



**TEXAS**  
Health and Human  
Services Commission

# Presentation to the House Committee on Government Reform

---

September 30, 2004

# Size and Scope of HHS Enterprise

---

Health and Human Services represents a significant function of Texas State Government

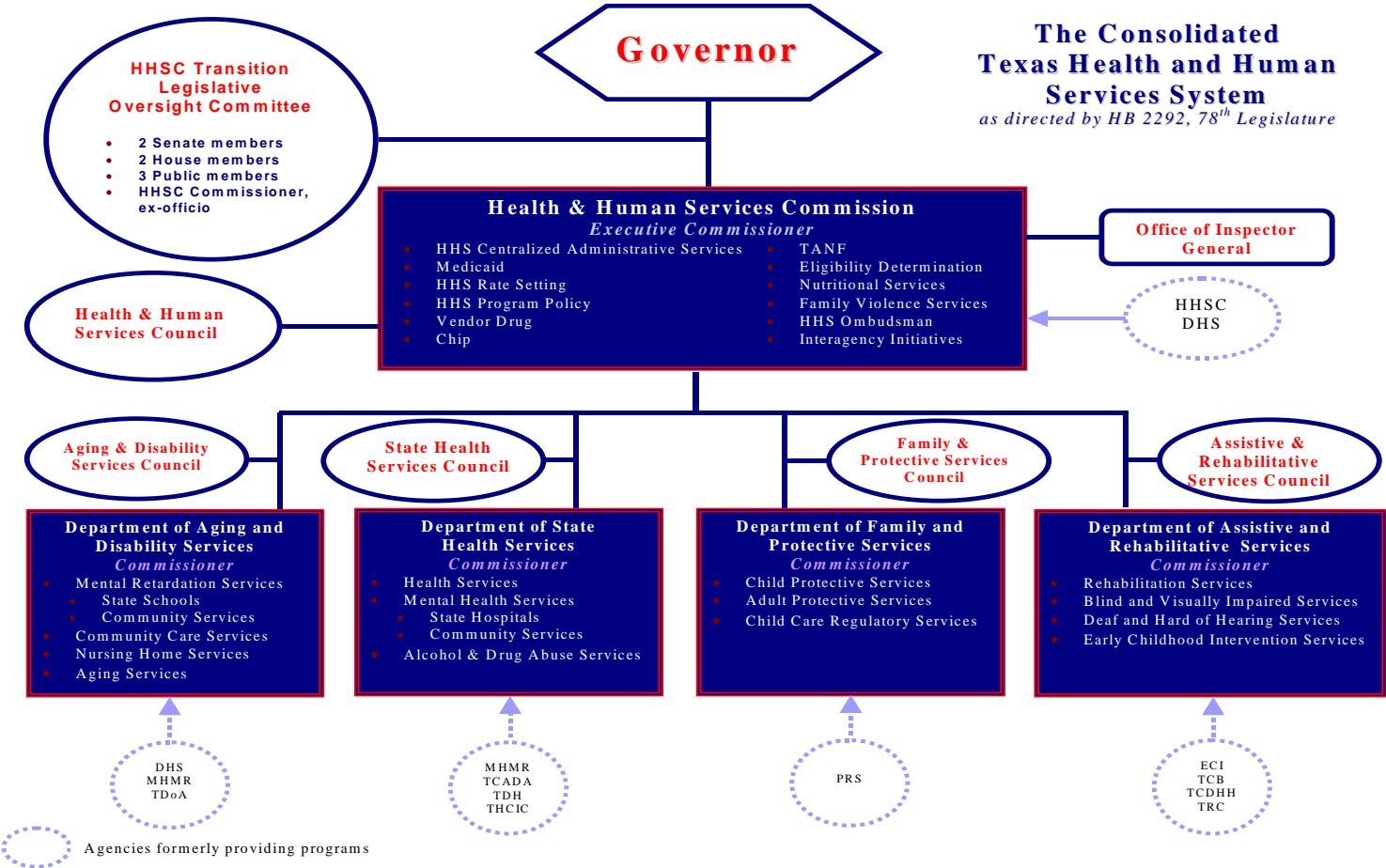
- Nearly 1/3 of the State budget (about \$20 billion annually)
- 46,000 full-time employee positions
- More than 1,000 facilities and offices across the state
- Over 200 programs serving millions of Texans

# H.B. 2292 Consolidation Objectives

---

- H.B. 2292 set a new direction for improving the delivery of health and human services for Texas
  - Build an organizational structure that is rational
  - Consolidate or better coordinate administrative systems
  - Structure programs based on similar processes to maximize efficiencies in delivery and capitalize on this synergy to improve service delivery
- A renewed focus on measurable performance outcomes that matter
  - Improved client services
  - Reduced administrative costs
- Strengthened accountability and more effective use of tax dollars
- 12 HHS agencies consolidated into 5 agencies

# New Organization



# Transition Accomplishments

---

- Key Milestones:

- November 2003 – Transition Plan delivered to the Governor and the Legislative Budget Board
- December 2003 – Appointed Commissioners for new agencies
- January-February 2004 – Held public hearings on the proposed organizational structures for new HHS agencies
- February-March 2004 – Held workshop with stakeholder organizations and held public hearings to receive input into the guidelines for the Agency Councils and HHS's rulemaking process

# Transition Accomplishments

---

- New Agencies Created - No Disruption of Client Services:
  - February 1, 2004 - Department of Family and Protective Services
  - March 1, 2004 - Department of Assistive and Rehabilitative Services
  - September 1, 2004 - Department of State Health Services
  - September 1, 2004 - Department of Aging and Disability Services
  
- Administrative Consolidations and Improvements:
  - Human Resources Management
  - Office of Civil Rights
  - Procurement
  - Planning and Evaluation
  - Office of Inspector General
  - Financial Services
  - Information Technology
  - Legal Services
  - Ombudsman
  - Leasing Facilities Management

# Communication Strategies

---

## HHS E-News Service

- Provides 2,500 subscribers with timely updates on the transformation, news alerts and meeting notices.
- The public can subscribe to the E-News Service at the new HHS Internet site at: [www.hhs.state.tx.us](http://www.hhs.state.tx.us).

## Employee Updates

- HHS employees receive a weekly newsletter, *The Connection*, with information and answers to employee questions.

## New Internet Site

- A new Internet site - [www.hhs.state.tx.us](http://www.hhs.state.tx.us) - provides easier access to services and information about the new agencies.

# Next Steps

---

- **Develop Optimization Plans to Guide Change**
  - Specify key initiatives and targets for individual agencies and the enterprise
  - Establish milestones for next year
  - Create long-term plan for 4-6 year window
- **Program Management Structure in Place to Drive Optimization**
  - Will maintain momentum to achieve goals
  - Serves as a resource to identify and resolve risks and issues