

Service and Supply Fund

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SERVICE AND SUPPLY FUND

(Dollars in Thousands)

SSF	FY17 Actuals	FY 2018	FY 2019	FY 2019 +/- FY 2018
BA	\$1,616,960	\$1,849,094	\$1,802,734	-\$46,360
FTE	1,001	1,001	1,001	0

Authorizing Legislation.....42 USC §231
 2019 Authorization.....Indefinite
 Allocation MethodContract, Other

Statement of the Budget

The overall FY 2019 estimate for the Service and Supply Fund (SSF) is \$1,802,734, which reflects a decrease of \$46,360 below FY 2018.

The Program Support Center’s (PSC) FY 2019 estimate of \$1,353,438 represents a decrease of \$41,844 below the FY 2018 level of \$1,395,282.

The total FY 2019 request for the non-PSC SSF Activities is \$449,438 which is a decrease of \$4,374 below the FY 2018 level of \$453,812.

Service and Supply Fund Overview and Activity Narratives

This section describes the activities funded through the HHS’ Service and Supply Fund (SSF), which is a revolving fund authorized under 42 USC §231. The SSF provides consolidated financing and accounting for business-type operations which involve the provision of common services to customers. The SSF is governed by a Board of Directors, consisting of representatives from each of the Department’s ten Operating Divisions (OPDIV), the PSC and the Office of the Secretary. A representative from the Office of Inspector General (OIG) serves as a non-voting member of the SSF Board.

The SSF does not have its own annual appropriation but is funded entirely through charges to its customers for their usage of goods and services. The SSF is comprised of two categories of activities: the Program Support Center and those activities which are performed by other components (Non-PSC). Each activity financed through the SSF is billed to the Fund’s customers by either fee-for-service billing, which is based upon actual service usage, by an allocated methodology, or by agreement with the customer. Details of the FY 2019 SSF activities are described in the remainder of the narrative.

Program Support Center

The Program Support Center (PSC) organizationally resides under the Assistant Secretary for Administration, Office of the Secretary and operates under authorizing legislation 42 USC §231 as amended. The PSC is committed to providing the best value in terms of cost and service quality to its customers. In a proactive effort to contain costs, the PSC again deployed its SMART (Save, Manage and Assess our Resources Together) Program for the FY 2018/2019 budget formulation process. This comprehensive, “bottom-up, zero-based budget” review of PSC’s operations continues to identify areas for additional cost reductions, efficiencies, and cost avoidance.

PSC tracks performance in terms of its strategic goals. These goals focus primarily on delivering products and services that are recognized both as high quality, and as providing value. The organization strives to achieve three primary outcomes: higher service quality, lower operating costs and reduced rates for customers. By working to reach these outcomes, PSC supports the Department’s efforts for responsible stewardship and effective management. Details are outlined in the performance review section.

PSC Financial Management Portfolio (FMP):

The PSC Financial Management and Procurement Portfolio (FMP) serves as a major foundation of the Department’s finance, accounting, and procurement operations through: the administration of grant payment management services; accounting and fiscal services; debt management services; rate review/negotiation/approval services; and fully integrated acquisition and strategic support services.

FMP provides these services on behalf of the Department and other Federal agencies. Fiscal and technical guidance is offered to assist in implementing new initiatives across HHS and other agencies and to ensure compliance with regulatory requirements. FMP also provides guidance and oversight for HHS Financial Policy, and ensures compliance where appropriate.

FMP continues to be a leader in supporting the Department’s clean audit opinions from independent audit firms. FMP services are organized into three Service Areas:

- **Accounting Services** – covers a range of financial support services associated with Unified Financial Management System (UFMS) and includes accounting, debt collection and financial reporting.
- **Acquisitions Management Services (AMS)** – offers a range of acquisition support services including simplified and negotiated contracts.
- **Grants Finance and Administration Services** – provides federal grant funding support, negotiating indirect costs for grant providers and issuing grant payments to grantees.

PSC Occupational Health Portfolio (FOH):

The Federal Occupational Health (FOH) provides comprehensive, high-quality, customer-focused occupational health services in strategic partnership with Federal agencies nation-wide to improve the health, safety, and productivity of the Federal workforce. Approximately 93% of FOH’s services are provided to Federal agencies outside of HHS. FOH is organized in four Service Areas:

- **Clinical Health Services (CHS)** consists of seven cost centers: Exams and Clinical Outreach, FedStrive Advantage, Onsite Occupational Health Centers, Medical Surveillance/Clearance Reviews, Medical Employability and Workers Compensation Management and Psychological Testing which has been moved from Behavioral Health to better align with the Medical Review oversight required. CHS provides services which includes exams and related procedures, health screenings to prevent illness, immunizations for illness prevention and work related activities, reasonable accommodation request, workers compensation management reviews, medical surveillance and clearance required based upon an employee's job duties and other medical services.
- **Wellness and Health Promotion Services (WHP)** is a single cost center which provides fitness center oversight and health promotion activities, such as health coaching, health education, and promotion of programs to support healthy behaviors which contributes to increased employee productivity through better health behaviors.
- **Behavioral Health Services (BHS)** consists of two cost centers: Employee Assistance Program/Work Life Services and Organizational Development and Leadership. Psychological Testing was part of this service area in FY17 and has been moved to Clinical Health Services for FY18. BHS provides professional services for: assessment, short-term counseling, referral, and critical incident response. This improves the well-being of federal employees, and helps employees better manage their personal and professional responsibilities which in turn helps improve productivity.
- **Environmental Health and Safety Services (EHS)** consists of two cost centers Environmental Health and Safety (EHS) and the Automated External Defibrillator (AED) program. EHS offers a wide variety of services including environmental and occupational safety compliance, industrial hygiene assessments, laboratory analysis of environmental samples, urgent response management, and other environmental consulting services. In addition, EHS provides the mandatory policy services to HHS. The AED program helps agencies set up a program within their facility aiding them in the procurement of devices, certification training, and ensuring the appropriate medical oversight is provided.

PSC Real Estate, Logistics and Operations Portfolio (RLO):

Real Estate, Logistics and Operations Portfolio (RLO) provides real estate, logistics and a wide range of administrative, technical and security support services to customers within HHS and other federal agencies; RLO also provides policy guidance to HHS entities.

In order to gain efficiencies and improvements in organizational performance, ASA/PSC merged two of PSC's operating portfolios, Administrative Operations Portfolio (AOP), and Real Estate and Logistics Portfolio (REL), into a single Real Estate and Logistics Portfolio (RLO) portfolio.

