

The **Center for Program Coordination (CPC)** provides oversight and coordination for two cross-departmental areas including the Office of Border Health and the Office for the Elimination of Health Disparities. In addition, the CPC provides leadership and coordination for the department's program improvement functions including organization development, business process improvement and program integration/coordination.

The **Center for Policy and Innovation (CPI)** is responsible for fostering innovation in policy and for the coordination and oversight of program policy and rule development.

The **Center for Consumer and External Affairs (CCEA)** oversees and coordinates government affairs, media relations, public awareness and education campaigns, volunteer and community engagement activities, and stakeholder relations. In addition, CCEA supports the DSHS Advisory Council and coordinates consumer affairs activities with the HHSC Office of the Ombudsman.

The **Office of Internal Audit**, consisting of two units, provides objective assurance and consulting activities designed to add value to DSHS and help accomplish its objectives by evaluating and improving the effectiveness of risk management, control, and governance processes.

- The **Program Audits Unit** will conduct specific performance audits, which can include reviewing program economies, efficiencies, effectiveness, and compliance, as well as general reviews of internal controls.
- The **Administrative Audits and Consulting Services Unit** will coordinate risk assessment, audit planning, and statutory reporting, conduct information technology audits and special audits and consultations as requested by management, manage the audit follow-up and tracking database, and serve as the external audit liaison.

The **Executive & Staff Operations Section** consists of two units and supports the DSHS infrastructure needs including property management and print services.

- The **Property Management/Building Service Unit** provides support for internal DSHS customers in the areas of property management, building services, liaison with TBPC for facilities services, records management, fleet management, mail services, warehousing and distribution of goods, reception and switchboard services, and audio visual support services.
- The **Print Services/Reprographics/Material Development Support Unit** provides full service graphic, printing, binding, photocopying and distribution services.

The **Information Technology Section** provides information technology services including IT security to DSHS under the direction of the Information Resource Manager. The section consists of three units.

- The **Application Development Unit** provides department-wide application development services and web page development and consultation to all internal customers.
- The **IT Management Services Unit** provides IT asset management and customer relationship services to programs. The unit also provides department-wide project management and quality assurance services and coordinates the IRSP, HHSC Project Management Reporting System, Disaster Recovery Plan, risk management, and reporting to oversight agencies.
- The **Operations Unit** provides operational support to all DSHS locations and manages the core IT infrastructure, department-wide email services, and desktop support.

The **Office of General Counsel (Legal Section)** provides legal services to DSHS and consists of two units.

- The **Government Law Unit** provides legal services to the non-regulatory programs of DSHS including prevention and preparedness, family and community health, state-operated facilities and support for administrative functions including personnel and contracts. The unit also includes the Public Information Coordinator.
- The **Enforcement Unit** provides legal services to the DSHS regulatory programs. This unit represents the programs in enforcement hearings and provides hearing officers for certain due-process hearings. This unit includes the staff that coordinate rules and Texas Register filings. The Bureau of Vital Statistics is also represented by staff in this unit.

The **Health Information & Vital Statistics Section** maintains key information on health and life events in Texas and is made up of two units.

- The **Center for Health Statistics Unit** is the focal point for the analysis and dissemination of health information in Texas, ranging from population data and community health information to hospital reporting. The unit evaluates existing data systems; defines data needs and analytical approaches; adopts standards for data collection and dissemination; coordinates, integrates and provides access to data; provides guidance and education; provides data analysis and interpretation; and initiates participation of stakeholders while ensuring the privacy of Texans.
- The **Vital Statistics Unit** manages the registration of all vital events (birth, death, fetal death, marriage, divorce, annulment) in the State of Texas. The unit responds to customer requests for certified copies or verification of vital event records, and other supplemental documents; monitors validity and reliability of vital statistics data to ensure the overall quality of data filed and to enable federal, state and local governmental entities to make pertinent public health decisions; and responds to requests for information/data.

The **Contract Monitoring and Oversight Section** oversees agency processes relating to contract monitoring.

The **Accounting Section** manages agency revenue, assets, disbursements, and HHS enterprise financial activities. The section, consisting of three units, also provides general accounting support, coordinates financial audits, develops policies and procedures, and processes reimbursements.

- The **Claims Processing Unit** manages disbursements and processes payments, including travel reimbursements, purchase vouchers, and refunds. The unit also processes employee payroll and required payroll reporting.
- The **Revenue Management Unit** manages revenue, including collection and deposit of cash instruments; deposits into the State treasury and local accounts; accounts receivable; and deposits of cash receipts from regional offices. The unit also bills for cost reimbursement contracts.
- The **General Ledger Unit** provides general accounting support, manages assets, prepares annual financial report and other required reports, performs HHSAS/USAS reconciliations, and prepares indirect cost proposals.

