

# M-NCPPC

Central Administrative Services



**FY25**  
Annual  
Report



July 1, 2024 –  
June 30, 2025



## **A Note from the Acting Executive Director**

The Central Administrative Services Fiscal Year 2025 (FY25) Annual Report showcases a few of the highlights from The Maryland-National Capital Park and Planning Commission's (M-NCPPC) Department of Human Resources and Management, Department of Finance, Office of the General Counsel, Office of the Inspector General, Office of the Chief Information Officer, and the Merit System Board.

This report provides a very brief summary highlighting the work performed by the bi-county Central Administrative Services during the previous Fiscal Year. We are sharing statistics, highlights and awards that provide insight into the functions, programs, services, and tasks that support the Commission's highest standards of excellence across all administrative services.

Our employees are dedicated, award winning, and committed to providing value, support, and innovation to fulfil our mission and goals.

These highlights reflect a small window into the broad spectrum and variety of support services that enable all of our departments to service our communities in the most impactful, efficient, and meaningful ways.

We are so proud of the dedication and commitment shown by our employees over the past year.

On behalf of the bi-county Central Administrative Services, we appreciate you and look forward to continuing to serve you in FY 2026!

*William "Bill" Spencer, Acting Executive Director*

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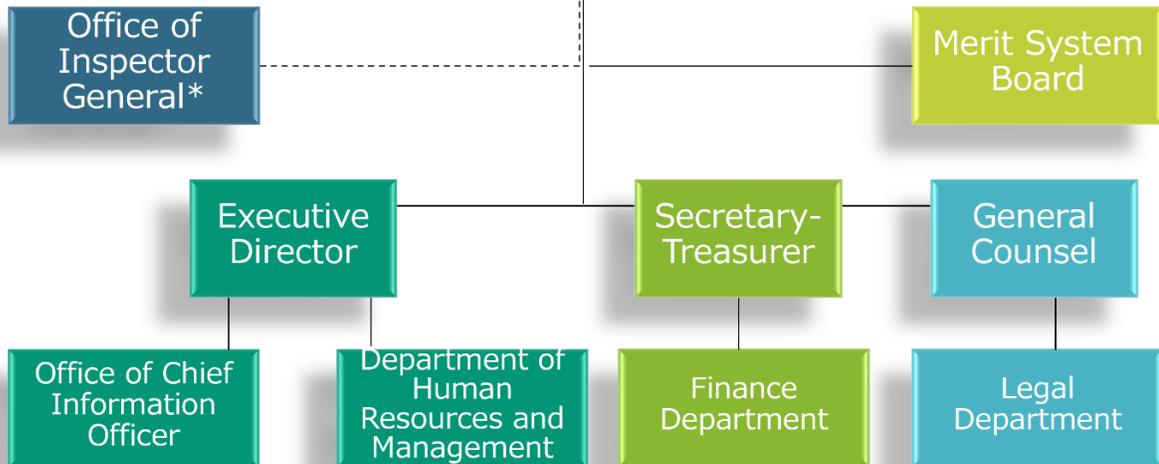
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## Central Administrative Services Organizational Chart

### CENTRAL ADMINISTRATIVE SERVICES Our Bi-County Corporate Departments

The Maryland-National Capital Park and Planning Commission



\* Office of Inspector General reports to the Audit Committee



## Department of Human Resources and Management

The Department of Human Resources and Management (DHRM), which operates under the direction of the Executive Director, provides agency-wide administrative and human resource management, corporate governance and quality corporate budgeting and forecasting. The Department delivers executive and operational leadership through a set of best management practices, strong fiscal planning, and fair employment and compensation programs. It is composed of five cross-functional divisions including the Office of the Executive Director, Corporate Budget, Corporate Policy and Management Operations, Corporate Human Resources, and Corporate Communications.

