

Efficient and Effective Delivery of State Services:

A 21st Century Overview

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VEI Presenters

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State Services

- **Education**
- **Public Welfare**
- **Health Care**
- **Highways**
- **Public Safety (Police and Fire)**
- **ABC Stores**

Revenue and Resources

- **Federal Grants**
- **Sales Tax**
- **Income Tax**
- **Miscellaneous Taxes**

Generational Mindsets

Outlook
Work Ethic
View of Money
View of Leadership
Work/Life Balance
Medium
Orientation

BOOMERS

Born 1946 – 1964

Optimistic
Driven
Spenders
Pay your Dues
Work is Life
TV
Self-centered

GEN X

Born 1965 – 1981

Skeptical
Free Agent
Debtors
Competence
Work to Live
Computer
Self-reliant

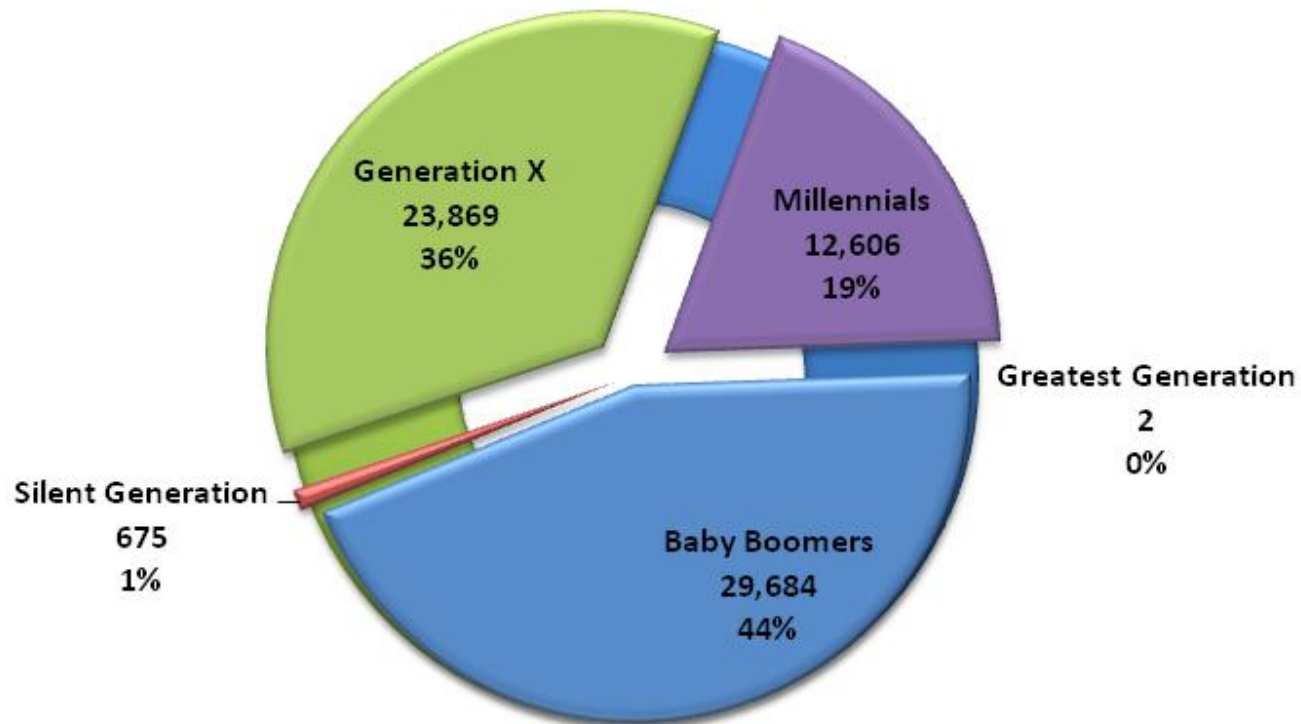
MILLENNIALS

Born 1982 – 2001

Confident
Goals
Savers?
Egalitarian
Integrated
Mobile
Collective Self

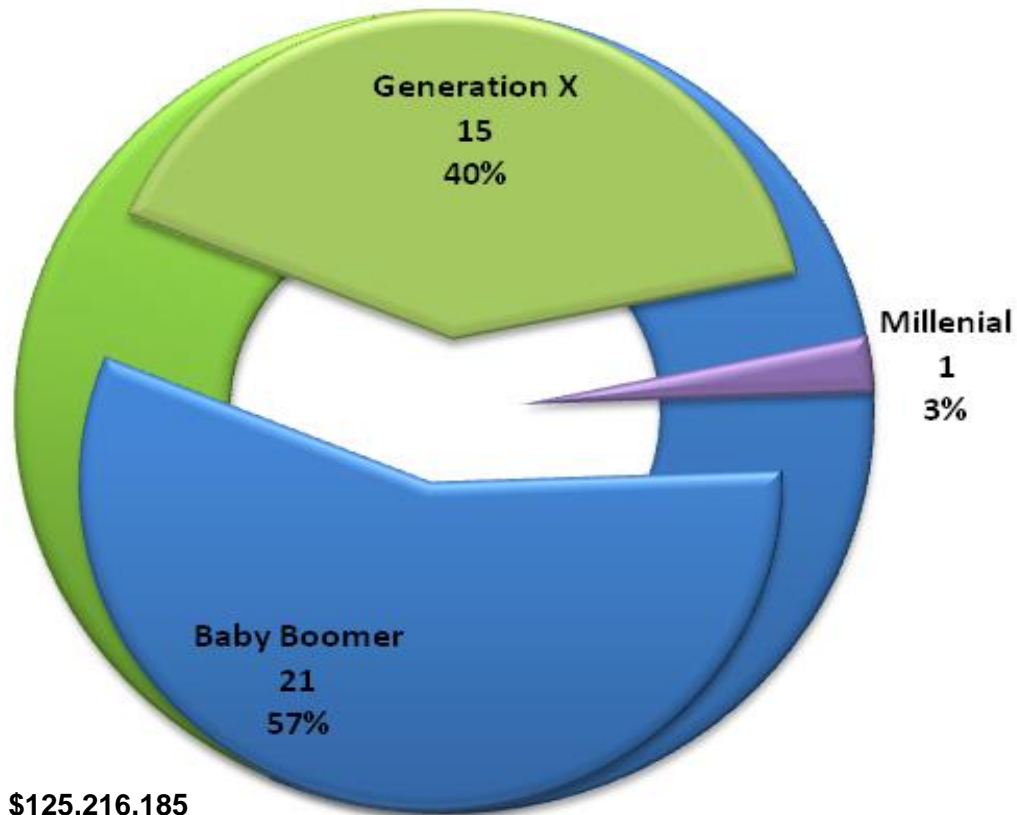
Source: Generations Matter