The **Budget Section**, comprised of two units, develops and manages agency budget, provides performance measurement reporting, manages designated grant activities, and develops administrative policies and procedures.

- The **Budget & Forecasting Unit** develops and manages budget; provides performance measurement reporting; conducts statistical analysis, forecasting, and trend analysis; and provides contract management support.

- The **Grant Coordination & Funds Management Unit** conducts federal funds reporting; supports development of grant applications; prepares budgets and funding projections for grants and interagency agreements; and coordinates and reviews grant awards and interagency agreements.

The **Community Mental Health & Substance Abuse Services Section** administers mental health and substance abuse program policy, contracts, and quality management activities, and consists of three units.

- The **Program Services Unit** provides leadership, expertise and oversight for child and adult mental health and substance abuse program policy. Additionally, the program services unit is responsible for development of performance measures and provider requirements for state purchased mental health and substance abuse services. The unit works cross functionally with the Quality Management and Contracts Management units to assure the effective and efficient delivery of services.
- The **Contract Management Unit** provides leadership in the management and monitoring of contracts for community-based services; ensures efficient and effective contracting practices with Local MHMR Authorities and Substance Abuse services contractors. The unit operationally integrates program and fiscal initiatives into contract processes and coordinates MH, SA and MR (DADS) contract management activities.
- The **Quality Management Unit** provides leadership, design, and coordination of quality management activities for mental health and substance abuse community services. The unit uses performance based risk assessment to identify contractors/LMHAs at high risk for contractual non-compliance and delivery of poor quality services and implements appropriate interventions to increase compliance and service quality. The unit responds to complaints, advocates for consumer's rights and provides data analysis and information to management and external stakeholders.

The **Hospitals Section** provides oversight of ten state hospitals and two public health hospitals to ensure the delivery of services through coordination of quarterly meetings of the Executive Committee of the Governing body. The section monitors and ensures compliance with federal regulations (CMS, IMD); JCAHO standards; state laws (Board of Nurse Examiners, Board of Medical Examiners, and Pharmacy Board) to determine trends that impact the delivery of services to consumers.

The **Community Health Services Section** coordinates development of program policies and procedures for community health services programs (Titles V, X, XV, XX, and XIX; Epilepsy; Primary Health Care; and County Indigent Health Care) and reviews and approves quality assurance plans, strategies for monitoring service delivery, and statewide objectives to improve access to community-based care. The section is made up of two units.

- The **Preventive and Primary Care Unit** develops funding applications to maintain/improve federal funding to meet service delivery objectives for Titles V, X, XV, XX, and XIX; Family Planning; Epilepsy; Primary Health Care; and County Indigent Health Care. The unit also develops and coordinates program policy development, clinical standards and guidelines for contracted family health service programs.
- The **Performance Management Unit** develops and coordinates guidelines, processes, and instruments for monitoring contractor compliance with program policies and requirements under Titles V, X, XV, XIX, XX, Epilepsy, Primary Health Care, and WIC services. Coordinates development and administration of Requests for Proposals and contracts for all community health programs of the division.

The **Specialized Health Services Section** directs and monitors preventive, health care, screening, and case management services to targeted populations including children with certain

conditions, high-risk pregnant women, and adults with kidney disease or hemophilia. The section consists of two units.

- The **Purchased Health Services Unit** develops and administers health care benefits and services under the Children with Special Health Care Needs program, as well as provides medical expertise and consultation to providers of services for children with special health care needs. The unit also administers adult client services programs, primarily for persons with end stage renal disease and oversees eligibility determination, enrollment services, third party billing, and provider reimbursement.
- The **Health Screening/Case Management Unit** develops and administers federally mandated preventive health services, including dental care, for 0-21 year-olds on Medicaid. Develops and administers mandated screening programs, including vision/hearing and genetics, and case management services.

The **Nutrition Services Section** provides overall direction, policy development, and policy enforcement for the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and Farmers' Market Nutrition Program. The section, made up of two units, also serves as the state liaison to the U. S. Department of Agriculture and manages all special initiatives such as electronic benefits transfer.

- The **Nutrition Education/Clinic Services Unit** establishes standards and policies for WIC clinical services, develops targeted WIC nutrition education and breastfeeding promotion, and oversees WIC infant and cereal rebate contracts. The unit establishes WIC allowable foods in accordance with federal regulations, including oversight and approval of infant formula issuance.
- The **Food Issuance and Redemption Services Unit** establishes standards and policies for WIC-authorized grocers and maintains provider base for grocers and farmers market associations. The unit also processes WIC food vouchers to pay grocers and manages claims adjudications and reconsiderations.

