

ORGANIZATIONAL STRUCTURE
84th Regular Session, Agency Submission

Agency Code: **537**

Agency Name: **State Health Services, Department of**

Commissioner's Office

The Commissioner's Office consists of the DSHS Commissioner, an Associate Commissioner, a Deputy Commissioner, Internal Audit and the State Epidemiologist. The Commissioner's Office provides central organizational support on an agency wide basis to all DSHS programs which include directing and managing agency wide operations, establishing and administering overall DSHS policy and directing and managing business and fiscal operations of DSHS.

The Commissioner serves as the chief administrative head for DSHS (also the state's chief health officer) and is responsible for maintaining fiscal responsibility while ensuring that Texans are able to access integrated physical health, mental health, and substance abuse prevention and treatment services in their communities. The Commissioner has executive-level responsibility for the delivery of DSHS programs and client services.

The Associate Commissioner has broad involvement in the day-to-day operations of the agency, addressing both program functions and business support functions, and resolving significant issues as needed. Other responsibilities include providing follow-through on key issues and significant projects; proactively initiating action to address agency performance issues; serving as a catalyst to organize and initiate action on projects cutting across agency divisions; and ensuring proper agency communications and interaction with stakeholders.

The Deputy Commissioner works closely with the DSHS Commissioner to guide program policy direction, external communications, government affairs, consumer affairs, and linkages with external organizations impacting agency constituents and operations. Duties include providing leadership to and oversight of agency's priority initiatives, rules coordination, and bi-national health initiatives on the Texas-Mexico border. The Deputy Commissioner directs the Center for Consumer and External Affairs, the Center for Program Coordination and Health Policy, the Office of Academic Linkages, and the Office of Border Health. The Deputy Commissioner and staff also develop and monitor plans to implement agency wide health policy initiatives; coordinate efforts to integrate program services; and serve as the executive point of contact for and communicate regularly with members of the State Health Services Council.

Center for Consumer Relations and External Affairs (CCEA) is responsible for DSHS external communications, stakeholder and legislative relations, and strategic planning. CCEA processes consumer complaints and inquiries, and provides guidelines in support of advisory committees. CCEA also coordinates the agency's rule process and State Health Services Council activities. CCEA responds to media inquiries, plans and assists programs with communication strategies, translates agency materials into appropriate languages, develops communications products for executive staff, conducts public awareness and education campaigns, and develops and maintains agency webpages related to communications and emergency public information. CCEA serves as the liaison with state and federal elected officials.

Center for Program Coordination and Health Policy (CPCHP) provides agency wide planning, coordination and health policy analysis. CPCHP supports and coordinates the agency's priority initiatives; provides project management consultation and assists with risk mitigation; coordinates and oversees the development of Medicaid policy and health information technology policy initiatives; manages internal quality improvement initiatives; supports healthcare quality data initiatives; provides program support and technical assistance concerning the use of data regarding potentially preventable hospitalizations; manages executive strategic planning efforts; and supports the agency exceptional item process.

Office of Academic Linkages (OAL) serves as the focal point in DSHS for supporting and strengthening current partnerships and for seeking opportunities for increased linkages with academic institutions. With priority focus on health workforce essential to accomplishing DSHS' mission,

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OAL is the home for the agency's health professional development functions including the operation of the ACGME accredited DSHS' Preventive Medicine Residency Program; providing continuing education services for physicians, nurses and other healthcare professionals; facilitating educational opportunities and internship experiences within DSHS for students; and fostering research partnerships with academic institutions.

Office of Border Health (OBH) facilitates agency efforts to promote and protect the health of border residents by reducing community and environmental health hazards along the Texas-Mexico border.

The Office of Internal Audit provides independent appraisal and analysis of governance, control, and risk mitigation processes to assist management in enhancing services. The Office of Internal Audit conducts various audits of agency processes and operations, in accordance with the annual audit plan, or at the DSHS Commissioner's request. The Office of Internal Audit prepares the annual audit plan using a risk-assessment methodology that helps auditors select the areas of higher risk for review. The audit plan also reserves resources for special projects and consulting activities that the Commissioner or his direct reports may request.

