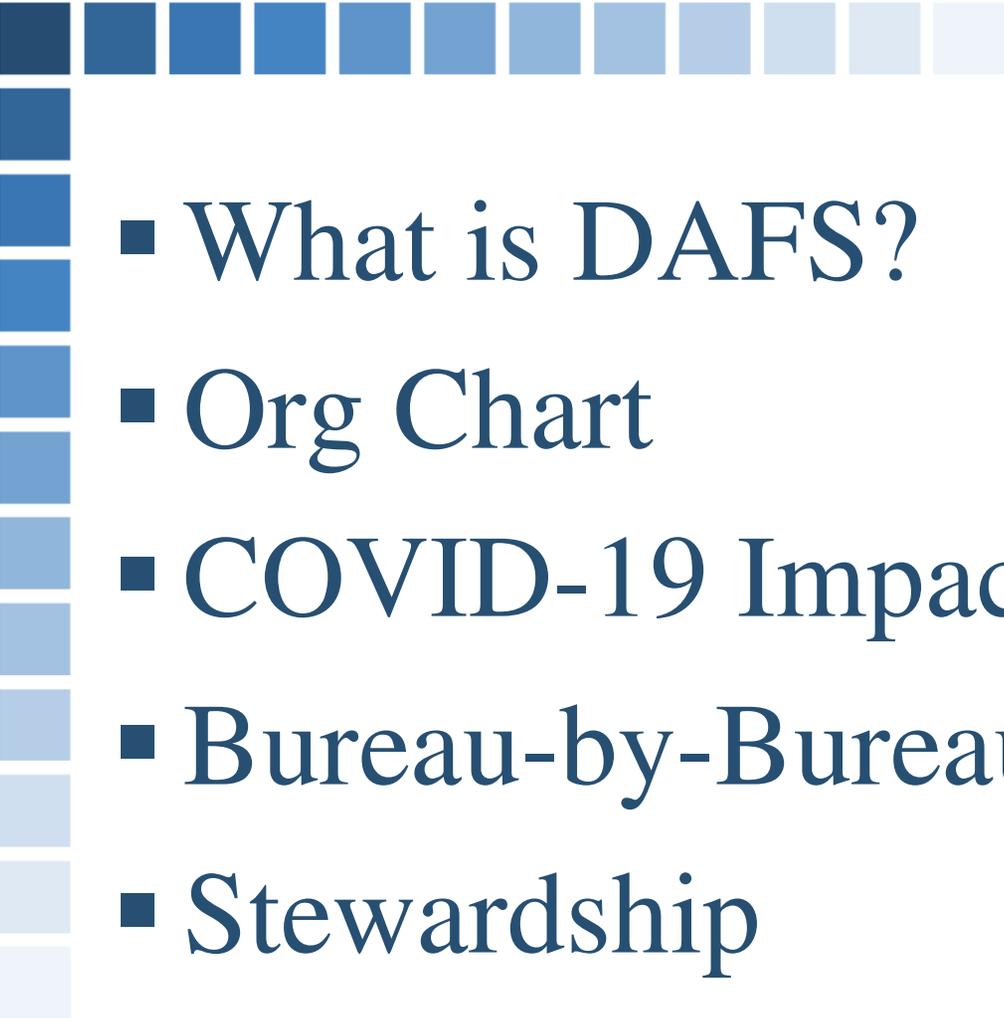




# **Department of Administrative & Financial Services**

**Presentation for the Joint Standing  
Committee on State & Local Government**

Kirsten LC Figueroa, Commissioner

- 
- What is DAFS?
  - Org Chart
  - COVID-19 Impacts
  - Bureau-by-Bureau
  - Stewardship
  - Q+A



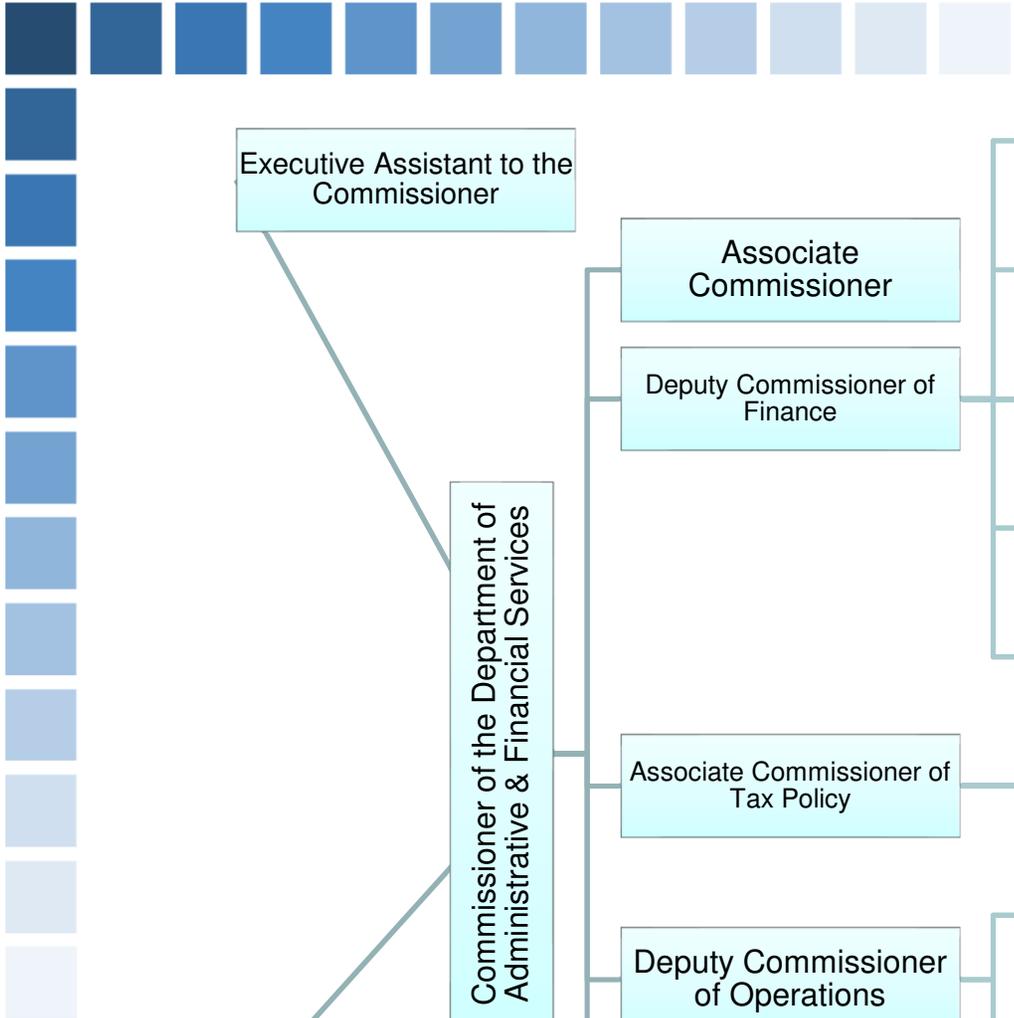
## What is DAFS?