### DHRM FY25 Highlights at a Glance



**69,905**  
**Job Applications**  
 (35% increase)



**30,500**  
**Personnel Actions**  
 Processed



**22,922**  
**Benefit Plans**  
 Enrollments



**9,340**  
**Compensation Changes**  
 Processed  
 (100% increase)



**3,152**  
**Employees Trained in**  
**Safety Awareness /**  
**Emergency Preparedness**



**2,080**  
**Employment Verifications**  
 Processed



**475**  
**Workers Compensation and**  
**Liability Claims Reviewed and**  
**Processed**



**350**  
**Instructor-led Training**  
**Sessions Hosted**  
**/ Offered on LMS**



**167**  
**Emergency Action /**  
**Continuity of Operations**  
**Plans Reviewed**



**68**  
**Safety Inspections /**  
**Investigations**



**18**  
**Policies/Notices**  
**Issued / Updated**



**12**  
**Agency-wide, Employee**  
**Newsletters Published**



**Developed the Annual Budget for the Commission.**  
**Received 39th GFOA Distinguished Budget Presentation Award.**

## DHRM, continued

### Additional DHRM FY25 Highlights

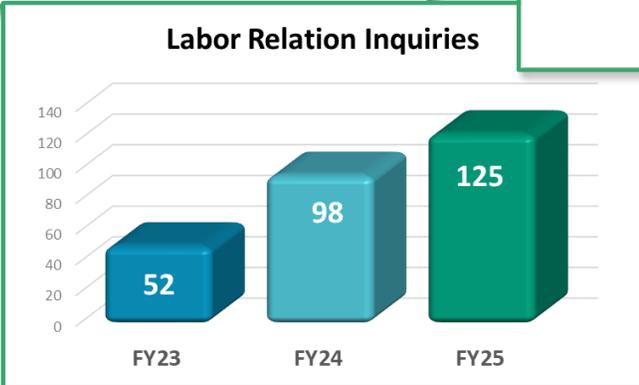
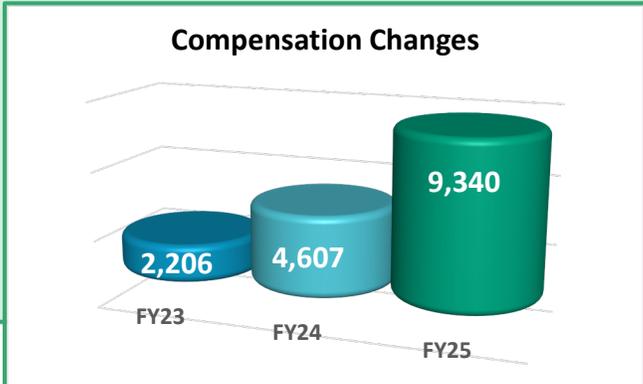
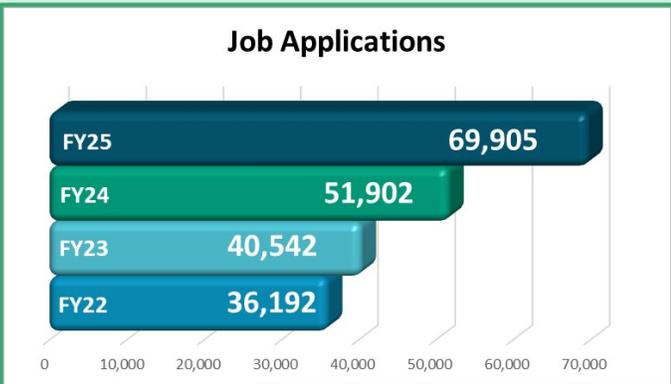
Throughout FY25, DHRM staff from Risk Management and Safety, Corporate Policy, and Performance and Administrative Services served on CAPRA (Commission for Accreditation of Park and Recreation Agencies) committees and worked with departments in support of the agency’s successful CAPRA Reaccreditation effort, as well as the National Recreation and Parks Association’s National Gold Medal Award application.

### Notable Percent Increases Over the Previous Fiscal Year

Certain critical areas of service are showing a significant increase in workload over time: Recruitment, Classification and Compensation, and Labor Relations.

