



At a Glance

JOSH GEBALLE, Commissioner

Nick Hermes, Deputy Commissioner, Chief Human Resources Officer

Noel Petra, Deputy Commissioner, Real Estate and Construction

Mark Raymond, Deputy Commissioner, Chief Information Officer

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, 2019: 558

Recurring operating expenses for 2018-2019:

DAS General Fund	\$	120,993,629
Capital Outlay*	\$	127,617,520
DAS Revolving Funds	\$	30,487,034
School Construction Grants	\$	330,941,178

**Includes Construction Services Bond Funds.*

Organizational structure: DAS is organized into six functional areas that report to the Commissioner: Human Resources, Real Estate and Construction, Bureau of Enterprise Systems and Technology, Procurement Services, Business, and Legal, Legislative & Communications.

The Office of the Claims Commissioner, the State Insurance and Risk Management Board, the State Marshal Commission and the State Properties Review Board are within DAS for administrative purposes but retain independent decision-making authority.

Overall Agency Mission

DAS houses a number of distinct programs that comprise the business functions of state government, including information technology, human resources, procurement, facilities and real estate, construction services, fleet, workers compensation and more. Our divisions are united in a common mission:

- **Support Connecticut's Growth** - To serve our citizens, businesses, state agencies and other branches of government by providing the highest quality services at the lowest possible cost.
- **Drive Continuous Innovation** - To increase the efficiency and effectiveness of state government using best practices from the public and private sectors.
- **Provide Rewarding Careers** - To attract and retain a workforce of talented, dedicated public servants committed to leading our great state forward.

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 administration of the statewide workers' compensation program, 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.

Chapters 59 and 60a of the Connecticut General Statutes give DAS the responsibility for acquiring property for most state agencies through lease or purchase; and selling surplus property and 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, 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, DAS is authorized to develop and implement an information and telecommunication systems strategic plan; identify and implement optimal information and telecommunications systems to efficiently service the needs of state agencies; and purchase or lease all state agency information technology equipment and services, or approve/disapprove 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.

HUMAN RESOURCES

The Human Resources area consists of Equal Employment Opportunity, the DAS Human Resources/Small Agency Resource Team (SmART), Statewide Human Resources Management and Statewide Workers' Compensation.

Equal Employment Opportunity

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 Connecticut Fair Employment Practices Act, state Affirmative Action regulations and Contract Compliance Laws, and other applicable laws and regulations. DAS 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. Details about these activities are too voluminous to relate in the Digest, but are detailed in the Department's annual Affirmative Action Plan. 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 client agencies to assure that agency programs are fair and equitable, provide equal employment opportunity, and comply with state and federal laws and guidelines. The Equal Employment Opportunity Unit fulfills these goals 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. It provides these services to eleven agencies:

- Office of the Governor
- Office of the Lieutenant Governor
- 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

Improvements/Achievements 2018-2019

- Counseled staff on equal employment opportunity matters and conducted training to heighten knowledge of equal employment opportunity laws and affirmative action goals;
- Developed affirmative action plans for four client agencies;
- Investigated seven complaints of discrimination made against DAS and client agencies;
- Conducted 13 mediations for client agencies;
- Engaged in multiple outreach events including:
 - Urban League of Greater Hartford Employment Empowerment Expo
 - Southern Connecticut State University Career Fair
 - Central Connecticut State University Dr. Martin Luther King Jr. Breakfast Celebration
 - Quinnipiac University School of Business Career Fair
 - University of New Haven Annual STEM Career & Internship Expo
 - Diversity & Inclusion Summit
 - Job Fair for Persons with Disability
 - Heroes 4 Hire Career Fair
 - CHRO Panel Discussions

In Fiscal Year 2018-2019, 44.0 percent of the Department's employees were female and 56.0 percent were male, with the following composition: 75.6 percent white, 13.0 percent black, 7.9 percent Hispanic, and 3.5 percent Asian.

DAS Human Resources/Smart

Public Service

The DAS Human Resources/Small Agency Resource Team (SmART) delivers services to sixteen (16) small to large agencies. The Unit provides a consistent application, interpretation and execution of state statutes, regulations, policies, procedures, bargaining union contracts and payroll support providing guidance to agency officials, managers, supervisors and staff members. Activities include but are not limited to:

- Administering provisions of collective bargaining contracts, human resources policies and procedures, state and federal laws and regulations relating to employment and ensuring managers, supervisors, and employees have knowledge and understanding acting in accordance with their rights and responsibilities under these provisions
- Managing employee leave accruals, bi-weekly payroll and timesheets to ensure accuracy
- Management and processing HRIS personnel and position actions to reflect changes in either position and/or employment status, compensation and benefits
- Maintenance of employee personnel records
- Management and coordination of employee benefits
- Management and coordination of recruitment and selection process
- Coaching supervisors and managers to properly, fairly and consistently manage employee performance and conduct

- Investigating allegations of misconduct
- Representing the agency(s) in labor relation grievances

Improvements/Achievements 2018-2019

- Coordinated managerial and supervisory training for DAS on “Driving Employee Accountability.” During the session, staff learned to recognize different levels of accountability by exploring actual situations at DAS when employee ownership falls short. The training focused on developing coaching capabilities to enable employees to be more accountable, manage their problems and move forward through complex situations. It also explored skills and strategies for leading teams that collaborate and work together in order to tackle tough issues – rather than turning to finger-pointing and blame.
- Managed the transition of the incoming Lamont/Bysiewicz Administration, including the coordination of outgoing and incoming SmART agencies’ Commissioners and Deputy Commissioners.
- Implemented the CT Interim Telework Policy involving the review of applications and developing and providing managerial and supervisory training for the recently approved CT Interim Telework Policy. The training provided an overview of the program guidelines and application process and highlighted areas of the policy.
- Supported the newly developed Individual Development Plan (IDP) with the Department of Banking administration. Staff representatives participated in the review of the newly developed program and coordinated the role out to agency staff members. The Individual Development Plan (IDP) is a tool used in collaboration between the manager and employee to identify areas of growth and development for the employees. The IDP takes into consideration three major factors: (1) the employee’s career interests; (2) the needs of the agency; and (3) building the skills needed in the employee’s current position.
- In conjunction with the agency’s EEO Unit developed and conducted recruitment training for the Department of Banking supervisors.
- Participated in the development of the JobAps Onboarding Module.
- Implemented and processed compensation changes based on bargaining union contract changes.
- Began transforming manual and paper systems, digitizing internal processes. New hire orientation paperwork is sent to candidates through email for completion prior to orientation reducing the printing of over thirty multiple page policies and mandatory forms.