DAFS is the central nervous system of State government.

We are the provider of essential services that makes the other efforts of State government possible.

We are more than a department of rules, procedures, and budgets; we are also a resource of knowledgeable, helpful, and innovative professionals.

We lead and collaborate with open doors, open minds, and open hearts.

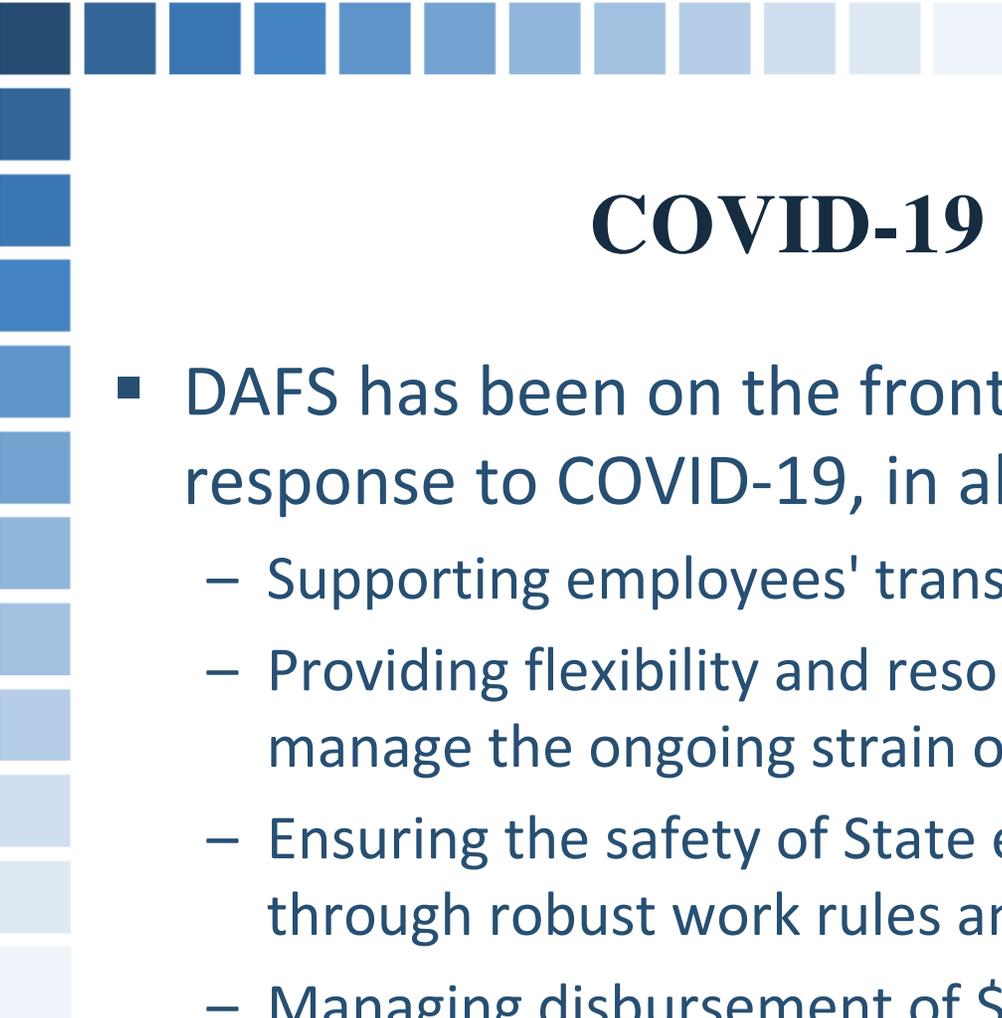


**1,200 people**

**10 divisions**  
*7 under SLG*

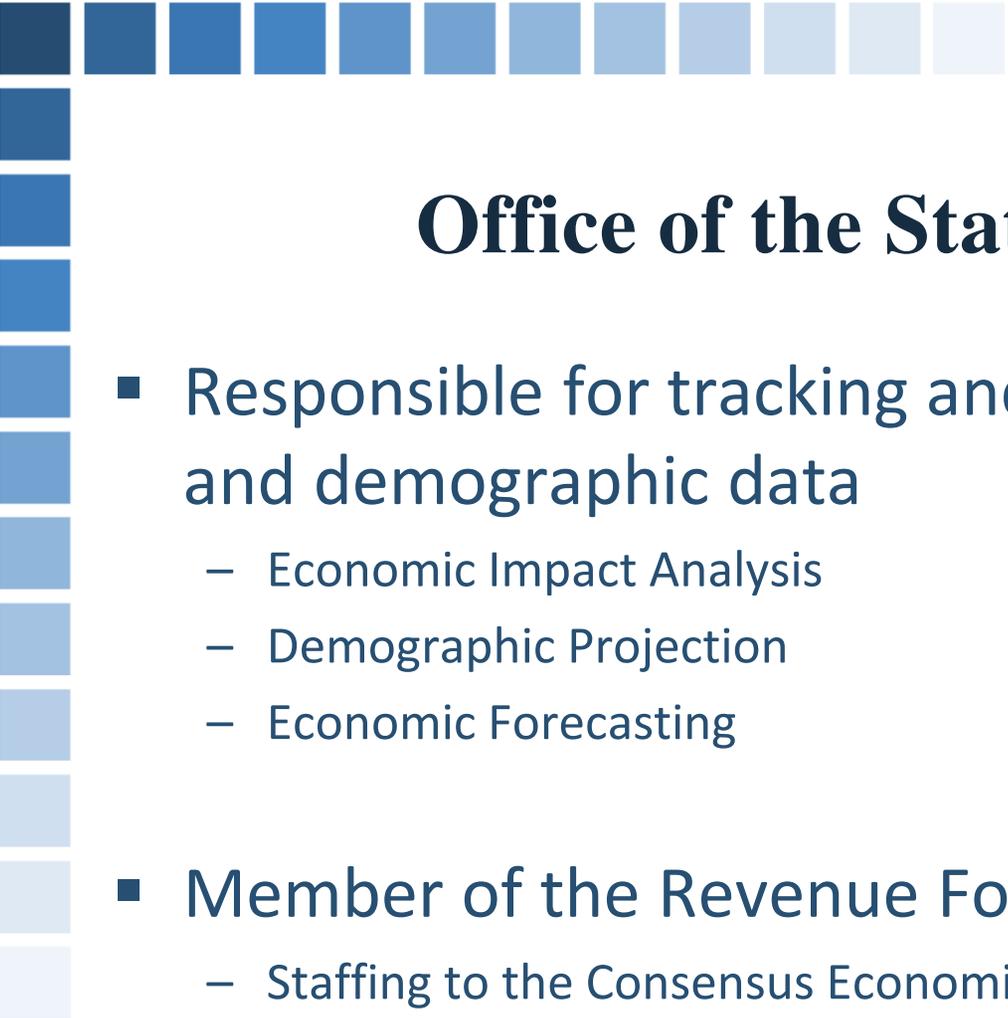
**5 committees of jurisdiction**  
*plus significant interaction with AFA*

