

# **ALASKA DEPARTMENT OF ADMINISTRATION**

# **DEPARTMENT OVERVIEW**

Presentation to

**House Finance**

**February 3, 2015**

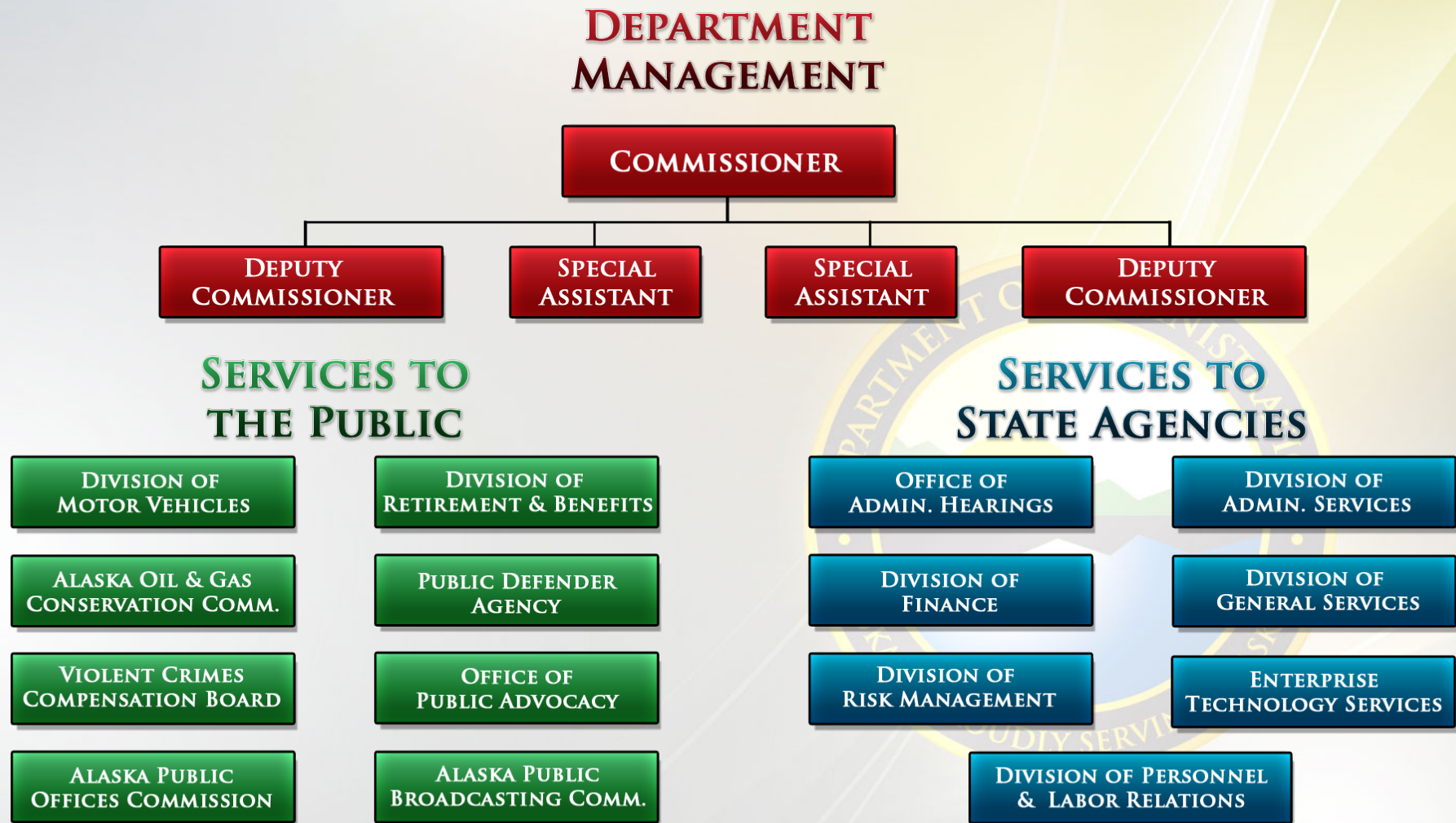
Commissioner Sheldon Fisher

Director Cheri Lowenstein



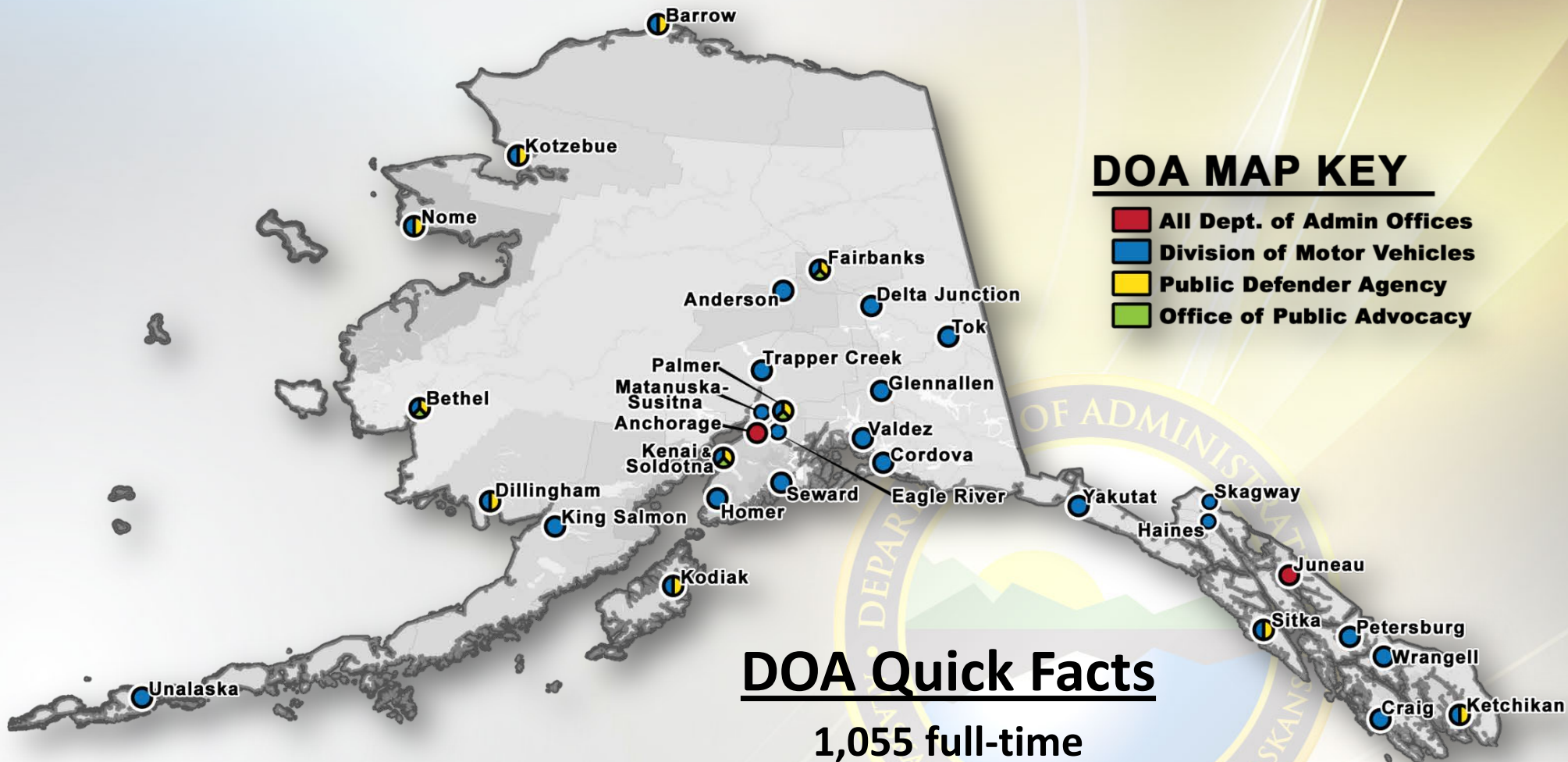
# DOA MISSION AND ORGANIZATION

**Mission:** The mission of the Department of Administration is to provide consistent and efficient support services to state agencies so that they may better serve Alaskans.