Statewide Human Resources Management

Public Service

Statewide Human Resources Management 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 2019-2019

- Facilitated and supported the initial planning of the State's [Human Resources Centralization](#) initiative.
- Posted 3,687 job openings with the JobAps system, resulting in the following improvements from last FY:
 - 101% increase in job applications
 - 129% increase in women applicants
 - 153% increase in minority applicants
- Contracted with the following specialized Job Boards to help market hard-to-fill jobs:
 - [Dice](#) for STEM jobs
 - [Health eCareers](#) for healthcare jobs
- Conceptualized, planned, and organized the creation of 24 employee videos outlining various occupations within the State on the State's recruitment [YouTube channel](#). These videos help provide applicants an idea of what each job entails prior to applying and provides awareness of the State's Employer Value Proposition (EVP).
- Attended the following job fairs:
 - University of New Haven's STEM Fair, February 21, 2019
 - Southern Connecticut State University's Spring 2019 Career and Internship Fair, March 20, 2019
 - Gateway Community College's Annual Job and Internship Fair April 3, 2019
 - Albertus Magnus College's Annual Career & Internship Fair, April 9, 2019
 - Heroes 4 Hire Veterans Career Fair, April 9, 2019
- Supported the Office of Labor Relations in negotiations resulting in an agreement with SEBAC for an Interim Telework Program.
- Significantly streamlined the process for handling Temporary Service in a Higher Class appointment in Core-CT. This was the most complex transaction to perform and took place over multiple pay periods to begin and end the TSHC appointment. The transaction is now a simple one, enhancing efficiency at the agency level while reducing processing errors.
- Auto-updated approximately 45,000 employee Job Data records using the mass update process upon agency request eliminating the need for manual entries.

- Worked with the Core-CT Financial team to inactivate approximately 20,000 obsolete funding codes reducing risk of error at the agency level by selecting obsolete codes for payroll purposes.
- Implemented 17 new unions based on new contract language and coordinated movement of managerial employees into the new unions.

Other Human Resources –Related 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:

Total number of employees employed by the State of Connecticut in 2019: 52,824

- This total includes the Board of Regents of Higher Education, the University of Connecticut, the University of Connecticut Health Center, the legislative branch, the judicial branch and quasi-public agencies
- Number of employees in executive branch state agencies only: 32,293
 - Full-time: 29,027
 - Part-time: 3,266
- Number of classified executive branch employees who left state service in FY 19:
 - Full-time: 1,144
 - Part-time: 811

Evaluation of Volunteer Program required by C.G.S. 4-61mm
 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 FY19, DAS received copies of the following telecommuting arrangements from state agencies:

<u>Agency</u>	<u># of Agreements Received 2018-2019</u>
CORRECTION	1
DEEP	41
INSURANCE	14
PUBLIC HEALTH	10

REVENUE SERVICES	114
UCONN	66

Statewide Workers' Compensation

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 use, assists them in following these procedures, and helps state agencies promote 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 through individual state agencies. DAS contracts with a third party claim administration company for all claim adjusting services, the physician provider directory, and all supporting managed care services to the program. The DAS Workers' Compensation Unit has oversight of the Third Party Administrator (TPA) and ensures contract compliance.

Improvements/Achievements 2018-2019

- Coordinated WC Statewide Training on Ergonomics, CORE-CT Processing and 1st Check reconciliation
- Collaborated with Workers' Compensation Commission on Safety Committee mandate
- Initiated study and collaborative effort of Predictive Modeling for Workers' Compensation Fraud
- Coordinated meeting and presentation regarding Medical Marijuana and workers' compensation
- Increased Workers' Compensation File reviews with Agency WC liaisons and Third Party Administrator.
- Developed service quality monitoring procedure for third party administrator response interaction with Office of the Attorney General
- Initiated tracking protocols and greater oversight of the TPA by ensuring deliverables and performance standards are being met
- Posted all Workers' Compensation Hearing dockets to Biz-Net to improve agency access
- Promoted injury prevention by safety consultations for Agencies through facility walkthroughs and Loss Control Initiatives.

- Enhanced the Workers' Compensation Provider Network, identified additional Initial Medical Treatment Providers throughout the State for injured employees for designated locations for immediate occupational medical care and evaluation.
- Coordinated ongoing meetings with Initial Treatment Providers
- Provided consultation, fiscal and injury data to Agencies in preparation for FAC and Deficiency Hearings.
- Provided quarterly Workers' Compensation data and injury reports for all budgeted agencies.
 - In Fiscal Year 2019, the Total Workers' Compensation Expenditures decreased 0.64% or \$657,389.16.
 - In Fiscal Year 2018, the Total Workers' Compensation Expenditures increased slightly by 1.01 % or \$482,777.28. This program expenditure increase is less than annual medical inflation and cost of living increases.

DAS Master Insurance Program

Public Service

The Workers' Compensation unit also administers the Master Insurance Program, which offers all Housing Authorities across Connecticut the opportunity to obtain required insurance coverage through a sole source. Because Housing Authorities have similar assets and risks, they have the strength of a much larger entity when they are grouped together. As a single provider, DAS can offer higher limits of liability coverage at lower premium rates. All costs incurred by each Housing Authority directly affect its tenants; therefore, keeping insurance costs to a minimum helps reduce rental fees.

