in fire investigations on 256 occasions.

The OSFM migrated crane, hoisting and demolition licensing to the web-based E-License system, which reduced the number of checks and cash transactions and provided increased service to constituents. In Fiscal Year 2018, OSFM issued 176 new crane operator licenses, up from 27 last year, and issued 150 new hoisting licenses, up from 57 the previous year.

The OSFM issued 48 new demolition contractor licenses, and renewed 409 demolition contractor licenses.

#### Office of Education and Data Management

During Fiscal Year 2017-2018, a total of 153 individuals attended Building and Fire Code Enforcement and Fire Investigation preparatory training programs through the Office of Education and Data Management (OEDM). Thirty-three individuals earned building and fire credentials via challenge exams.

The OEDM revised the testing model used for fire certification in Fiscal Year 2017-2018. A final examination was introduced to both the Fire Code Inspector and Fire Investigator modules, as well as the inception of grading the investigator practical exam. The OEDM administered 779 credentialing exams for building and fire officials.

The OEDM's continuing education training provided 112 three-hour training seminars on 23 topics for 5,840 building and fire officials. In November 2017, 190 code officials attended OEDM's Annual Conference for the Connecticut Building Officials Association (CBOA)/Connecticut Fire Marshal Association (CFMA). The Office of the Chief State's Attorney presented two six-hour trainings on code enforcement review for 157 participants.



The number of fire incidents and burn injuries were down from last year. In Fiscal Year 2017-2018, the 256 fire jurisdictions reported 264,796 fire incidents, as compared to 361,566 fire incidents in Fiscal Year 2017. Hospital and healthcare providers filed 380 Burn Injury Reports.

## **Bureau of Enterprise Systems and Technology (BEST)**

### **Public Service**

Under Chapter 61 of the Connecticut General Statutes, the Bureau of Enterprise Systems and Technology (BEST) is responsible for developing and implementing an information and telecommunication system to efficiently service the needs of state agencies; and for purchasing and leasing all state agency information technology equipment and services, or approving agency requests for same.

### **Improvements / Achievements 2017-2018**

#### **BEST – Network Services**

- Completed the implementation of the Next Generation e911 system to 108 Public Safety Answering Points (PSAP) with the Department of Emergency Services and Public Protection.
- Worked with numerous State Agencies to relocate their network and computing infrastructures into the new Groton and Springfield Data Center environment including Disaster Recovery and Business Continuity planning.
- Implemented an additional option for network design to create more opportunities for state agencies to reduce network costs.
- Completed the Department of Correction (DOC) router replacement project, which allowed DOC to achieve approximately \$200,000 in circuit cost savings.
- Increased utilization of the Nutmeg Network by close to 100%, which reduces external costs by relying more heavily on existing networks.
- Re-negotiated a new 3 year Internet Service Provider (ISP) contract using CEN (Connecticut Education Network) as the State's Primary ISP provider. This new contract doubles available bandwidth and provides additional security protections, while reducing costs.

#### **BEST – Platform Services**

##### *Data Center and Disaster Recovery Operations*

- Successfully migrated agency Disaster Recovery environments into our Groton and Springfield Data Centers such as the Department of Corrections and the Department of Criminal Justice.
- Successfully instituted Infrastructure Continuity Program (ICP) into DAS/BEST. The program safeguards the Groton Data Center's infrastructure continuity readiness through disaster recovery planning, preparedness, management and mitigation.

## *Operations*

- Executed and monitored 569,329 batch jobs in Fiscal Year 2018.
- Successfully instituted quarterly testing of the DAS/BEST centralized Command Center's (located at 55 Farmington Avenue), ability to run Operations and off-prime Help Desk at the Groton Data Center in the event of a BC/DR event.

## *Shared Services Support and Operations*

- Successfully supported the full implementation of the DSS Integrated Eligibility System (ImpaCT). DAS supports the maintenance activities and maintains the production deployment and infrastructure activities.

## *Help Desk Services*

- Processed a total of 51,333 tickets submitted by State of Connecticut agencies, municipalities, K-12 Schools, Higher Education, hospitals and the public who receive DAS/BEST services. Our goal is to provide services to our customers in a timely and efficient manner so they can be productive. In our efforts to achieve this goal, we look for opportunities to transition services from our technical service areas to the Help Desk. Most recently with these changes, we reduced the time for processing of VPN token requests from an average of 15 days to less than 2 days.

## *Application Hosting Services*

- Streamlined two processes used in the support of state agencies that cut time to complete requests for some new applications by 50% (from over 13 weeks to 6 weeks).

## **BEST – Security Services**

### *Security Systems and Operations*

- Enhanced the state's enterprise Multi-Factor Authentication (MFA) system to allow increased use of MFA by state agencies and remote users. This includes new delivery methods for authentication that do not rely on dedicated physical devices, and the ability to augment MFA with additional security based on dynamic circumstances, such as location or previously unused devices.
- Replaced the state's Enterprise Internet Filtering System. The new platform allows inspection of communications to secure websites and preserves the current ability to have agencies tailor internet filtering based on agency-specific needs while maintaining a statewide standard for appropriate use of the internet.
- Completed a major review of Payment Card Industry (PCI) compliance for enterprise systems to support the Department of Motor Vehicles upgrade from PCI Level 1 to Level 2. This upgrade allows the continued expansion of online payment services to Connecticut residents.
- Leveraged several federal Department of Homeland Security (DHS) services to enhance security posture of the Connecticut environment. This included assistance with analysis of a

sophisticated phishing campaign, a Remote Vulnerability Assessment (RVA) which provided an independent assessment of systems security from both internal and external threats, and ongoing use of the DHS Cyber Hygiene program, scanning Connecticut systems for vulnerable configurations.

### *Security Policy and Awareness*

- Developed the state's first ever Connecticut Cybersecurity Action Plan. This document provides guidance on implementation of the principles put forth in the Connecticut Cybersecurity Strategy, released in 2017.
- Initiated a series of agency executive-level cybersecurity awareness briefs for Executive branch agency Commissioners, Directors and senior Information Technology management. These briefs support the Cybersecurity Action Plan goal of improving executive awareness by providing an agency-tailored review of cyber incidents, cybersecurity awareness training, configuration and policy goals, and a description of the external environment that routinely accesses agency systems or applications.
- Published a Cyber Incident Response Plan template for use by state agencies, local governments and the general public. This plan's basis is the updated DAS/BEST Cyber Incident Response Plan and is fully compliant with both existing Emergency Management doctrine and the state's Cyber Disruption Response Plan.
- Supported the development of the state's Cyber Disruption Response Plan.