# DOA SERVICES ACROSS ALASKA



## DOA Quick Facts

1,055 full-time  
14 part-time  
50 non-permanent  
in 32 locations

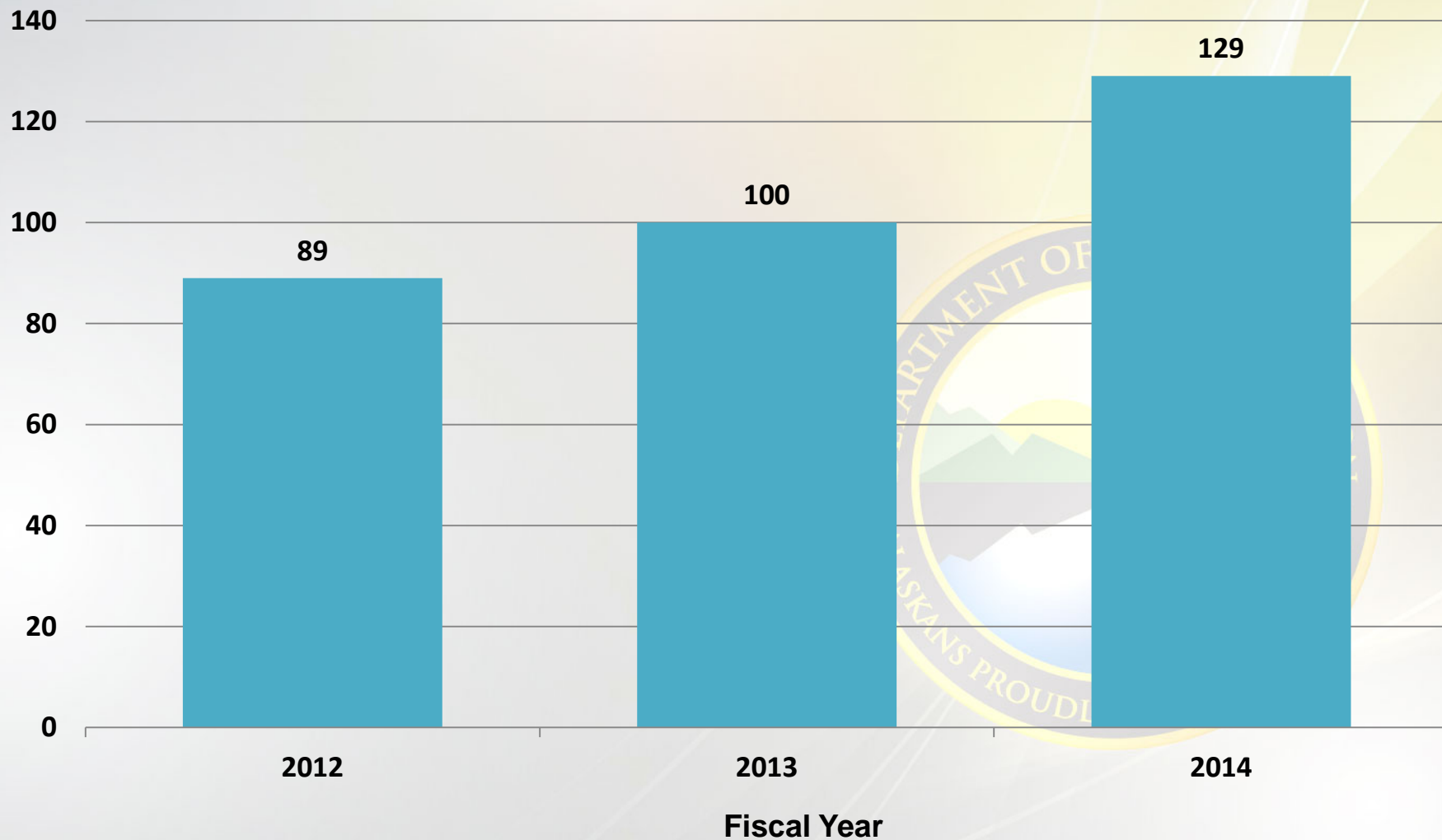
# DOA PERFORMANCE MEASURES

- Three core services areas:
  - Legal, Advocacy and Regulatory Services
    - Office of the Commissioner, Office of Public Advocacy, Public Defender Agency, Alaska Public Offices Commission, Division of Motor Vehicles, Alaska Oil & Gas Conservation Commission
  - Family Support
    - Office of the Commissioner, Office of Public Advocacy, Public Defender Agency, Division of General Services, Division of Administrative Services, Violent Crimes Compensation Board, Enterprise Technology Services
  - Enterprise Support Services
    - Office of the Commissioner, Division of General Services, Division of Administrative Services, Enterprise Technology Services, Division of Personnel and Labor Relations, Division of Finance, Office of Administrative Hearings, Alaska Public Broadcasting Commission, Division of Risk Management

# DOA PERFORMANCE MEASURE: LEGAL, ADVOCACY AND REGULATORY SERVICES

## A1: Target #1

### Public Defender Appellate Backlog

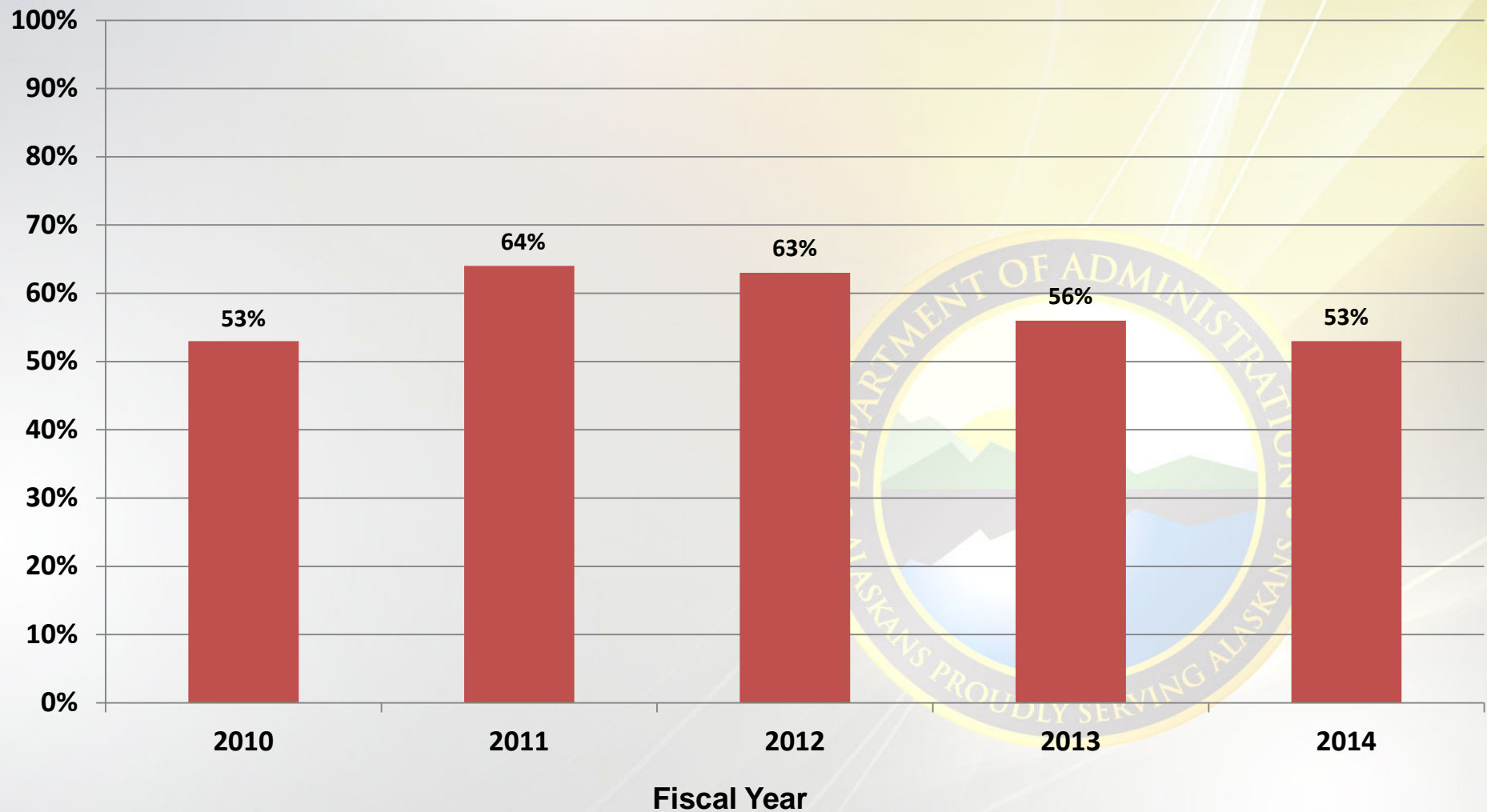




# DOA PERFORMANCE MEASURE: FAMILY SUPPORT

## A2: Target #1

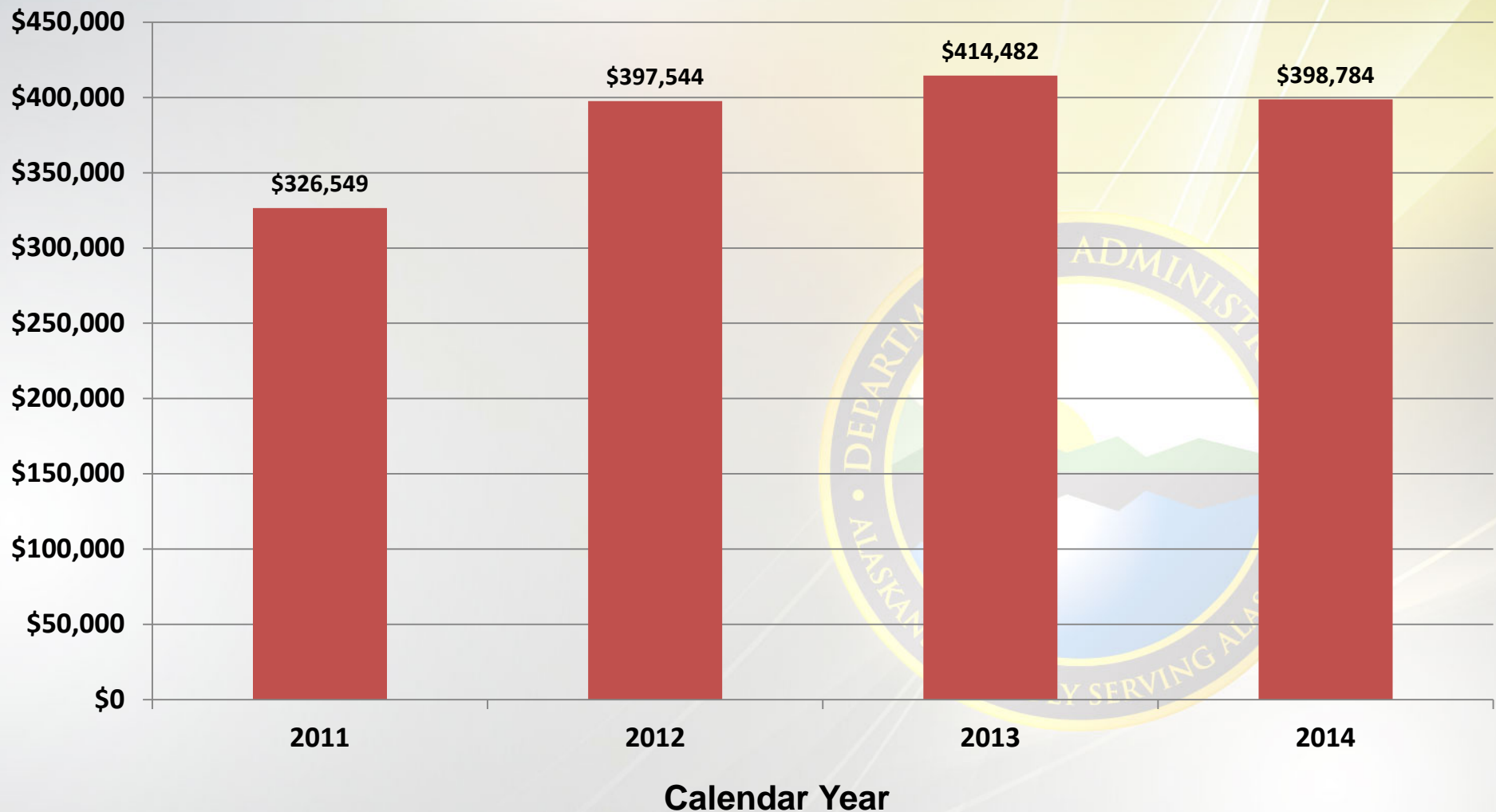
Predisposition Reports Filed W/Courts by Due Date



