



HHS Circular C-014

HHS System Support Services Policies and Procedures

Purpose

To establish the authority of the offices and divisions within HHS System Support Services (SSS) to develop system-wide policies and procedures for the management of business and regional services, civil rights, operational and program supports, human resources, and training and organizational leadership development functions.

Background

The delivery of administrative support services to all HHS agencies is an efficiency-driven model. HHS System Support Services, led by the Deputy Executive Commissioner for System Support Services, is responsible for providing vision, leadership, and strategic direction in the delivery of administrative services for the health and human services system of agencies. The offices and divisions within SSS providing system-wide services are:

- Civil Rights Office
- Human Resources Office
- Training, Organizational and Leadership Development
- Business and Regional Services
 - Facilities Planning and Leasing
 - Facility and Warehouse Services
 - Facility Support Services
 - Regional Administrative Services
 - Risk Management
 - Emergency Services

Directive

Each office and/or division named above is authorized to develop system-wide policies and procedures for the health and human services agencies. The publication of SSS policies and procedures may be in addition to policies issued using either the HHS Executive Clerk formats of circulars, bulletins, and memoranda or the HHS Human Resources Manual.



Management teams within SSS will establish a notification process to facilitate awareness of and compliance with policies and procedures published through the SSS process. Communication methods have been previously defined for Executive Clerk formats and Human Resources Manual updates.

Summary

The offices within HHS System Support Services provide consolidated, system-wide services to all health and human services agencies. In accomplishing their missions and meeting their responsibilities, each office/division is authorized to create the necessary policies and procedures to implement and sustain the intended streamlined, standardized, and simplified service delivery model.

Inquiries

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