### **BEST – Unified Communications**

- Continued deployment of the state's enterprise telephone system, currently in service with over 16,000 Executive Branch agencies users. The system handles over 25,000 inbound and 14,000 outbound calls per day.
- Collaborated with the Department of Motor Vehicles to implement new call center technologies in May of 2018 that handles over 8,500 calls per day.
- Installed new networking, audio and video conferencing, wireless display and room recording equipment at 165 Capitol Avenue for operation planned in 2019.
- Extended State WiFi network to 450 Columbus Boulevard and DVA – October 2017

### **End-User Device Security**

- Expanded the use of imaging, deployment and patching services to supported agencies – at 450 Columbus Boulevard, CJIS, CHRO, OGA, Office of Governor and Lieutenant Governor. Expanded platform-as-a-service usage to additional agencies – DCP, Core CT and CJIS.
- Updated state's device encryption and anti-virus environment. Currently represents 23,000 anti-virus and 33,000 encryption devices.

## **BEST – Application Services**

- Implemented a set of new e-Government initiatives for online services and content re-designs.

### New Online Services

- Department of Veterans Affairs – Veterans Mobile Application
- Office of the Governor – MyEvents2Go Conference Planning Mobile Application for the Reimagining Justice Conference
- Health Information Technology Office – Roundtables Registration
- Department of Motor Vehicles – Child Safety Class Registration
- Department of Transportation – Encroachment Permits Online Application

### New Content Re-designs

- Department of Administrative Services (DAS)
  - Secretary of the State (SOTS)
  - Department of Children & Families (DCF)
  - Department of Social Services (DSS)
  - Department of Veterans Affairs (DVA)
  - Department of Consumer Protection (DCP)
  - Office of Health Strategy (OHS)
  - Attorney General (AG)
  - State Department of Education (SDE)
  - Department of Corrections (DOC)
  - Department of Public Health (DPH)
  - Connecticut’s Wall of Honor (LTGOV)
  - Sitecore Agencies Training Site
- Continued to expand the online licensing and permitting platform to agencies, Office of State Fire Marshall and Department of Developmental Services, along with new online features:
    - Online Reinstatement
    - Online License Verification
    - Online Supervision management
    - Online Alternate Logon
    - Online email password recovery
    - Online renewal notice web links
    - Online Data Grids: Location address, Classification, Service level, Key Individual, Owners
    - Online ACH check payment processing
  - Implemented and deployed new data collection and processing to advance online services for DAS Procurement
    - Bituminous Tool for calculating material cost for road construction projects. The annual process will introduce efficiency for bidding process for the construction materials and cost calculations currently done by the Department of Transportation.

- Re-write of the Supplier Pre-Qualification process with advanced features to review and expedite the completion of certification for potential suppliers/contractors.
- Implemented online reporting to understand the status of a state owned facility during a storm event.
- Successfully implemented Records Retention Policy and Schedule Management Application for the Connecticut State Library. The new system will automate and streamline the administration (request, review, approval process) of the state's retention policies.
- Successfully transitioned and migrated the Office of Legal Affairs, Policy and Procurement, Connecticut State Library, Office of the Treasurer and Department of Emergency Services and Public Protection to a new Enterprise Content Management Solution, allowing them to electronically capture, store, retrieve documents and provide electronic data feeds to partners. Reducing the paper and storage footprint and cost, while increasing staff efficiency.
- Expanded of Core-CT Data Warehouse Content and Reporting
  - Pension
  - PSA/POS Contracts
  - E-Pro
  - Budget Workbook
  - Cash Management
  - UConn – Custom Reporting

#### **BEST - Directory and Messaging Services**

- Partnered with the Department of Economic and Community Development (DECD) to install and deploy Active Directory Federation Services (ADFS) for their new Customer Relationship Management system. The ADFS service will provide single sign on capabilities to allow DECD employees to access the CRM system while attending meetings at business locations.
- Deployed a new connection service that enables state agencies to utilize Microsoft cloud products and gain secure access into systems in a federated manner. Additionally, the new service stands to increase the workforce mobility to accomplish program goals.

### **Properties and Facilities Management Division**

#### **Public Service**

The Division of Property and Facilities Management administers the operations, maintenance and security of state owned buildings. State buildings are located throughout the Hartford and Wethersfield area and major cities in the state including: Meriden, Mystic, and Waterbury. The Bureau is responsible for the long term management of these assets including the physical integrity of the property, operating expenditures, environmental conditions, preventative maintenance program as well as implementing capital improvements, administration of contracts for property management firms, service contracts, design consultants and security services.

The Facilities Operation Unit manages approximately 6.8 million square feet of state-owned floor space in occupied and vacant state buildings. The building portfolio includes active office buildings, occupied campus facilities, laboratories, parking lots, the Connecticut Building at Eastern States

Exposition and surplus property. The unit provides a safe and efficient work environment for approximately 9,000 state employees from various agencies who occupy these facilities. Property management is provided by in-house staff and contracted property management firms.

The Capitol Area System (CAS) Management Unit operates the CAS district heating and cooling loop in the Capitol District. CAS provides hot water for space heating and domestic hot water production as well as chilled water for space cooling for thirteen state buildings and four private buildings, totaling over three million square feet of building space, which houses over 5,500 state employees and up to 4,000 private employees or patrons.

The Facilities Planning Unit, created in FY 2016, provides statewide facilities planning activities, logistical services and operational support to state agencies involved in consolidations and relocations. The unit handles often complex logistical and change management aspects of moves including but not limited to, asset management disposition, schedules, records retention, planning and coordination. The unit also manages the trade staff. This group is responsible for general maintenance, light housekeeping and special events.

The Governor's Residence Unit is charged with the maintenance and care of this 109 year old building that is on the register of historic places. The unit is responsible for coordinating and overseeing public tours and weekly public use of the Residence by nonprofit organizations.

The Statewide Security Unit provides for the overall physical security of state employees, clients, visitors as well as assets of the State of Connecticut in both state-owned and leased facilities. The unit develops and implements security standards, policies and procedures and standardizes equipment and systems to provide an effective level of security to the employees and the public and to state assets at all state-owned and leased facilities. The unit also administers the statewide workplace violence reporting system and assists other agencies in managing incidents. In addition, the unit is responsible for administering the state picture identification and access control systems for vast majority of state agencies.