Improvements/Achievements 2018-2019

- Met with insurance brokers to expand Loss Control services, fleet safety, facility walk-thru and prevention initiatives.
- Exploring feasibility of conducting a partnership seminar for the almost 70 housing authorities in the program.

REAL ESTATE & CONSTRUCTION

The Real Estate and Construction area consists of the following: Fleet Operations, Leasing and Property Transfer, Project Management, Property and Facilities Management, Construction Procurement and Legal, Regulatory Compliance, School Construction Grants and Review, and Technical Services.

Fleet Operation Division

Public Service

Fleet Operations serves over 80 state agencies by providing them with reliable, cost- and fuel-efficient motor vehicles to serve their business needs, leasing more than 3,500 vehicles and renting dozens, and by maintaining those state vehicles through a professional staff of just 34, and utilizing a wide spread network of procured vendors and suppliers.

Improvements/Achievement 2018-2019

- Updated and transitioned three forms to paperless, including driver license consent to disclose, home garaging, and alternate parking location forms.
- Updated and added vast informational sections to the DAS web site for vehicle use policies, driver information section, maintenance guidelines, Authorized Transportation Administrators section, Agency Heads section, breakdown instructions, and the “Am I driving Safely?” landing page.
- 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.
- Purchased (5) Chevrolet Bolt Electric vehicles as additions to each fleet rental location. Fleet will offer the fully electric vehicles as daily rental options, creating education and exposure to the rapidly changing state of electric vehicles and their viability to place within agency vehicle pools.
- Achieved a positive operating balance for the Fleet revolving fund, allowing future reduction of leasing administrative fees paid by agencies.
- Discontinued the use of snow tires on all vehicles, reducing agency vehicle and employee downtime for non-stock tire replacements, reduced tire replacement frequency, and improved vehicle operational safety and handling for the actual conditions the vehicle is operated under.
- Participated in a parts purchasing program with Ford which resulted in the State of CT realizing a credit of over \$10,000 the prior fiscal year. Ford raised the bar on the amount needed to spend, and fleet was still able to earn a \$2,259 credit. Enabled us to procure shop equipment and repair supplies at no additional cost.
- Participated in a GM loyalty parts purchasing program which allowed fleet to gain access, free of charge, to ACDelco web-based training and over 700 training courses from emerging features and technology to advanced drive systems, for all fleet staff.
- Acquired direct access to DMV Driver’s License Histories, substantially reducing response time for inquiries, and have conducted over 840 license checks in-house.
- Refilled vacant Fleet Safety Coordinator position and diminished substantially a backlog of 140 subrogation claims dating back to 2017, to only 20 open claims, resulting in \$185,058 recovered.
- Incorporated “Loss of Use” collection for 3rd party liability claims resulting in additional revenue totaling \$4,428 since its inception.

- In the Spring of 2019, Fleet initiated the conversion of 50% of the fleet from internal combustion engines (ICE) to electric vehicles (EV) by 2030.
- In the Spring of 2019, Fleet initiated a paperless, digital process for all management processes. This initiative is expected to be incorporated over a three year period.

Leasing and Property Transfer

Public Service

The Statewide Leasing and Property Transfer Division's portfolio consists of approximately 2,169,905 million square feet of office/courthouse/storage space for 50 state agencies, a **reduction of 1%** from 2018 fiscal year. There are 136 leases and 84 additional lease-outs/license/MOUs for a total of 220 agreements. In addition, the department also acquires and disposes of real estate for the same state agencies.

Improvements/Achievements 2018-2019

- Obtained savings, cost avoidance, rental revenue and sales proceeds with a total of **\$5,072,950** for the 2019 fiscal year (cumulative total since 2011 exceeds \$85,000,000) by re-negotiating renewal rates, obtaining credits for the waiver of paint and carpet, canceling leases and reducing real estate taxes. In addition, the division, leased out state owned space not currently needed by state agencies (**\$567,008** for FY 2019) and sold surplus real estate (**\$21,000** for FY 2019).
- Expanded the Division's Computer Aided Facilities Management System for storing, maintaining and reporting has been expanded to include work order system, specialized training for staff.
- Oversaw relocations, lease terminations, consolidations and amendments for various agencies, including as the following:
 - Achieved savings of \$232,252.45 by, among other efforts, reviewing real estate tax invoices from lessors and seeking re-evaluations
 - Updated the data base utilized by staff to manage the leases to the newest version and expanded its functionality to include automated email notifications on lease term expirations.
 - Relocated the Judicial Branch Child Support Services Division Administrative Office from Wethersfield to Glastonbury.
 - Renegotiated long term lease for Department of Children and Family in Milford realizing a \$1.4m savings over a 5 year period.
 - Exercised 5 year renewal for \$1.00 for the State's Data Center located on the Pfizer campus.
 - Conveyed the Regional Market to the Capitol Region Development Corporation (CRDA).
 - Exercised the termination of the 55 Elm Street Lease effective March 31, 2020, which will achieve rent avoidance of approximately \$5.5m per year.
- In the Spring of 2019, Real Estate initiated a paperless, digital process for all management processes. This initiative is expected to be incorporated over a three-year

period. Working with client agencies and OPM, completed the State Facilities Plan, which became effective July 1, 2019.

- 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.
- Certain staff members are in the process of obtaining the Certificate in Corporate Real Estate from Cornell University (six courses in total) in order to keep up to date in analytical and technology areas of the real estate industry.