- Taxpayer Advocate
- State Claims Commission
- Board of Tax Appeals



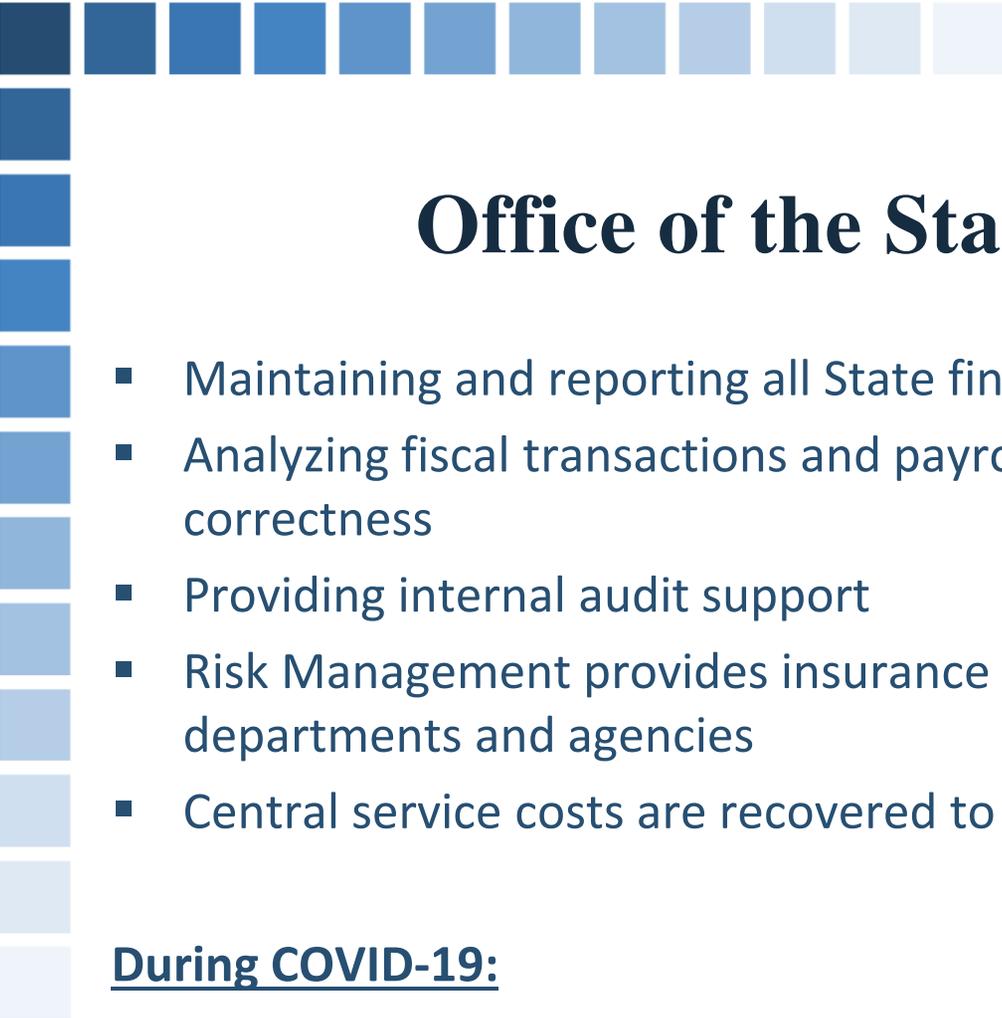
## COVID-19 Impacts

- DAFS has been on the frontlines of the State's response to COVID-19, in all ways:
  - Supporting employees' transition to remote work
  - Providing flexibility and resources to help employees manage the ongoing strain of day-to-day life under COVID
  - Ensuring the safety of State employees in the workplace through robust work rules and distribution of PPE
  - Managing disbursement of \$1.25 billion in Federal CRF
  - Monitoring the State's economic and fiscal position; administering curtailments and proposing budgets to hold the State steady amid uncertain times



## Office of the State Economist

- Responsible for tracking and analyzing economic and demographic data
  - Economic Impact Analysis
  - Demographic Projection
  - Economic Forecasting
- Member of the Revenue Forecasting Committee
  - Staffing to the Consensus Economic Forecasting Commission