The Technical Services Unit develops and maintains a three year capital improvement plan, ensures ADA compliance, life and safety as well as environmental compliance. The unit is responsible for inspections and provides project management services for minor construction projects and repairs. The unit collaborates with various state agencies on planning, design and construction for minor office reconfigurations or relocations. The unit is staffed with a variety of design and construction professionals to provide a wide range of services to DAS properties and clients.

### **Improvements/Achievements 2017-2018**

- Maintained state office building operations with a significant reduction in the operating budget through cost effective and efficient administration of buildings and by implementing a property management contract consolidation plan.
- Obtained over \$28 million in bonding during the fiscal year for improvements to state buildings including numerous mechanical upgrades, energy improvements, roof replacements, building envelope repairs, ADA improvements, security enhancements as well as life and safety upgrades at other buildings.

- Successfully restacked the South building at 450 Columbus Boulevard which allowed for the relocation and consolidation of the Department of Economic and Community Development from 505 Hudson Street and 200 Constitution Plaza a leased facility.

## **Procurement Services Division**

### **Public Service**

Through its Procurement Services Division, DAS shall purchase, lease or contract for all supplies, materials, equipment and contractual services for executive branch state agencies as well as all information system and telecommunication system facilities, equipment and services for state agencies in accordance with C.G.S. 4d-2. The contracting program staff currently administer over 1,000 active contracts associated with over 2,000 suppliers. Other procurement division programs prescribed through Title 4a include the administration of the set-aside program (also known as Supplier Diversity Program, C.G.S. 4a-60g), the state and federal surplus programs (C.G.S. 4a-57a and 4a-66), the construction contractor prequalification program (C.G.S. 4a-100 and 4a-101), as well as various other administrative support programs such as the Purchasing Card (p-card) program, Construction Contracting Resource Support Team, and Core-CT support.

### **Improvements/Achievement 2017-2018**

- Created, published and succeeded in meeting objectives in our business plan identifying our Vision, Mission, Values, and Goals.
- Created contract savings totaling approximately \$31 million in FY 18 through negotiations and reverse auctions (including large IT project savings, energy contract savings, road salt contract savings, and more).
- Streamlined/LEAN'd various procurement processes (including, Contracting Process in advance of e-sourcing procurement; updated vendor "Statement of Qualifications" eliminating redundancies; new online bid tool for DOT roadway maintenance contracts easing vendor submission process, data evaluation, and agency/municipal usage process through new automation;
- Trained nearly 200 state agency fiscal staff in the 4th Annual Procurement Program Training event.
- Provided direct Procurement 101 training to several agencies.
- Participated in NASPO Cohort with the Sustainable Purchasing Leadership Council (SPLC) in an effort to benchmark our sustainable purchasing program with that of other states
- Conducted a Sustainable Purchasing training for DAS Procurement staff in cooperation with the Green Electronics Council.
- Created a variety of new customer advisory groups through all of our programs to improve customer service.
- Led several national cooperative contracts leveraging our purchasing power with multiple

states.

- Continued procurement program outreach for participation by Connecticut municipalities.
- Attended and presented at dozens of educational events and trade shows for vendors, veterans and localities promoting our programs and educating the attendees on doing business with the State.
- Continued participation in and had several staff elected into leadership (Board) roles in several large procurement organizations including, the National Association of State Procurement Officials (NASPO), National Association of State Procurement Officials ValuePoint Cooperative Purchasing Organization (NASPO ValuePoint); and the Minnesota Multistate Contracting Alliance for Pharmaceuticals (MMCAP).
- Provided professional development training to over 80% of our DAS/Procurement staff.
- Achieved an overall score of 4.0 on a 5 point scale on our first annual customer satisfaction survey.
- Continued Succession Planning efforts to ensure business continuity and professional skills/resources in advance of near future retirements.
- Certified approximately 1,290 Connecticut owned small and/or minority companies through the Set-Aside Program.
- Organized and participated in the 9th Annual Matchmaker Event bringing together more than 250 Small Businesses and 50 Prime companies for possible business opportunities.
- State Surplus Program sold 1,003 vehicles totaling \$2,216,840 in State revenue during FY 2018 and 713 lots (approx. 13,084 items) of property have been reallocated within state agencies, municipalities and non-profits, saving the state from having to purchase new items. 3,395 lots of property have been sold, totaling \$342,105. The total sales for vehicles and property are \$2,558,945 during FY 2018.
- LEAN'd the state surplus program by identifying and implementing new software program that ties into state fleet and state accounting systems eliminating redundant data input and allowing for real time status and reporting.
- Received a rebate in the P-Card Program in the amount of \$1,082,075.57 based on usage volumes.
- Prequalified 763 construction companies, generating revenue of \$608,059.17.

### **Leasing and Property Transfer Unit**

#### **Public Service**

The Leasing and Property Transfer Division's portfolio consists of approximately 2,189,584 million square feet of office/courthouse/storage space for 50 state agencies, a reduction of 5% from 2017 fiscal year. There are 137 leases and 57 additional lease-outs for a total of 194 lease agreements. In addition, the department also acquires and disposes of real estate for the same state agencies.