The number of job applications processed has almost doubled in the past four years; the number of compensation changes processed has tripled within the past three years; and labor relation inquiries have more than doubled in the past three years.

	FY23	FY24	FY25	% Increase FY24 to FY25	% Increase FY23 to FY25
Job Applications	40,542	51,902	69,905	35%	72%
Compensation Changes	2,206	4,607	9,340	103%	323%
Labor Relation Inquiries	52	98	125	27%	140%



## DHRM, continued

### Corporate Budget

- Developed the Commission's Annual Budget over an 11-month process: **8 presentations** to the Planning Boards and Commission; **6 presentations** to Montgomery and Prince George's counties; **2 public budget forums** for Prince George's operations.
- Received **39<sup>th</sup> Distinguished Budget Presentation Award** from the GFOA.

### Corporate Human Resources

- Recruitment processed **69,905 Job Applications** (35% increase); 541 hires.
- Employee Records/HRIS processed **30,500 Personnel Actions**.
- Health & Benefits Managed **22,922 enrollments** in Benefit Plans for employees, retirees, and survivors.
- Classification and Compensation processed **9,340 Compensation Changes** (103% increase).
- Employee Records/HRIS processed **2,080 Employment Verifications**.
- Employee and Labor Relations covered **32 Union and Management Topics**.
- Learning and Organizational Development hosted/offered as an agency more than **350 instructor-led Training Sessions** on our LMS Platform.

### Corporate Policy and Management Operations

- Risk Management and Safety: Reviewed and processed **475 workers compensation and liability claims**. **Trained 3,152 employees** in Safety Awareness and Compliance and Emergency Preparedness.
- Corporate Policy Office: Issued/updated **14 policies**.
- Archives: Coordinated and completed 2,339 MPIA Requests in cooperation and support of Departmental MPIA Coordinators.
- Supplier Diversity and Inclusion: Conducted **173 Supplier Development Trainings**.
- Performance and Administrative Services: Organized **27 agency-wide management meetings**.

### Corporate Communications

- Published **12 agency-wide, monthly employee newsletters**.
- Monitored/routed/shared **1,497** agency-wide social media posts and emails.

# Finance Department

FY25

# Corporate Finance Department

## Did You Know?

The Department of Finance operates under the direction of the Secretary-Treasurer. The Finance Department is organized into three divisions: 1) Corporate Financial Services & Finance Administration, 2) Corporate Accounting Services, and 3) Corporate Procurement Services, and is responsible for Corporate Financial Policy, Management of Debt and Investments, Payroll Administration and Disbursements, Accounting and Financial Reporting, Procurement, and Enterprise Resource Planning (ERP) Program Management. The Finance Department provides financial expertise and guidance to M-NCPPC operating departments and serve as a technical resource to ensure a financially sound organization. Representatives from the Department also serve as trustees to the Employees Retirement System and the 115 Post-Employment Benefit Trust.

## FY25 Department Highlights and Initiatives



### Corporate Financial Services & Finance Administration

- 📄 7,564 W-2s issued.
- 📄 Paychecks issued in FY 2025 totaled 137,779 of which 94% were Direct Deposits.
- 📄 A \$22 million bond was issued for Prince George's County.
- 📄 Alias Payment Pilot program launched in April 2025, reducing the time it takes employees to receive reimbursements under \$200.



### Corporate Accounting Services

- 📄 Receipts by ACH/Wire: 55%
- 📄 Offered 67 Infor Enterprise Financial Management (EFM) Training courses for 573 attendees.
- 📄 742 ACH signups for Accounts Payable (AP)
- 📄 91% of invoices were processed in 30 days or less.
- 📄 \$451,485,312 in invoice payments were processed.
- 📄 16,813 payments processed; 55% by ACH/Wire transfer.



### Corporate Procurement Services

- 📄 \$117,027,319 processed in 36,012 purchase cards transactions.
- 📄 819 NEW vendors registered and onboarded.
- 📄 61 RFP solicitations processed across seven Commission departments.
- 📄 806 contracts routed.
- 📄 Total active vendors for fiscal year 2025 – 13,721.