# DOA PERFORMANCE MEASURE: ENTERPRISE SUPPORT SERVICES

## A3: Target #1

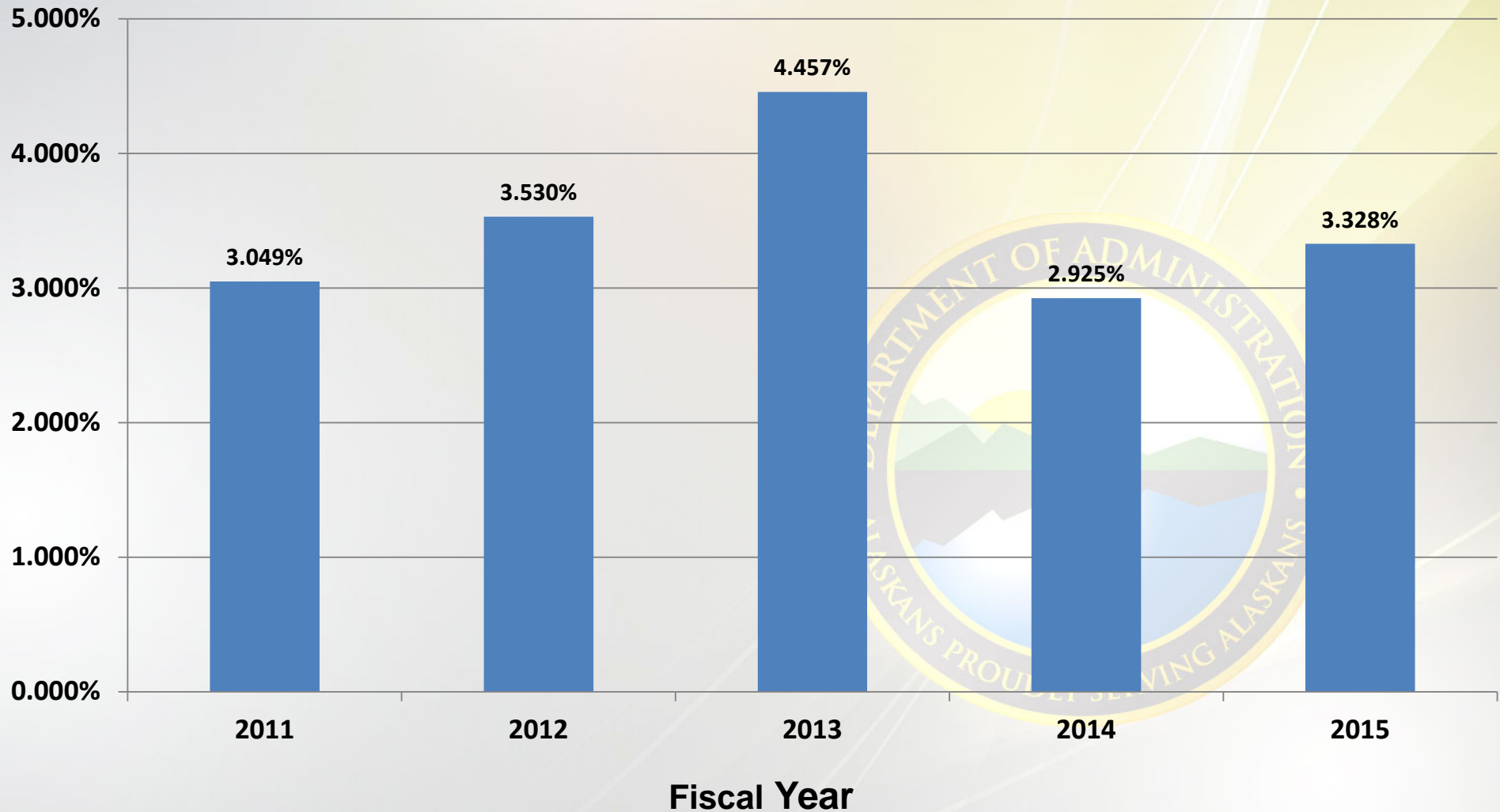
Annual Savings Below Market Value for Leases of up to 10 years



# DOA PERFORMANCE MEASURE: ENTERPRISE SUPPORT SERVICES

## A3: Target #2

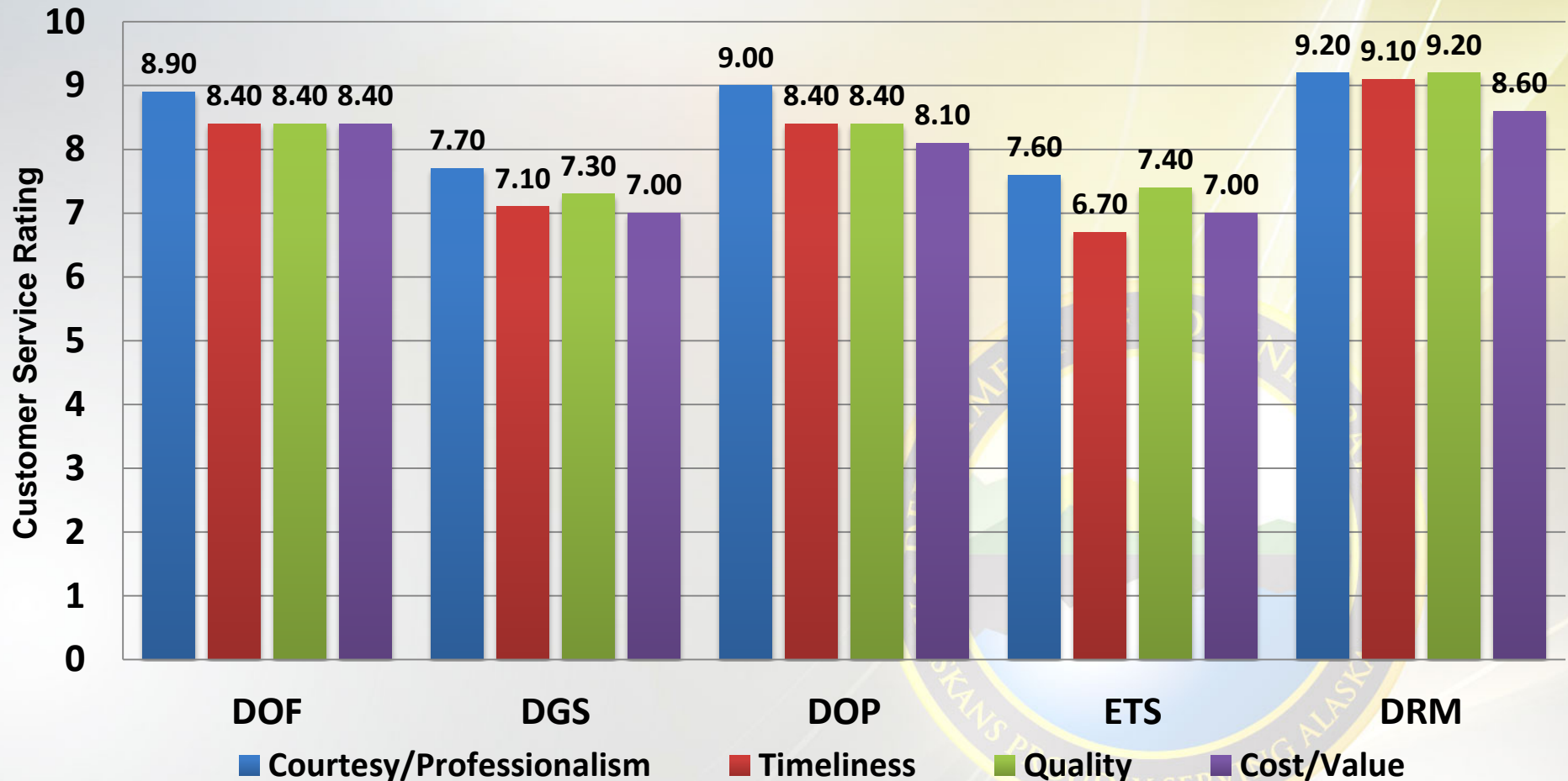
Five Year Cost Growth Trend





# DOA PERFORMANCE MEASURE: ENTERPRISE SUPPORT SERVICES

**A3: Target #3** Customer service survey results for “Internal Services” agencies:



*Very Satisfied = 10, Very Unsatisfied = 0, results from a September 2014 internal survey*

*DOF – Division of Finance, DGS – Division of General Services, DOP – Division of Personnel,  
ETS – Enterprise Technology Services, DRM – Division of Risk Management*

# DOA SERVICES TO THE PUBLIC

- **Public Defender Agency (PDA)**

- **AGENCY LEAD:** Quinlan Steiner
- **ROLE:** Provide constitutionally mandated legal representation to indigent clients appointed by the court.
- **FY2015 Management Plan:** \$26,906.8
- **General Funds** \$25,963.3
- **POSITIONS:** 187

- **Office of Public Advocacy (OPA)**

- **AGENCY LEAD:** Rick Allen
- **ROLE:** Conflict counsel for PDA, Guardian Ad Litem (GAL) program, and Child in Need of Aid (CINA) program
- **FY2015 Management Plan:** \$25,371.2
- **General Funds** \$23,803.5
- **POSITIONS:** 136

- **Div. of Motor Vehicles (DMV)**

- **AGENCY LEAD:** Amy Erickson
- **ROLE:** Title and registration of vehicles/trailers, driver testing and licensing, and Commercial driver licensing
- **FY2015 Management Plan:** \$17,994.5
- **General Funds** \$0.0
- **POSITIONS:** 156