## **Improvements/Achievement 2017-2018**

- Obtained a total of \$3,422,902 in savings for the 2018 fiscal year (cumulative total since 2011 exceeds \$80,000,000) by re-negotiating renewal rates, obtaining credits for the waiver of paint and carpet, canceling leases and reducing real estate taxes.
- Leased out state owned space not currently needed by state agencies (\$332,000 for FY 2018) and sold surplus real estate (\$3,132,000 for FY 2018).
- Completed 60 transactions (a 50% increase from FY 2017) related to leases and memorandums of understanding for the purchase of property; easements; sale of surplus properties; lease assignments; and property transfers required by statute.
- Updated Computer Aided Facilities Management System for storing, maintaining and reporting.
- Oversaw relocations, lease terminations, consolidations and amendments, etc., for various agencies (in many cases reducing costs) such as the following:
  - New lease at 95 Thomaston Ave, Waterbury for DMHAS reducing costs over 5 years by \$219,000.
  - Terminated lease at 63 West Street Litchfield, office relocated to state owned space, saving \$64,000 annually.
  - Terminated lease at 410 Winsted Rd., Torrington, employees relocated to new state owned court house saving \$82,000 annually.
  - Lease terminated at 25 Industrial Park Rd., Middletown, office relocated to state owned space, saving \$491,330 annually.
  - Terminated lease at 60B Weston St., Hartford, office relocated to state owned space, saving \$208,942 annually.
  - Entered new lease at 100 Fairfield Ave., Bridgeport instead of exercising renewal saving approximately \$500,000 over 5 years.
  - New lease at 97-105 Main Street, Norwich at lower rate saving approximately \$58,000 over 5 years.
  - Entered new lease at 1642 Bedford St., Stamford at lower rate saving \$352,000 over 5 years.
  - Entered a new lease at 165 Miller St., Meriden at a lower rate saving \$223,000 over 5 years.
  - Terminated lease at 49-55 W. Main St., Meriden relocating to space at Platt High School for free saving \$195,682.80 annually.
  - Terminated lease at 1 Constitution Plaza (Culture & Tourism/DECD) relocated to state owned 450 Columbus Blvd. saving \$613,000 annually.
  - Terminated lease at 100 Farmington Ave, Hartford (Military), relocated to state owned Morgan St. Garage saving \$30,000 annually.
  - Terminated lease at 999 Asylum Ave., Hartford for CHRO (moved to state owned 450 Columbus Blvd.) saving \$80,000 annually.
  - Terminated lease for Child Advocate/OGA at 999 Asylum saving \$97,000 annually.
  - Terminated lease for judicial branch at 80 Doyle St in Litchfield saving \$181,000 annually.
  - Saved \$418,519 by reviewing real estate tax invoices from lessors, seeking reevaluations.
  - Sold of surplus properties for FY 2018, amounting to \$3,132,000.
  - Entered into contract to purchase property in Griswold to host the State Police Training Facility, currently in the Environment Impact Evaluation Stage of the project.

- Held annual training for State Agencies on the State Facilities Plan along with OPM to ensure State agencies are well versed in the statutes, procedures and policies. Over 30 people attended.

## **Office of School Construction Grants and Review**

### **Public Service**

The Office of School Construction Grants & Review (OSCG&R) is responsible for the administration of all public school construction projects seeking State reimbursement. Fiscal Year ending 2017 brought about significant changes for OSCG&R, however the core functions includes serving 169 towns, 17 regional school districts, 5 Regional Educational Service Centers (RESCs) and overseeing the construction of all State Vocational schools (VT).

### **Improvements/Achievement 2017-2018**

- Made a total of \$338,006,629.00 in grant payments during the fiscal year. Since most Priority List projects take multiple years to complete, most of the current year payments are made for prior year funding authorizations.
- Conducted plan review meetings with 103 different school districts comprising of various projects during the course of Fiscal Year 2018. These plan reviews involved working with LEA personnel and design professionals on school construction projects at various design and construction stages to ensure compliance with state statute regulations, codes and standards. Collaboration with the Plan Review personnel have developed more efficient and simplified process for the design review of school construction projects. These changes have resulted in shortening the review process by months putting control of the schedule back in the hands of the LEAs and Design firms to meet ideal construction environments. This has allowed OCG&R to simplify and expedite the plan review process with new written instructions and checklists to support the LEAs and Design firms with the approval process. OSCG&R staff have cultivated an open door policy by being readily available to the LEAs and Design firms in assisting and problem resolution with the new application and review process; resulting in less redundancy of OSCG&R correcting and editing the reviews during the process reviews. Cost saving measures and significant procedural changes have been implemented in determining Vocational construction projects.
- Processed approximately 57 Non-Priority List projects - mainly roof replacement and code projects – during Fiscal Year 2017. Non-Priority List projects are authorized administratively by the Commissioner of DAS
- Processed, and the Commissioner recommended, through Fiscal Year 2018, a Priority List of school construction projects consisting of 20 new projects and 1 for reauthorization which were presented to the Governor and the legislature and became law. The total project costs estimated for state grant commitment are \$522,838,186 resulting in an estimated state obligation of \$248,623,106. In addition, it is projected that 1 project will be reauthorized for a cost increase of \$40 million in state grant commitments and an estimated state obligation of

\$32,000,000. Lastly, the legislature approved a historically significantly reduced list of notwithstanding clauses when the bill was passed.

- Continued initiatives toward a paperless and more streamlined workplace.
- Continued CORE-CT Grants & Project Management Solution in Fiscal Year 2018, centralizing the process of the School Construction Grants and Review processes by systems out of the State Department of Education into the Department of Administrative Services. OSCG&R commenced implementation of CORE-CT modules as a grants management solution. The system will be designed to streamline the review process and project tracking capabilities. It will limit the need for physical copies of documentation, further implementing a more paperless business workflow. This new OSCGR system is expected to be in effect within the districts in October 2018.
- Continued goal and objective, as a team, to deliver exceptional service to all our clients internal and external, concurrently serving the children of our state and safe guarding the tax payer investments in our schools environment.
- Oversaw approximately one billion dollars in construction grants each biennium creating safe and exceptional learning environment for all state children. At the same time, contributing progressively to the economic climate in the construction market.

## **Business Office**

### **Public Service**

The Business Office provides revenue accounting for DAS/Collections, purchasing, accounts payable, accounts receivable, grant administration, accounting, asset management, budget development, school construction auditing and payments, development of small business set-aside goals, statewide telecommunication service, accounting for state construction projects, p-card administration, travel administration and overall administrative services. These services are provided for DAS and several other agencies.

### **Improvements/Achievement 2017-2018**

- Managed funds in excess of \$1 billion including grants, state revenue, school construction projects, state bond projects, general fund and specialized accounts. The Business Office continues to seek ways to standardize processes whenever possible, to take advantage of economies of scale and to promote efficiencies and cost effectiveness. In addition, cross-training and succession planning are being incorporated into this strategy, to provide some vision for processes in the future.
- Provided fiscal support and policy direction to all divisions of DAS and several other agencies. We continue to strive to provide excellent service and financial support to all sections, by communicating our desire to do the best we can to provide effective guidance, so they achieve success for their respective duties/missions/goals.

- Explored the continuation of microfiche/microfilm preservation project to save, organize and index data into computer system to protect information from deterioration and to facilitate record retrieval
- Continued on-going fiscal strategy that allowed the office to devote limited resources to key functions within the agency.
- Continued to utilize services offered by the Department of Correction (DOC) to retain the Community Inmate Detail working with DAS, in order to minimize costs of emptying state buildings, including the locations of 25 Sigourney Street and 55 Elm Street, along with preparations for the new State Office Building at 165 Capitol Avenue.