- Maine's liaison to the U.S. Census Bureau

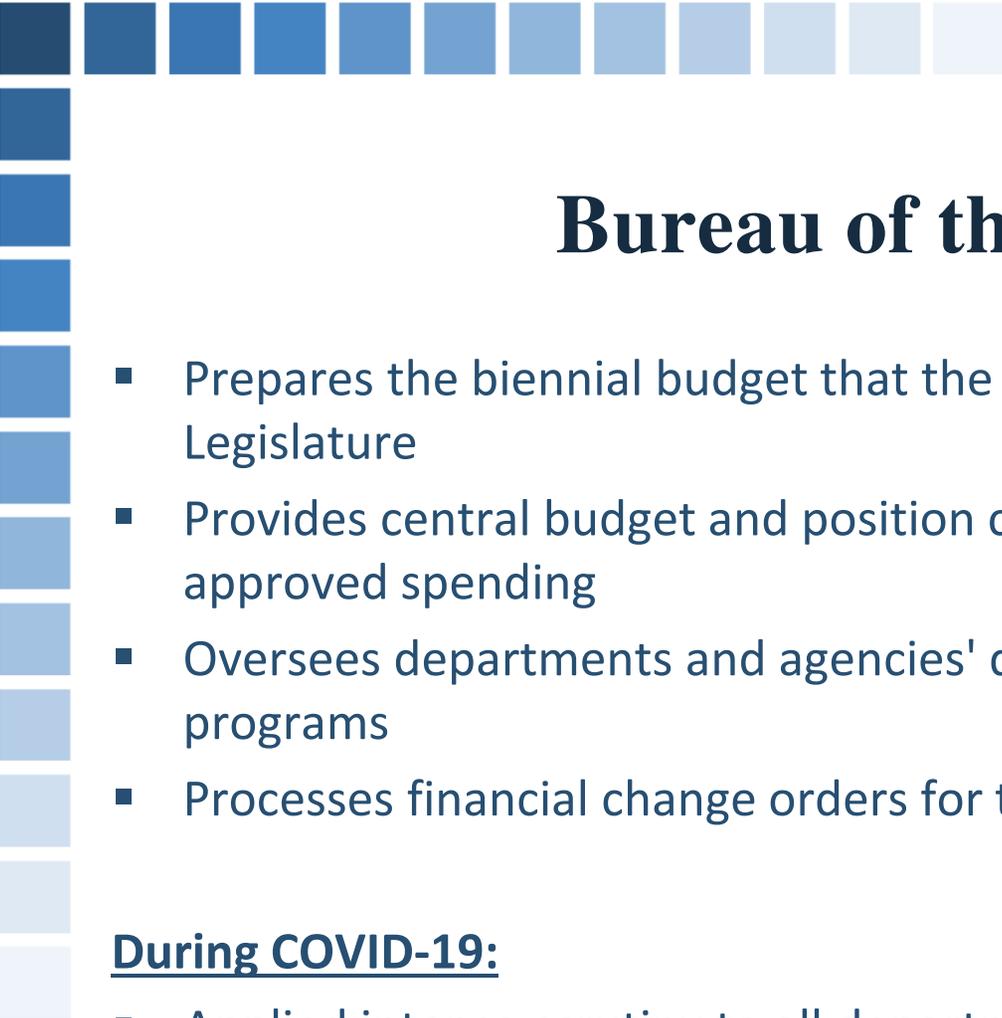


# Office of the State Controller

- Maintaining and reporting all State financial transactions
- Analyzing fiscal transactions and payrolls to ensure legality and correctness
- Providing internal audit support
- Risk Management provides insurance and loss control services to state departments and agencies
- Central service costs are recovered to General Fund through STACAP

## During COVID-19:

- Modified business processes to be paperless and allow remote work
- Disbursement of the \$1.25 billion in federal CRF received by Maine



# Bureau of the Budget

- Prepares the biennial budget that the Governor submits to the Legislature
- Provides central budget and position controls in keeping with legislatively approved spending
- Oversees departments and agencies' quarterly allotments and work programs
- Processes financial change orders for the Governor's approval