- **Div. of Retirement and Benefits (DRB) & Special Systems**

- **AGENCY LEADS:** Jim Puckett, Kathy Lea, Michele Michaud, and Keven Worley
- **ROLE:** State employee, teacher, and political subdivision retirement plan administration, Health plan administration
- **FY2015 Management Plan:** \$44,9416
- **General Funds** \$2,377.0
- **POSITIONS:** 119

# DOA SERVICES TO THE PUBLIC

- **Alaska Public Broadcasting Commission (APBC) & AIRRES Grants**

- **AGENCY LEAD:** Jamie Waste
- **ROLE:** Grants and administration of public television and radio to all parts of Alaska
- **FY2015 Management Plan:** : \$5,471.0
- **General Funds** \$5,147.3
- **POSITIONS:** INDEPENDENT ENTITY

- **Violent Crimes Comp. Board (VCCB)**

- **AGENCY LEAD:** Kate Hudson
- **ROLE:** Grants to victims of violent crimes
- **FY2015 Management Plan:** \$2536.8
- **General Funds** \$0.0
- **POSITIONS:** 3

- **Alaska Oil and Gas Conservation Commission (AOGCC)**

- **AGENCY LEAD:** Cathy Foerster
- **ROLE:** To protect the public interest in exploration and development of Alaska's valuable oil, gas, and geothermal resources
- **FY2015 Management Plan:** \$7,450.8
- **General Funds** \$0.0
- **POSITIONS:** 33

- **Alaska Public Offices Commission (APOC)**

- **AGENCY LEAD:** Paul Dauphinais
- **ROLE:** Campaign and public official oversight agency
- **FY2015 Management Plan:** \$1,515.2
- **General Funds** \$1,395.2
- **POSITIONS:** 14



# DOA SERVICES TO STATE AGENCIES

- **Div. of General Services (DGS)**

- **AGENCY LEAD:** Tom Mayer
- **ROLE:** Manage 12 buildings in the Public Building Fund (PBF) and 6 non-PBF buildings, manage and administer 400+ leases, procurement and contract support for state and political subdivision purchasing
- **FY2015 Management Plan:** \$79,064.1
- **General Funds** \$3,439.8
- **POSITIONS:** 74

- **Enterprise Technology Services (ETS)**

- **AGENCY LEAD:** Jim Bates
- **ROLE:** Statewide IT infrastructure maintenance and operations (M&O), cyber security, and Telecommunication, network, mainframe service and technical support
- **FY2015 Management Plan:** \$50,006.5
- **General Funds** \$10,769.0
- **POSITIONS:** 122

- **Division of Personnel and Labor Relations (DOPLR)**

- **AGENCY LEAD:** Kate Sheehan
- **ROLE:** Centralized and managed HR, payroll timekeeping, recruitment and job classification studies, labor relations, contract bargaining, and training
- **FY2015 Management Plan:** \$19,759.7
- **General Funds** \$4,286.4
- **POSITIONS:** 150

- **Div. of Finance (DOF)**

- **AGENCY LEAD:** Scot Arehart
- **ROLE:** Maintain the statewide financial/payroll systems, as well as e-travel program, compile the Comprehensive Annual Finance Report (CAFR) and statewide single audit, lead on Integrated Resource Info. System (IRIS)
- **FY2015 Management Plan:** \$13,785.5
- **General Funds** \$6,236.5
- **POSITIONS:** 78

# DOA SERVICES TO STATE AGENCIES

- **Division of Administrative Services (DAS)**

- **AGENCY LEAD:** Cheri Lowenstein
- **ROLE:** Provides budget, financial, and procurement services to DOA, oversees DOA Information Technology (IT), oversees VCCB staff and APBC grants
- **FY2015 Management Plan:** \$3,637.5
- **General Funds** \$848.8
- **POSITIONS:** 15

- **Division of Risk Management (DRM)**

- **AGENCY LEAD:** Scott Jordan
- **ROLE:** Manage insurance administration for State assets, indemnification language review, claims adjusting and litigation management, return to work program
- **FY2015 Management Plan:** \$41,239.6
- **General Funds** \$0.0
- **POSITIONS:** 5

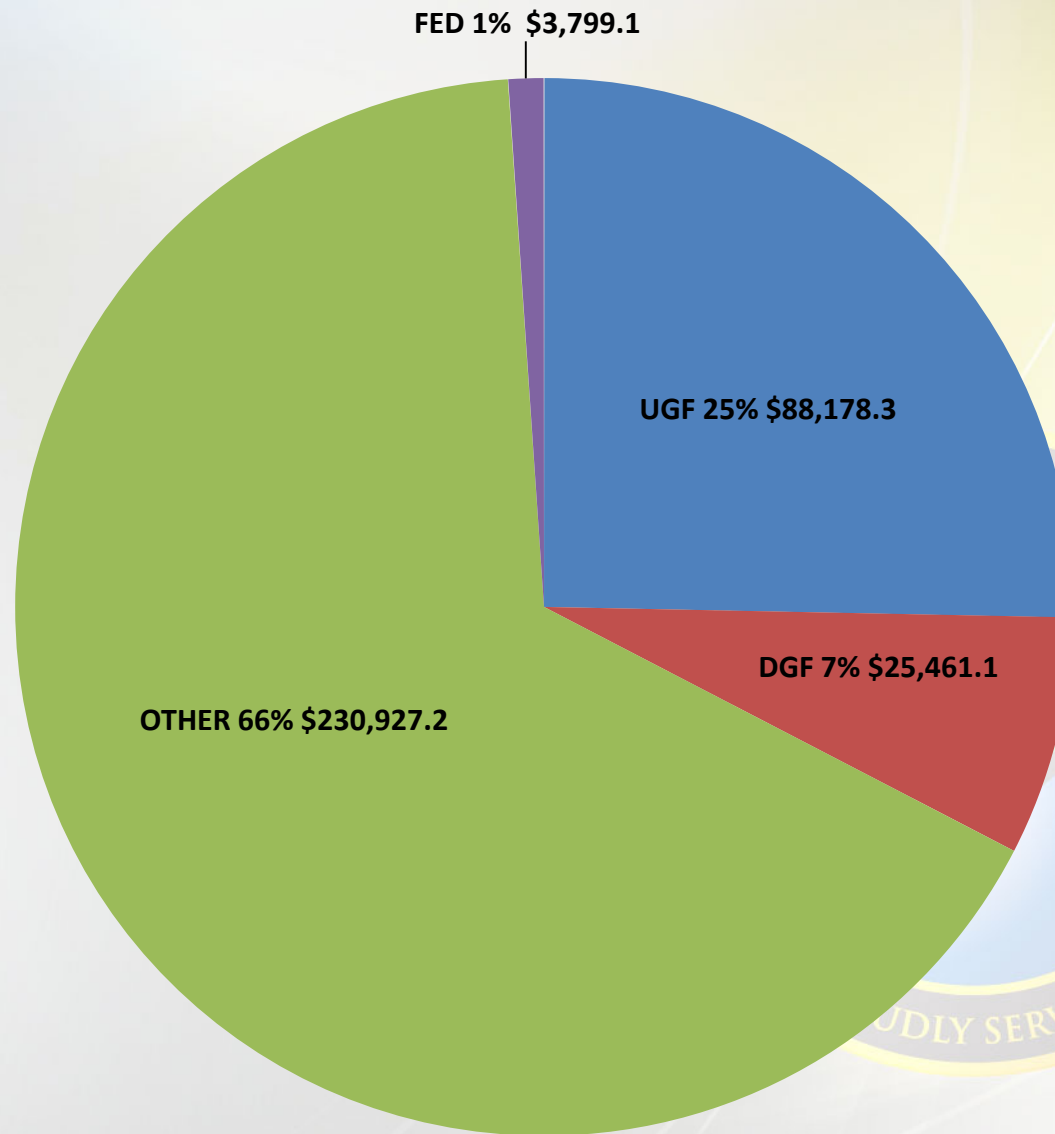
- **Office of Administrative Hearings**

- **AGENCY LEAD:** Kathleen Frederick
- **ROLE:** Appeal and adjudication services by Administrative Law Judges
- **FY2015 Management Plan:** \$2,773.3
- **General Funds** \$420.4
- **POSITIONS:** 15