### **FY2018 Digest Figures for DAS**

DAS General Fund	\$ 108,601,988
Capital Outlay*	\$ 147,938,794
DAS Revolving Funds	\$ 24,036,757
School Construction Grants	\$ 388,180,010

\*Includes Construction Services Bond Funds.

### **Collection Services Division**

#### **Public Service**

The Collection Services Division recovers money owed the state in public assistance cases and charges for support of persons cared for or treated in state humane institutions, and provides billing and collection services for state agencies.

#### **Improvements/Achievement 2017-2018**

- Processed \$1.4 billion in paid claims. This was accomplished through continued strong partnerships with our sister State agencies, on-going efforts to streamline processes and effective use of technology.

- Provided collaboration and billing support to the Department of Mental Health and Addiction services in association with their DMHAS Outpatient approved SPA 11-017 SFY 2012-2014. Through this initiative the collections billing unit collaborated in updating data and system modifications to align with the DSS Behavioral Health outpatient Hospital modernization initiative aligning with CMS outpatient prospective payment system. Through this process the billing unit systematically generated in excess of \$16 million additional in processed DMHAS claims for services provided.
- Increased referral sources that identify possible unreimbursed public assistance and costs of incarceration by 40% allowing for more referral source review. This was accomplished through re-evaluating and implementing new internal controls to streamline processes through the use of technology.
- Implemented new processes that allowed increased recovery of unreimbursed public assistance and cost of incarceration due to the State in excess of \$59 million this Fiscal year. An increase of 3 million dollar's from last Fiscal Year. This was accomplished by the Collections Recovery unit through the filing of claims and liens against proceeds of cause of action, inheritances and decedent estates.

## **Fleet Operation Division**

### **Public Service**

Fleet Operations Division Public Service Fleet Operations serves over 60 state agencies by providing them with reliable, cost- and fuel-efficient motor vehicles to serve their business needs, leasing more than 3,400 vehicles and renting dozens, and by maintaining those state vehicles through a professional staff.

### **Improvements/Achievement 2017-2018**

- Automated the vehicle replacement process. Specifically, implemented a Vehicle Replacement spreadsheet to identify and track vehicles being replaced. This provided knowledge and awareness to staff members on vehicle replacement plans, allowing shops to research vehicles before completing costly repairs and for new car staff to be fully aware of what is going on with ordering and delivery, etc.
- Operated a daily rental operation from our administrative office and at our repair locations. The diverse pool of vehicles supports the on-demand vehicle need of agencies without creating the fiscal burden of a monthly lease payment.
- Offered Chevrolet Volts and Ford Focus electrics in our daily rental pool. Added the all-electric Chevrolet Bolt to the vehicle contract providing another environmentally friendly solution.
- Achieved a positive operating balance once again for the Fleet revolving fund, allowing future reduction of leasing administrative fees paid by agencies.
- Continued to reduce inventory of parts on-hand and identified savings by changing the

supplier for spare tires. Reduced inventory by 18.5%

- Participated in a parts purchasing program with Ford resulted in the State of CT realizing a credit of over \$10,000. Enabled us to procure staff training, shop equipment and repair supplies at no additional cost.
- Worked with DESPP and the DAS business office to solve a budgeting issue that would have left DESPP far short of their replacement vehicle needs. End result was avoiding a significant operating and public safety impact.
- Reduced staffing by over 25 percent since 2008 without lowering the scope of services or negatively impacting customer service. However, not replacing the six of the seven openings created in 2017 and 2018 has severely jeopardized the department's ability to function. Currently two leadership positions are in the process of being replaced.

## **Statewide Workers' Compensation Division**

### **Public Service**

The State of Connecticut Workers' Compensation Program is centrally administered through the Department of Administrative Services (DAS), under authority of C.G.S. 31-284a. The Statewide Workers' Compensation Program strives to achieve the appropriate balance between cost-effectiveness for the State and the delivery of a responsive program to injured state employees. DAS establishes operational procedures for state agencies to utilize, provides assistance on the procedures process and facilitates agencies in promoting a culture of safety within their respective workforces.

The State of Connecticut is self-insured for liabilities associated with work related injuries and illnesses. All workers' compensation claims are reported and internally processed within each individual state agency. DAS contracts with a third party claim administration company for all claim adjusting services, physician provider directory and supporting managed care services to the program. The DAS Workers' Compensation Unit has oversight and ensures contract compliance of the Third Party Administrator.

The WC Unit is currently working with DAS Procurement on a new contract (RFP) for a Third Party Administrator since the current TPA contract period ends 6/31/19. The RFP process has been initiated, selection of the new TPA may not be completed until after 1/1/19.

### **Improvements/Achievements 2017-2018**

- Coordinated WC Statewide Training and Partnership meetings on WC Fraud, Opioids, PTSD, Safety Committee mandate, Ergonomics, CORE-CT Processing and 1st Check reconciliation
- Increased Workers' Compensation File reviews with Agency WC liaisons and Third Party Administrator.
- Established "Early Intervention Protocols" with AG and Third Party Administrator.
- Established "Sensitive and Critical Incident" WC claim handling procedures.

- Established “Concussion Protocols” with Third Party Administrator
- Implemented “Nurse Case Management” protocols
- All Workers’ Compensation Hearing dockets have been posted to Biz-Net for agency access
- Collaboration with CORE-CT to provide additional recording capability for agencies to comply with new electronic requirements for OSHA Record keeping.
- Collaborated with Comptroller’s Office and Third Party Administrator to comply with new mandate for Wage Garnishments for child support.
- Promoted injury prevention by safety consultations for Agencies through facility walk-throughs and Loss Control Initiatives.
- Enhanced the Workers’ Compensation Provider Network, identified Initial Medical Treatment Providers throughout the State for injured employees for designated locations for immediate occupational medical care and evaluation.
- Provided consultation, fiscal and injury data to Agencies in preparation for FAC and Deficiency Hearings.
- Established quarterly Workers’ Compensation data and injury reports for all budgeted agencies.
- In Fiscal Year 2018, the Total Workers’ Compensation Expenditures have increased slightly by 1.01 % or \$482,777.28. This program expenditure increase is less than annual medical inflation and cost of living increases.
- In Fiscal Year 2017, the Total Workers’ Compensation Expenditures have decreased 3.69% or \$3,896,240.82.
- In Fiscal Year 2016, the Total Workers’ Compensation Expenditures have decreased 2.41% or \$2,306,689.15.