Additionally, all but a small component of the SSF functions of the Office of Security and Strategic Intelligence (OSSI) were transferred to RLO to better align with related services such as Building Operations. The only function not included in this transfer was a small component associated with Personnel Security functions concerning National Security Adjudications which was transferred to the Immediate Office of the Secretary, and will continue to be billed through the SSF.

Once this integration is complete, it may allow for a reduction in overhead and administrative support costs, resulting in lower rates to our customers.

The services associated with each of the merged portfolios will remain intact as proposed in the FY 2018 Budget Request, and will be executed accordingly. Cost Centers and budgets will remain intact, apart from a minor change in Personnel Security as explained above. The resulting cost structure will be budget-neutral compared with the originally submitted request for FY 2018. The new RLO Portfolio includes:

- **Badging Operations** – Provision of HSPD-12 Badges associated with the issuance of a new or replacement Personal Identity Verification (PIV) and related smartcards. This service also provides Non-HSPD-12 Badges that does not contain an electronic chip.
- **Building Operations Services** – facilities operations, maintenance, shredding, parking service, regional support services and conference room services
- **FedResponse Services** – Customer Contact Center, and the HHS Toll Free Hotline;
- **HSPD-12** – HSPD-12 / Identity, Credential, and Access Management (ICAM) Program is the Departmental program focused on meeting Federal requirements to enable the right individual to access the right resource at the right time for the right reason
- **Mail and Publishing Services** – digital conversion services, printing procurement, Departmental Forms Management, HHS Printing Policy, mail screening, mail operations, and HHS Mail Policy
- **ORR / DCS (Unaccompanied Children)** – Provides security support to the ACF Division of Children’s Services (DCS) program that provides a safe and appropriate environment for unaccompanied children, from the time they are placed into Office of Refugee Resettlement custody until they are reunified with family members or sponsors in the U.S., or returned to their country of origin by Department of Homeland Security immigration officials
- **Board for Corrections** – manages and conducts the appeals process for U.S. Public Health Service Commissioned Corps Officers who believe there is an error or injustice in their personnel records
- **Personnel Security** – Responsible for developing and implementing policies and procedures to ensure effective, efficient, and timely completion of adjudications for suitability security and HSPD-12 eligibility
- **Physical Security – 560, HHH, Outbuildings and Switzer** – Provides services for the tenants of these buildings. Services include: physical security programmatic support, Facility Security Planning, Assessments, operations, guard force management, and emergency management
- **Real Property Management Services** – Space design planning, utilization and compliance, management for transfer of surplus real property to non-profit entities (McKinney-Vento Homeless Assistance Act), and real property oversight/policy development
- **Supply Chain Management Services** – personal property management, warehousing, distribution, medical supply fulfillment, publication fulfillment, personal property disposal and labor services
- **Transportation Services** – Transit subsidy program management, executive drivers, travel policy, travel program management, travel charge card management, purchase card management, fleet card management, fleet policy, vehicle leasing services.

PSC/RLO now provides HHS components with a wide range of critical security services that are funded under the SSF.

Badging Operations

The PSC/RLO Badging Operations business line includes two Card Provisioning services:

- **Card Provisioning - PIV** is a one-time cost associated with the issuance of a new or replacement PIV and related smartcards Alternate Logon Tokens (ALT) issued to staff with two network accounts or those requiring elevated network privileges, which contain an electronic chip. Cards are issued to new staff (federal staff, contractors, and affiliates) for a period up to six years unless replaced sooner, due to a change in organization, name, change lost card, or other significant demographic.
- **Card Provisioning - Non-PIV** is a one-time cost associated with the issuance of a new or replacement identity card. This card does not contain an electronic chip and does not allow for logical and physical binding of other government issued HSPD-12 PIV cards to the Health and Human Services (HHS)/Office of the Secretary (OS) system. These cards are issued to individuals who are most often visitors that are not HHS staff that only require physical access to HHS facilities.

HSPD-12 System

The HSPD-12 PMO leads the Department's implementation of strong authentication, including the required use of the Personal Identity Verification (PIV) card and other solutions to access HHS networks and systems. The continued implementation of Homeland Security Presidential Directive (HSPD)-12 / Identity, Credential, and Access Management (ICAM) Program is the security discipline that allows HHS to enable the right individual to access the right resource at the right time for the right reason. ICAM encompasses the tools, policies, and systems to manage, monitor, and secure access to protect resources. These resources may include: electronic files, computer systems, or physical resources such as server rooms and buildings.

Personnel Security

PSC/RLO is responsible for ensuring that HHS meets timeliness goals for the initiation and adjudication phases of the personnel security clearance process as prescribed in the Intelligence Reform and Terrorism Prevention Act of 2004 (IRTPA).

The Background Investigations Cost Center provides customer agencies with support in processing suitability investigations for federal employees, Commissioned Corps officers and contractors.

Support for Administration for Children and Families, Office of Refugee Resettlement, Division of Children's Services

The PSC/RLO Division of Children's Services (DCS) program recognizes the importance of providing a safe and appropriate environment for unaccompanied children, from the time they are placed into Office of Refugee Resettlement (ORR) custody until they are reunified with family members or sponsors in the U.S., or returned to their country of origin by DHS immigration officials. PSC/RLO is responsible for facilitating background investigations which include Special Agency Checks (SACs)/FBI National Criminal

History Check, Child Abuse and Neglect Checks, and Central Indexing System/D DHS Immigration Status Checks on potential sponsors seeking custody of the unaccompanied child. PSC/RLO also provides other support for ACF/ORR as part of its reunification program to unite unaccompanied children with families and sponsors.

Physical Security: 5600, HHH, Switzer and Other

Physical Security and Emergency Management at 5600 Fishers Lane provides physical security services for the tenants that include: physical security programmatic support, facility security planning, assessments, operations, guard force management, and emergency management. PSC/RLO manages the contract for contractor security guard personnel to control access for employees, visitors, deliveries and contractors performing construction at 5600 Fishers Lane. Funds also provide for operations and maintenance to the physical access control system (PACS) at 5600 Fishers Lane, and for security equipment (i.e., video cameras, alarms, security command center displays, etc.) that are installed.

The primary mission of the Office of Security and Strategic Information (PSC/RLO) Physical Security and Emergency Management Hubert H. Humphrey (HHH) building is to provide physical security services for the OS and those OpDivs that reside within the facility. These services include, but are not limited to, physical security program management, facility security planning, assessments, operations, guard force management, and emergency management. Funds also provide for operations and maintenance to the PACS infrastructure within the South West (SW) Complex, and for security equipment (i.e., video cameras, alarms, security command center displays, etc.) that are installed.