Internal Audit is comprised of two units: the Program Audit Unit and the Administrative Audits and Consulting Services Unit. The Program Audit Unit conducts 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 Service 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 State Epidemiologist provides general guidance to DSHS programs on epidemiologic and scientific matters and serves as the primary point of contact with the Centers for Disease Control and Prevention (CDC) and other federal agencies on epidemiologic matters.

The Office of the State Epidemiologist (OSE) works closely with the Commissioner, Associate Commissioner, Deputy Commissioner, and Chief Operating Officer to develop and coordinate agency policy on:

- Health information technology,
- Performance management and quality improvement initiatives, and
- Health care quality activities and strategies.

In addition, the OSE leads efforts on potentially preventable hospitalizations funded through an exceptional item by the 82nd Legislature and is the designated institutional official for the DSHS preventive medicine residency program, an accredited medical residency in preventive medicine for medical school graduates.

Division for Mental Health & Substance Abuse Services

This division consists of three sections: the Program Services Section, Contractor Services Section, and the Hospital Services Section.

The Program Services Section administers mental health and substance abuse rules, program policy and implementation, statewide disaster behavioral health preparation and response, and suicide prevention services. The section consists of the Adult Mental Health Services Unit, which also oversees disaster behavioral health; the Substance Abuse Treatment Unit, which also oversees intervention and treatment; the Medicaid Services Unit, which oversees the NorthSTAR 1915(b) Behavioral Health Waiver, the Youth Empowerment Services (YES) 1915(c) Waiver, and

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the statewide Medicaid Substance Abuse Disorder (SUD) benefit; and the Children's Services Unit, which oversees statewide mental health services for children, substance abuse prevention services, and suicide prevention services. The Section develops and updates rules to respond to statutory changes and implementation of evidence-based practices, develops performance measures in response to federal and state funding requirements and to ensure benefit for persons served, and works in conjunction with the Contractor Services Section to develop contract language and statements of work for the state and federally purchased services herein described.

The Contractor Services Section provides management and monitoring of contracts for community-based services and ensures efficient and effective contracting practices with Local MHMR Authorities and Substance Abuse services contractors. The Section consists of the Mental Health (MH) Contracts Unit, which oversees all state and federally funded contracts related to mental health providers; the Substance Abuse (SA) Contracts Unit, which manages all state and federally funded contracts related to substance abuse prevention, intervention, and treatment services, and; the Quality Management Unit, which is responsible for the design and coordination of quality management activities for mental health and substance abuse community services. The Section operationally integrates program and fiscal initiatives into contract processes and coordinates MH and SA contract management activities. Section personnel use performance based risk assessments to identify contractors at high risk for contractual non-compliance and delivery of poor quality services, and implements appropriate interventions to increase compliance and service quality.

The Hospital Services Section oversees the daily operations of nine state psychiatric facilities, one residential treatment center for youth and two specialized public health facilities. The nine psychiatric facilities are: Austin State Hospital, Big Spring State Hospital, El Paso Psychiatric Center, Kerrville State Hospital, North Texas State Hospital (Wichita Falls Campus and Vernon Campus), Rio Grande State Center (55 bed psychiatric unit), Rusk State Hospital, San Antonio State Hospital, and Terrell State Hospital. Waco Center for Youth provides residential treatment services for adolescents, and Rio Grande State Center (RGSC) is comprised of an acute psychiatric unit, a 75 bed residential facility (ICF-MR) for persons with intellectual disabilities, and an outpatient public health clinic. Finally, the Texas Center for Infectious Disease (TCID) is a public health facility of the Department of State Health Services for the treatment of Tuberculosis. TCID's Outpatient Clinic also serves as one of the state's Hansen Disease Clinics. The Hospital Services Section's governing body's responsibilities are to provide management of evidence-based healthcare services. Services include those necessary to assess, treat, and promote recovery of persons as part of a disease management program for those patients admitted to state mental health hospitals for mental disorders. The Section monitors and ensures compliance with federal and state rules and regulations to determine trends that impact the delivery of services to consumers.

Chief Financial Officer

The Chief Financial Officer consists of Accounting and Budgeting.