### **DAS Master Insurance Program**

The Department of Administrative Services Master Insurance Program offers all Housing Authorities across Connecticut the opportunity to obtain required insurance coverage through a sole source. Note the following:

- With similar assets and risk factors when grouped together, Housing Authorities has the benefit of being more service oriented while concentrating on a much larger entity.
- As a single provider, DAS can offer higher limits of liability coverage at much lower premium rates.
- Incurred cost by each Housing Authority directly affects the tenants; therefore sustaining insurance costs to a minimum will result in the reduction of rental fees.

### **Improvements/Achievements 2017-2018**

- As of May 2018, Arthur J Gallagher Services has been selected as the new Insurance broker for the following lines for Professional Liability, Crime, Auto and Property. Peoples United will continue as the broker for workers’ compensation.
- Presently in discussion with both insurance brokers to expand Loss Control services, to develop a partnership seminar for the almost 75 housing authorities within the program and to streamline and create a more responsive program through cost containment initiatives and education.

## **Boards and Commissions within DAS**

### **Office of the Claims Commissioner**

#### *At a Glance*

**CHRISTY SCOTT, Claims Commissioner**

*Established—1959*

*Statutory authority—Chapter 53 and § 54-102uu of the General Statutes*

*Office location—450 Columbus Boulevard, Suite 203, Hartford, CT 06103*

#### **Statutory Authority**

The ancient legal concept of sovereign immunity provides that the state cannot be sued for monetary damages. Unless the legislature consents, the state cannot be held liable for any damage or injury it causes, or for the cost of any goods, services or benefits received by the state.

The Connecticut Constitution provides in section 4 of Article Eleventh that: “Claims against the state shall be resolved in such manner as may be provided by law.” Pursuant to that constitutional provision, the legislature established a procedure for resolution of claims against the state in Chapter 53 of the General Statutes. That chapter requires claims against the state to be presented to a Claims Commissioner who is appointed by the Governor with the advice and consent of the General Assembly.

A claimant may seek an award of damages from the Claims Commissioner or may request that the Commissioner grant authorization to sue the state in Superior Court. If the claimant seeks a monetary award, the Claims Commissioner must decide whether the claim is a “just claim,” which in equity and justice the state should pay, provided that the state has caused damage or injury, or received a benefit. If the Commissioner determines that the claim is a “just claim,” the Commissioner may either award payment in an amount up to \$20,000 or recommend payment in excess of \$20,000 to the General Assembly. If the claimant seeks authorization to sue the state, the Commissioner must determine whether the claim presents an issue of law or fact under which the state, were it a private person, could be liable and whether authorization to sue is just and equitable. Appeals from decisions of the Commissioner are made to the General Assembly.

Certain claims for damages are statutorily excluded from the Claims Commissioner’s jurisdiction, either because legislation exists that waives the state’s immunity for that type of claim, or because another forum exists in which the claim can be considered. For example, the Claims Commissioner lacks jurisdiction over certain claims related to defective highways and bridges; public works contracts; operation of state-owned vehicles; employment benefits; payment of grants in lieu of taxes; tax refunds; misuse of personal data; and the rights of patients with psychiatric disabilities. The Claims Commissioner also may not consider claims upon which suit otherwise is authorized by law, including suits to recover similar relief arising from the same set of facts, and claims for which an administrative hearing procedure otherwise is established by law.

In 2008, the General Assembly expanded the Claims Commissioner’s jurisdiction to include review of claims for compensation for wrongful incarceration. Section 54-102uu of the General



Statutes requires the Commissioner to award compensation to individuals who have been wrongfully incarcerated and who meet certain statutory eligibility criteria.

## **Public Service**

### **Summary of Fiscal Year 2018 Claims Activity**

- During FY 2018, the Commissioner received 542 new claims. A total of 20 of those new claims were adjudicated or disposed of in FY 2018. A total of 170 total claims were adjudicated in FY 2018.
- Of the 542 new claims filed in FY 2018, 210 were filed by inmates. Of the 170 claims adjudicated during this year, 66 were claims which arose while the claimant was an inmate and in the custody of the Department of Correction.
- The Commissioner entered awards for claims adjudicated in FY 2018 totaling \$85,014.21 for 27 claims where the award did not exceed \$20,000.00. Two additional claimants were granted permission to sue the state.

### **Improvements/Achievements 2017-2018**

In fiscal year 2018, the Office of the Claims Commissioner continues to work to make the claims process more accessible and transparent. For example, the office's website now lists all scheduled hearings, including their location, date and time. In addition, the filing of legal documents by email has expanded significantly, to the point that the majority of filings now occur online rather than by mail. The Claims Magistrates authorized by Public Act 16-127 to hear claims began working with the Claims Commissioner late in 2016. With a short hiatus between budgets, they continue to assist with hearings and papers decisions, as the office strives to eliminate the backlog of claims that has existed for many years. The office also continues its work on a major software project that has already begun to provide the office with efficient internal case management and a streamlined work flow, and will also provide expanded electronic filing capabilities and public access to claims status information and pleadings. Staff has completed testing and is now using the software for internal case management, while continuing to work with the vendor to improve its functionality, with the goal of updating and streamlining the claims process generally and, ultimately, providing claimants with a timely disposition of their claims. While continuing to improve the internal system as individual issues arise, the office has begun work on building a public portal that will permit electronic filing and communication, as well as public access to claim history and status information and pleadings, decisions and other rulings. Finally, the office is implementing the substantive legal changes enacted by Public Act 16-127, both by posting plain language explanations on the website for potential claimants, and by adjusting internal processes to ensure that the changes, such as the requirement for inmate exhaustion of remedies, and the prohibition on fee waiver for claimants with prior frivolous claims, are implemented fairly and consistently.

# **State Insurance and Risk Management Board**

## *At A Glance*

**SUSAN M. DONATELLI, Chairperson**

***Established - 1963,***

***Statutory authority - Sec. 4a-19, 20 and 21***

***Central Office – 450 Columbus Boulevard, Hartford, CT 06103***

***Number of full-time employees - 2***

***Recurring operating expenditures, 2017-2018 - \$20,058,817.96***

## **Mission**

***The mission of the State Insurance and Risk Management Board is to protect assets of the State of Connecticut through a comprehensive and cost-effective insurance and risk management program.***

## **Statutory Responsibilities**

Pursuant to C.G.S. Section 4a-19, 20 and 21, the principal duties of the Board are: Determine the method by which the state shall insure itself against losses by the purchase of insurance; obtain the broadest coverage at the most reasonable cost; direct negotiations for the purchase of such insurance and determine the applicability of deductibles and self-insurance; designate the Agent or Agents of Record and select companies from which the insurance coverage shall be purchased; negotiate all elements of insurance premiums and the agent's commission and/or fee for service and establish specifications and request bids for each insurance contract through the Agent of Record. Effective July 1, 1998, House Bill #5622 amended the Board's duties to include the development and implementation of Risk Management Programs.