Property and Facilities Management

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 Division 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 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 and the Department of Correction Inmate Work Crews. 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 110 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. The unit is responsible for inspections and provides project management services for minor construction projects and repairs. It 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 2018-2019

- 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 \$7.9 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.
- Commenced a statewide initiative for the State to “Go Paperless” by digitizing documents and depositing into new virtual libraries that will reduce the need for paper storage and create more space opportunities, thereby reducing the State’s effective square footage per employee and allowing for further agency consolidations and to maximize office space.
- Began implementing several technology improvements including a new visitor management system and incident reporting system. The Division is working on the integration of State Facilities information into Computer Aided Facility Management “live” software (CAFM) for easy access and maintenance of records and asset management. This will provide a “central” database for properties, work order process for building maintenance, and space planning activities.
- Initiated several energy efficiency projects to further reduce operational costs. Lighting replacement projects and HVAC controls and equipment upgrades are underway to reduce the State’s Energy Consumption. Integration of these systems allow for a reduction of and better planning for ongoing maintenance/repair costs.
- Initiated the purchase and installation of automatic external defibrillators (AED’s) at all DAS facilities.

Project Management

Public Service

Project Management encompasses design and construction, consultant selection and project support services. It is responsible for all state vertical construction (other than for University of Connecticut and the Department of Transportation, including the following:

- Administering State capital building construction through planning, design and construction for both new and renovation projects.
- Selecting consultants, including architects, professional engineers, landscape architects, accountants, interior designers, environmental professionals and construction administrators.
- Managing processes for capital building construction project requests, the selection process for on-call consultants, task letters and emergency projects;
- Providing analytical research and reporting to assist in developing policy and in meeting reporting requirements; and
- Providing administration and technical support for the state construction project management software and administration of electronic file management systems.

It is supported by the Office of Legal Affairs, Policy and Procurement, which provides legal services, develops and administers the competitive procurement policies and procedures.

Improvements/Achievements 2018-2019

- Managed a project portfolio of over \$2.7 billion, with FY 2019 project expenditures of \$263.7 million. Major projects under construction include:
 - BI-2B-381 - State Office Building (SOB) Renovations & New Parking Garage
 - BI-RT-877 - CTHS - Grasso Additions & Renovations
 - BI-CRE-002 - CREC - Aerospace Elementary School
 - CF-RW-330 - Shafer Hall Renovation
 - BI-RD-290 - WCSU - Renovate Higgins Hall & Higgins Annex Classroom
 - BI-RC-393 - CCSU - New Recreational Cntr. Renovate Kaiser Hall & Annex-Kaiser Hall

Regulatory Compliance

Public Service

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 (NFIRS) 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 2018-2019

- OSBI and OSFM, working in conjunction with the State Codes & Standards Committee, developed and adopted new Building and Fire Safety Codes, based on the 2015 International Code Council (ICC) and National Fire Protection Association (NFPA) model documents. The OSFM also developed and adopted a new Fire Prevention Code with the Fire Prevention Code Advisory Council. All three codes were adopted on October 1, 2018. Work started in February 2019 on development of the next building and fire codes.
- OSFM migrated its crane operator, hoister and demolition licenses to the e-License system. This move will automate manual administrative functions and provide direct on-line access and service to licensees. Current paper records will be digitized and stored in this system, eliminating a considerable volume of paper records.

- Migrated state building fire code inspection records to BizNet from a legacy database system. This move preserves these valuable records and allows staff to more easily manipulate data while performing inspections.
- OSBI and OSFM started a pilot program for digital submission for construction documents. This program will eliminate the need to print many sets of plans and specifications. The full transition will be completed in the coming fiscal year.
- OSBI and OSFM started review of construction permit and inspection solutions to automate the construction permitting and field inspection processes. The selected system will include a public facing customer interface which will allow customers to submit permit applications, make inspection requests, and access field reports on-line.
- The OSBI and OSFM provide building and fire safety code compliance oversight for many of the State's most visible construction projects. Under construction this fiscal year - UConn Student Recreation Center, the State Office Building, Grasso Technical High School, Eastern Connecticut Regional Fire School, UConn baseball/softball complex. Plan review for future projects include – Ground Transportation Center at Bradley International Airport, Platt Technical High School, and the UConn Ice Hockey Arena.
- The OSBI and OSFM also provide code compliance oversight for CRDA projects. This year's projects include 81 Arch Street (mixed use complex) and expansion of the Capital Grill.
- Regulatory Compliance:
 - **1574** building and fire code modification requests processed.
 - **85** accessibility exemptions requests processed.
 - **3** formal building code interpretations issued.
 - **101** building permits issued; **31** Certificates of Occupancy issued.
 - **3,966** construction inspections performed.
 - **668** existing building fire code inspections performed.
 - **9,489** elevators and tramways inspected.
 - **4,036** boilers inspected by staff; **16,024** insurance company inspections processed.
 - **211** new crane and hoisting operator licenses issued, **1,252** license renewals.
 - **43** new demolition contractor licenses issued, **558** license renewals.
 - **180** individuals attended OEDM building and fire preparatory training programs.
 - **10,068** individuals attended **32** continuing education training classes.
 - **725** credentialing exams for Building and Fire Officials administered.
 - **431,437** fire incidents and **408** Burn Injury Reports were filed NFIRS.

School Construction and Grants 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.

Improvements/Achievements 2018-2019

- Made a total of \$330,941,178 in School Construction Grant fund payments
 - 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 over 60 different school districts comprising of various projects
- Developed more efficient and simplified process for the design review of school construction projects
- Processed approximately 59 Non-Priority List projects, consisting primarily of roof replacement and code projects
- Processed and the Commissioner recommended a Priority List of school construction projects consisting of 8 new projects.
 - The total estimated project costs for the 2019 approved Priority List projects are \$425,737,398,
- Implemented the migration of OSCG&R's financial and project records into CORE-CT from the Department of Education's School Construction Grant Management System.
- Implemented a digital workflow system to track grant application processing.