# DOA BUDGET BY FUND SOURCE

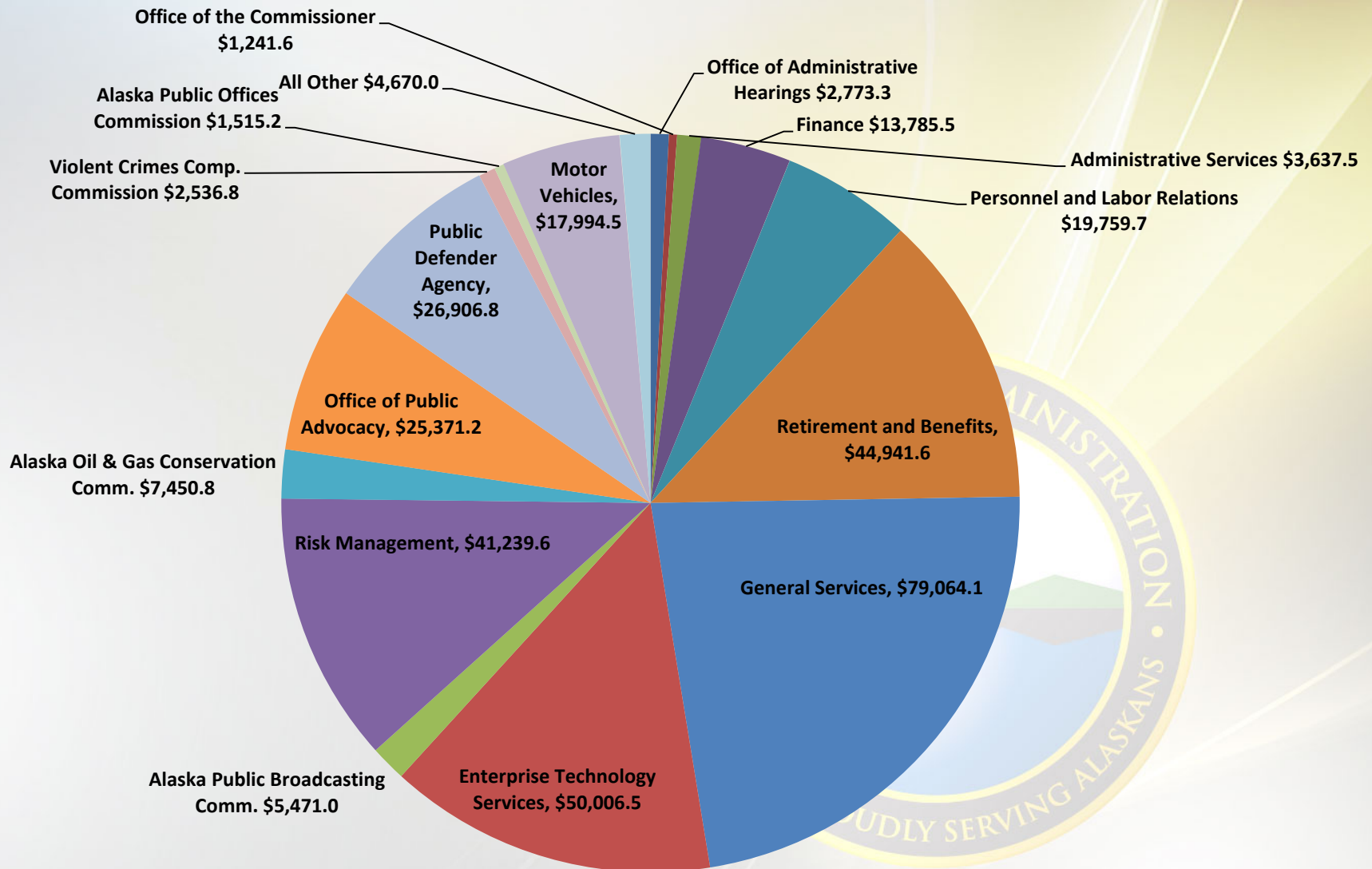
(ALL FUNDS, FY15 MANAGEMENT PLAN, \$ IN THOUSANDS)





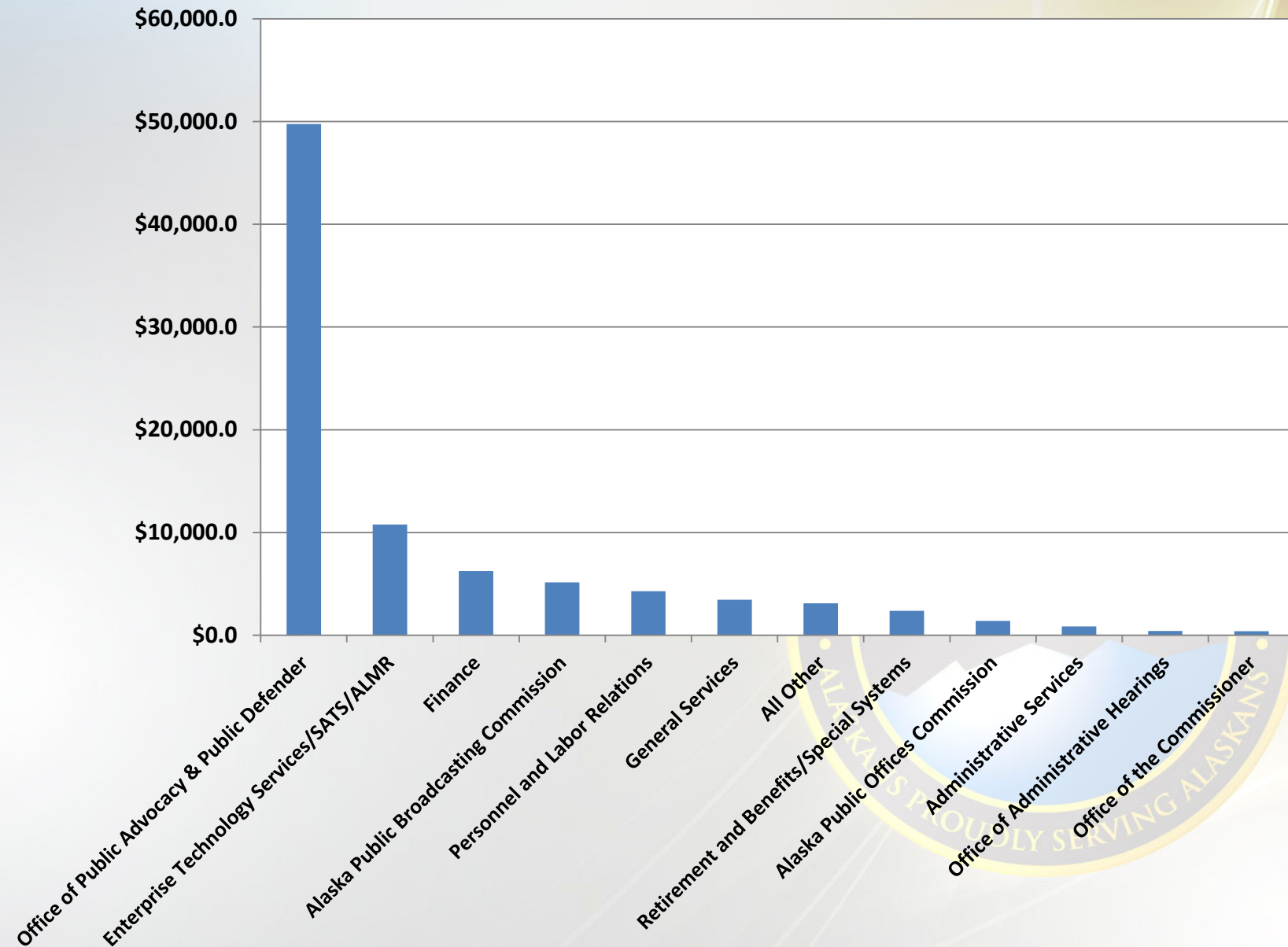
# DOA BUDGET BY DIVISION

## (ALL FUNDS, FY15 MANAGEMENT PLAN, \$ IN THOUSANDS)



# DOA BUDGET BY DIVISION

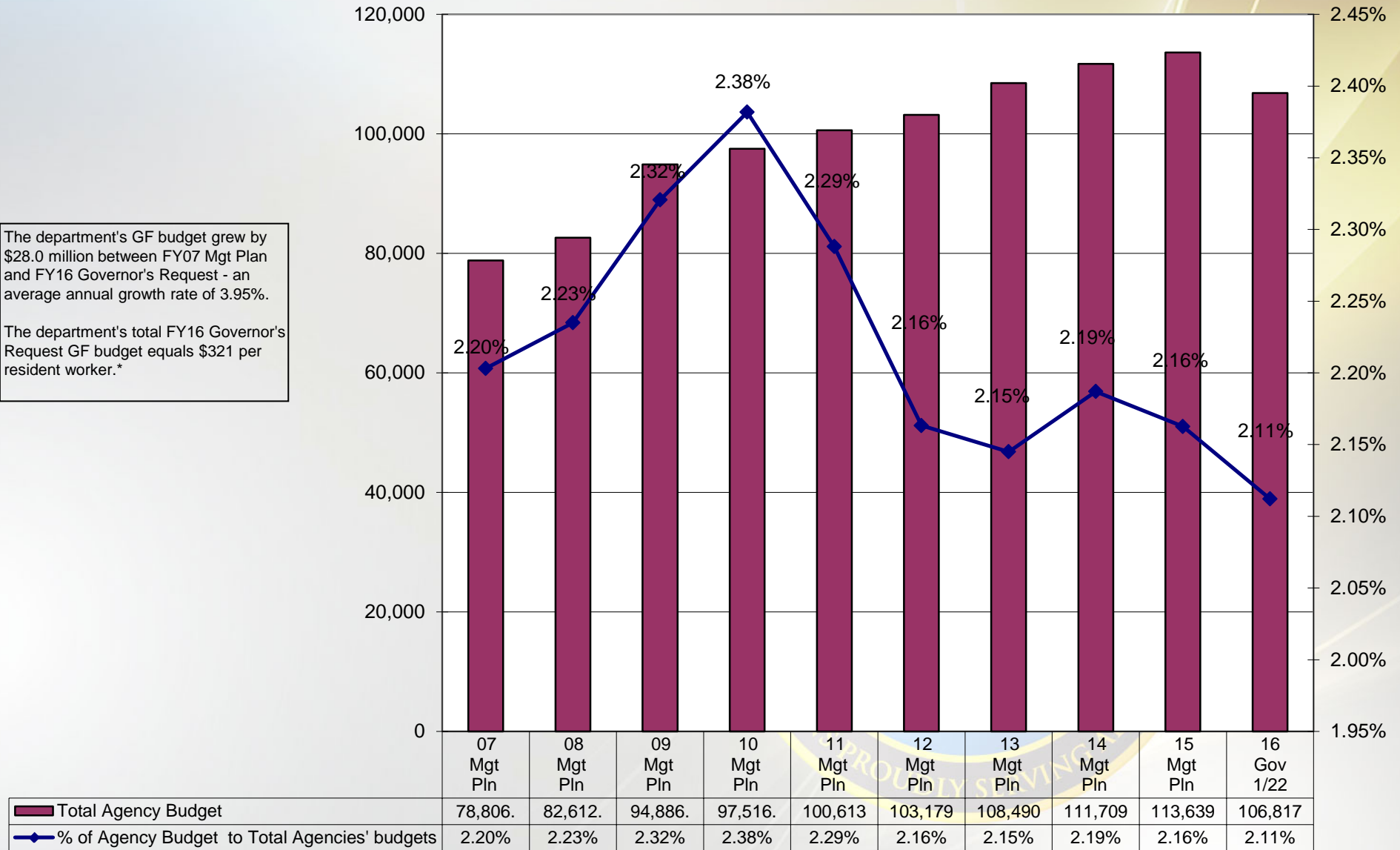
(GENERAL FUND ONLY, FY15 MANAGEMENT PLAN, \$ IN THOUSANDS)



# DOA SHARE OF TOTAL AGENCY OPERATIONS (GF ONLY, \$ THOUSANDS)

The department's GF budget grew by \$28.0 million between FY07 Mgt Plan and FY16 Governor's Request - an average annual growth rate of 3.95%.