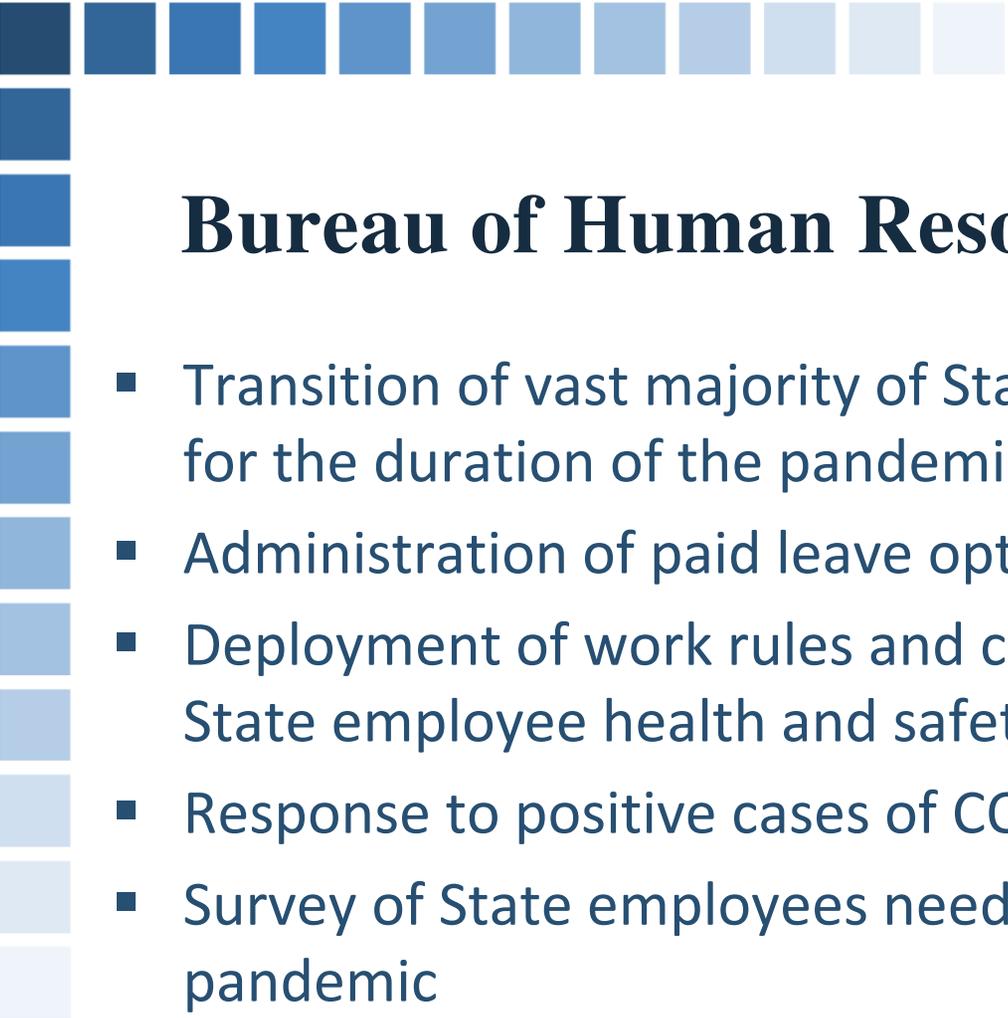
## During COVID-19:

- Applied intense scrutiny to all department and agency spending consistent with the Governor's call for frugality
- Facilitated curtailment efforts



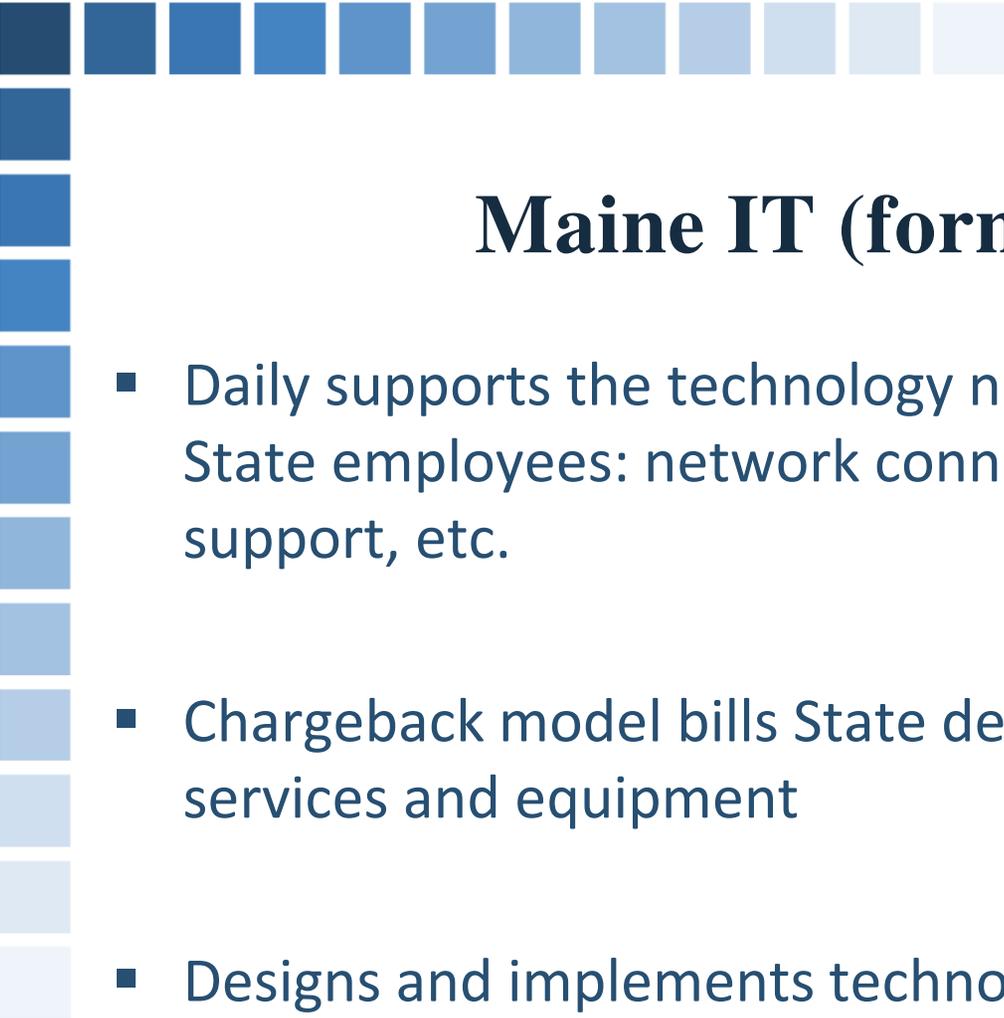
# Bureau of Human Resources

- Division of Talent Management
- Classification, Compensation and Civil Service System Division
- Office of Employee Relations
- Investigation and Equal Employment Opportunity Division
- Office of Employee Health and Wellness
- Office of Worker's Compensation
- Human Resource Service Centers