Technical Services

Public Service

Technical Services provides support to DAS and client agencies in numerous ways, including quality assurance reviews of capital projects, project planning, electronic plan archives, environmental support (contaminated soils, underground storage tank closures or installations, CEPA compliance) and support for energy upgrade projects in collaboration with the Department of Energy and Environmental Protection and GIS support.

The unit performs electronic document reviews, conducting both envelope reviews and mechanical, electrical and plumbing (MEP) reviews. Technical Services also 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. Additionally, it oversees and advises on renovations to historic buildings.

Improvements/Achievements 2018-2019

- Expanded use of electronic document review, conducting both envelope reviews and mechanical, electrical and plumbing (MEP) reviews, and issued a manual to assist users with the electronic review.
- 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.
- Identified approximately 1,500 files, which were matched with meta-data to complete the digitization project started prior to moving to 450 Columbus Boulevard.
- Concluded a CEPA environmental analysis for the transfer of property to the town of Southbury (Pierce Hollow Village).
- Concluded a study with the Connecticut Department of Emergency Services and Public Protection (DESPP) to help plan a new State Forensics Laboratory at multiple sites.
- Developed contract documents for priority projects at the Old Newgate Prison in East Granby, Prudence Crandall Museum in Canterbury and the Henry Whitfield State Museum in Guilford.
- Managed numerous hazardous materials abatement and demolition projects and developed improved project controls to assure bond funds earmarked for abatement are properly managed.
- Developed an electronic tracking system to properly determine bond fund balances for this work.

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.

BEST consists of the following units: BEST-CT Digital Service, BEST-Application Services, BEST-Platform Services, BEST-Network Services, BEST-Unified Communications, and Security Systems and Operations.

Improvements/Achievements 2018-2019

BEST – CT Digital Service

- Established the first digital government services office in CT. During initial launch the team has made incremental enhancements to improve user experience on the state's portal CT.gov:
 - Expanded site search to include content embedded within pdf documents
 - Enhanced DAS social presence with new blog and twitter widget
 - Improved the efficiency of public meeting calendar to refine from a monthly view to a weekly view

BEST – Application Services

- Implemented a set of new e-Government initiatives for online services, content migrations and mobile/progressive web applications:
 - New Online Services
 - § Department of Motor Vehicles Towers Requests
 - § Department of Motor Vehicles Passenger Endorsement Reviews
 - New Mobile and Progressive Web Applications
 - § CT Safe mobile application
 - § Naloxone and Overdose Response (NORA) progressive web application
 - Migrated additional agencies to new mobile friendly portal
 - § Department of Banking
 - § Department of Revenue Services
 - § Department of Emergency Service and Public Protection
 - § Commission on Fire Protection and Control
 - § Division of Emergency Management and Homeland Security
 - § Police Office Standards and Training Council (POST)
 - § Department of Developmental Services (DDS)
 - § Board of Pardon and Parole (BOPP)
 - § Connecticut Agricultural Experiment Station (CAES)
 - § Connecticut Insurance Department (CID)
 - § Department of Criminal Justice (DCJ)
 - § Commission on Education Technology (CET)
 - § Department of Housing (DOH)
 - § Department of Rehabilitative Services (DORS)
 - § Office of Chief Public Defender (OCPD)
 - § Office of Chief Medical Examiner (OCME)
 - § Military Department (MIL)
- Established new web presence for Governor Lamont, Lt. Governor Bysiewicz and incoming administration.
- Continued to expand the online licensing and permitting platform to agencies, along with new online features:
 - Department of Public Health (DPH) – New online and renewal for drinking water providers
 - Department of Public Health (DPH) – New online and renewal for facilities providers
 - Department of Agriculture (DOAG) – New online and renewal hemp providers
 - Department of Revenue Services – New online and renewal tax preparer providers
- Implemented and deployed new data collection and processing to advance online services for DAS Fleet Management
 - Enhancements to improve modules for billing, batch odometer uploads, car reservations and rate projections
- BizNet Expansion
 - State Contracting Portal

- § New collection and review of state construction bidding and contracting legal data terms
 - § New collection and review of small business set aside (SBSA) vendors to report sub-contractor engagements
 - New application deployed for the Non-profit Grant Program administered by the Office of Policy and Management (OPM)
- Successfully deployed enterprise content management solution to streamline the capture, storage and retrieval of sex offender registry data

BEST – Platform Services

- *Data Center and Disaster Recovery Operations* successfully migrated agency Disaster Recovery environments into the state's Groton and Springfield Data Centers for the Department of Insurance, Department of Banking, Workers Compensation, Office of Higher Education, Department of Energy and Environmental Protection, Office of Early Childhood and the Department of Labor.
- *Shared Services Support and Operations*
 - Successfully supported the infrastructure implementation of the Department of Revenue new FASTSTACK Tax system.
 - Moved Freedom of Information and the Office of State Ethics to DAS enterprise shared services.
 - Expanded services to the Department of Veterans Affairs
 - Expanded services to the Department of Motor Vehicles
 - Implemented cloud Infrastructure as a Service (IAAS) with the Department of Transportation.
 - Implemented the Department of Mental Health and Addiction Services in the enterprise Service Desk.
- *Help Desk Services*
 - Expanded help desk services to improve requests for Virtual Private Network provisioning. This results in greater customer service for first access resolution and frees up the security staff for other tasks.
 - Established a new Service Desk work queue to provide efficiencies in completing tasks related to compliance.
- *Application Hosting Services*
 - Implemented a New Work Intake process and Technical Review Board (TRB) has been put in place for project review.
 - Resolved a backlog of 14 projects.

BEST – Network Services

- Completed the design and implementation of the E911 microwave radio backup solution for the 12 state police troops and state police headquarters.
 - The solution provides a third method of redundancy by adding connectivity to the state police microwave radio towers. If the primary and/or secondary terrestrial communications paths fail, these locations will automatically failover to the secure wireless communication channel and continue handling incoming 911

calls. This channel significantly improves site resiliency allowing the troops to continue to operate seamlessly.