Statewide Classified Workforce Generational Breakdown February 2015



2014 Expenditures: \$44,488,819,576

Secretariat Workforce Executive Breakdown February 2015

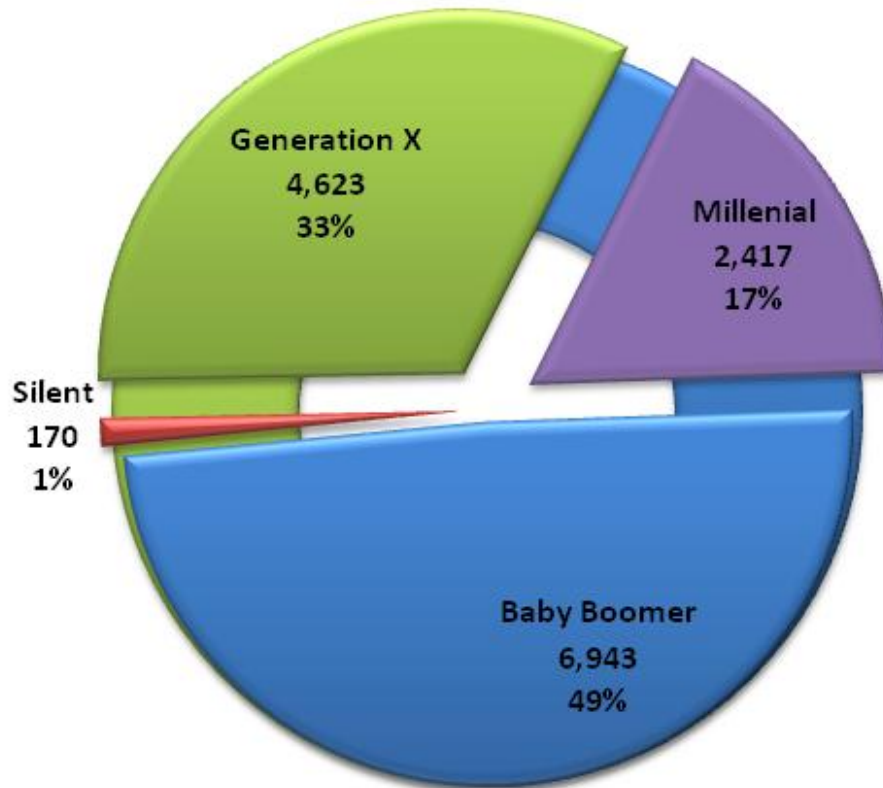


2014 Expenditures: \$125,216,185

Secretariat Workforce

Health and Human Resources Breakdown

February 2015

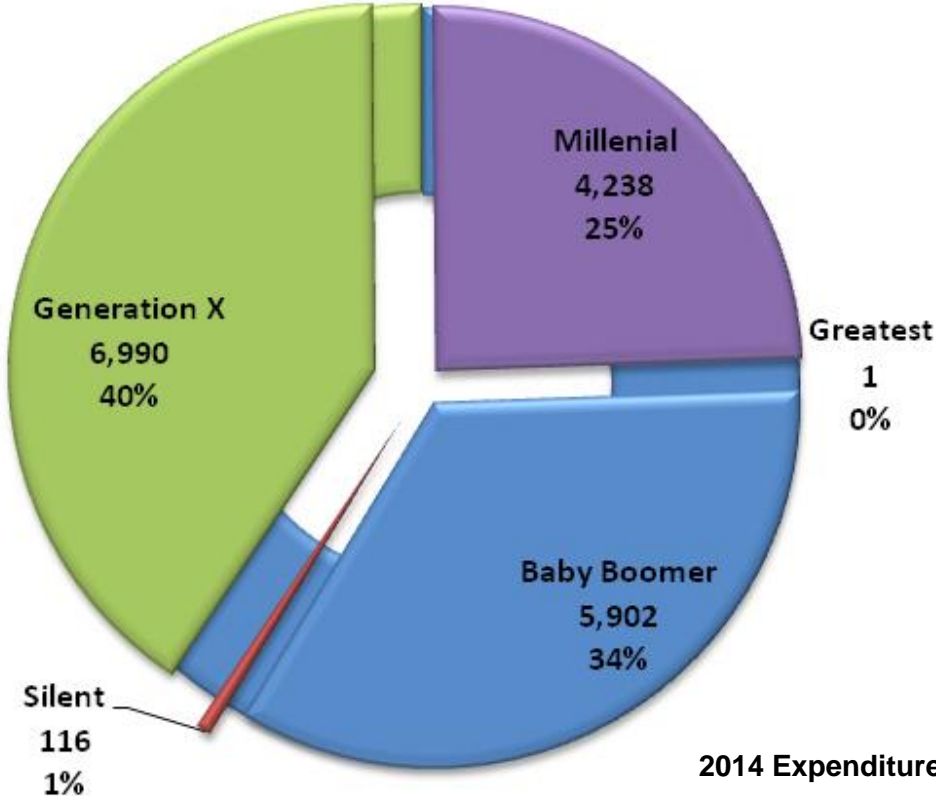


2014 Expenditures: \$12,422,806,654

Secretariat Workforce

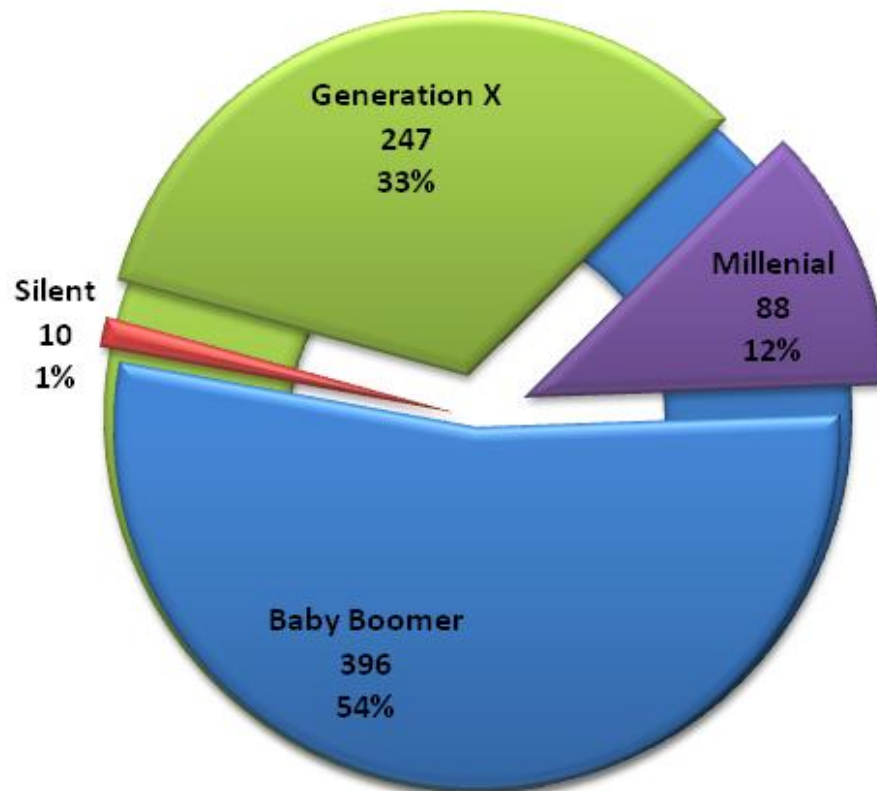
Public Safety Homeland Security Breakdown