The Board serves as the focal point of all non-employment related risk management and insurance matters affecting the state. As such, each agency, department, commission and board and its respective employees benefit from the Board's services by minimizing the financial effect of loss to property and providing protection and service for liability claims not precluded by sovereign immunity.

## **Public Service**

Board members are appointed by the Governor, serve as volunteers and receive no compensation for the performance of their duties. The State Comptroller serves as an ex-officio member of the Board.

The staff to the Board make themselves readily available to all state agencies on matters relating to risk management and casualty and property insurance. The focus is to promptly respond to state agencies in an effective, timely and professional manner.

The Board continues to take steps to identify and address the state's unique exposures. The Board has designed an insurance/risk management program to respond to its statutory responsibility and protect the assets of the state. The Board follows basic risk management principles in identifying

exposures and examining and selecting techniques. Appropriate levels of insurance for a reasonable cost are currently maintained. Some of the risk management techniques which have been implemented to help reduce the overall cost of risk to the state are large loss review meetings, training sessions for state personnel, monthly property inspections and accident review committee meetings. The Board measures the effectiveness of these techniques by establishing a benchmark of past loss experience and comparing that standard to current loss experience.

### **Improvements/Achievements 2017-2018**

- Provided insurance and risk management training and guidance to all state agencies.
- Conducted semi-annual Large Loss Reviews of pertinent Automobile Liability and Highway Liability claims. Identified claim trends and common loss causes from review and worked with State agencies to address the root cause of loss.
- Re-established the Risk Management Committee. Initial stages of developing a fleet risk management program and identifying appropriate resources.
- Worked with State's property insurance company and all agencies on loss prevention inspection visits and construction plan reviews. Met with key state agencies to discuss loss control initiatives.
- Consulted with Department of Transportation, Department of Energy and Environmental Protection, University of Connecticut and Board of Regents on insurance, contractual transfer and risk management initiatives.
- Met with University of Connecticut, University of Connecticut Health Center and other state agencies to inform them of Network Security and Privacy Liability (Cyber) exposures. Assisted with insurance application process and quoted coverages.
- Actively assisted the Department of Transportation on risk management and insurance matters involving the new CTrail Line.
- Worked with the Department of Administrative Services, Division of Construction Services, on risk management and insurance issues on the renovation of the State Office Building.

### **Information Reported as Required by State Statute**

As statutorily required, the Board continues to assess the feasibility of self-insurance (including deductibles and retentions) as a possible alternative to commercial insurance. Under the present program, these cost-effective risk assumptions are maintained by incorporating retentions and deductibles in property and liability policies. Deductibles and/or self-insured retentions are used to reduce the overall cost of risk.

The property insurance program is subject to a \$250,000 per occurrence deductible. This deductible is the responsibility of each state agency. This deductible allows the Board to purchase catastrophic coverage at a cost-effective rate. The insurance program provides proactive engineering services to help avoid or mitigate property damage within the deductible. This insurance program with an emphasis on self-retention and engineering has been highly successful.

The Board continues to utilize a \$4,000,000 self-insured retention on the casualty program. The \$4,000,000 self-insured retention is the responsibility of the Board. Claims within the self-insured retention are trended, developed and estimated with the assistance of independent actuarial projections. Claim payments have been within projected and budgeted amounts. Considering exposures and legal defenses, the casualty limits are appropriate. A proper balance of self-insurance

and insurance is maintained. The casualty self-insurance/insurance program is an effective risk management tool. The Board continues to monitor and evaluate the retention level for this policy.

Gross expenditures for the fiscal year amounted to \$24,003,633.73 of which \$6,879,682.43 represents

self-insured/deductible and third party administrative fee reimbursements in accordance with various insurance policy provisions. Reimbursements amounted to \$3,944,815.77, which represents refunds including return premiums and reimbursements from departments and agencies for insurance purchased on their behalf and for which reimbursement provisions are made in the statutes or through some other means. Agencies that are not funded from the state's General Fund reimburse the cost of the agency premiums.

The Board's evaluation of the Agent of Record reinforces the position that the services provided to the State meet and/or exceed the requirements in all areas. The Agent of Record's income for the fiscal year was \$309,999.96 and was paid in monthly installments. The Agent of Record voluntarily agreed to a fee reduction for F.Y. 2017 because of the state's financial position.

Constitution State Services, the state's Third-Party Administrator manages liability claims within the self-insured retention. The total amount of fees paid to Constitution State Services was \$662,450.

The insurance program is subject to competitive bidding and premiums have been within reasonable parameters. Limits are set based upon historical perspective and industry standards.

The Board reports that it does business only with those insurance companies, which are licensed or approved by the State of Connecticut Insurance Department.

## 2017/18 Insurance Expenditures

<u>Category</u>	<u>Amount</u>
Accident & Health	\$ 714,294.85
Agent of Record Fee	\$ 309,999.96
Aircraft	\$ 61,460.00
Consulting Fee – UCHC OCIP	\$ 150,000.00
Fire & Extended Coverage	\$ 5,696,982.00
Liability, incl. Liquor Liab.	\$ 2,494,873.44
Highway/Bus/RR Liability	\$ 8,352,602.54
Motor Vehicles	\$ 5,882,426.24
Watercraft	\$ 89,841.00
Miscellaneous & Others	\$ 196,676.70
Surety Bonds	\$ 54,477.00
TOTAL GROSS EXPENDITURES	\$24,003,633.73
LESS: REIMBURSEMENTS	\$(3,944,815.77)
<b>TOTAL NET EXPENDITURES</b>	<b>\$20,058,817.96</b>

**Status and Disposition of Claims**

**F.Y. 2017/18**

**A) Pending Claims Over \$100,000**

Category	Claim Count	Total Outstanding
Automobile Liability	39	\$9,863,395
General Liability	0	

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**B) New Claims Filed During F.Y. 2017/18**

Category	Claim Count
Automobile Liability	551
General Liability	794

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**C) Settled Claims Over \$100,000**

Category	Claim Count	Total Paid
Automobile Liability	12	\$2,463,868.01
General Liability	0	