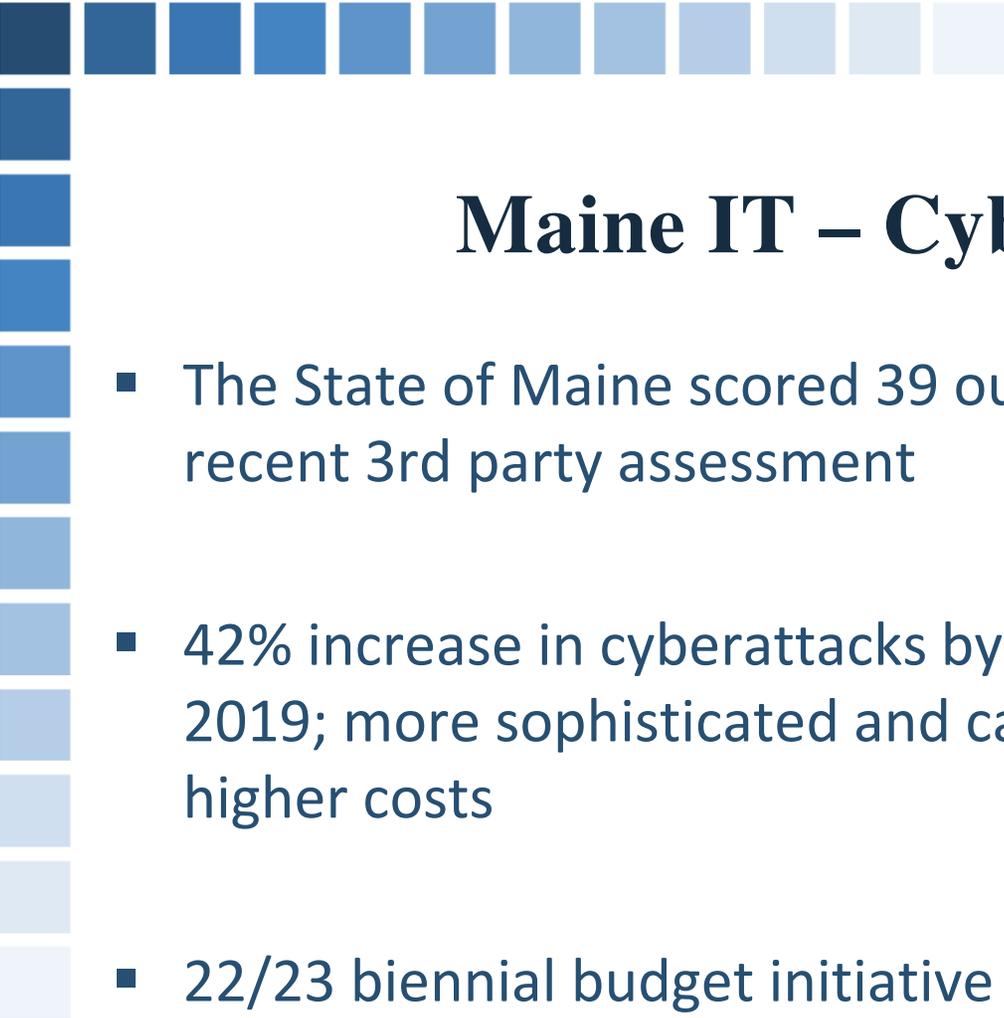
## **Bureau of Human Resources – COVID-19**

- Transition of vast majority of State employees to teleworking for the duration of the pandemic related emergency
- Administration of paid leave options
- Deployment of work rules and communications to promote State employee health and safety in the workplace
- Response to positive cases of COVID-19 at State worksites
- Survey of State employees needs and feedback amid the pandemic