Physical Security and Emergency Management, Switzer provides physical security programmatic support including: facility security planning, assessments, operations, emergency management and deployment of the PACS security services for the tenants of the Mary E. Switzer building. PSC/RLO provides for operations and maintenance of the PACS, and for security equipment (i.e., video cameras, alarms, security command center displays, etc.) that are installed at the Mary E. Switzer building.

Physical Security (Other) provides guard services to the Federal Drug Administration (FDA) via a pass through arrangement. Additional security services include the provision of Physical Access Control Systems (PACS) and associated services to facilities that will be charged on the basis of Rentable Square Footage (RSF). Design services and physical security guidance is provided throughout these security installation.

Non-PSC Activities

The non-PSC activities support all components of HHS, providing support in areas such as acquisitions management, audit resolution, responding to and processing Federal tort claims, collecting and managing grants data to ensure HHS' ability to respond to regulatory requirements, providing human resources and equal employment opportunity services, and providing IT support and devices.

Office of the Assistant Secretary for Administration (ASA)

ASA provides leadership for HHS Departmental administration, including human resource policy, information technology, and departmental operations.

Office of Business Management and Transformation (OBMT)

OBMT supports the HHS mission by identifying, developing, implementing, and evaluating efficient and effective business practices throughout the Department. OBMT acts as an internal consulting group to other parts of HHS, maximizing return on taxpayer dollars by undertaking initiatives to improve services, reduce costs, and streamline bureaucracy. Its projects are often team-based and cross-functional in ways that include staff from supported organizations.

High Performing Organizations, Commercial Services Management Reporting (HPO&CSM):

OBMT High Performing Organizations, Commercial Services Management Reporting & Insourcing supports HHS-wide Commercial Services Management reporting (CSM), the inventory and reporting of the Federal Activities Inventory Reform (FAIR) Act inventory, the active sponsorship of High Performing Organizations (HPO), and insourcing through central service activities. Additionally, this program offers organizational redesign services to the Department to promote mission effectiveness, cost-savings and increase efficiencies.

Office of the Chief Information Officer (OCIO)

OCIO supports the HHS mission by leading the development and implementation of an enterprise information technology (IT) infrastructure across HHS. The OCIO is responsible for providing a reliable, cost effective, scalable, and flexible enterprise computing platform that supports and enhances customer IT needs and capabilities from requirements gathering through design, development, testing, and implementation.

The OCIO is also responsible for the development and implementation of a cybersecurity program which includes the security technologies that provide an enterprise-wide capability to monitor HHS' computers and networks for security incidents and attacks through HHS' secure Internet gateways, intrusion detection systems, network security forensics and analysis, and other enterprise security technologies throughout HHS. In response to the National Security Presidential Directive (NSPD) 54 / Homeland Security Presidential Directive (HSPD) 23, OCIO partners with OPDIVs at HHS to provide the Trusted Internet Connection (TIC) for all of HHS.

The OCIO provides information technology services for the development, configuration, and integration of multiple systems for HHS and the Office of the Secretary. In addition, OCIO supports the following activities for HHS: Enterprise Strategy & Governance, Vendor Management, Investment Portfolio Management and Control, and Enterprise Architecture.

Office of Enterprise Application and Development (OEAD):

OEAD provides information technology services for the design and development, configuration and integration, and application support services for multiple departmental systems for HHS and the Office of the Secretary. In addition, OEAD provides production reporting and business intelligence

query/dashboard capabilities for its many customers. The development capabilities provided by OEAD include collaboration and workflow automation technologies that promote the deployment of repeatable business processes in order to achieve customer efficiencies and effectiveness. OEAD's Integration Services collects and renders data for systems and end-user consumption and reporting that help to improve decision making across the Department. The support functions provide OEAD customers with cost effective operations and maintenance, systems administration, and database support services that ensure applications and platform availability for secure and continuous business operations.

Office of Information Security (OIS):

The HHS Office of Information Security (OIS) assures that all automated information systems throughout HHS are designed, operated, and maintained with the appropriate information technology security and privacy data protections.

OIS is tasked with implementing a comprehensive, enterprise-wide cybersecurity program to protect the critical information with which the Department is entrusted. To accomplish this, OIS provides and engages in:

- Implementing specific cybersecurity capabilities
- Cultivating cybersecurity partnerships in the public and private sectors
- Engaging in HHS-wide security collaboration activities
- Providing security services and solutions to the enterprise
- Enhancing HHS' security capabilities through current and future programs and projects
- Directly providing cybersecurity and privacy support for the Office of the Secretary (OS)

OIS is also tasked with executing the HHS Trusted Internet Connection (TIC.) This program aims to improve the Federal Government's security posture through the consolidation of external telecommunication connections and establishing a set of baseline security capabilities through enhanced monitoring and situational awareness of all external network connections.

Office of Information Technology Infrastructure Operations (ITIO):

ITIO is responsible for providing a reliable, cost effective, scalable and flexible enterprise computing platform that supports and enhances customer IT needs and capabilities from requirements gathering through design, development, testing, and implementation. ITIO supports over 22 customer organizations comprised of over 11,000 users, including all HHS Staff Divisions (StaffDivs) and participating Operating Divisions (OpDivs).

Office of Information Technology Strategy, Policy and Governance (OSPG) (includes Departmental IT Management and E-Gov Initiatives):

The Office of Strategy, Policy and Governance (OSPG) provides support to the enterprise for: Enterprise Strategy & Governance, Vendor Management, Investment Portfolio Management and Control, and Enterprise Architecture. OSPG is comprised of two services:

- **The Program and Project Management (P&PM)**, formerly known as the Departmental IT Management (DITM), includes the following activities: Enterprise Strategy & Governance, Vendor Management, Investment Portfolio Management and Control (which incorporates business integration/center of excellence activities), and Enterprise Architecture. FY 2018

allocation methodology is based on Operating (OpDiv) and Staff (StaffDiv) Divisions' percentage of Total IT amount (excluding grants) from the OMB reported IT Dashboard as of conclusion of the prior [completed] fiscal year.

- **The E-Government (E-Gov)** team within OSPG provides a central funding point for OMB-mandated contributions to Government-wide E-Gov initiatives.