FY25

# Corporate Finance Department



## Corporate Financial Services & Finance Administration

- Completed Phase I of the Kronos-to-UKG Pro Workforce Management migration, transitioning the Commission's legacy timekeeping system to a modern SaaS platform. The system went live in December 2024.
- Updated the Commission's Debt Policy and Post Compliance Policy.
- An analysis and recalculation was done of the cost for the Montgomery Parks van pool program. This resulted in three routes closing due to not being viable and updated employee deductions for the two remaining routes.
- An RFP was issued for a new ERP system.
- A competitive RFP was issued for an asset manager.
- Brought onboard an Intern to support the ERP Operations team.



## Corporate Accounting Services

- 52nd consecutive year to receive GFOA Certificate of Achievement for Excellence in Financial Reporting for the Annual Comprehensive Financial Report (ACFR).
- Annual Audit for Fiscal year 2024 resulted in a "Clean" Opinion.



## Welcome New Finance Team Members:

- Katherine Robinson
- Brian Tabulov



## Corporate Procurement Services

- Launched the Corporate Procurement Insite Page
- Launched Procurement Training Series:
  - Procurement Overview,
  - Introduction to Public Procurement,
  - Procurement Ethics,
  - Introduction to Commission Procurement.
- Updated the Procurement Card Manual, Processes, and Training Materials.
- Conducted 15 Procurement trainings, 14 Purchase Card trainings, and 16 Requisition (RQC) trainings.
- 6,795 Purchase Orders issued with \$1.75 million in documented cost savings.
- Attended 5 Outreach Events.
- Participated in the Inaugural Procurement 360 event with PGEDC.

PROCUREMENT TEAM STRUCTURE



ProcureDesk

# Office of the General Counsel



## OFFICE OF THE GENERAL COUNSEL ABOUT US

The Office of the General Counsel (OGC or Legal Department) guides the Commission’s internal corporate operations; advises planning staff and the Planning Boards as they navigate their important quasi-judicial and regulatory responsibilities. New to OGC:

Brittani White: Legal Assistant  
Montgomery County Land Use Team

## FY25 HIGHLIGHTS



### Litigation Matters

- 11 New Cases
- 23 Closed Cases
- 7 Pending State and Federal Courts



### Closed Cases in 2025

- 4 Closed Tort Claims
- 4 Closed Employment Claims
- 14 Closed Worker’s Compensation Appeals
- 7 Closed Judicial Reviews
- 1 Closed Contract Disputes
- 2 Debt Collection Matters
- 2 Miscellaneous Matters



## LEGAL SUPPORT FOR COMMISSION POLICIES & INITIATIVES

- Legal support to review and creation of Commission-wide policies related to the use of Artificial Intelligence (AI), Access to Electronic Data and revisions to Procurement Regulations
- Legal support that successfully completed a major revision to the County’s new Zoning Ordinance that furthered many of the goals, strategies, and policies in the County’s General Plan (Plan 2035)
- Legal support to include: a land exchange with the City of Bowie in which Commission received 61 acres; acquisition of a portion of the Hollywood Shopping Center in North College Park for a future community center; acquisition of 13 acres of the Autoville property which is adjacent to the Paint Branch Stream Valley Park; the long awaited acquisition of 1.8 acres of waterfront parcel at National Harbor



## LEGISLATIVE SUPPORT

- The legislative support team helped bring home quite a few legislative bond initiatives and grants estimating over \$6 Million combined for both parks departments; \$3 Million received for Wheaton Regional in Montgomery County; \$1.2 Million for Publick Playhouse in Prince George’s County;

Office of the Chief Information Officer

**FY25** *The Chief Information Officer maintains an unwavering commitment to security.*

**OCIO**

**Program Management Office (PMO)**

**ERP Modernization:**

**Purpose:** Replace legacy ERP system (sunsetting by 2030) and transform M-NCPPC’s core operations.

**Goals:**

- Streamline business processes and boost efficiency
- Align with mission-driven services and performance metrics
- Ensure inclusive design via input from 180+ stakeholders