- Provisioned dozens of MPLS circuits over the PSDN to a wide range of state, municipal and non-profit public safety entities to transport critical public safety communications data. This facilitated increased resiliency and regionalization of emergency services, and allowed the cancellation of numerous costly wire line and broadband services.
- Migrated twelve DMV branches to PSDN L3VPN services, providing an alternative service offering at a net savings for the agency
- Utilizing the PSDN we worked with the Southwest Regional Communications Center to move their facilities from Bridgeport allowing them to have less than 30 seconds of downtime on critical communication lines as operations migrated to their new location in Shelton.
- Added a Web Application Firewall to our network security appliances which provides agencies with an increase of security at layer 7.

BEST – Unified Communications

- *Collaboration Tools*
 - Entered into a statewide agreement with Microsoft to upgrade executive branch agencies to most recent collaboration and security tools. This agreement standardized the purchasing process and brings greater discounts over agencies purchasing independently.
 - Began implementation of the statewide deployment of Microsoft operating system, collaboration, productivity and security tools.
 - Working directly with executive branch agencies to develop priorities, plans for delivery and ensure licensing and security compliance.
 - Assessing operating system readiness to ensure Windows 10 deployment across executive branch.
- *Telephony*
 - Continued deployment of the state's enterprise telephone system - currently in service with over 18,500 Executive Branch users across 80+ locations. The system currently handles over 40,000+ calls per day.
 - Collaborated with the Department of Motor Vehicles to implement new call center technologies in May of 2018 that handles an average of 6,000 calls per day. The configuration offers a return call option that the DMV estimates has saved its customers over 1,500,000 minutes of wait time.
 - Major deployments currently underway include the Department of Labor, Department of Children and Families and the Connecticut Agricultural Experiment Station.
- *End-User Devices*
 - Expanded the use of imaging, deployment and patching services to additional agencies in preparation for Microsoft 365 deployment – including DCP, CoreCT, CJIS and Attorney General.
 - Replaced the state's mobile device management application in alignment with Microsoft 365 deployment.
- *Teleworking*

- Conducted BEST pilot program to assess feasibility and use of technology in advance of statewide adoption.
- Participated in statewide OLR and SEBAC committee in preparation for statewide program.
- Connected Workplace Technologies
 - Coordinating the information technology construction requirements - main distribution frame, cabling infrastructure, local and wide area network - for the 165 Capitol Avenue renovation.
 - Installing new local area network, audio and video conferencing and wireless display equipment at newly-renovated 165 Capitol Avenue.

Security Systems and Operations

- Focused efforts on cybersecurity for elections systems.
- Participated in the Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC).
- Installed U.S. Department of Homeland Security (DHS) Albert monitoring hardware on state voter registration network with local Registrars of Voters and Town Clerks.
- Participated in the elections security exercise conducted by the U.S. DHS, hosted by the Connecticut Secretary of State, along with state agency, local government and federal partners.
- Participated in regional cybersecurity forums for New England Secretaries of State.
- Stood up a dedicated elections cybersecurity operations support center for the November 2018 elections. Monitored inbound and outbound network traffic, email, national level monitoring services (Multi-State and Elections Infrastructure ISACs), U.S. Department of Homeland Security partners, the Connecticut Fusion Center, and the Secretary of State's office.
- Developed, tested, and deployed technical security guidelines to support remote work and telework initiatives for state employees. Leveraged existing virtual private network (VPN) and virtual desktop systems to ensure connectivity, security, and availability for alternate worksites.

PROCUREMENT SERVICES

Public Service

The Procurement Division is charged with the purchase, lease or contract for all supplies, materials, equipment and contractual services, as cited in C.G.S. 4a-51 for executive branch state agencies and the purchasing, leasing and contracting for all information system and telecommunication system facilities, equipment and services for state agencies in accordance with C.G.S. 4d-2. It currently administers over 900 active contracts associated with over 2500 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), and the Purchasing Card (p-card) program (C.G.S. 4-98(c)). Legal staff assigned specifically to Procurement Services supports these programs.

The Procurement program teams support our mission of striving for excellence in public service by delivering value-added procurement programs and services by creating efficiencies, introducing smart technologies, acting with integrity and providing collaboration and strategic leadership. Continued focus on spend management, cost reduction and streamlined processes has achieved savings and efficiencies for our customers.