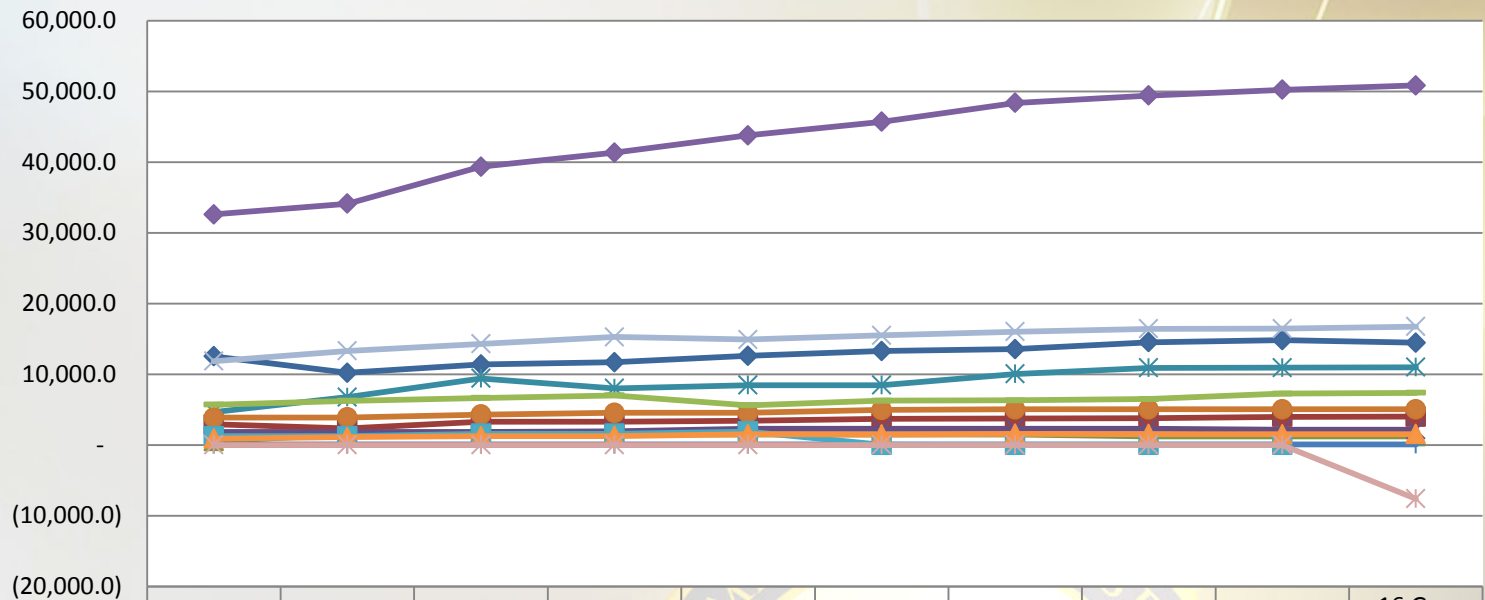
The department's total FY16 Governor's Request GF budget equals \$321 per resident worker.\*



\* According to the Department of Labor and Workforce Development, there were 333,283 resident workers in Alaska in 2012.

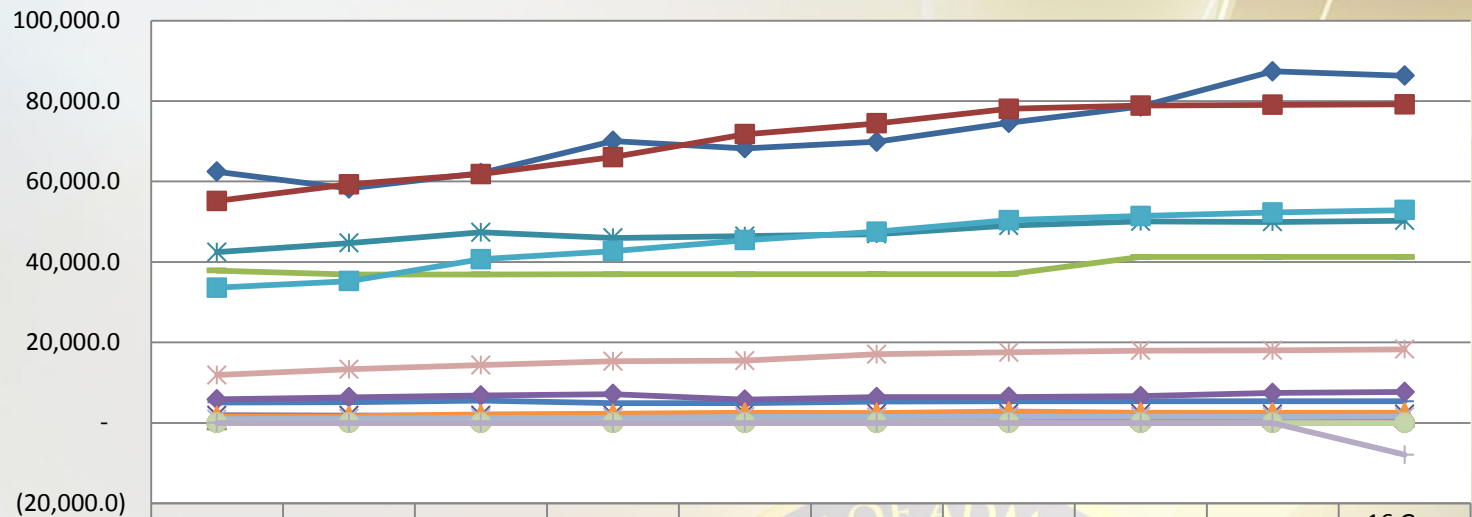


# APPROPRIATIONS WITHIN THE DOA (GF ONLY, \$ THOUSANDS)



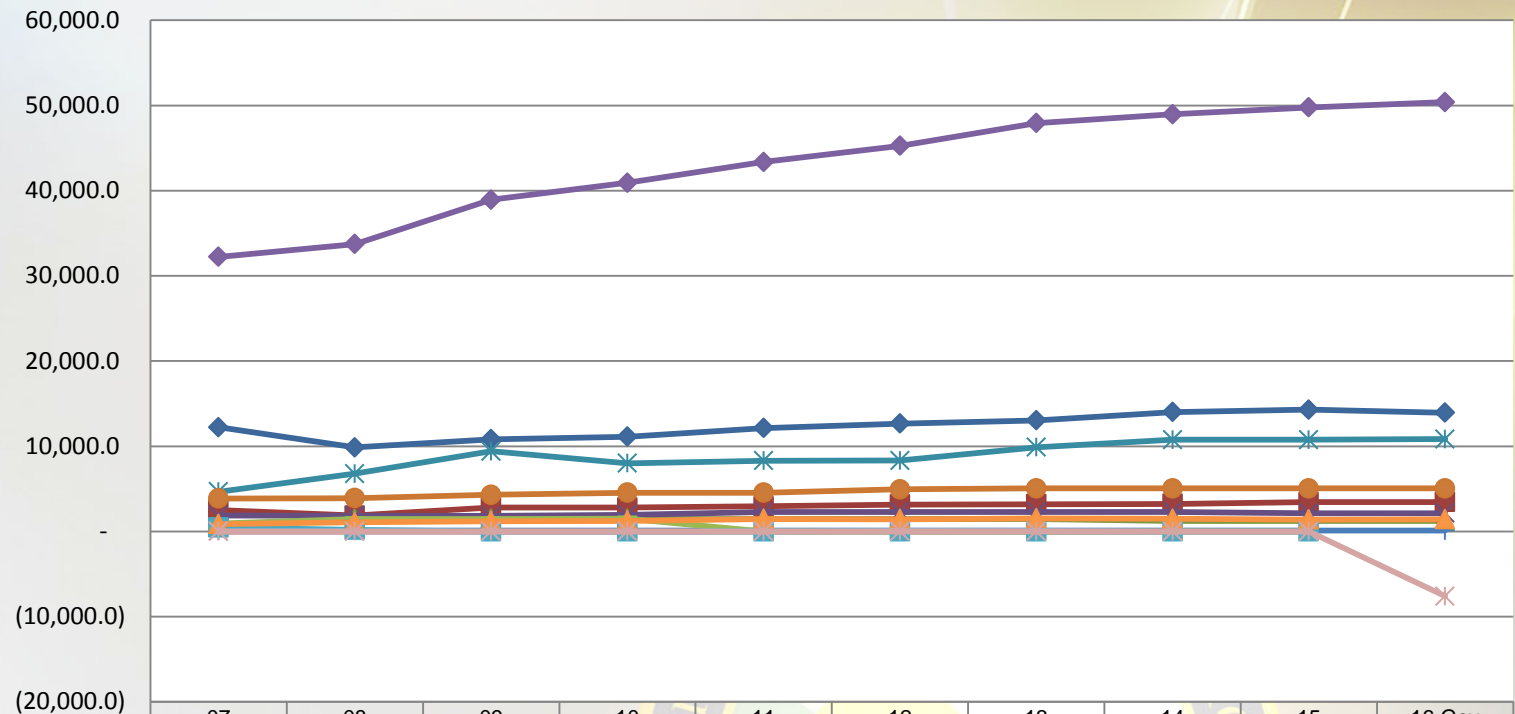
	07 MgtPln	08 MgtPln	09 MgtPln	10 MgtPln	11 MgtPln	12 MgtPln	13 MgtPln	14 MgtPln	15 MgtPln	16 Gov 1/22
Centralized Administrative Services	12,530.1	10,191.9	11,388.1	11,690.5	12,595.8	13,286.5	13,548.5	14,514.9	14,806.6	14,453.2
General Services	2,917.8	2,344.8	3,291.3	3,293.5	3,447.5	3,675.6	3,728.2	3,769.4	3,973.5	4,000.3
Administration State Facilities Rent	552.6	1,468.6	1,468.6	1,468.6	1,468.6	1,468.6	1,468.6	1,218.6	1,218.6	1,218.6
Special Systems	1,853.1	1,828.1	1,828.1	1,948.1	2,298.1	2,298.1	2,298.1	2,298.1	2,148.1	2,148.1
Enterprise Technology Services	4,659.6	6,771.0	9,401.3	8,006.1	8,457.2	8,462.0	10,035.0	10,913.6	10,919.0	10,993.4
Public Communications Services	3,873.5	3,898.5	4,298.5	4,548.5	4,548.5	4,948.5	5,047.3	5,047.3	5,047.3	5,047.3
AIRRES Grant	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Risk Management	-	-	-	-	-	4.4	4.4	-	-	-
Alaska Oil and Gas Conservation Commission	5,709.6	6,238.5	6,649.3	7,009.9	5,612.2	6,261.1	6,306.4	6,489.1	7,259.2	7,367.6
Legal and Advocacy Services	32,595.4	34,117.2	39,336.6	41,331.7	43,776.5	45,692.5	48,373.1	49,404.4	50,208.0	50,825.5
Violent Crimes Compensation Board	1,249.1	1,249.3	1,576.8	1,585.5	1,890.8	12.4	-	-	-	-
Alaska Public Offices Commission	904.9	1,110.6	1,246.2	1,276.4	1,506.1	1,472.8	1,575.4	1,536.9	1,515.2	1,539.0
Motor Vehicles	11,860.7	13,294.1	14,301.4	15,257.3	14,911.9	15,497.0	16,005.3	16,417.6	16,443.9	16,731.1
Unallocated	-	-	-	-	-	-	-	-	-	(7,606.3)