**Status:**

- Phase 1 complete: Strategy, charter, kickoff (2023)
- Phase 2 underway: Requirements sessions (HR, Finance, Procurement, Budget, Tech); demo scripts for key processes

**RFP milestones:**

- Release scheduled for Nov 20, 2024
- Vendor Q&A (Jan 2025)
- Implementation planning (Feb 2026)
- Communications: SharePoint site and engagement plan active

**Strategic Planning & Governance:**

- Published M-NCPPC IT Strategic Plan focused on cybersecurity, collaboration, and innovation
- Launched Power BI dashboard for CWIT project tracking and transparency

**Kronos to UKG Migration**

**Objective:** Replace Kronos Workforce Central by Dec 2025 to prevent payroll disruptions

**Phase I:**

- Migrated to UKG Workforce Pro
- Consolidated payroll cycles and archived historical data
- Updated HRIS workflows
- Training completed by 93% of staff, 61% of managers, 45% of time admins

**Phase II:**

- Launching UKG Pro mobile app with SSO
- Adding advanced scheduling capabilities

**Enterprise IT Modernization:**

- Enabled secure remote access via Active Directory SSO for UKG Workforce Pro
- Archived legacy timekeeping data at EIT data center

**Technology Change Management:**

Integrated upgrade impact assessments into ONPOINT help desk workflows

**Cybersecurity & Network Defense:**

- Completed CSaaS assessment (firewalls, penetration testing, phishing simulations)
- Achieved 100% career staff compliance in quarterly security training
- Partnered with Securance Consulting for governance and vulnerability oversight

**Disaster Recovery & Continuity:**

Transitioned LaborSoft support to EIT, including SSO and sandbox validation

**Executive Office Building IT (EOBIT):**

- Expanded ONPOINT help desk to Finance/Payroll and DHRM
- Resolved 1,456 tickets with high satisfaction
- Migrated intranet to SharePoint for off-network access