EEO Compliance and Operations Division (EEOCO):

EEOCO works to promote a discrimination-free work environment focused on serving DHHS by preventing, resolving, and processing EEO discrimination complaints in a timely and high-quality manner. In compliance with the Civil Rights Act of 1964 as amended, and other federal laws, regulations, directives, and policies prohibiting discrimination and harassment of protected individuals, EEOCO processes EEO complaints for DHHS employees, applicants for employment, and former employees. Complaint processing services include counseling, Alternative Dispute Resolution (ADR), procedural determinations, and investigations. EEOCO also administers the ADR program to manage conflict and prevent and resolve disputes through mediation, conflict coaching, group facilitation, and assessments. Additionally, EEOCO manages the Reasonable Accommodation program for DHHS which is funded through Inter-Agency Agreements

Office of the Assistant Secretary for Human Resources (OHR)

The Office of Human Resources (OHR) provides leadership for the development, execution, and management of the human resources program to ensure the Department builds and retains a highly skilled and diverse workforce. In coordination with the Operating Divisions (OPDIVs) OHR provides human resource programs and policies developed to support and enhance the HHS mission.

Office of Human Resources (OHR):

OHR provides leadership in creating and sustaining a diverse workforce and an environment free of discrimination. OHR works proactively to enhance the employment of women, minorities, veterans, and people with disabilities through efforts that include policy development, program oversight, complaint resolution, diversity outreach, commemorative events, and standardized education and training programs. OHR also provides technical assistance to the HHS OPDIVs to effectively and efficiently accomplish the OPDIV's mission through improved planning and recruitment of human resources and serves as the Departmental liaison to central management agencies on related matters.

In addition, OHR works in collaboration with the various HHS Equal Employment Opportunity offices on conducting Department-wide program reviews to determine barriers to diversity and inclusion.

Office of the Assistant Secretary for Financial Resources (ASFR)

The Office of the Assistant Secretary for Financial Resources (ASFR) provides advice and guidance to the Secretary on all aspects of budget, financial management, grants and acquisition management, and provides for the direction and implementation of these activities across the Department.

Office of the Deputy Assistant Secretary of Finance

The mission of the Office of Finance is to provide financial accountability and enhance program integrity through leadership, oversight, collaboration, and innovation.

Office of Program Audit Coordination (OPAC) (formerly Audit Resolution):

OPAC includes the Division of Audit Resolution (ARD), the Division of Payment Integrity Improvement (DPPI), and the Division of Audit Tracking and Analysis (DATA), under the Office of the Secretary, Assistant Secretary for Financial Resources, Office of Finance.

ARD, along with resolution officials in HHS, is required to issue a management decision on single audit findings within a six-month time frame in accordance with the Office of Management and Budget's (OMB) Uniform Guidance (2 CFR Part 200). The Single Audit Act, as amended, has been incorporated in the Uniform Guidance. On behalf of the OPDIVs, ARD resolves cross-cutting single audit findings that affect the awards of multiple OPDIVs. The audit resolution function includes: (1) reviewing findings and the related corrective action plans; (2) issuing management decisions to grantees in reference to audit findings; (3) monitoring grantees' corrective actions to ensure that these actions are appropriate and timely; (4) providing Departmental leadership and policies; (5) identifying grantees for follow-up by OPDIVs who have failed to submit their required annual single audit report; and (6) implementing the Department's Shared Single Audit Resolution Vision to comply with the Uniform Guidance.

Unified Financial Management Systems (UFMS):

The UFMS environment including the Unified Financial Management Systems, the Consolidated Financial Reporting System (CFRS), the Financial Business Intelligence System (FBIS), and the governance function are under the purview of the DAS OF within the Office of the Assistant Secretary for Financial Resources. The UFMS environment provides the Department a secure, stable platform for effectively processing and tracking its financial and accounting transactions. UFMS is the core accounting system for 10 Operating Divisions and 18 Staff Divisions. UFMS integrates with over 50 program, business, and administrative systems (i.e., mixed systems) to create a secure, reliable, and highly available financial management environment.

Office of the Deputy Assistant Secretary of Grants and Acquisition Policy and Accountability

The Office of Grants and Acquisition Policy and Accountability (OGAPA) provides Department-wide leadership and management in the areas of grants and acquisition management.

Acquisition Integration and Modernization (AIM):

The AIM Program was created to capture knowledge, create standardization and provide one source for the HHS Acquisition Workforce (HHSAW) to access policies, guidance, and other acquisition tools. The program support the acquisition related mission needs of the Department, providing tools to insure that the acquisition lifecycle processes are efficiently executed and complies with statutory requirements. The AIM program is managed by the Office of Acquisition Policy within the Division of Acquisition.

Category Management (CM):

CM is a purchasing approach in which spending is organized into common categories and managed strategically. Fortune 500 companies and several governments have adopted category management in the last 20-30 years because it's a commercial best practice for buying and selling. In accordance with the Federal Acquisition Regulation (FAR) and further reinforced via the OMB Memorandums 17-22 and M-17-26, to the maximum extent practicable, [HHS] shall use existing contract solutions such as: a) Federal Supply Schedules; b) Government-wide acquisition contracts; c) multi-agency contracts; d) and any other procurement instruments intended for use by multiple agencies (e.g. Best-In-Class) for common supplies and services. Leveraging these sources: (a) decreases administrative costs; (b)

prevents repetitive/ unnecessary contract actions; (c) permits acquisition staff to focus on high-priority and agency unique procurements/ requirements; and (d) enables agencies to better manage spending through such actions as standardization, participating in volume buying events, and applying best practices.

Departmental Contracts Information System (DCIS):

The DCIS program supports the acquisition related mission needs of the Department and ultimately assures compliance with various open government and transparency initiatives. The DCIS program is managed by the Office of Acquisition Business Systems within the Division of Acquisition.

DCIS provides procurement data collection and reporting capabilities to enable the OPDIVs to comply with requirements under Public Law 93-400 and FAR Subpart 4.6 regarding the reporting of contract actions to the Federal Procurement Data System (FPDS) and DATA Act. DCIS provides a single system capability within HHS that collects, edits, and stores information on the individual procurement and contracting actions executed by OPDIVs and other offices of HHS totaling more than \$24 billion and consisting of more than 88,000 individual actions. In addition, the DCIS program oversees the HHS FedDataCheck program. The FedDataCheck service is offered to all OPDIV/STAFFDIV HCAs to monitor and improve FPDS data. Since implementing FedDataCheck, there has been a 10% improvement in HHS FPDS and USAspending data quality.

Grants.gov:

The Grants.gov system (www.grants.gov) is the federal government's single site for the public to find and apply for federal discretionary grants. The Grants.gov program manages the Grants.gov system including associated operations, maintenance, enhancement, user support, and stakeholder communications. Grants.gov provides all potential applicant organizations a single website where they can find and apply for over \$120 billion worth of grants distributed annually. On the grantor side, Grants.gov empowers smaller agencies with limited resources to improve the reach of their grant programs, and provides larger agencies with the benefit of process standardization, cost savings, and increased visibility. Grants.gov supports 26 federal grant-making agencies.

