

## About the Program Support Center

The Program Support Center (PSC) was created in 1995 to provide a wide range of administrative support within the Department of Health and Human Services (HHS), allowing the Department Operating Divisions to concentrate on their core functional and operational objectives. As the first truly shared service enterprise at HHS, the PSC now provides products and services on a competitive "fee-for-service" basis to customers throughout HHS and other executive branch departments and Federal Agencies.

Designed to reduce Government spending and duplication of efforts in administrative support services, the PSC realizes significant savings through partnering, standardization, streamlining, prudent acquisition strategies, reorganization, economies of scale, or

consolidation, and an overall sound business approach to the delivery of products and services.

The PSC became the efficient, focused organization it is today because of the in-depth analysis of product offerings, reengineering of work processes, changes in business management practices, and staff restructuring of the past two years. In addition, the PSC has undertaken many initiatives to consolidate services and offer a comprehensive approach to service delivery. Today, the PSC provides more than 50 products and services in financial management, administrative operations, acquisitions, health resources, and human resources to Government entities across the Nation.



### Credo

- We are customer focused.
- We take pride in the quality of the products we produce and the service we deliver.
- We ensure the "price is right."
- We represent HHS with integrity.
- We are a team.
- We are the PSC.

## DHHS Service and Supply Fund Board

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Pat O'Rourke, OS  
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### PSC Executive Team

Phillip VanLandingham, Deputy Assistant Secretary for Program Support  
Carol Arbogast, Director, Human Resources Service  
Larry Bedker, Director, Financial Management Service  
John Aguirre, Director, Administrative Operations Service  
John Hisle, Director, Federal Occupational Health Service  
Marc Weisman, Acting Director, Strategic Acquisition Service  
Ann Speyer, Director, Business Technology Optimization



One Team, One Focus

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# The Provider of Choice for Quality and Value in Shared Services

## Strategic Plan A Blueprint for the Future 2004 - 2008



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Office of the Assistant Secretary for Administration and Management

## Mission

The PSC is charged with providing a full range of program support services to all components of the Department of Health and Human Services (HHS) and other Federal Agencies in the following areas: Administrative Operations, Financial Management, Health Resources, and Human Resources.

## Vision

The PSC strives to be a customer-driven organization that provides high quality products and outstanding services that will earn us a service delivery reputation that is second to none.

## Our 5-Star Values

- \* Customer Satisfaction
- \* Competence
- \* Candor
- \* Commitment
- \* Communication

## Program Support Center “One Team, One Focus”

The PSC Strategic Plan outlines our framework both for the present and into the future. In 2003, PSC set forth its first Strategic Plan. Each year we update the plan to ensure we are focused on critical initiatives and anchored in customer needs. This document has been updated to reflect our future strategies and expected results.

The centerpiece of this plan revolves around five strategic goals – each vital for defining our focus, ensuring integrated processes that produce results for the customer and disciplined processes for controlling cost. Each goal is essential to producing high quality performance, low cost, high productivity, improved risk management, and continuous opportunities for improvement.

More than ever, the PSC is focused on delivering product and service value, good governance, and consideration for employees and customers. We will focus on integrity and we will abide by our commitments. This transparency will be embedded in our organizational and business strategies.

## BE THE STANDARD FOR CUSTOMER SERVICE EXCELLENCE

### Strategic Goal - Customer Service

#### Primary Results

1. Enhanced reputation for customer service.
2. Improved customer relationships.
3. Customer service-oriented employees.
4. Consistent achievement of performance standards by employees.

#### Primary Strategies

1. Measure and share customer service statistics.
2. Implement customer relationship management initiatives.
3. Continually train employees in customer service.
4. Incorporate customer service objectives into performance plans throughout the organization.

## BE THE EMPLOYER OF CHOICE

### Strategic Goal - Workforce Excellence

#### Primary Results

1. Workforce with the necessary skills to support the business.
2. Increased employee satisfaction.
3. Increased pool of qualified applicants.
4. High performing workforce.
5. Environment of creativity and entrepreneurship.

#### Primary Strategies

- 1A. Develop succession plans.
- 1B. Define career paths.
- 1C. Develop training plans.
2. Continually assess employee satisfaction and implement an action plan based on results.
3. Develop innovative recruitment techniques.
4. Continually reward and recognize high performing individuals and teams.
5. Foster an environment of innovation and empower employees to take risks.

## COMMUNICATE! COMMUNICATE! COMMUNICATE!

### Strategic Goal - Communication

#### Primary Results

1. Continuous and open communication with customers.
2. Frequent, effective, and consistent communications with employees.
3. Increased employee knowledge of PSC service areas to reinforce “One Team, One Focus.”

#### Primary Strategies

1. Offer multiple channels for communications between customers and PSC (i.e., Sr. Account Executives, Comment Cards, Feedback Forms, Surveys, etc.).
- 2A. Implement PSC Internal Communication Plan.
- 2B. Track employees’ perceptions of communication through surveys and implement action plan based on results.
3. Create information sharing opportunities across services.

## BE EFFECTIVE STEWARDS OF RESOURCES

### Strategic Goal - Cost Management

#### Primary Results

1. Customer understanding of PSC costs and billings.
2. Competitive rates.
3. Achievement of economies of scale through expansion.
4. Unqualified audit opinions.
5. Support of HHS One Department and administrative reduction goals.

#### Primary Strategies

- 1A. Provide full disclosure through automated tools.
- 1B. Collaborate with customers on costing, pricing, demand, and billing.
- 2A. Conduct annual benchmarking.
- 2B. Understand the competition.
- 2C. Control overhead costs and intraservice costs.
3. Develop and implement a marketing plan.
- 4A. Meet government-wide and commercial accountability standards.
- 4B. Implement a management control program.
5. Eliminate duplication through consolidation across the Department.

## BECOME THE BENCHMARK FOR THE FEDERAL ADMINISTRATIVE SERVICES INDUSTRY

### Strategic Goal - Business Strategy and Innovation

#### Primary Results

1. Adoption of PSC best practices by other agencies.
2. Increased opportunities for partnerships and growth.
3. Possible reduction of competed FTEs or multiple year exemptions of competition requirements.
4. Integrated business and technology solutions.

#### Primary Strategies

1. Standardize business processes and implement continuous improvement initiatives (BCAs and Blueprints).
- 2A. Participate in industry groups and the Shared Services Network.
- 2B. Understand our core competencies.
3. Apply for OMB designation as a High Performing Organization.
- 4A. Leverage e-Gov solutions.
- 4B. Lead implementations of Department-wide initiatives, such as UFMS.