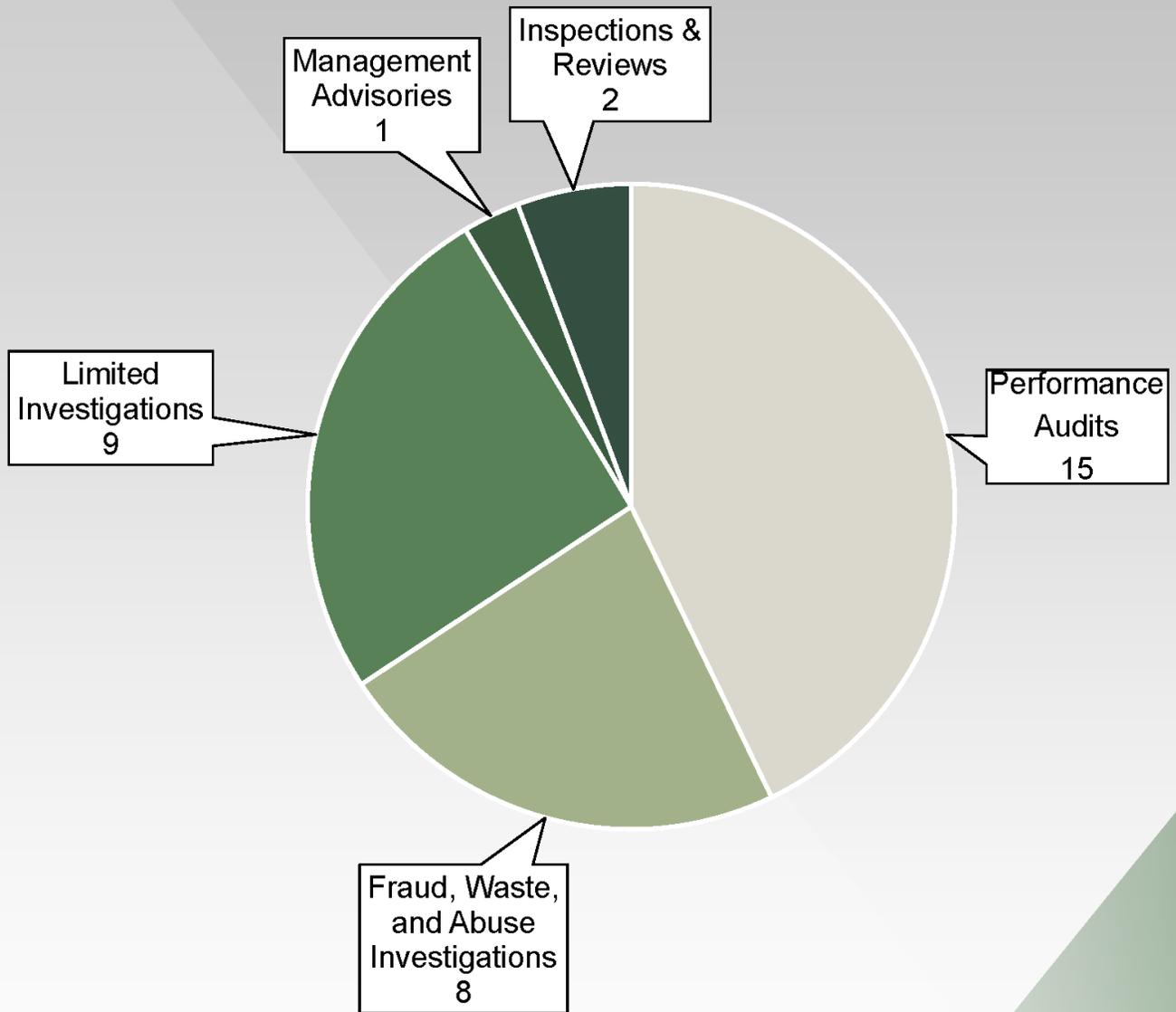
**Security Awareness & Training:**

- Maintained 90%+ departmental compliance in cybersecurity training
- Enhanced Microsoft 365 security (MFA, DLP, conditional access)
- Deployed Teams Chat Protection (May 2025) for safeguarding sensitive data
- Delivered MCGEO-focused training to ~400 employees

# The Office of the Inspector General

Fiscal Year 2025 Highlights

## Total Completed OIG Engagements in FY25



Internal Fraud Courses Taught  
**5**

Audit Recommendations  
**58**

Reviewed Follow-up Recommendations  
**57**

## Merit System Board

# Merit System Board

## FY25 Highlights



56

Cases on  
Docket

51

New  
Cases

3

Classification  
Series Reviews

2

Position  
Reviews

The Merit System Board is authorized by M-NCPPC's enabling legislation. The Board makes recommendations and decisions regarding M-NCPPC's Merit System. Its mission is to oversee the Commission's Merit System, uphold employee rights guaranteed under the Merit System, recommend employment and compensation policies to the Commission, and serve as the final administrative appellate body for employment matters pertaining to non-represented Merit System career employees. Board Members are experienced in personnel and employment issues, and committed to fair and impartial research, due diligence, and decisions on M-NCPPC policy and systems that adhere to best practices in employment.

 **Total Caseload: 56** (51 new appeals; 5 appeals from FY24)

 **51 New Appeals:**

- 38 Reclassifications
- 3 Terminations
- 5 Suspensions
- 4 Change to a Lower Grade
- 1 Grievance

 **New FY 25 Appeals by Department:**

- Parks and Recreation, Prince George's County : 36
- Montgomery Parks: 13
- Finance: 2