Improvements/Achievements 2018-2019

- Created contract savings totaling approximately \$25.2 million in FY 19 through negotiations and reverse auctions.
- Executed a new statewide Equipment Maintenance Program (EMP) offering up to 27% discount from “traditional” equipment maintenance agreements while maintaining current service levels.
- Successfully negotiated a statewide contract for cloud services which resulted in streamlining IT procurements by approximately 400 days per IT transaction. Total soft savings (labor) is estimated at \$142,228 per transaction.
- Executed a new contract with a Connecticut SBE for footwear for the Department of Correction moving from a mobile shoe store to a web based platform with secure access to designated users thereby reducing warehousing, transportation, and lead time for Correctional Officer footwear orders while improving accuracy of orders.
- Participated in STARS training with custom reports and business intelligence to support data driven decisions instrumental in contract planning and negotiations.
- Trained nearly 200 state agency and municipal fiscal staff in our 5th Annual Procurement Program Training event.
- Provided direct Procurement 101 training to several agencies including CJIS, DECD, and DOL.
- Continued procurement program outreach for participation by Connecticut municipalities including the Town of Ellington and PPAC annual meeting.
- 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.
- Several staff continued their 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 100% of our DAS/Procurement staff.
- Presented at the Lean Showcase event for 2019 with DEEP, where the DAS Sustainable Purchasing Program was featured.
- Continued to work closely with DEEP on the Governor’s “Lead by Example” initiatives with solar and energy efficiency improvements statewide.
- Achieved an overall score of 4.0 on a 5 point scale on our 2nd annual customer satisfaction survey.
- Continued Succession Planning efforts to ensure business continuity and professional skills/resources in advance of near future retirements.
- Certified approximately 1,289 Connecticut owned small and/or minority companies through the Set-Aside Program consisting of 603 SBE and 686 MBE companies.
- Organized and participated in the 10th Annual Matchmaker Event bringing together more than 250 Small Businesses and 50 Prime companies for possible business opportunities.
- Engaged in SBE/MBE outreach, including:
 - Offering monthly certification workshops;
 - Holding evening workshops in several municipalities throughout Connecticut; and
 - Partnering with CT Small Business Development Centers, Connecticut Procurement Technical Assistance Centers and several of the State Small Business advocacy organizations.
- Received a rebate the amount of \$1,434,952.93 through the P-Card Program
 - Rebate was based on contract usage of 162 groups comprised of state agencies, universities, municipalities, schools and non-profits.
 - \$1,097,987.48 was deposited to the State’s General Fund, and the balance of \$336,965.45 was issued to individual client entities and municipalities that piggy-back on our contract.
- Sold 1,935 property auctions totaling \$747,989 in State revenue during FY 2019, and reallocated 719 lots (approx. 11,205 items) of property within state agencies, municipalities and non-profits, saving the state from having to purchase new items.
- Sold 1,091 vehicles totaling \$2,591,024 in State revenue during FY 2019.
 - Total Surplus sales/revenue of \$3,339,013 from FY 2019.
- Prequalified 826 construction companies, generating revenue of \$716,979.17.

BUSINESS OFFICE

The DAS Business Office consists of the Fiscal Services, Collection Services, and Print, Mail and Courier Services.

Fiscal Services

Public Service

Fiscal Services 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 2018-2019

- Managed funds in excess of \$1 billion including grants, state revenue, school construction projects, state bond projects, general fund and specialized accounts.
- Provided fiscal support and policy direction to all divisions of DAS and several other agencies.
- School Construction Audit Unit was able to reduce the Open Audit backlog from 114 in FY18 to 57 in FY19.
- 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.
- Played a key role in the financial planning of the recently approved agreement with Microsoft, a five-year deal which corrals many agencies into a joint-pricing structure. Up until recently, agencies had separate agreements with Microsoft. This new deal will avoid millions of dollars in costs over the term of the agreement.

Collection Services

Public Service

Collection Services 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 2018-2019

- Processed \$1.3 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.
- Working closely with the Probate Courts throughout the State of Connecticut, Collections was able to recover from estates over \$3.9 million.
 - This was accomplished by reorganizing the estate unit and streamlining processes to allow for better work flow.
- Increased referral sources that identify possible unreimbursed public assistance and costs of incarceration by 20% 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 the State in excess of \$57 million this Fiscal year.
 - This was accomplished through the filing of claims and liens against proceeds of cause of action, inheritances and decedent estates.

Print, Mail and Courier Services

Public Service

Central Printing provides printing services on a chargeback basis at greatly reduced rates, as compared to commercial printing. Annual revenues range between \$600,000 and \$800,000. The unit also covers photography and graphic design services for the offices of the Governor, Lt. Governor and multiple other executive branch agencies and quasi-public agencies. Mail and Courier operate as a free service to all state agencies, colleges, courts and court offices. Couriers deliver interoffice mail via several routes statewide and mail handlers sort and stamp all first class, presort and certified mail for state agencies. Agencies save money and time by utilizing this central services using our Fed/Ex/Certified/USPS and interoffice services.

Improvements/Achievements 2018-2019

- Central Printing installed new digital printers that cost a fraction of what they were previously paying to provide quality production printing.
 - They continue to be a central source for all printing needs for agencies, state commissions, constitutional offices, quasi-public agencies and some colleges, non-profits, and municipalities.
- Central Printing has also maintained an internal graphic design office, which saves the state agencies money and expedites programs/designs when immediate turnaround is necessary.
- Central Printing generated all of the printing associated with the Governor's Inauguration printing, saving the state thousands of dollars.
- DAS Mail and Courier recently reorganized routes to employ fewer drivers and vehicles yet covering the same territory, bringing substantial savings to the state.

LEGAL, LEGISLATIVE AND COMMUNICATIONS

Public Service

The Legal, Legislative and Communications Unit is responsible for providing legal and government relations support to the agency as a whole. It is also responsible for all media relations and Freedom of Information requests, as well as managing and updating the DAS website content and consulting on the website architecture.

Improvements/Achievements 2018-2019

- 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 inquiries, 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.
- Created social media accounts for DAS including Twitter, Facebook, and LinkedIn.
- Created and maintained a new DAS Blog to disseminate positive agency accomplishments.
- Published several agency newsletters including the *DAS Times* and *BuyLines* for specific audiences related to DAS.
- Managed 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 major web page redesigns after the August 2017 launch of the new website.
- Represented the Commissioner on various boards and commissions including the following:
 - Governor's Council on Women & Girls
 - Pension Sustainability Commission
 - Statewide Process Improvement Steering Committee
 - CT Data Analysis Technology Advisory Board
 - Office 365 Advisory Board
- Provided employment law guidance and training to DAS and other agencies on a variety of topics, including family & medical leave laws, sexual harassment prevention and ADA compliance.

INDEPENDENT BOARDS AND COMMISSIONS

OFFICE OF THE CLAIMS COMMISSIONER

Christy Scott, Claims Commissioner

Established–1959

Statutory authority–Chapter 53 and § 54-102uu of the Connecticut 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. Effective October 1, 2019, the Commissioner may award \$35,000 or recommend payment in excess of \$35,000 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 2019 Claims Activity

- During FY 2019, the Commissioner received 626 new claims. A total of 49 of those new claims were adjudicated or disposed of in FY 2019. A total of 229 total claims were adjudicated in FY 2019.
- Of the 626 new claims filed in FY 2019, 236 were filed by inmates. Of the 229 claims adjudicated during this year, 82 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 2019 totaling \$115,042.39 for 28 claims where the award did not exceed \$20,000.00. Two additional claimants were granted permission to sue the state.