# APPROPRIATIONS WITHIN THE DOA (ALL FUNDS, \$ THOUSANDS)



	07 MgtPln	08 MgtPln	09 MgtPln	10 MgtPln	11 MgtPln	12 MgtPln	13 MgtPln	14 MgtPln	15 MgtPln	16 Gov 1/22
Centralized Administrative Services	62,426.2	58,278.7	62,069.9	70,067.5	68,255.3	69,869.2	74,563.1	78,631.9	87,372.3	86,293.2
General Services	55,154.4	59,281.4	61,840.4	66,061.8	71,733.8	74,444.8	78,070.6	78,859.0	79,064.1	79,170.5
Administration State Facilities Rent	622.8	1,538.8	1,538.8	1,538.8	1,538.8	1,538.8	1,538.8	1,288.8	1,288.8	1,288.8
Special Systems	1,853.1	1,828.1	1,828.1	1,948.1	2,298.1	2,298.1	2,298.1	2,298.1	2,148.1	2,148.1
Enterprise Technology Services	42,449.0	44,714.9	47,356.2	45,961.0	46,422.2	46,925.5	49,015.1	50,084.7	49,951.5	50,262.6
Information Services Fund	55.0	55.0	55.0	55.0	55.0	55.0	55.0	55.0	55.0	55.0
Public Communications Services	5,097.2	5,122.2	5,522.2	4,872.2	4,872.2	5,272.2	5,371.0	5,371.0	5,371.0	5,371.0
AIRRES Grant	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Risk Management	37,867.3	36,867.5	36,905.5	36,924.8	36,945.5	36,974.1	37,000.6	41,239.1	41,239.6	41,254.4
Alaska Oil and Gas Conservation Commission	5,843.1	6,372.1	6,783.0	7,144.4	5,747.9	6,397.9	6,445.8	6,630.2	7,450.8	7,661.7
Legal and Advocacy Services	33,602.0	35,218.3	40,667.2	42,692.6	45,429.1	47,519.0	50,367.2	51,409.1	52,278.0	52,906.9
Violent Crimes Compensation Board	1,659.0	1,659.4	2,086.9	2,245.0	2,550.9	2,472.5	2,825.2	2,536.8	2,536.8	2,544.2
Alaska Public Offices Commission	904.9	1,110.6	1,246.2	1,276.4	1,506.1	1,472.8	1,575.4	1,536.9	1,515.2	1,539.0
Motor Vehicles	11,902.3	13,335.7	14,345.7	15,303.0	15,458.6	17,046.1	17,555.3	17,968.4	17,994.5	18,282.4
ETS Facilities Maintenance	23.0	23.0	23.0	23.0	23.0	23.0	23.0	23.0	-	-
Unallocated	-	-	-	-	-	-	-	-	-	(7,935.3)

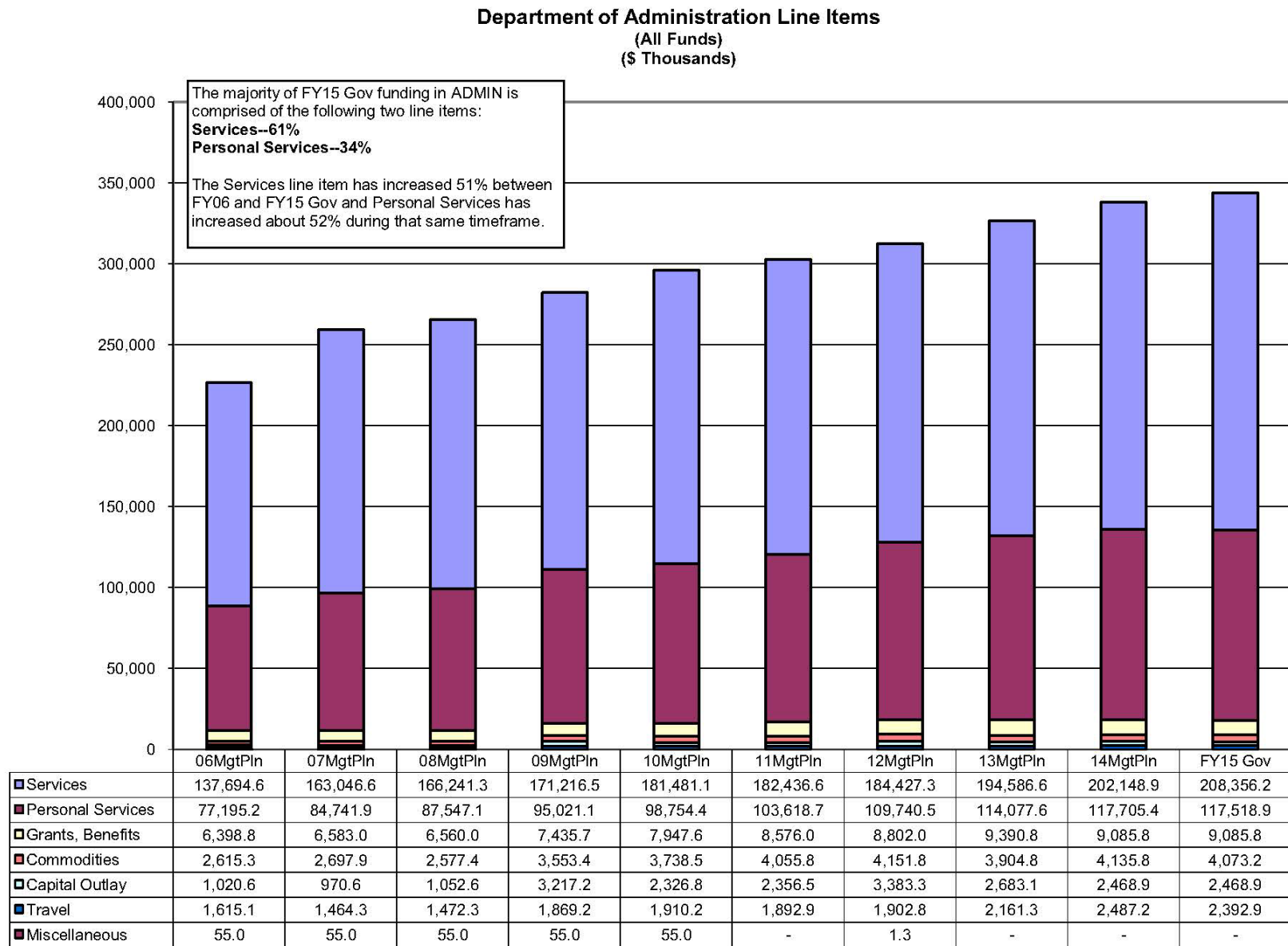
# APPROPRIATIONS WITHIN THE DOA (UGF ONLY, \$ THOUSANDS)