The **Community Preparedness Section** has one unit that administers infectious disease programs related to disease surveillance and epidemiology, education and resources, and intervention and control. The section also coordinates comprehensive public and mental health activities related to preparedness and recovery, including management of Strategic National Stockpile and Health Alert Network and provides technical assistance to build community preparedness.

- The **Infectious Disease Control Unit** manages infectious disease surveillance and investigates disease outbreak investigations. The unit also builds community capacity for disease detection.

The **Disease Prevention & Intervention Section** administers communicable and chronic disease programs and consists of two units. The section also manages the Vaccines for Children program; designs, implements, and operates the statewide immunization registry; and coordinates pharmacy services for public health programs.

- The **Health Promotion Unit** provides community based prevention and health promotion interventions, including technical assistance to communities in support of objectives such as HIV/STD control and reductions in tobacco use. The unit also provides professional expertise and consultation for chronic disease conditions and risk factors.
- The **Epidemiology and Surveillance Unit** conducts investigations, health risk assessments, and ongoing disease surveillance, and maintains active disease registries.

The **Laboratory Services Section**, comprised of two units, provides comprehensive laboratory services for human, animal and environmental specimens and provides professional expertise and consultation.

- The **Lab Operations Unit** provides medical laboratory services for the state-mandated newborn screening program, Texas Health Steps Program, the Maternal and Child Health Program, Title V, and Childhood Lead Screening. The unit also provides comprehensive diagnostic testing of specimens for the presence of infectious disease organisms and water testing under the federal Safe Drinking Water Act.
- The **Quality Control Unit** ensures compliance with federal regulations concerning testing of human specimens and provides support services to all areas of the laboratory to include checking in all specimens and reporting out all test results.

The **Regional and Local Services Section** ensures coordination and standardization of regional public health services and serves as a point of coordination for 64 local health departments across the state.

- Eight **Regional Units** provide essential public health services directly to residents in areas not served by a local health department. The units also carry out statutorily defined Local Health Authority duties for areas not served by local health departments.

The **Health Care Quality Section**, consisting of four units, establishes and administers rules and standards to maintain health care quality and consumer safety and is responsible for licensing, surveying, and inspecting providers of health care and consumer safety services.

- The **Professional Licensing and Certification Unit** determines and administers standards for issuing and renewing licenses that allow individuals to practice health-related and consumer safety professions. The unit also conducts on-site compliance visits and complaint-based investigations on individuals and educational institutions.
- The **Regulatory Licensing Unit** establishes licensing standards, requirements, and processing timelines for regulated health care quality and consumer safety entities. It also processes and issues licenses within regulatory timeframes.
- The **Patient Quality Care Compliance Unit** surveys licensed health care entities, including hospitals, EMS firms, and substance abuse facilities, and investigates complaints to assure compliance with standards. The unit also audits survey reports for compliance, including quality assurance activities, and recommends licensure/certification, state enforcement action, and/or federal termination.
- The **EMS/Trauma Systems Coordination Office** establishes state rules and standards for regulation of EMS individuals, firms, including first responders, and education programs. The unit develops the Texas EMS/Trauma System; manages the Governor's EMS and Trauma Advisory Council activities; disseminates funding to eligible EMS/trauma entities, including EMS firms, trauma facilities/hospitals and Regional Advisory Councils; and disseminates information to the public/regulated community.

The **Environmental & Consumer Safety Section** administers environmental and consumer safety compliance activities, such as risk assessments; inspections; complaint investigations; health and safety surveys; and sampling. The section is comprised of three units and establishes regulatory standards and policies consistent with federal laws, regulations, and national standards to protect public health and allow Texas products to be shipped through interstate commerce.

- The **Policy, Standards/QA Unit** develops policies, rules, and standards and provides quality assurance for environmental and consumer safety compliance functions regarding areas, such as radiation; food production and handling; drugs and medical devices; asbestos; lead; mold; abusable volatile chemicals; and general sanitation.
- The **Inspection Unit** performs environmental and consumer safety inspections; complaint investigations; health and safety surveys; and sampling.

- The **Meat Safety Assurance Unit** conducts continuous inspection of all meat slaughter establishments that ship in intrastate commerce during their hours of operation, and periodically inspects all other meat processing establishments that ship in intrastate commerce, or process meat for the owner of the animal.