February 2015



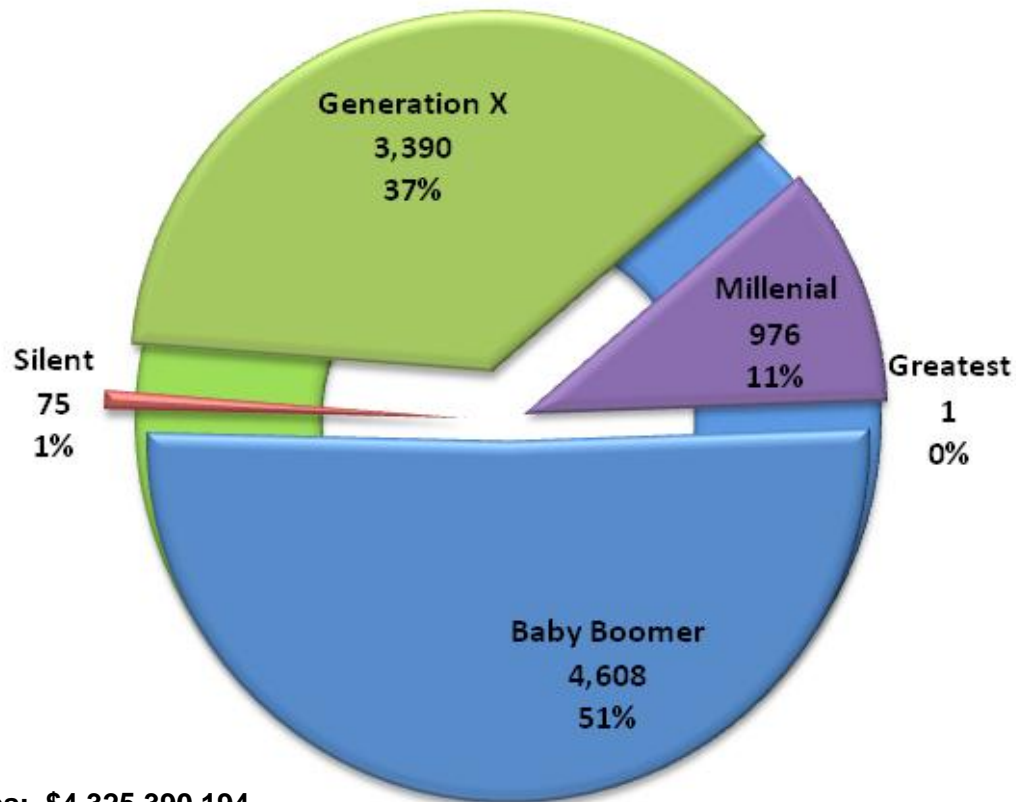
2014 Expenditures: \$2,673,686,594

Secretariat Workforce Administration Breakdown February 2015



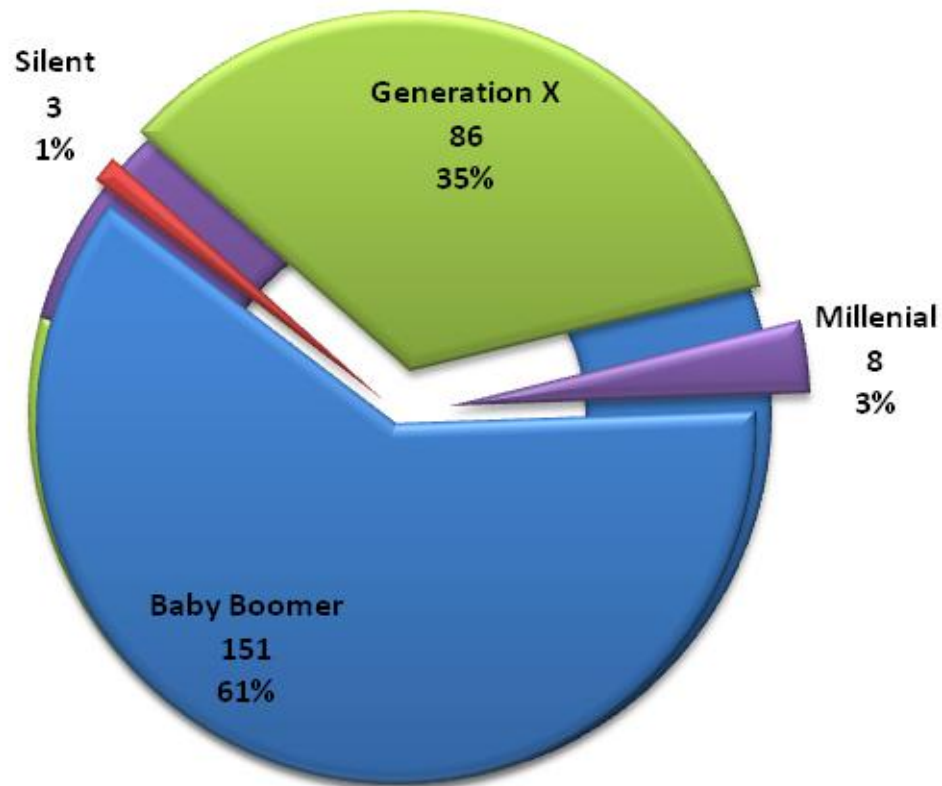
2014 Expenditures: \$2,385,493,762

Secretariat Workforce Transportation Breakdown February 2015



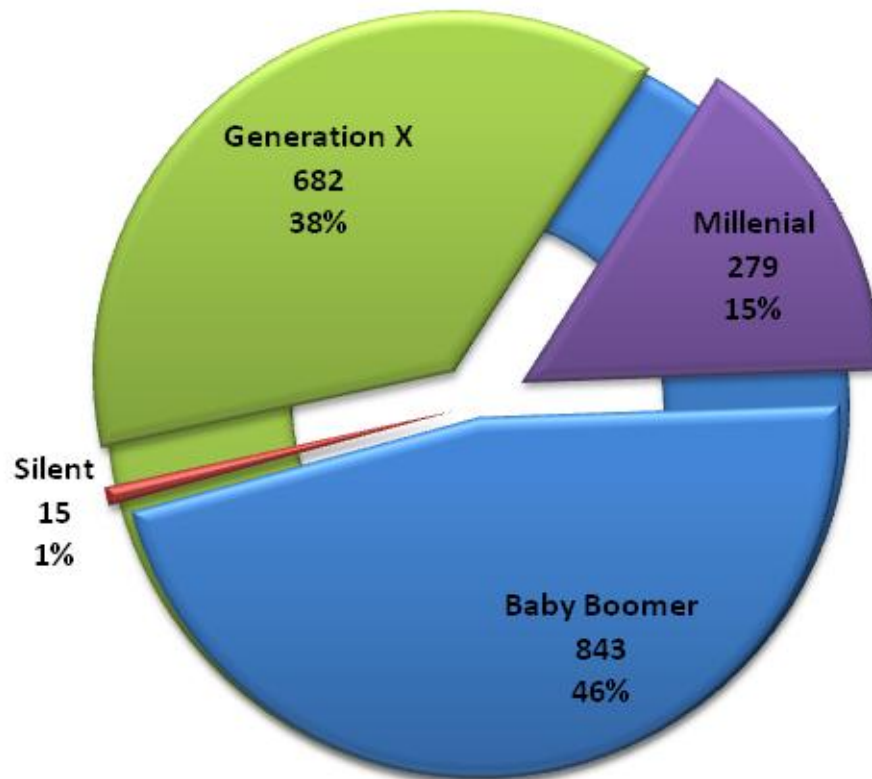
2014 Expenditures: \$4,325,390,194

Secretariat Workforce Technology Breakdown February 2015



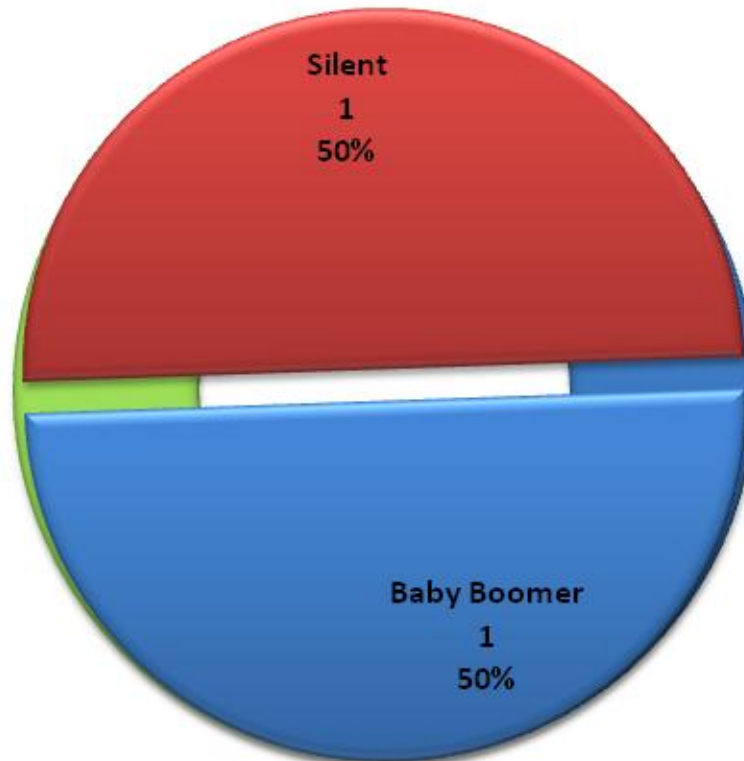
2014 Expenditures: \$370,570,095