HHS Consolidated Acquisition Solution (HCAS):

HCAS was launched in 2009 and provides consolidated acquisition functionality, capabilities and critical to the contract execution operations for seven of the Department's ten Contracting Activities. This is a commercial-off-the-shelf software application called "PRISM" which allows end-users to formulate, administer and distribute contractual documents that comply with the Federal Acquisition Regulation. In addition, HCAS supports OGAPA's efforts to standardize acquisition end-to-end business processes through the launch of Health and Human Services Acquisition Lifecycle Framework (HALF) and the HHS Acquisition Lifecycle – Consolidated Acquisition Management System (HALF-CAMS)

Office of Small and Disadvantaged Business Utilization (OSDBU):

OSDBU is the focal point for the Department's policy formulation, implementation, coordination, and management of small business programs. Organizationally, OSDBU is administratively supported by the OGAPA Immediate Office, but reports directly to the Deputy Secretary of HHS. The office ensures that small businesses are given a fair and transparent opportunity to compete for contracts that provide goods and services to HHS; establishes, manages and tracks small business goal achievements; provides technical assistance and small business program training to OPDIV contracting and program officials; and conducts outreach and provides marketing and technical guidance to small businesses on contracting opportunities with HHS.

Tracking Accountability in Government Grants System (TAGGS):

TAGGS provides a central repository for all HHS financial assistance information and continues to add needed data sets for additional business needs. TAGGS is overseen by the Office of Grants Systems Management within the Division of Grants. The TAGGS system is maintained in a manner that supports: the Open Government Initiative, adherence to federal reporting requirements, and ensures the availability of HHS data for internal and external stakeholders use. TAGGS also adheres to all system requirements set forth by the HHS Office of the Chief Information Officer (OCIO). TAGGS continues to serve as a central data repository for grants business information and reporting of grant award data generated by HHS's Staff Divisions and Operating Divisions. TAGGS grants data is made available to the public on the TAGGS Website (<http://taggs.hhs.gov>) and includes the DATA Act requirements. HHS's grant awards data is submitted to USASpending.gov twice a month.

Office of the Assistant Secretary for Public Affairs (ASPA)

ASPA serves as the Secretary's principal counsel on public affairs. ASPA conducts national public affairs programs, provides centralized leadership and guidance for public affairs activities within HHS' OPDIVs and regional offices, manages the Department's digital communications, and administers the Freedom of Information and Privacy Acts (FOIA). The Division leads the planning, development, and implementation of emergency incident communications strategies and activities for the Department. The ASPA reports directly to the HHS Secretary.

Digital Communications Division (DCD):

DCD leads ASPA's Digital work. ASPA Digital's approach is to deliver "instant gratification," by connecting customers to Agency content quickly and fully, and to demonstrate impact, while also building in the ability to adapt and improve every day.

ASPA Digital currently manages HHS.gov, the HHS Intranet, and numerous OS Office websites, as well as multiple topic-oriented websites that promote Agency and cross-federal agency work. To reach the public with Agency content DCD uses multiple social media channels and will be working through FY18 to implement two-way engagement with Department stakeholders. Overall, ASPA Digital manages the tools, content and infrastructure that in 2016 supported 957,866 Twitter followers, 420,705 Facebook followers, 18,845,561 YouTube views, 1,311,393 email subscribers, 30,909,885 unique website visitors, and 69,526,798 website page views.

Freedom of Information Act (FOIA):

The Freedom of Information Act (FOIA) is a federal statute that allows individuals to request access to federal agency records, except to the extent records are claimed as exempt from disclosure under one or more of the nine exemptions of the FOIA. FOIA performs initial requests including identification of responsive records, release and denial determinations for the Program Support Center (PSC), Agency for Healthcare Research and Quality (AHRQ), and all components of the Office of the Assistant Secretary for Health (ASH). FOIA also performs administrative appeals of initial FOIA determinations, reviewing the OPDIV's denial action to determine consistency with the FOIA, HHS FOIA regulations, and case law, for the eight (8) Public Health Service (PHS) OPDIVs: AHRQ, Centers for Disease Control (CDC)/Agency for Toxic Substances and Disease Registry (ATSDR), Food and Drug Administration (FDA), Health Resources and Services Administration (HRSA), Indian Health Service (IHS), National Institutes of Health (NIH), ASH, and Substance Abuse and Mental Health Services Administration (SAMHSA).

HHS Broadcast Studio:

The HHS Broadcast Studio supports the entire Department with video production and AV Services. The services provided to the Department range from multi-camera studio productions; audio-visual support in the Humphrey Auditorium, Great Hall and Room 800; video streaming via HHS.gov/live and Facebook Live; satellite media tours; motion graphics and video editing, and delivery to multiple social media platforms and channels. In FY2016 we performed 2,338 unique services for our customers; that is a 73% increase over FY2015 (1,351).

Media Monitoring and Analysis:

Media Monitoring and Analysis provides the Secretary, Department, agency leadership and staff with the latest analysis of what the media is reporting about Department-wide and Agency-specific priorities, initiatives and programs. This Department-wide tool has been effective since 2009. The OPDIV-specific requirements and additional levels of effort are provided through a contract vehicle with Bulletin Intelligence.

Office of the Assistant Secretary for Planning and Evaluation (ASPE)

The Assistant Secretary for Planning and Evaluation (ASPE) is the principal advisor to the Secretary of the U.S. Department of Health and Human Services on policy development, and is responsible for major activities in policy coordination, legislation development, strategic planning, policy research, evaluation, and economic analysis.

Strategic Planning System (SPS):

SPS is a web-based, password-protected application that centralizes information about strategic plans that agencies within HHS are implementing. The SPS was built in response to a request from the Deputy Secretary and is supported by a contract managed by ASPE. More than 150 strategic plans are currently included in the SPS. ACF, ACL, AHRQ, ASA, ASFR, ASPR, CDC, CMS, FDA, HRSA, IHS, NIH, OASH, OGA, OGC, OIG, OMHA, ONC, PSC, and SAMHSA currently use the SPS to track implementation of strategic plans to which they contribute.

Office of the General Council (OGC)

The OGC is the legal team for the Department, providing quality representation and legal advice on a wide range of highly visible national issues. OGC supports the development and implementation of the Department's programs by providing the highest quality legal services to the Secretary of HHS and the organization's various agencies and divisions.