The Accounting Section manages agency revenue, assets, and disbursements. It also provides general accounting support, coordinates financial audits, and processes reimbursements. The Accounting Section consists of three units: Claims Processing, Revenue Management, and General Ledger. Claims Processing manages disbursements and processes payments, including travel reimbursements, purchase vouchers, and refunds. This area also processes employee payroll and required payroll reporting. Revenue Management 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. This area also bills for cost reimbursement contracts. The General Ledger area provides general accounting support, manages assets, prepares annual financial report and other required reports, performs HHSAS/USAS reconciliations, and prepares indirect cost proposals.

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The Budget Section is comprised of the following sections: Grant Analysis and Reporting, Fiscal Notes/Rules and Special Projects, Administration, Regulatory, Regions, Disease Control and Prevention Services, Family Child Health Services, Mental Health and Substance Abuse, and Hospitals. The Grant Analysis and Report section develops the Legislative Appropriation Request, the External Operating Budget, provides performance measures reporting, conducts statistical analysis, forecasting, and trend analysis, provides contract management support, 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 other sections assists programs in developing and managing their budgets, performs fiscal analysis of expenditures, prepares fiscal notes for bill and rules, and processes requisitions.

Division for Regulatory Services

This division is comprised of the Health Care Quality and Environmental Consumer Safety Sections and the Enforcement Unit.

The Health Care Quality Section 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. It consists of three units: Professional Licensing and Certification Unit, Regulatory Licensing Unit, and the Patient Quality Care Compliance Unit. 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 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: Policy, Standards/QA Unit, Inspection Unit, and the Meat Safety Assurance Unit. It 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.

The Enforcement Unit reports directly to the Assistant Commissioner. This unit manages enforcement cases, for all five regulatory strategies, when necessary to address non-compliance by licensees, including emergency orders, notices of violation, informal conferences, administrative actions (i.e. probation, penalties), assisting in case preparation for administrative hearings, and monitoring compliance with probationary requirements.

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Chief Operating Officer

The Chief Operating Officer consists of five sections: Executive and Staff Operation, Information Technology, Legal, Contract Oversight and Support, Health Information and Vital Statistics.

The Executive & Staff Operations Section supports the DSHS infrastructure needs of the agency. It consists of two units: the Property Management/Building Service Unit and the Print Services/Reprographics/Material Development Support Unit. The Property Management/Building Service Unit provides support for internal DSHS customers in the areas of property management, space management, hospital construction projects, building services, liaison with TFC for facilities services, business continuity management, office moves, fleet management, automation mailroom services, warehousing, reception and switchboard services. The Print Services/Reprographics/Material Development Support Unit provides full service graphic designing, printing, bindery, copy and print material distribution services.

The Information Technology Section provides business automation services to DSHS internal business units and DSHS stakeholders. Under the direction of the Director of Information Technology, the section provides these services through six units: Application Development, Business Services, Enterprise Architecture, Project Management, Information Security and Infrastructure & Operations.

The Office of General Counsel (Legal Section) provides legal services to DSHS and consists of two units: the Government Law Unit and the Enforcement Unit. The Government Law Unit provides legal services to the non-regulatory programs of DSHS including prevention and preparedness, family and community health, regional and local health services and contracts. The unit also includes the Public Information Coordinator. The Enforcement Unit provides legal services to the DSHS regulatory programs and the Vital Records and Health Statistics areas. This unit represents the programs in enforcement hearings and provides hearing officers for certain due-process hearings. This unit includes the staff that coordinates rules and Texas Register filings. Legal support for state-operated facilities and support for employment law matters are directly under the General Counsel.

The Contract Monitoring and Oversight Section is the central oversight authority over contract management and monitoring. COS is charged with developing agency-wide contract policies, procedures, and processes to ensure consistency in contract management throughout the agency. Training for DSHS staff and contractors is prepared and presented in an on-going manner to ensure best practices related to contract management is the standard for DSHS. COS prepares the annual fiscal risk assessment for sub recipient contractors, and performs on-site visits or desk reviews for the highest ranking contracts as required by federal and state laws. Consultative services and technical assistance is also provided to DSHS staff and contractors relating to financial management.