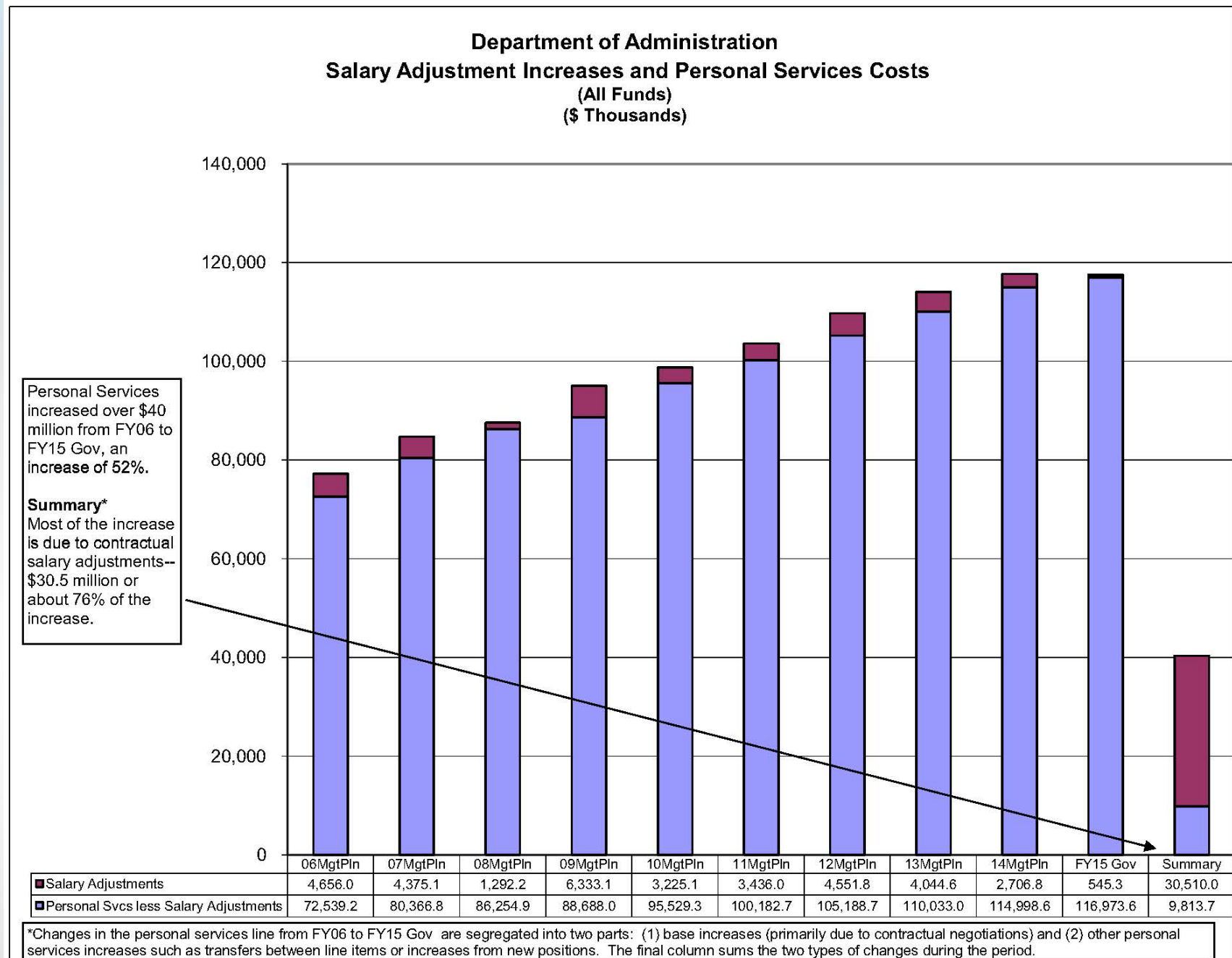
	07 MgtPln	08 MgtPln	09 MgtPln	10 MgtPln	11 MgtPln	12 MgtPln	13 MgtPln	14 MgtPln	15 MgtPln	16 Gov 1/22
Centralized Administrative Services	12,227.3	9,862.5	10,808.7	11,111.1	12,132.7	12,660.9	13,035.4	14,001.8	14,293.5	13,940.1
General Services	2,489.4	1,865.2	2,810.3	2,805.7	2,945.2	3,158.6	3,200.5	3,237.2	3,439.8	3,463.7
Administration State Facilities Rent	552.6	1,468.6	1,468.6	1,468.6	1,468.6	1,468.6	1,468.6	1,218.6	1,218.6	1,218.6
Special Systems	1,853.1	1,828.1	1,828.1	1,948.1	2,298.1	2,298.1	2,298.1	2,298.1	2,148.1	2,148.1
Enterprise Technology Services	4,659.6	6,771.0	9,401.3	8,006.1	8,307.2	8,312.0	9,885.0	10,763.6	10,769.0	10,843.4
Public Communications Services	3,873.5	3,898.5	4,298.5	4,548.5	4,548.5	4,948.5	5,047.3	5,047.3	5,047.3	5,047.3
AIRRES Grant	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Risk Management	-	-	-	-	-	4.4	4.4	-	-	-
Alaska Oil and Gas Conservation Commission	927.8	1,447.9	1,450.6	1,500.9	-	7.3	7.3	-	-	-
Legal and Advocacy Services	32,220.9	33,739.0	38,941.1	40,926.8	43,360.3	45,263.9	47,935.8	48,960.6	49,766.8	50,381.1
Violent Crimes Compensation Board	466.7	181.7	8.3	-	7.3	12.4	-	-	-	-
Alaska Public Offices Commission	860.0	1,065.7	1,201.3	1,231.5	1,461.3	1,428.0	1,530.6	1,492.1	1,395.2	1,419.0
Motor Vehicles	-	-	-	-	-	23.3	23.3	0.1	-	-
Unallocated	-	-	-	-	-	-	-	-	-	(7,606.3)



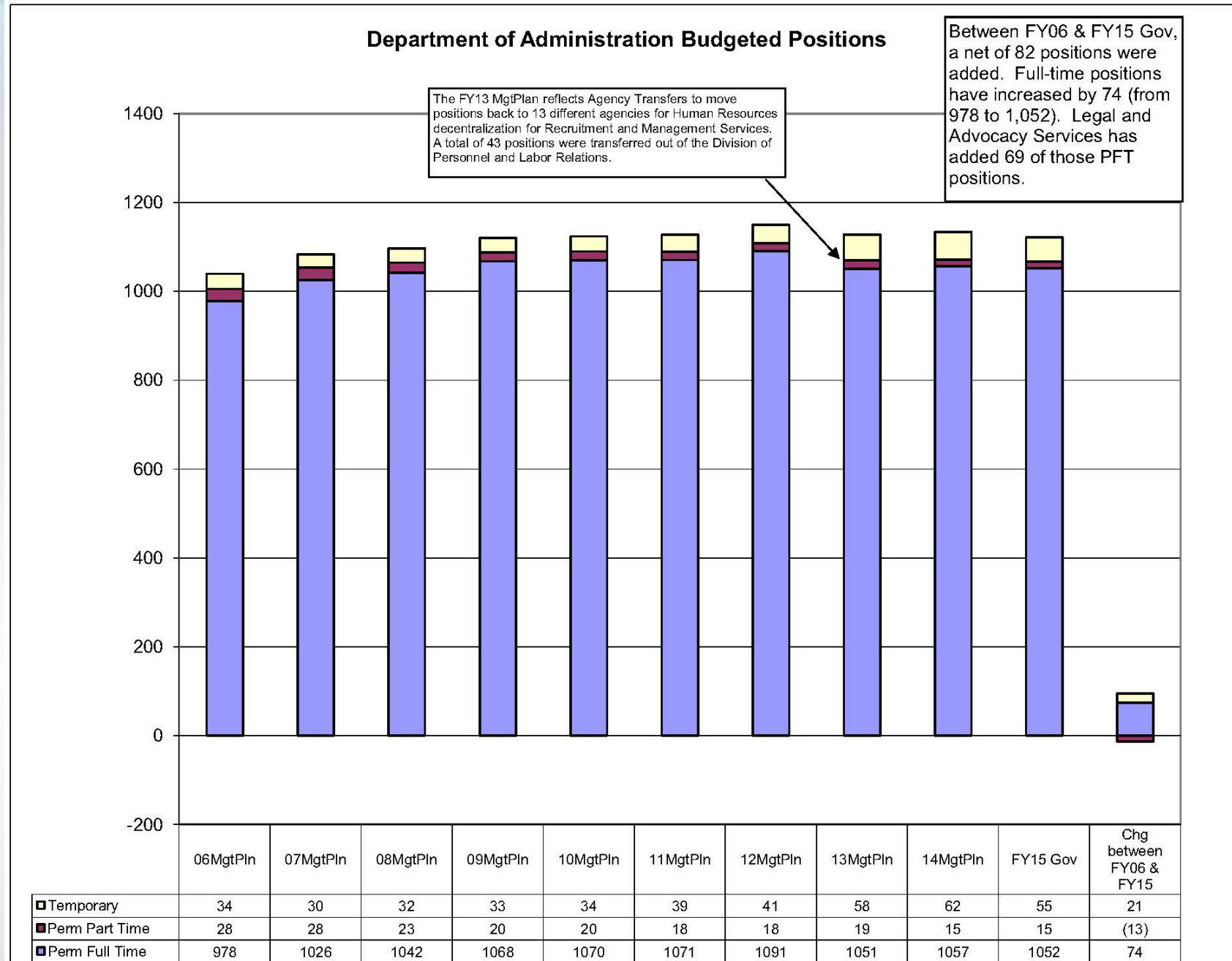
## DOA - LINE ITEMS



## DOA – SALARY ADJ. INCREASES AND PS COSTS



# DOA – LINE ITEMS (ALL FUNDS, \$ THOUSANDS)





## CAPITAL REQUESTS

- The Department of Administration does not currently have any capital items in the FY2016 Budget

## DEFERRED MAINTENANCE

- DGS: Deferred Maintenance Public Building Fund, \$3,000.0 other (announced as part of the FY2016 Endorsed budget)



# **CORE INITIATIVES AND CHALLENGES**

## **Personnel Costs Savings**

- Improve employee productivity
- Wage Negotiations – remain competitive and balanced
- Health Care Spend – continue to bend the cost curve

## **Reduction of Unfunded Liability – (health care costs)**

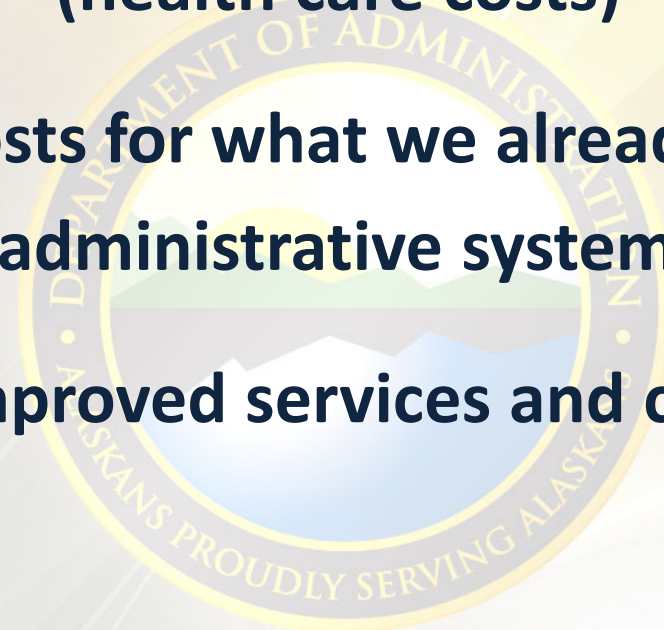
## **Procurement Savings – Lower costs for what we already buy**

- IRIS - updated core statewide administrative systems

## **Information Technology (IT) – Improved services and cost**

## **Improve Facility Management**

- Utilization of Space – better use our space



**Thank you!**

Visit [www.DOA.alaska.gov](http://www.DOA.alaska.gov)

for more information about our department.

**Questions?**