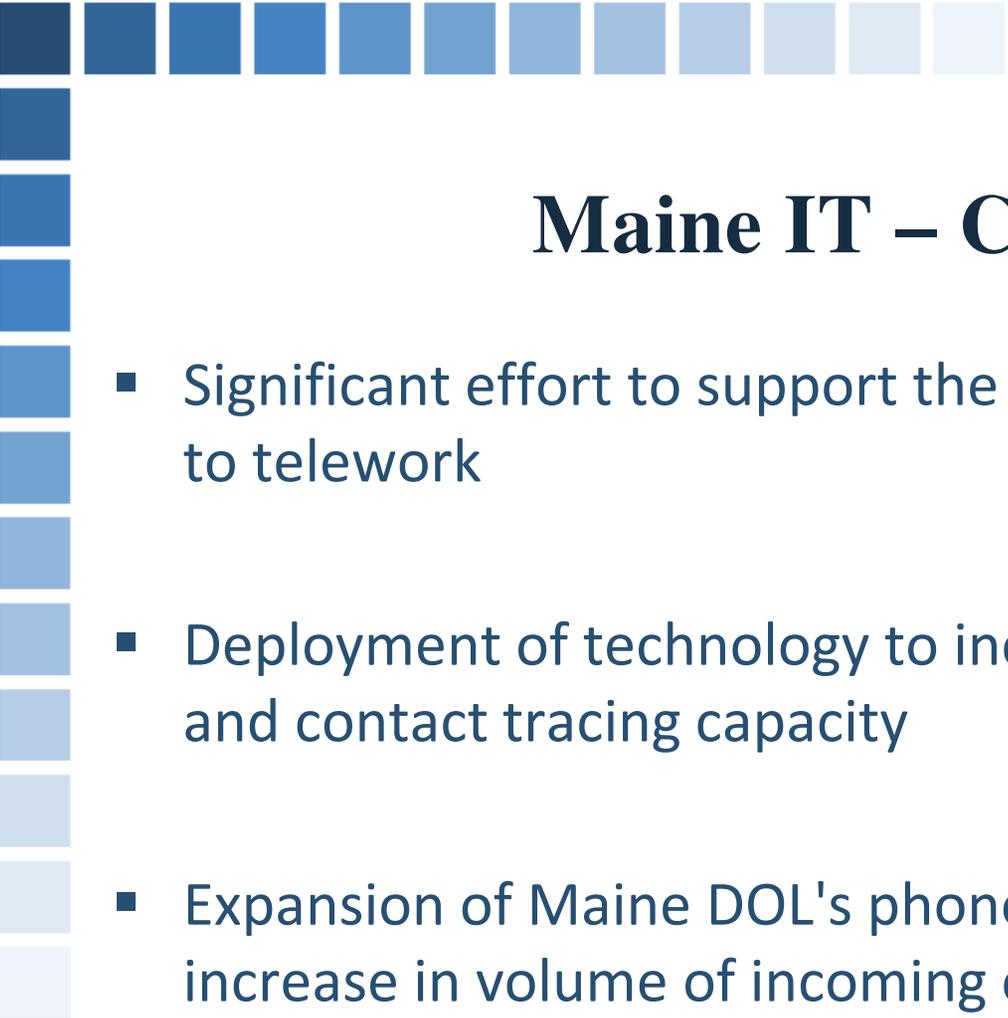
## Maine IT (formerly OIT)

- Daily supports the technology needs of more than 11,000 State employees: network connectivity, equipment, tech support, etc.
- Chargeback model bills State departments and agencies for services and equipment
- Designs and implements technology solutions to help departments and agencies meet their goals and objectives



## Maine IT – Cyber Security

- The State of Maine scored 39 out of 100 on IT security in recent 3rd party assessment
- 42% increase in cyberattacks by foreign governments in 2019; more sophisticated and causing greater damage and higher costs
- 22/23 biennial budget initiative to establish dedicated IT security budget line



## Maine IT – COVID-19

- Significant effort to support the transition of State employees to telework
- Deployment of technology to increase Maine CDC's testing and contact tracing capacity
- Expansion of Maine DOL's phone capacity to support large increase in volume of incoming calls related to unemployment claims



## Bureau of General Services

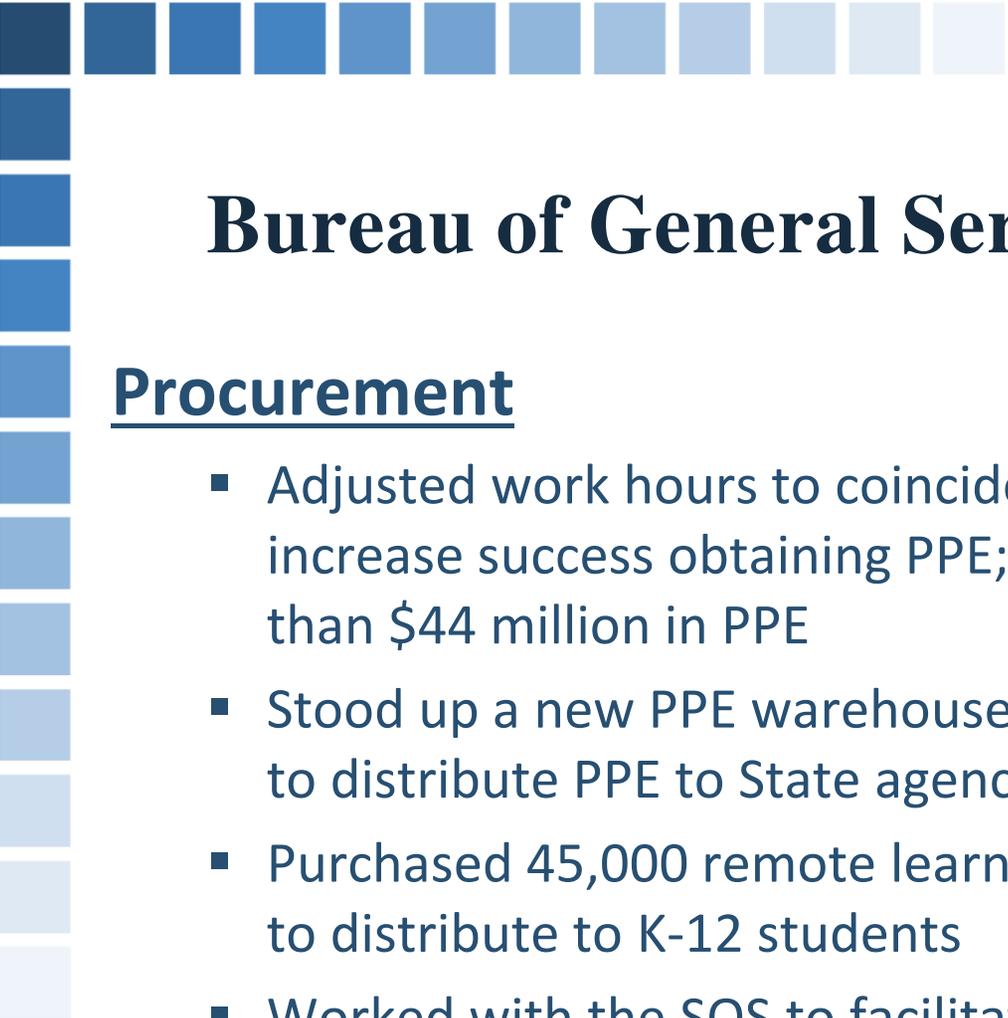
- Property Management Division
- Planning, Design & Construction Division
- Division of Leased Space
- Division of Procurement Services
- Division of Central Fleet Management
- Division of Central Services
  - Postal Services
  - Surplus Property