Secretariat Workforce Natural Resources Breakdown February 2015



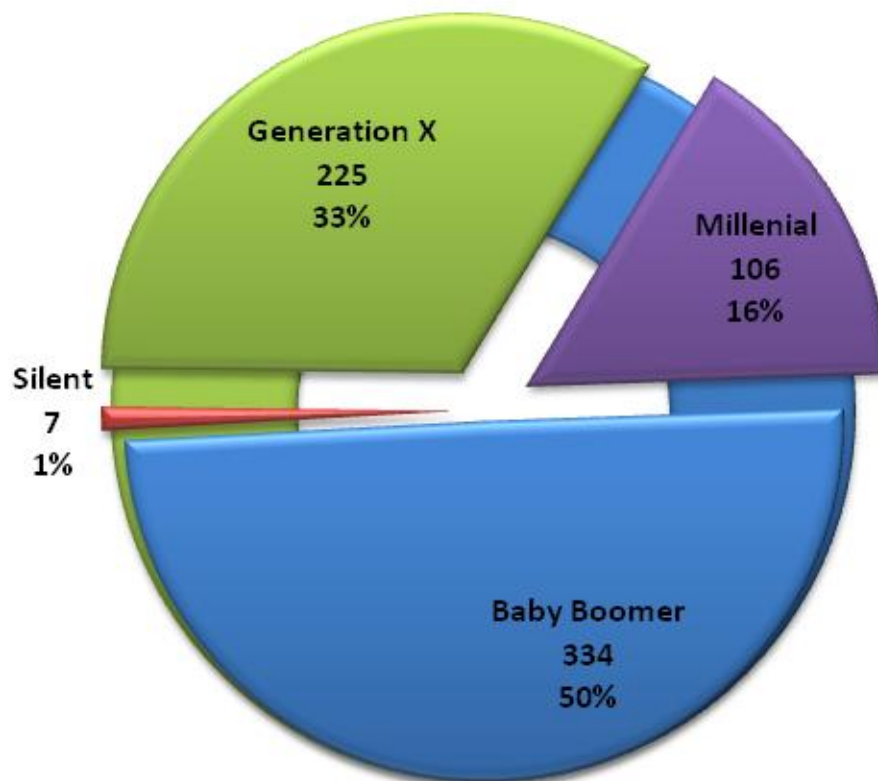
2014 Expenditures: \$378,819,624

Secretariat Workforce Legislative Breakdown February 2015



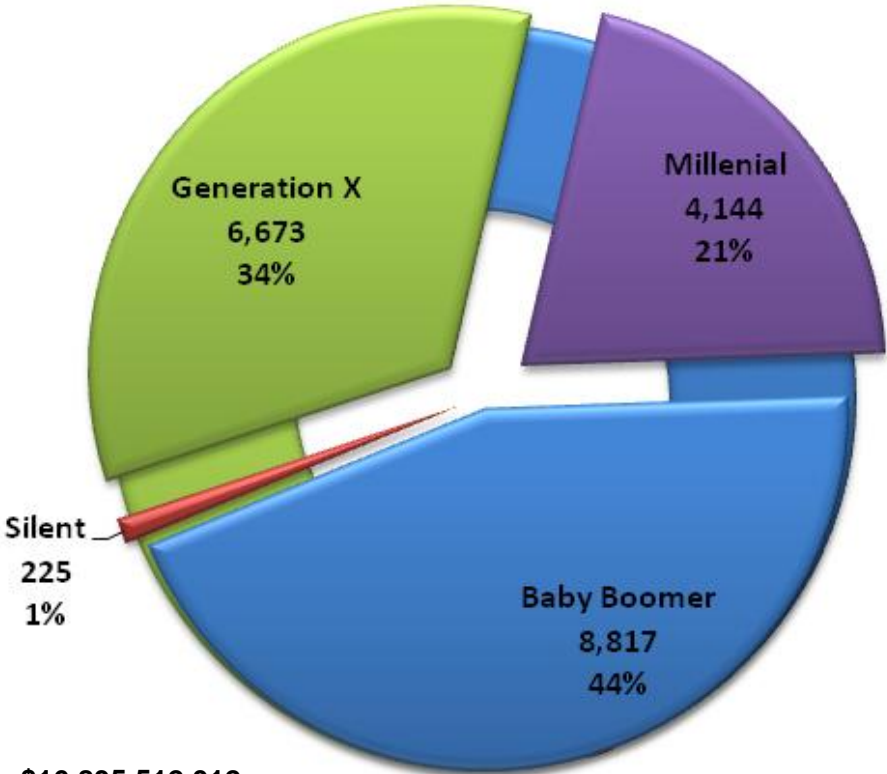
2014 Expenditures: \$73,742,898

Secretariat Workforce Agriculture and Forestry Breakdown February 2015



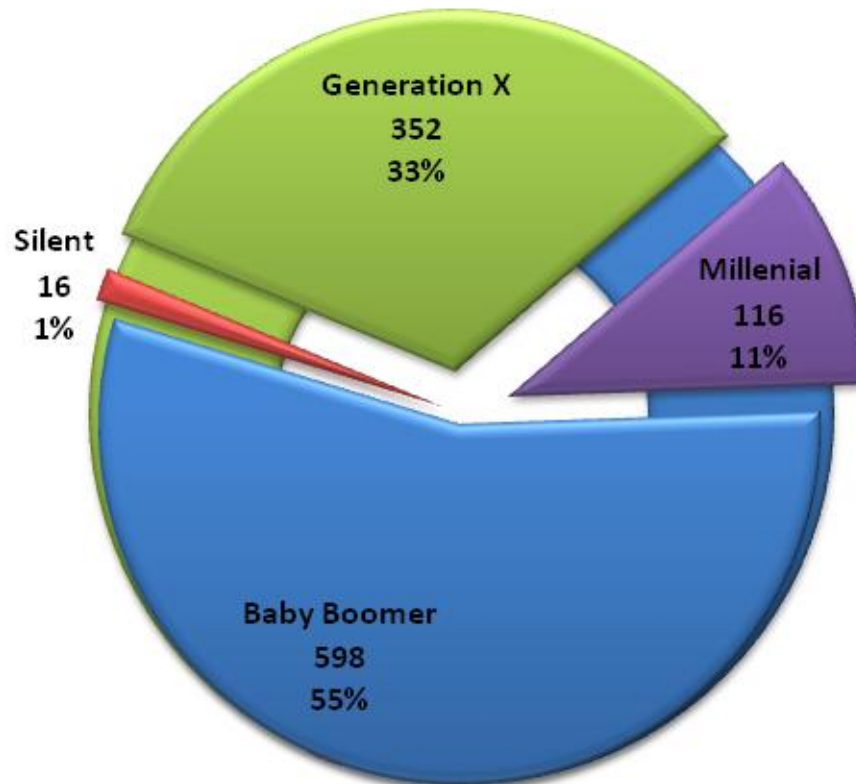
2014 Expenditures: \$89,422,428

Secretariat Workforce Education Breakdown February 2015