# State Marshal Commission

## *At a Glance*

**W. MARTYN PHILPOT Jr. Esq., Chairperson**

**Michael Cronin, Esq., Vice-Chairperson**

**Established - 2000**

**Central office – 450 Columbus Boulevard, Suite 1403, Hartford, CT 06103**

**Average number of DAS employees assigned to support the Commission – 3**

**Organizational structure – Commission members: Chairperson Appointed by the Governor, W. Martyn Philpot Jr., Esq., New Haven; Appointed by the Pres. Pro Tempore of the Senate, Michael Desmond, New Haven; Appointed by the Senate Majority Leader, Shirley Harrell, Esq., Bridgeport; Appointed by the Senate Minority Leader, Michael Cronin, Esq., West Hartford; Appointed by the House Majority Leader, Mildred Torres-Ferguson, Meriden; Appointed by the House Republican Leader, John Vamos, Broad Brook; Appointed by the Chief Justice, Hon. Lisa K. Morgan, Wethersfield.**

## **Mission**

*The mission of the State Marshal Commission is to provide oversight of state marshals and the duties and activities that they perform in order to ensure that marshals are in compliance with state laws, regulations, and procedures.*

## **Statutory Authority**

Pursuant to Conn. Gen. Stat. § 6-38b and other provisions in Chapter 78 of the General Statutes, the State Marshal Commission is responsible for:

- Establishing professional standards, including training requirements and minimum fees for executions and service of process;
- Equitably assigning the service of restraining orders to state marshals in each county and working to ensure that such restraining orders are served expeditiously;
- Finding vacancies and appointing new state marshals to fill said vacancies;
- Investigating complaints and, after an administrative hearing, imposing discipline for violations of the State Marshal Standards of Conduct including reprimand, suspension and badge revocation; and
- Reviewing and auditing state marshal client fund accounts.

## **Public Service**

The State Marshal Commission (SMC) is a non-partisan commission that oversees the appointment, training standards, and conduct of state marshals – independent contractors who are hired by the general public to serve civil process including restraining orders, collect funds under post-judgment executions, and conduct evictions. The Commission adopts regulations and policies to regulate the conduct of state marshals and serves as an impartial arbiter of complaints against marshals to ensure that marshals comply with all applicable laws and policies, that critical judicial orders such as

restraining orders are timely served, and that clients receive the service for which they have contracted in a correct, timely and efficient fashion.

### **Improvements/Achievements 2017-2018**

- Oversaw the implementation of the State Marshal Firearms Training Program at the Police Officer Standards and Training Council (POSTC) Academy. This was the first year of the program and it was well-received by marshals. The Program will continue on an annual basis. The Commission staff in coordination with POSTC are also developing a training program for the members of the State Marshal Capias Unit to be held every three years.
- Oversaw the audit of state marshal client fund account filings. To effectuate this audit, the office contracted with the accounting firm of Whittlesey, P.C.
- I Initially reviewed 86 complaints and Commission legal staff conducted 17 administrative disciplinary hearings before Oversight Committees. The Commission's complaint backlog was reduced by an additional month since the start of the fiscal year.
- Began a comprehensive review of the state marshal appointment process including assessing appointment needs and reviewing and revising the state marshal exam in light of legislative changes and demonstrated needs.



# State Properties Review Board

## *At a Glance*

**EDWIN S. GREENBERG, *Chairman***

**Bruce Josephy, *Vice Chairman***

**Established - 1975**

**Statutory authority - CGS § 4b-3**

**Central office – 450 Columbus Boulevard, Suite 202, Hartford CT 06103**

**Number of DAS employees assigned to support the Board - 2**

**Organizational structure - The State Properties Review Board consists of six members, appointed on a bi-partisan basis; three are appointed jointly by the Speaker of the House and the President Pro Tempore of the Senate; and three are appointed jointly by the Minority Leader of the House and the Minority Leader of the Senate. As of June 30, 2018, the members are: Edwin S. Greenberg, Chairman; Bruce Josephy, Vice Chairman; John Valengavich, Secretary and Jack Halpert. The Board currently has two vacancies.**

## **Mission**

*The mission of the State Properties Review Board is to provide oversight of State real estate activities, acquisition of farm development rights, and the hiring of architects, engineers and other construction-related professionals, as proposed by state executive branch agencies. In accomplishing this legislative mandate, the Board provides guidance and assistance to State client-agencies to ensure that transactions are done in a prudent, business-like manner, that costs are reasonable, and that proposals are in compliance with State laws, regulations and procedures.*

## **Statutory Responsibility**

Pursuant to Conn. Gen. Stat. § 4b-3, the Board reviews plans for transactions involving the acquisition, construction, development, assignment to and leasing of offices and other facilities for various agencies of the State. The Board reviews proposals involving the lease or sale of state-owned real estate to third parties. The Board approves both the selection of and contracts with architects, engineers and other consultants for major construction projects proposed by the Department of Construction Services. In addition, the Board reviews, evaluates and approves the acquisition of development rights for farm land proposed by the Commissioner of Agriculture.

Pursuant to Conn. Gen. Stat. § 8-273a, the Board hears appeals from any aggrieved party concerning the amount of compensation paid by the Department of Transportation for outdoor advertising structures.

Under the provisions of Conn. Gen. Stat. § 13a-80i, if requested by an eligible property owner, the State Properties Review Board schedules a mediation conducted by a panel of three designees from the Office of Policy and Management, and the Departments of Administrative Services and Energy & Environmental Protection. The mediation panel is tasked with assisting the Department of Transportation to reach an agreement concerning the sale of real estate to the eligible owner.

## **Public Service**

In review and approving the various transactions proposed by the client-agencies, the Board has the opportunity to modify and improve the proposals to ensure that they reflect market prices favorable to the state, are financially prudent, and conform to state laws. The Board typically achieves quantifiable savings to state taxpayers, usually in excess of the costs of Board operating expenditures.

### **Improvements/Achievements 2017-2018**

- A total of 282 proposals were reviewed by the Board during the fiscal year.
  - 39.4% from the Department of Transportation
  - 30.9% from the DAS Division of Construction Services
  - 22.7% from the Department of Administrative Services
  - 7.0% from all other agencies.
- The average time to review proposals was 20.72 calendar days per contract (including weekends and holidays).
- The Board's recommendations resulted in quantifiable annual taxpayer savings in third party transaction costs of approximately \$1,207,313.
- The Board's staff continues to work with agencies such as DOT, DCS, DAS/leasing and others to improve interagency communication and reduce processing delays associated with administrative returns.