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 and the Vital Statistics Unit. 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 Vital Statistics Unit is established by statute and ensures all original birth and death records, applications for marriage licenses, and reports of divorces and annulments are processed. (Title 3, Chapters 191-195, HSC) A paternity registry and voluntary adoption registry are maintained, and information provided by the courts is processed, recorded, and disseminated

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on all lawsuits affecting the parent-child relationship. (Title 5, Family Code) Certified copies of vital records are provided, new birth records based on adoption or paternity determinations are created, and applications to correct or complete birth and death records are processed. All potential allegations of fraud involving vital records must be reported to the Health and Human Services Commission, Office of Inspector General. These activities contribute directly to the statewide goal of promoting the health of the people of Texas by increasing the availability of health care services. The Unit responds to customer requests for certified copies or verifications 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.

Division for Disease Control and Prevention Services

This division is comprised of four sections and one unit: Infectious Disease Prevention, Laboratory Services, Environmental Epidemiology & Disease Registries, Health Promotion and Chronic Disease Prevention, and Contract Management Unit.

The Infectious Disease Prevention Section oversees a broad range of infectious and vaccine-preventable disease prevention and control activities, including disease surveillance and epidemiology; disease outbreak investigation; immunization programming; refugee health services; medical care and support services for HIV and for Hansen's disease; and pharmacy warehouse operations. It is comprised of two units and two branches. The TB/HIV/STD/Viral Hepatitis Unit helps prevent and control TB, HIV, STD, and viral hepatitis through screening and testing; evidence-based prevention activities; disease intervention and contact investigation; provision of medications for HIV, STD, TB, refugee health and Hansen's disease; support of outpatient medical care for TB and HIV and supportive services for HIV; disease surveillance and epidemiology; disease prevention health communications and community engagement; and adult viral hepatitis coordination. The Infectious Disease Control Unit helps prevent and control infectious diseases (including foodborne illnesses, vaccine-preventable diseases, healthcare associated illnesses, and zoonotic diseases), conducts surveillance of more than 75 reportable infectious diseases; provides education and training regarding infectious diseases; and participates in disaster response. The Immunizations Branch is responsible for reducing the incidence of vaccine-preventable diseases by operating a comprehensive immunization program that includes the Texas Vaccines for Children program, adult and adolescent immunizations, and the statewide immunization registry; educating the public and healthcare providers; and monitoring compliance with state requirements for children attending schools and day care. The Pharmacy Branch supports Section programs including Immunizations, TB, HIV, STD, Hansen's disease, and Refugee Health Screening by receiving, storing, repackaging and distributing medications, supplies, and vaccines on behalf of these programs to regional and local health department clinics, and (in the case of HIV medications) to local participating pharmacies, as well as provides consultation to DSHS regional Class D pharmacies.

The Laboratory Services Section provides comprehensive laboratory services for human, animal and environmental specimens and provides professional expertise and consultation. The Austin Laboratory is comprised of two main units. 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 South Texas Laboratory, which is located in Harlingen, provides clinical testing support for the Rio Grande State Center outpatient clinic and tuberculosis testing for the Office of Border Health Bi-national program.

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The Environmental Epidemiology and Disease Registries Section protects and promotes the health of Texans through operation of disease and injury registries; public health surveillance, field investigations, health assessments, and epidemiologic studies. These activities assist with identifying Texans at increased health risk, as well as understanding the causes of and preventing disease and injury. It includes two branches and one unit. The Birth Defects Epidemiology & Surveillance Branch operates the Texas Birth Defects Registry, which allows us to identify and describe the patterns and outcomes of birth defects and to investigate clusters; and the Texas Center for Birth Defects Research and Prevention, which enables us to identify preventable causes of birth defects. The Cancer Epidemiology & Surveillance Branch's Texas Cancer Registry (TCR) is a statewide, population-based registry that serves as the foundation for measuring Texas cancer burden, comprehensive cancer control efforts, health disparities, as well as progress in prevention, diagnosis, treatment, and survivorship; and supports a wide variety of cancer-related research. The Environmental & Injury Epidemiology & Toxicology Unit uses the principles of epidemiology, toxicology, and surveillance to identify populations at risk in order to develop evidence-based actions to protect and promote the health of Texans. Within this Unit, the Injury Program and the Blood Lead Surveillance Program conduct surveillance on reportable injuries and elevated blood lead levels. The EMS/Trauma and Child/Adult Lead Registries are housed in this Unit