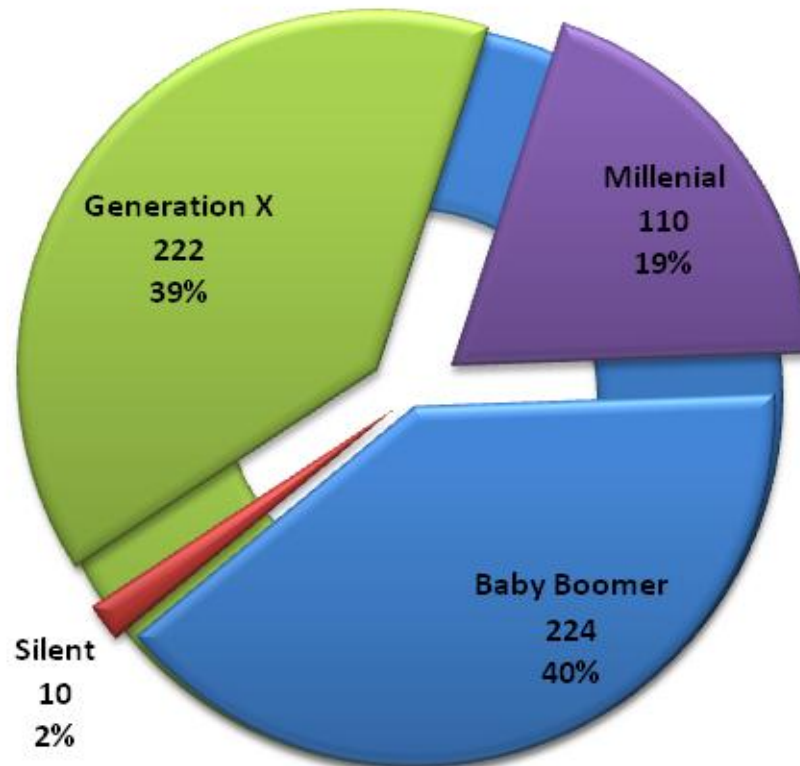
2014 Expenditures: \$16,835,512,012

Secretariat Workforce Finance Breakdown February 2015



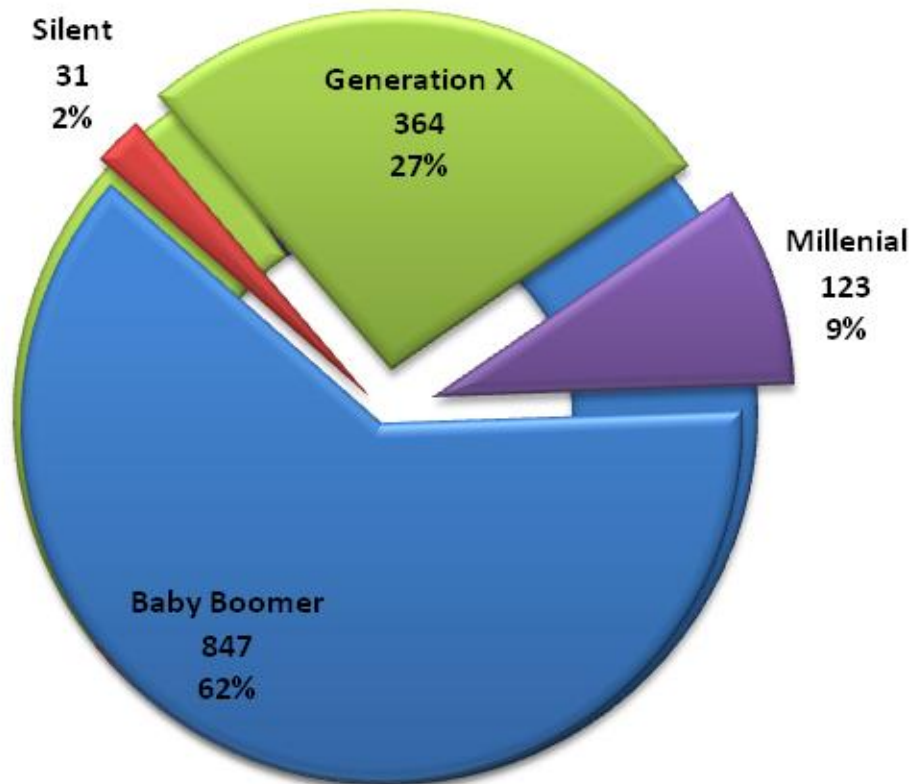
2014 Expenditures: \$2,296,964,800

Secretariat Workforce Veterans and Defense Affairs Breakdown February 2015



2014 Expenditures: \$53,816,436

Secretariat Workforce Commerce and Trade Breakdown February 2015



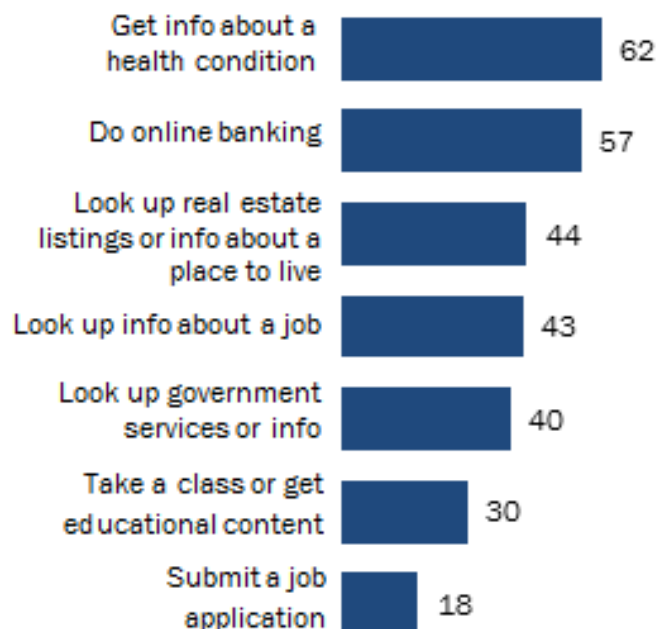
2014 Expenditures: \$1,100,779,108

Consumers Expect a Mobile Experience