Departmental Ethics Program:

The Departmental Ethics Program was established in 2004, pursuant to 5 C.F.R. § 2638.202(a) and Executive Order 12731, § 301(e), to ensure that operating and staff divisions' decision-making is untainted by improper bias or the influence of special interests. The Ethics Division provides ethics advice, it administers the financial disclosure program, and it ensures lobbying activities comply with the applicable rules. Its goals include strengthening grant and procurement integrity; ensuring human subject protections; enhancing public confidence in health science research and drug approval and monitoring; and inviting acceptance of healthcare reform because policy determinations—ranging from coverage and financing decisions to health information technology improvements—are made by

administrators and regulators free of financial and personal conflicts and affiliations that would otherwise lead reasonable persons to question their impartiality.

Office of the General Council (OGC) Claims:

OGC Claims receives all tort claims filed against the Department. These torts can range from “slips” and “falls” in Departmental facilities, to motor vehicle accidents involving Departmental vehicles, or medical malpractice in health clinics. OGC reviews and processes all of these claims. Two clients typically account for approximately ninety-six percent of the Claims Activity workload: the Health Resources and Services Administration (83%) and the Indian Health Service (13%).

There are approximately 1,200 communities served under the health center program, increasing the number of patients served from 10.3 million in 2001 to more than 24 million in 2015. Currently, 13,209 free clinic health professionals and staff are covered under Federal Tort Claims Act (FTCA), and employed in 221 free clinics. The first FTCA claim under this program was received in FY 2008 and more will follow reflecting significant increases in both free clinic and health center program claims. The most recent data is that approximately 190,000 health community center employees (officers, contractors, and other staff) are covered by the FTCA.

Agency for Children and Families (ACF)

ACF promotes the economic and social well-being of children, families, individuals and communities with leadership and resources for compassionate, effective delivery of human services.

GrantSolution Center of Excellence:

GrantSolutions (GS), a Center of Excellence, is a partnership between the HHS and a number of cabinet level and independent agencies. The President’s budget for FY 2007 codified GrantSolutions as one of three shared service providers for the grants management line of business e-gov initiative. GS is responsible for awarding, monitoring, and financially reporting on grants to states, tribes, territories, and other non-profit organizations. In FY 2016, GS supported 32,432 grants, processed 75,829 award actions (a 10.7% increase over FY 2015), and net obligated a total of \$78.41 billion across more than 1500 programs.

Service and Supply Fund
All Purpose Table (APT)
(Dollars in Thousands)

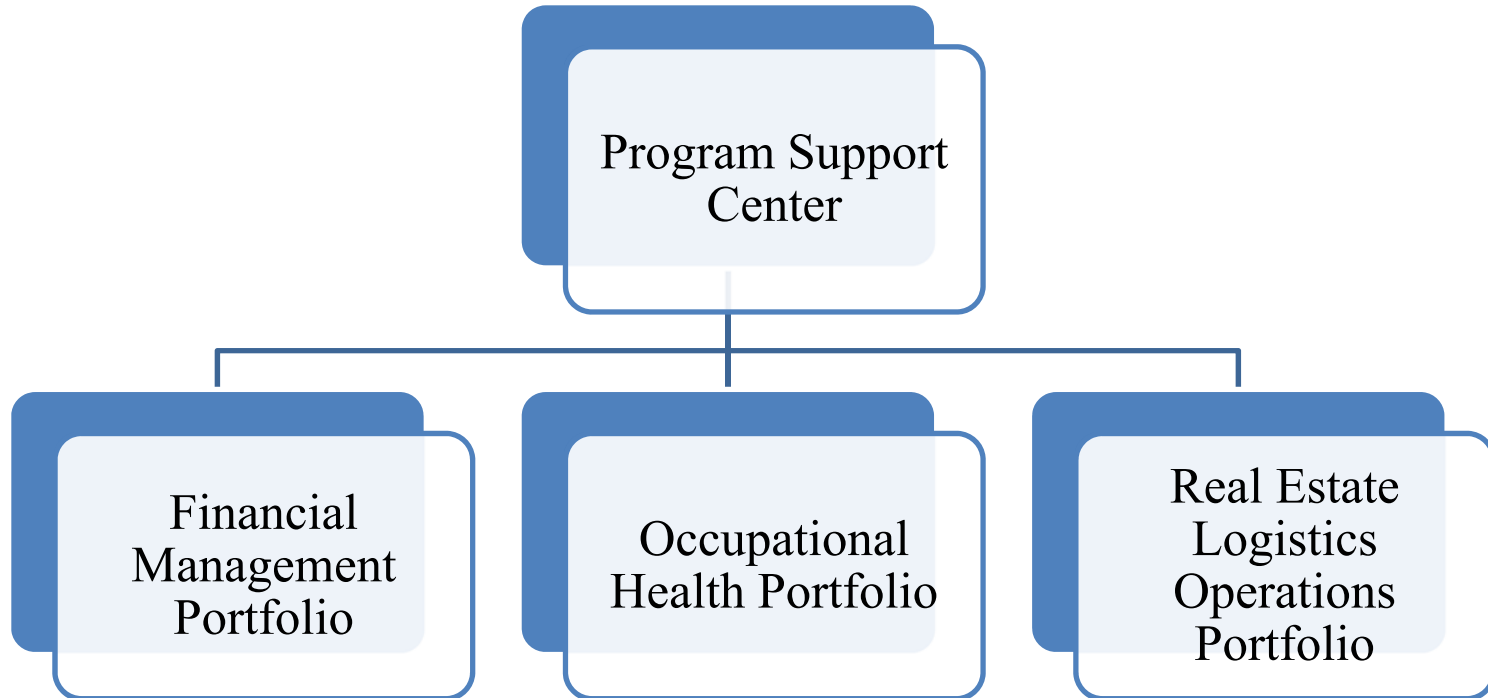
Service and Supply Fund Activities	FY 2017 Actuals	FY 2018	FY 2019
PSC			
Financial Management/Procurement Portfolio	758,380	840,282	856,132
Occupational Health Portfolio	157,655	189,432	192,917
Real Estate, Logistics and Operations Portfolio	250,218	303,817	304,388
Unfilled Customer Orders	48,092	54,820	
PSC Annual Leave Liability	3,554	5,160	
PSC Reserves	3,032	1,770	-
PSC Subtotal	1,220,931	1,395,282	1,353,438
Non-PSC			
AIM	862	992	992
Category Management	617	959	959
CCFM	24,152	27,801	27,601
DCIS	1,832	1,767	1,767
Departmental Ethics Program	3,438	4,312	4,380
DITM (Includes E-Gov Initiatives)	17,031	17,571	17,571
Digital Communications	18,413	28,933	28,933
EEO Services	3,203	5,130	4,883
Freedom of Information Act	794	1,193	1,193
Grants.gov	5,595	6,194	6,316
Grants Solutions Center of Excellence	50,463	54,990	55,562
HCAS	7,258	7,671	7,671
HHS Broadcast Studio 2	1,920	2,131	2,131
HPO & Commercial Services Mgmt	181	262	262
ITIO	99,006	93,358	93,358
Media Monitoring and Analysis	821	1,017	1,017
OEAD	27,535	30,127	30,127
OGC Claims	1,393	1,565	1,590
OHR	42,569	54,365	54,365
OIS	23,482	29,713	29,713
OPAC	2,186	3,234	3,247
OSSI	1,100	1,364	1,364
Small Business Consolidation	2,670	3,359	3,438
Strategic Planning System	338	525	525
TAGGS	3,423	3,760	4,110
UFMS	45,362	46,534	66,221
Non-PSC Annual Leave Liability	5,318	5,655	
Non-PSC Reserves	5,067	19,332	-
Non-PSC Subtotal	396,029	453,812	449,296
Total SSF Revenue	1,616,960	1,849,094	1,802,734

