



**DEPARTMENT OF GENERAL SERVICES**

Diversity, Opportunity, and Inclusion 2025 Annual Report

**TO GOVERNOR SPANBERGER AND MEMBERS OF THE GENERAL ASSEMBLY**



**COMMONWEALTH OF VIRGINIA  
RICHMOND  
JULY 1, 2026**



**COMMONWEALTH of VIRGINIA**  
**DEPARTMENT OF GENERAL SERVICES**

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July 1, 2026

**MEMORANDUM**

To: Governor Spanberger and Members of the Virginia General Assembly

From: Banci Tewolde, Director of the Department of General Services

Re: Section 2.2-602.B. Annual report submission (2025)

Section 2.2-602.B. requires agencies to establish and maintain a diversity, equity, and inclusion goals in coordination with the Governor's Office and report annually. Please find enclosed the Department of General Services (DGS) annual report for calendar year 2025.

DGS is committed to improving its diversity, equity, and inclusion goals into the agency's mission, operations, programs, and infrastructure to enhance equitable opportunities for the populations it serves.

# DIVERSITY, OPPORTUNITY, & INCLUSION 2025 ANNUAL REPORT

## 2025 ACCOMPLISHMENTS

### Plan Goal 1: Access & Success

**Objective 1: Continue to improve the user experience and digital access of the DGS website, with particular attention on improving accessibility.**

- The DGS website modernization project was completed in November 2025. Using Siteimprove’s Digital Certainty Index (DCI) as a baseline - which measures the quality and potential impact of the site’s digital presence - moving to the new content management system improved the site’s overall score by almost 20 points. Accessibility, quality assurance, and search engine optimization all improved after the migration. Website maintenance to enhance accessibility and usability is ongoing.
- The DGS website for occupants of state-owned facilities on Capitol Square has been updated to streamline service-request submissions. Requests are now categorized in a way that helps the Facilities team respond more efficiently.
- The DGS website for conference room reservations has been enhanced and continues to be improved. The long-term goal is to provide tenants with an easy, self-service interface for booking conference space.
- Permits for use of the Bell Tower area are now assembled and routed through DocuSign, improving workflow, simplifying permit review, and enabling faster execution of Bell Tower permits.

**Objective 2: Continue to pursue a structured training program (Apprenticeship Program) to increase opportunities for a more diverse workforce.**

- Established relationships with Richmond area Program Directors, Career Coordinators, and Instructors from the following institutions: Brightpoint Community College, Henrico Advanced Career Education Center, The Hanover Center for Trades & Technology, Chesterfield Career and Technical Center, and the Richmond Adult Technical Center, Fortis College.
- Participated in career fairs and hiring events hosted by: Virginia Works (National Apprenticeship Day Virtual Expo), Virginia Chamber Foundation & V3 Program (Ft. Lee Hire Vets Now), Brightpoint Community College (Internship & Apprenticeship Fair), and Henrico County Public Schools (Life Ready Expo).
- Began a Work-based Learning Agreement with Henrico County Public Schools.
- Partnered with DGS HR to streamline and enhance trade recruitment efforts which have resulted in: (1) Trade position applicants have doubled; (2) Trade position offers being accepted - Increased from 25% success to 85% success (FY25 2 out of 8 positions were accepted and in FY26 6 out of 7 positions were accepted); and (3) Trade positions filled - Increased 300% (in FY25 hired 2 Techs and in FY26 hired 6Techs).

### Plan Goal 2: Welcoming & Respectful Culture

**Objective 1: Persist in creating and maintaining a climate that is supportive and respectful and that values and integrates differing perspectives and experiences.**

- HR strengthens a respectful, psychologically safe workplace by updating policies that support equity and open communication.
- Provides confidential, neutral channels for conflict resolution and equips managers with mediation skills to ensure fair, objective outcomes.

## 2025 ACCOMPLISHMENTS

### **Objective 2: Continue to cultivate meaningful training and mentoring experiences for employees and students.**

- The agency continues to employ interns to provide them with meaningful, hands-on experience and exposure to real-world public sector operations.

### **Plan Goal 3: State Agency DOI Infrastructure & Training**

#### **Objective 1: Continue to provide training and educational workshops available to all employees.**

- DGS HR has delivered a series of training and educational workshops to all employees to strengthen understanding of key agency policies and workplace expectations. A comprehensive training curriculum has been developed for new supervisors and managers, also serving as a valuable refresher for experienced leaders. These trainings address essential topics such as attendance, FMLA, ADA, VSDP, and other policies that supervisors must understand to effectively and compliantly support their teams.
- HR continues to reinforce employee awareness of agency policies and individual rights through ongoing training, team-meeting presentations, and individualized consultations. This approach ensures consistent support, promotes compliance, and enhances employees' ability to navigate workplace processes confidently.

## 2026 AGENCY DOI GOALS

### **Plan Goal 1: Access & Success**

#### **Objective 1:**

Continue to improve the user experience and digital access of the DGS website, with particular attention on improving accessibility.

### **Plan Goal 2: Welcoming & Respectful Culture**

#### **Objective 1:**

Administer regular employee engagement surveys and facilitate stay interviews to gauge workplace morale and identify areas needing improvement.

### **Plan Goal 3: State Agency DOI Infrastructure & Training**

#### **Objective 1:**

Continue to provide training and educational workshops available to all employees.