- **In 2014, more people accessed the Internet from a Mobile Device than a Computer**
- **64% of U.S. citizens use a Smart Phone**
- **Worldwide 35 million+ apps are downloaded every day**

More than Half of Smartphone Owners Have Used Their Phone to get Health Information, do Online Banking

% of smartphone owners who have used their phone to do the following in the last year



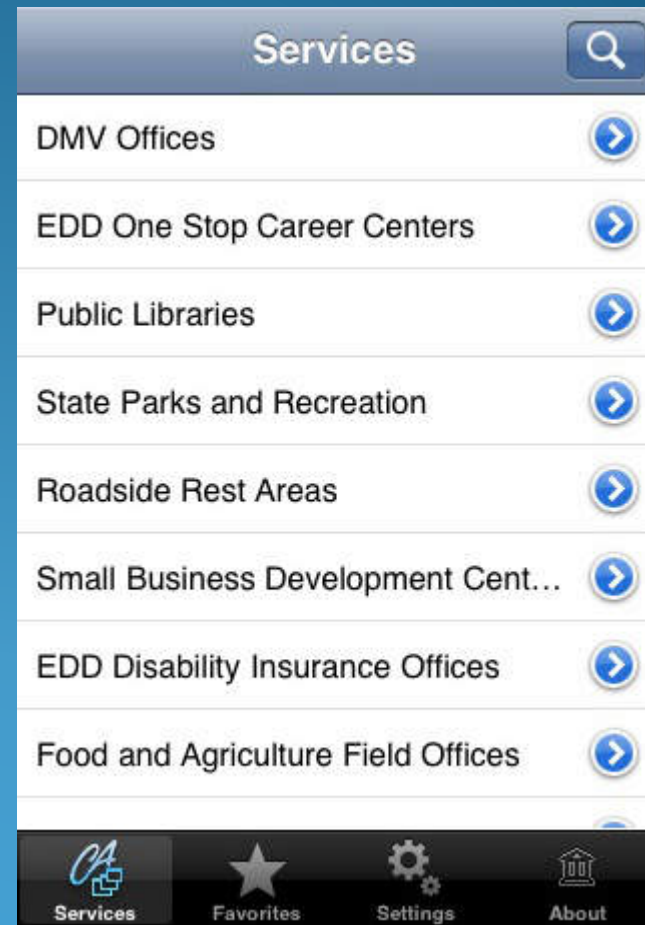
Pew Research Center American Trends Panel survey, October 3-27 2014.