Improvements/Achievements 2018-2019

In fiscal year 2019, the Office of the Claims Commissioner continued to work to make the claims process more efficient, accessible and transparent. The Commissioner proposed successful legislation that will allow more small claims to be resolved without a hearing, will give the Commissioner greater discretion to resolve claims with awards where appropriate, will allow the Commissioner to hear only the issue of liability where the claimant seeks permission to sue exclusively, and not damages, and that allows medical malpractice claims to bypass the claims process and proceed directly to Superior Court if they satisfy the requirements of the state's law governing medical malpractice actions. Each of these changes will allow the office to resolve claims more efficiently and fairly, thereby continuing the ongoing efforts to eliminate the longstanding backlog and streamline the claims process generally.

STATE PROPERTIES REVIEW BOARD

EDWIN S. GREENBERG, *Chairman*

Bruce Josephy, *Vice Chairman*

Established - 1975

Statutory authority - C.G.S. § 4b-3

Office location – 450 Columbus Boulevard, Suite 202, Hartford CT 06103

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.

The Board members are: Edwin S. Greenberg, Chairman; Bruce Josephy, Vice Chairman; John Valengavich, Secretary, Jack Halpert and Jeffrey Berger. The Board currently has one vacancy.

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 C.G.S. § 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 C.G.S. § 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 C.G.S. § 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 2018-2019

- A total of 234 proposals were reviewed and acted on by the Board during the fiscal year.
 - 43.1% from the Department of Transportation
 - 37.6% from the DAS Division of Construction Services
 - 15.0% from the Department of Administrative Services
 - 4.3% from all other agencies.
- The average time to review proposals was 24 calendar days per contract (including weekends and holidays).
- In order to assist agencies with their urgent projects, the Board reviewed the following proposals within 7 to 10 days:
 - Of the 88 consultant contracts reviewed by the Board for Real Estate and Construction Services, 29 (33%) were requested a 'Rush' indicating to the SPRB an urgent need to act quickly, primarily due to expiration of consultant's contracts or to meet a specific construction deadline.
 - Of the 35 DAS/Leasing proposals reviewed by the Board six (17%) were requested a 'Rush' indicating to the SPRB an urgent need to act quickly, primarily due to DAS leases expiring.
- The Board collaborated with DAS' Bureau of Enterprise and Systems Technology (BEST) and commenced the process of transitioning from a paper-based review process to a digitized process. This will minimize the requirement to submit paper proposals/files and its storage at SPRB offices.
- The Board's staff continues to work with agencies to improve interagency communication and reduce processing delays associated with administrative returns.

STATE INSURANCE AND RISK MANAGEMENT BOARD

SUSAN M. DONATELLI, Chairperson

Established - 1963,

Statutory authority - C.G.S. §§ 4a-19, 20 and 21

Office Location – 450 Columbus Boulevard, Hartford, CT 06103

Recurring operating expenditures, 2018-2019 - \$22,485,538.97

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 sections 4a-19, 4a-20 and 4a-2 of the Connecticut General Statutes, the principal duties of the Board are to 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 is 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 2018 - 2019

- 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.
- The Risk Management Committee worked with the Department of Administrative Services/Fleet Operations and the State's automobile liability insurance company to identify comprehensive and cost-effective driving training tools.
- 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. Identified pro-active measures to protect state facilities from flood and wind exposures.
- 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 various state agencies to inform them of Network Security and Privacy Liability (Cyber) exposures. Assisted with insurance application process and quoted coverages.
- Worked with the Department of Administration's Procurement Division to prepare a comprehensive Agent of Record Request for Proposal. The awarded contract resulted in a 12% reduction in Agent of Record fees.

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 \$24,935,953.56 of which \$8,554,793.36 represents self-insured retentions, deductibles and third-party administrative fee reimbursements in accordance with various insurance policy provisions. Reimbursements amounted to \$2,450,414.59, 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 \$314,583.33 and was paid in monthly installments

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 \$675,225.

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.

2018/19 Insurance Expenditures

<u>Category</u>	<u>Amount</u>
Accident & Health	\$ 699,170.09
Agent of Record Fee	\$ 314,583.33
Aircraft	\$ 62,251.00
Fire & Extended Coverage	\$ 6,351,410.00
Liability, incl. Liquor Liability	\$ 1,198,516.00
Highway/Bus/RR Liability	\$ 9,608,351.19

Motor Vehicles	\$ 6,308,451.13
Watercraft	\$ 81,236.00
Miscellaneous & Others	\$ 211,916.82
Surety Bonds	\$ 100,068.00
TOTAL GROSS EXPENDITURES	\$24,935,953.56
LESS: REIMBURSEMENTS	\$(2,450,414.59)
TOTAL NET EXPENDITURES	\$22,485,538.97

Status and Disposition of Claims

FY 2019

A) Pending Claims Over \$100,000

Category	Claim Count	Total Outstanding
Automobile Liability	30	\$11,019,136
General Liability	0	

B) New Claims Filed During FY 2018/19

Category	Claim Count
Automobile Liability	361
General Liability	555

C) Settled Claims Over \$100,000

Category	Claim Count	Total Paid
Automobile Liability	19	\$3,707,884
General Liability	0	

STATE MARSHAL COMMISSION

W. MARTYN PHILPOT Jr. Esq., Chairperson

Office Location – 450 Columbus Boulevard, Suite 1403, Hartford, CT 06103

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, Bryan Cafferelli, Esq., Fairfield; 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 C.G.S. § 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, 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 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 and timely and efficient fashion.