# Bureau of General Services – COVID-19

## State facilities

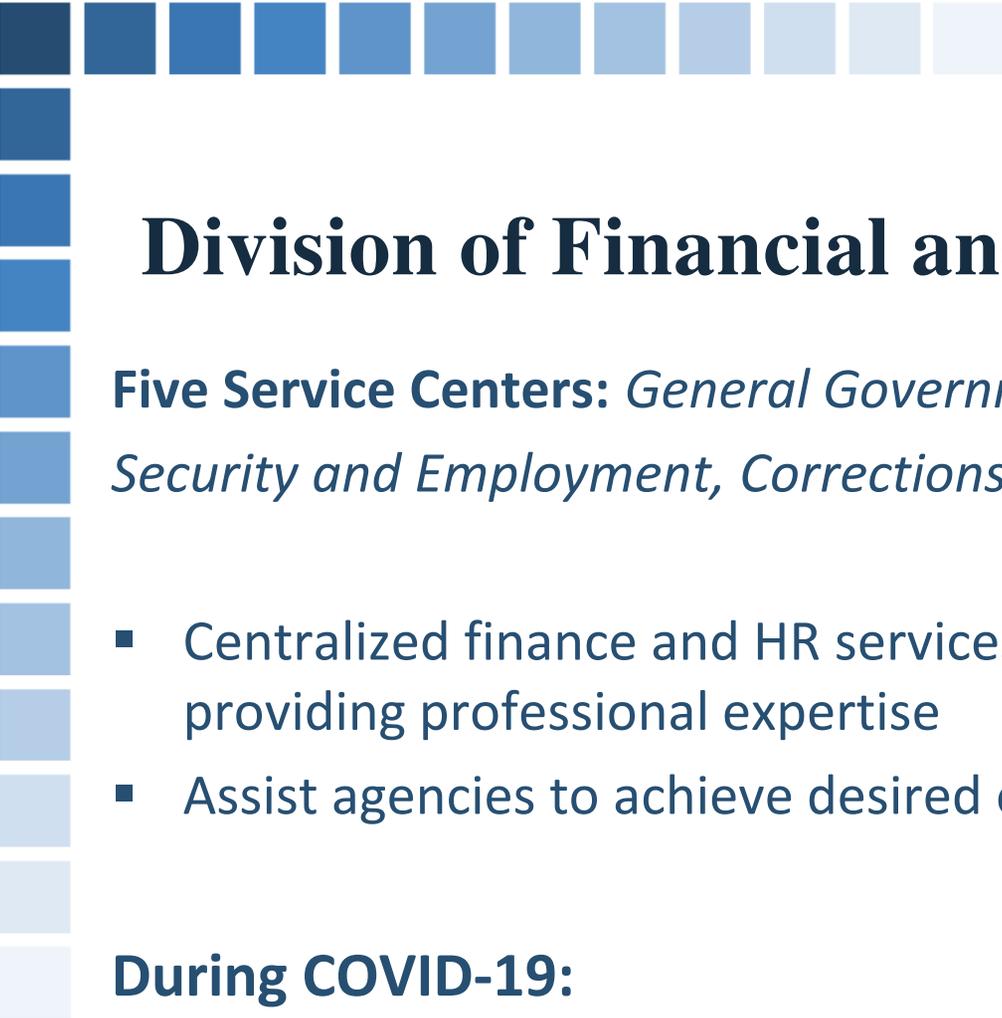
- Increased cleaning protocols in State owned and leased space
- Upgraded HVAC filters and certain ventilation systems, reconfigured offices and retrofitted workspaces for employee safety
- Obtained additional leased space for expansion of unemployment claims call centers and warehousing of PPE
- Responded to the mechanical failure at the Cultural Building, requiring asbestos abatement and systems upgrades



# Bureau of General Services – COVID-19

## Procurement

- Adjusted work hours to coincide with vendors in China to increase success obtaining PPE; to date have purchased more than \$44 million in PPE
- Stood up a new PPE warehouse and purchasing system to distribute PPE to State agencies and school districts
- Purchased 45,000 remote learning devices for the Maine DOE to distribute to K-12 students
- Worked with the SOS to facilitate municipalities' acquisition and installation of absentee ballot drop boxes
- Reviewed and renegotiated 650+ master contracts to achieve cost savings



# Division of Financial and Personnel Services

**Five Service Centers:** *General Government, Natural Resources, Security and Employment, Corrections, Health and Human Services*

- Centralized finance and HR services across all of state government providing professional expertise
- Assist agencies to achieve desired outcomes

## **During COVID-19:**

- Modified business process to be paperless and allow remote work
- Increased transaction volume and reporting requirements as result of federal coronavirus relief



# DAFS Stewardship

Stewardship of all State resources – fiscal, human, physical and technical

Responsibility to highlight the critical importance of preserving our infrastructures – honesty about longstanding challenges

Duty to study issues and generate creative solutions for improvement

Leading the way collaboratively across state government to evaluate, design and implement approaches for sustainable, efficient, effective and responsible long-term solutions



## Q+A

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