Service and Supply
Object Classification Table – Reimbursable Obligations

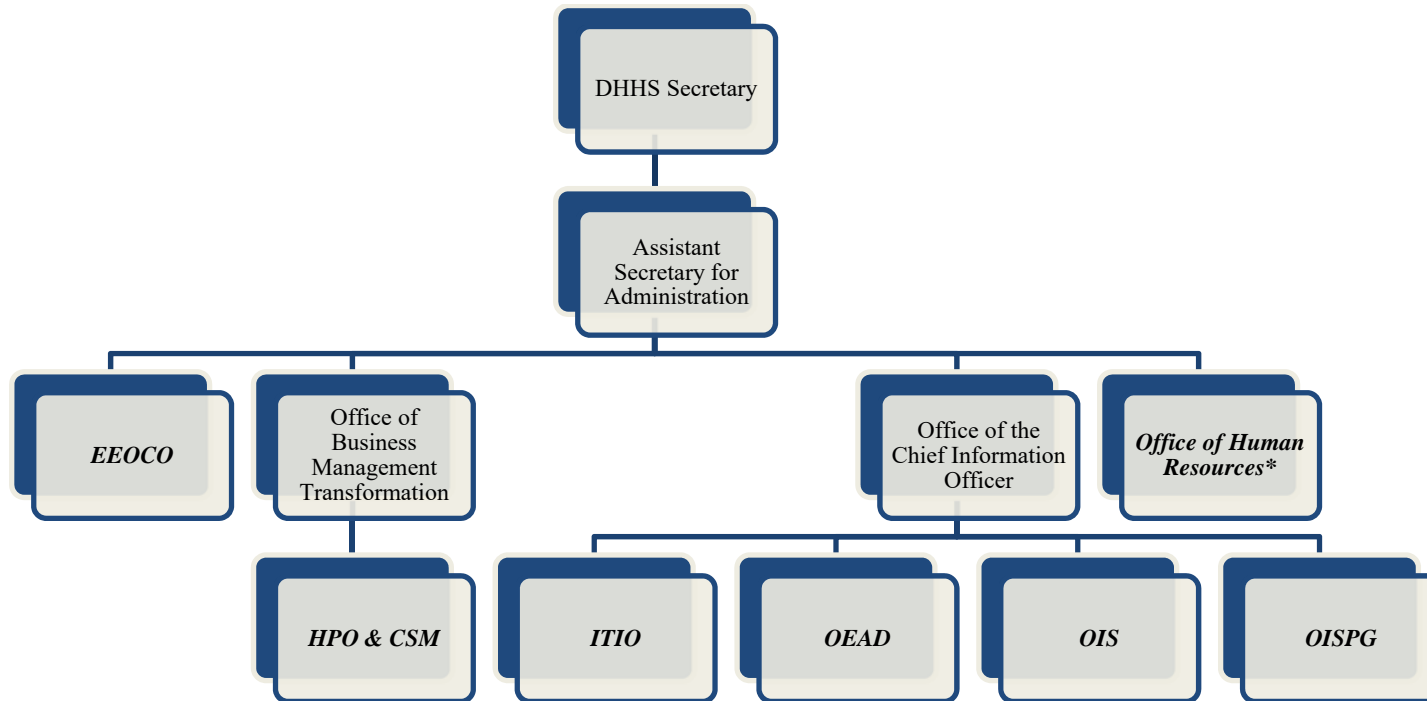
(Dollars in Thousands)

Object Class	FY 2017 Actuals	FY 2018	FY 2019
Reimbursable Obligations			
Personnel Compensation:			
Full – Time Permanent (11.1)	93,434	104,324	105,206
Other Than Full – Time Permanent (11.3)	3,713	5,335	3,573
Other Personnel Compensation (11.5)	2,856	2,603	2,632
Military Personnel (11.7)	6,444	6,913	6,997
Special Personnel Services Payments (11.8)	8,758	8,597	9,856
Subtotal, Personnel Compensation	115,206	127,772	128,264
Civilian Personnel Benefits (12.1)	30,651	33,338	34,465
Military Personnel Benefits (12.2)	3,194	2,496	2,526
Benefits to Former Personnel (13.0)	135	509	517
Subtotal, Pay Costs	149,185	164,116	165,771
Travel (21.0)	1,565	2,049	2,074
Transportation of Things (22.0)	2,043	4,592	4,662
Rental Payments to GSA (23.1)	19,440	20,445	20,651
Rental Payments to Others (23.2)	-	-	-
Communications, Utilities and			
Miscellaneous Charge (23.3)	8,003	12,345	12,477
Printing and Reproduction (24.0)	5,348	6,433	6,531
Other Contractual Services:			
Advisory and Assistance Services (25.1)	121,906	170,319	172,447
Other Services (25.2)	1,101,907	1,156,098	1,133,072
Purchases from Govt. Accounts (25.3)	86,829	99,447	99,800
Operation & Maintenance of Facilities (25.4)	9,995	14,354	14,392
Research & Development Contracts (25.5)	-		
Medical Services (25.6)	22,956	54,818	35,357
Operation & Maintenance of Equipment (25.7)	44,584	75,631	66,058
Subsistence & Support of Persons (25.8)			
Subtotal, Other Contractual Services	1,388,176	1,570,667	1,521,125
Supplies and Materials (26.0)	39,535	62,475	63,430
Equipment (31.0)	3,458	4,914	4,941
Grants (41.0)			
Other (32), (42), (61)	207	1,059	1,072
Subtotal, Non – Pay Costs	1,467,774	1,684,978	1,636,962
Total, Reimbursable Obligations	1,616,960	1,849,094	1,802,734

