

# Finance and Administration Cabinet

August 2020

# Finance and Administration

*At a Glance*

## Services:

- ✓ State Revenue Administration
- ✓ Statewide Fiscal Management
- ✓ State Purchasing and Contracts
- ✓ Fleet Management
- ✓ Mailroom Operations
- ✓ Risk Management
- ✓ Information Technology
- ✓ Facility and Construction Management
- ✓ Surplus Property
- ✓ Minority and Women Owned Business Certification
- ✓ Service Disabled Veteran's Business Certification

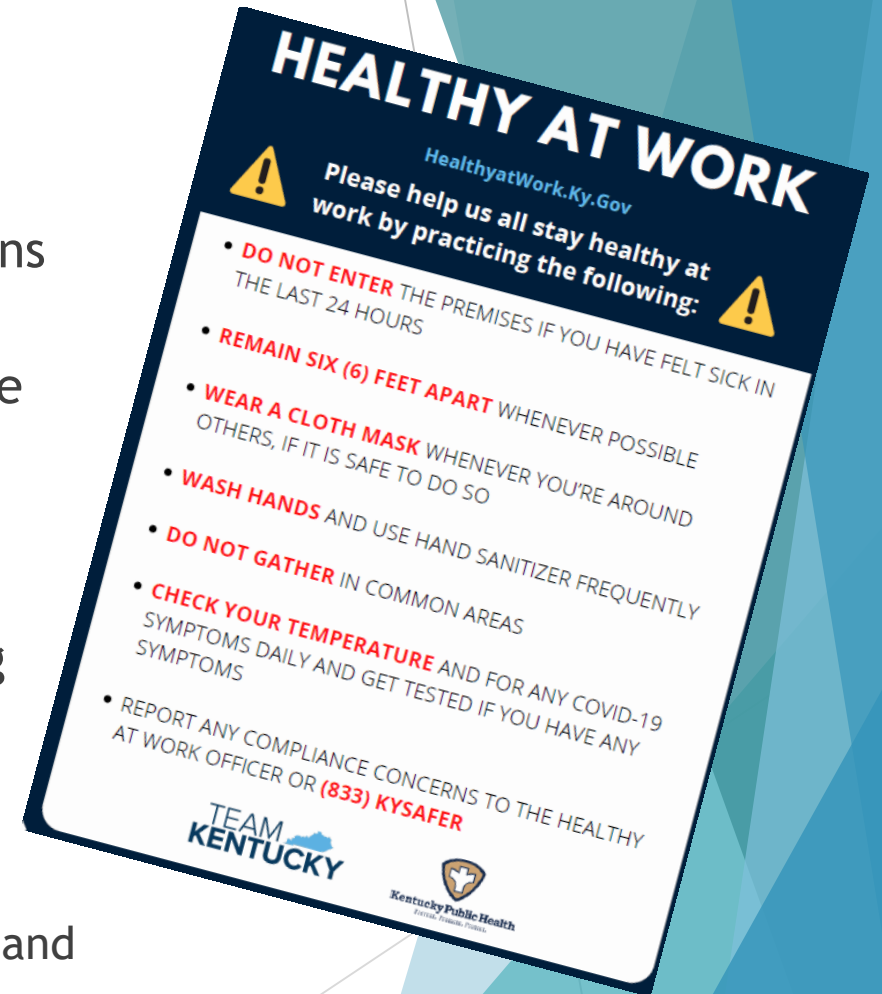
# Finance and Administration *At a Glance*

***With 1,500 staff and a \$972 M Budget:***

- ✓ 5,300 vehicles managed
- ✓ 30 M pieces of mail processed annually
- ✓ 304 businesses certified (Minority, Women, Service-Disabled)
- ✓ \$11.2 B General Fund and \$1.3 B Road Fund Receipts collected
- ✓ 90 state-owned buildings and 800+ leased properties
- ✓ 29,000+ workstations, 30,800+ e-mail accounts managed
- ✓ \$26.5 B self-insured assets (buildings, vehicles, equipment, etc.)

# FAC and COVID Response

- ▶ Sourced and purchased PPE, testing supplies, medical staff, medical equipment
- ▶ Cleaned offices and public areas, set up health check stations in state office buildings in the 90 state-owned buildings
- ▶ Designed and placed signs regarding COVID protocols in state offices
- ▶ Adjusted revenue processes to align with IRS adjustments where authorized to do so
- ▶ Performed the usual and customary work while transitioning staff to a telework environment
  - Issued bonds
  - Collected revenues
  - Paid vendors, established routine contracts, certified minority and women-owned businesses
  - Supported the technology as workers moved to work at home



# Remote Workers

- ▶ Early in the era of COVID, FAC quickly transitioned 700 employees to remote work, accounting for approximately 45% of the workforce
- ▶ We now have approximately 77%, or 1,160 employees, working some portion of their time remotely. The actual days vary by workgroup and employee.
- ▶ The Finance Cabinet has a blend of remote and in-office workers and some workers alternate between remote and in-office throughout the month.

	Total Employees	Remote Workers	Percent Remote
March	1,550	700	45%
June	1,531	930	61%
August	1,507	1,160	77%

# Healthy at Home and Healthy at Work

- ▶ In mid-June, Secretary Johnson formed a cross-agency discussion group to review the FAC telecommuting experience
- ▶ Assessed FAC successes and identified opportunities for improvement
- ▶ FAC was well-positioned to quickly move part of our staff to a remote work plan



# Healthy at Home and Healthy at Work

## ▶ Challenges - Technology

- Printing, especially large documents
- Employees without robust internet access at home
- New technology learning curve - harder to learn from your colleague

## ▶ Challenges - Employee and Manager Support

- Can be lonely, employees may feel isolated
- New employee onboarding and becoming part of a “team”
- How to virtually celebrate/recognize organization and employee milestones
- Automatic email replies

# Healthy at Home and Healthy at Work

- ▶ Professional, flexible staff and technology were key to the transition
  - Desktop/laptop ratio in FAC close to 50/50
  - Secure access software already in place via VPN; needed more user licenses
  - Office 365 software which included a video conferencing solution, TEAMS
  - Video conferencing tools already in place (e.g. Zoom, Skype)
  - Phone systems allowed users to forward their calls to another number
  - Ability to retrieve voice mail messages remotely
  - Added laptops, mobile phones, and mobile hot spots
  - COT technical staff can remotely access workstations to assist and solve problems



# Questions?

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