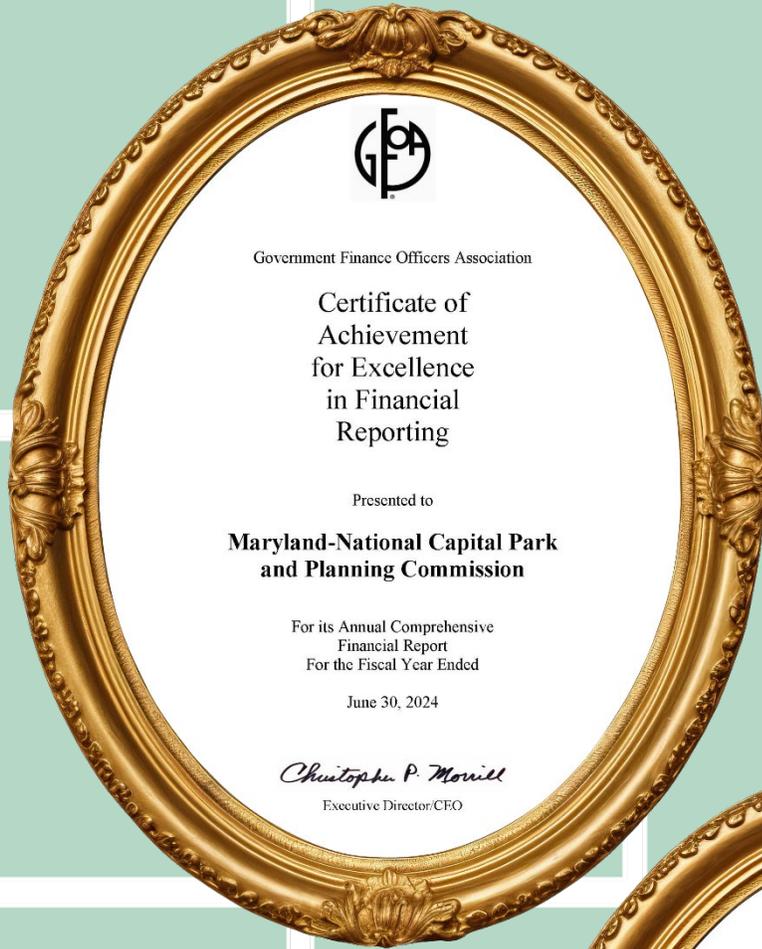
 **Case Status: 37 Appeals carried over to FY26**

 **Reviewed and Approved 3 Classification Series Reviews/ Classification Review from Classification and Compensation**

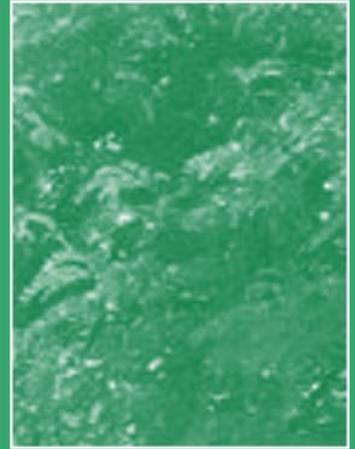
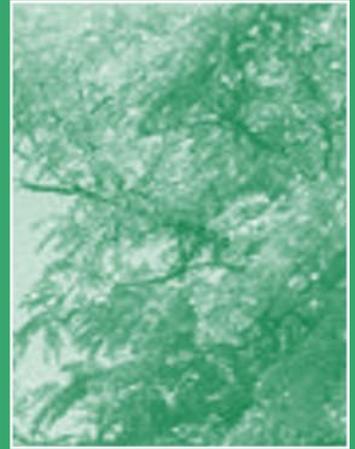
 **Reviewed and Approved 2 Individual Position Classifications/ Classification Review from Classification and Compensation**

 **Board Membership:** 2 long-time Board Members (Vice Chair and Member) resigned; 2 New Board Members joined: Brenda Edmond, Vice Chair and Shanna Brewton-Tiayon, Member

## FY25 Awards



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**M-NCPPC**  
**Department of Human Resources and Management**  
**Corporate Communications, Office of the Executive Director**  
**6611 Kenilworth Avenue**  
**Riverdale, MD 20737**