Service and Supply Fund Organizational Chart
Program Support Center



Assistant Secretary for Administration

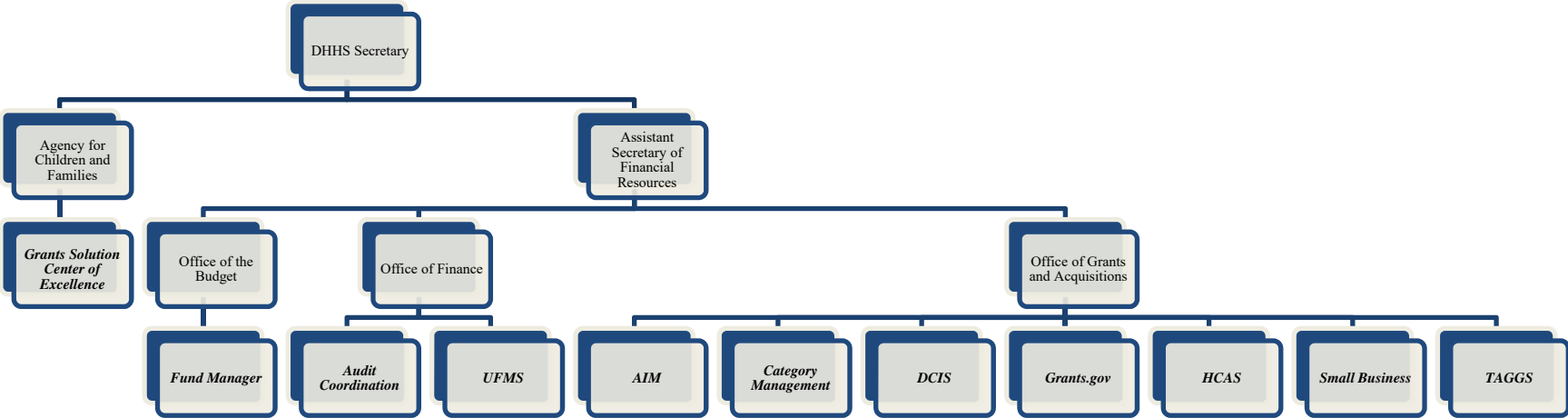


Acronym Key:

EEOCO – Equal Employment Opportunity Compliance and Operations
HPO & CMS – High Performing Organizations and Commercial Services Management
ITIO – Information Technology Infrastructure and Operations
OEAD – Office of Enterprise Application Development
OIS – Office of Information Security
OISPG – Office of IT Strategy, Policy and Governance

SSF Activities are italicized

Non-PSC Activities (1 of 2)

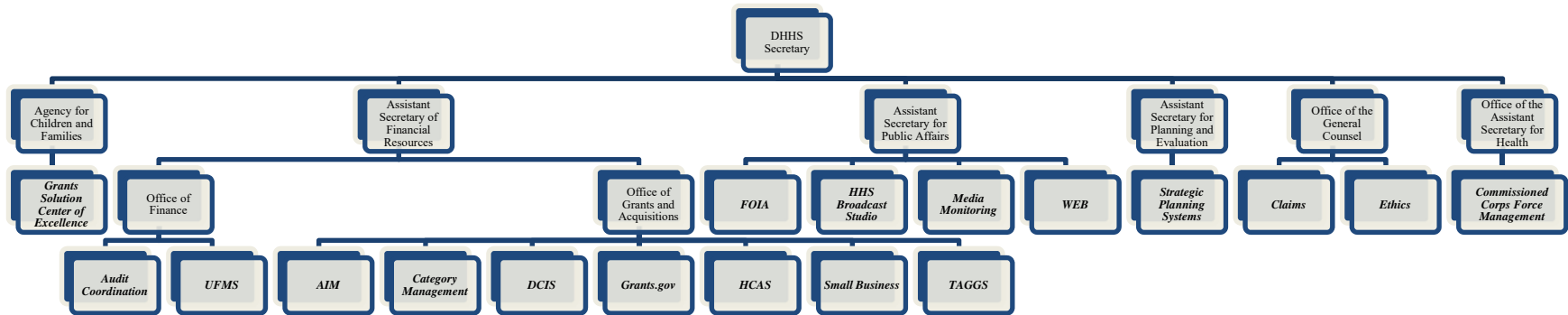


Acronym Key:

- AIM – Acquisition Integration and Modernization
- DCIS – Departmental Contracts Information System
- HCAS – HHS Consolidated Acquisition Solution
- TAGGS – Tracking Accountability in Government Grants System
- UFMS – Unified Financial Management System

SSF Activities are italicized

Non-PSC Activities (2 of 2)



Acronym Key:

FOIA – Freedom of Information Act

UFMS – Unified Financial Management System

AIM – Acquisition Integration and Modernization

DCIS – Departmental Contracts Information System

HCAS – HHS Consolidated Acquisition System

TAGGS – Tracking Accountability in Government Grants System

SSF Activities are italicized

Organization Charts Text Only Versions

Assistant Secretary for Administration

- Equal Employment Opportunity Compliance and Operations*
- Office of Business Management Transformation
 - High Performing Organizations & Commercial Services Management*
- Office of the Chief Information Officer
 - Information Technology Infrastructure and Operations*
 - Office of Enterprise Application Development*
 - Office of Information Security*
 - Office of IT Strategy, Policy and Governance*
- Office of Human Resources*

Non-PSC Activities

- Agency for Children and Families
 - Grant Solution Center of Excellence*
- Assistant Secretary of Financial Resources
 - Office of the Budget
 - Fund Manager*
 - Office of Finance
 - Audit Coordination*
 - Unified Financial Management System*
 - Office of Grants and Acquisitions
 - Acquisition Integration and Modernization*
 - Category Management*
 - Departmental Contracts Information System*
 - Grants.gov*
 - HHS Consolidated Acquisition Solution*
 - Small Business*
 - Tracking Accountability in Government Grants System*
 - Assistant Secretary for Public Affairs
 - FOIA*
 - HHS Broadcast Studio*
 - Media Monitoring*
 - WEB*
 - Assistant Secretary for Planning and Evaluation
 - Strategic Planning Systems*
 - Office of the General Counsel
 - Claims*
 - Ethics*
 - Office of the Assistance Secretary for Health
 - Commissioned Corps Force Management*

*SSF Activities