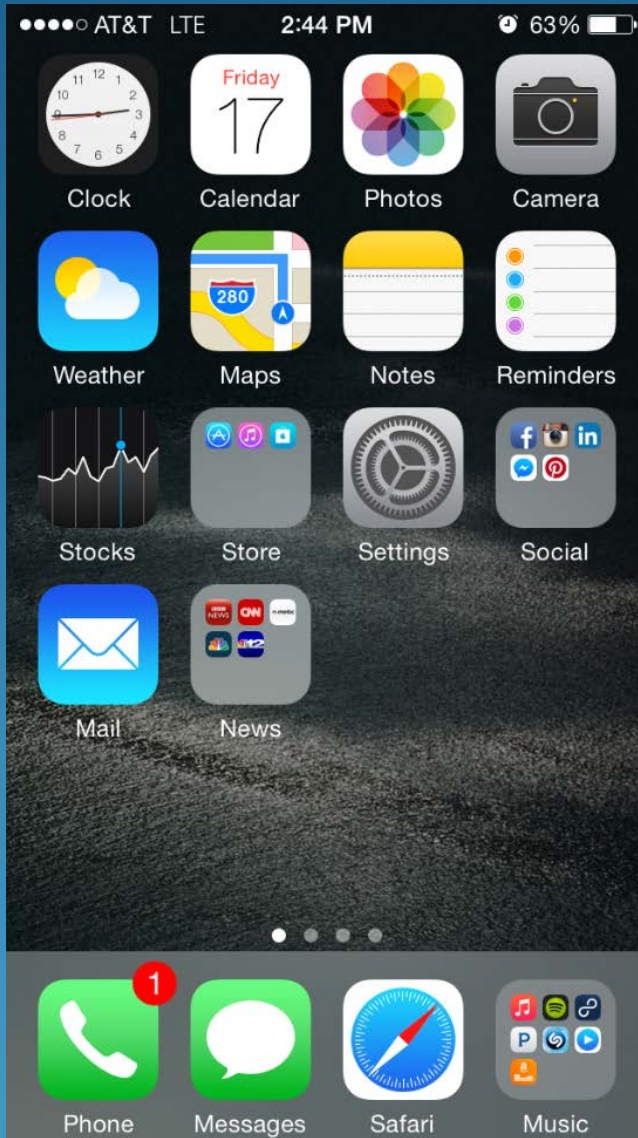
PEW RESEARCH CENTER

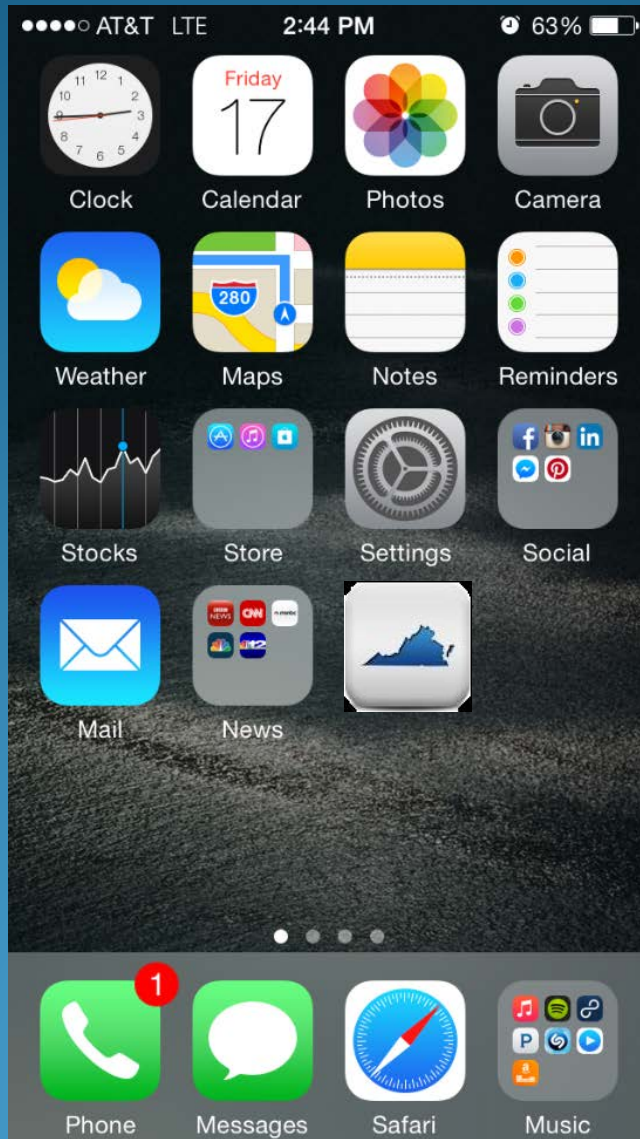
Virginia Agency Mobile Apps



CA.gov Locator









How Can Virginia Help You?

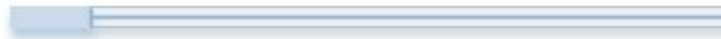
I Recently Moved In/To Virginia

I Just Got Married

I Have a New Child

I Need to Change/Renew a License

Menu



Login/Register

My Virginia Services

Get Help or Search for Services



En Español?

Barriers to our Success

- **Fear of Change**
- **Information Flow**
- **Misalignment of Current Efforts**
- **Money and Resources**

Efficiency and Improved Service

- **Utilize State Owned Property**
- **Carry-Over Unused State Agency Funds**
- **Energy Efficiency**
- **Co-Locate State Offices**

Conclusion

- **Expenses Increase and Revenues Decrease**
- **Population and Demographic Changes**
- **Aging State Workforce**
- **Need Consistent Easy to Use Mobile Services**
- **Many Opportunities to be Efficient and Improve Services**

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