The Health Promotion and Chronic Disease Prevention Section is composed of four branches whose overarching goal is to provide information, education, resources, and assistance to the people of Texas to reduce the human and economic impact of poor health, reduce the incidence of premature death and disability, and promote healthy communities through initiatives designed to enable healthy life choices. The Primary Prevention Branch consists of the Nutrition, Physical Activity and Obesity Prevention Program; Community and Worksite Wellness Program; Safe Riders Program; Transforming Texas: Public Health and Human Services Block Grant; and Childhood Obesity Research Demonstration (CORD) Grant. Primary Prevention programs are responsible for activities and efforts that encourage healthy living to prevent chronic disease and health complications in communities. The Diabetes Prevention & Control Branch contains the Texas Diabetes Prevention & Control Program; School Health Program; and Abstinence Education Program. These programs collaborate extensively with stakeholders and community partners to impact diabetes and associated health complications. The Chronic Disease Branch contains the Alzheimer's Disease Program; Texas Asthma Control Program; Cardiovascular Disease & Stroke Program; Texas Kidney Disease Education Program; and Comprehensive Cancer Control Program. Chronic Disease Branch programs collaborate extensively with stakeholders and community partners to impact health and chronic diseases in their areas of focus. The Tobacco Prevention & Control Branch works to reduce the health effects and economic toll tobacco has placed on the citizens of Texas. The Section also features five fully integrated, cross-programmatic shared-model resources: the Office of Surveillance, Evaluation and Research; Medical Officer; Finance; Information Systems; and Administrative Services.

The Contract Management Unit (CMU) performs the procurement and contract management activities for the following two divisions: Disease Control and Prevention Services and Regional Local Health Services. The CMU performs technical and contract management activities such as: planning and developing contracts, managing day-to-day monitoring activities, analyzing spending trends, and performing comprehensive desk reviews as appropriate. The CMU is comprised of two branches. The Prevention Branch supports solicitation/contract development and contract management activities for the four sections within the Division for Disease Control and Prevention Services. The Regional Local Health Services & Compliance Branch supports solicitation/contract development and management activities for the Division for Regional and Local Health Services. In addition, this branch conducts comprehensive programmatic and financial desk reviews for all sub-recipient contracts for both divisions.

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Division for Family & Community Health Services

This division consists of three sections and the Office of Title V and Family Health: Community Health Services, Specialized Health Services and Nutrition Services.

The Community Health Services Section coordinates development of program policies and procedures for community health services programs (Epilepsy; Primary Health Care; Expanded Primary Health Care, Breast and Cervical Cancer Services, Family Planning and County Indigent Health Care Program) 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 three units: the Preventive and Care Unit, the Performance Management Unit, and the Office of Program Decision Support. The Preventive and Primary Care Unit develops funding applications to maintain/improve federal funding to meet service delivery objectives for Breast and Cervical Cancer Services, Family Planning; Epilepsy; Primary Health Care; Expanded 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 Breast and Cervical Cancer Services, Family Planning, Epilepsy, Primary Health Care, Expanded Primary Health Care, Title V, Genetics, Texas Health Steps and WIC services. This unit also coordinates development and administration of Requests for Proposals and contracts for all community health programs of the division. The Office of Program Decision Support informs family and community health programs through data and research including program evaluation, Title V block grant reporting, geographical mapping of programs as well as focused research projects.

The Specialized Health Services Section directs multiple programs that provide preventive and acute health care, health screening, and case management services to targeted populations, including children with certain conditions, high-risk pregnant women, and adults with kidney disease or hemophilia. This section consists of three units: the Purchased Health Services Unit, the Health Screening/Case Management Unit, and the Newborn Screening Unit. The Purchased Health Services Unit develops and administers health care benefits and services under the Children with Special Health Care Needs Services Program, which also provides family-centered, community-based strategies to improve the quality of life for eligible individuals and their families. The unit also administers the Kidney Health Care Program which provides medical, drug, and transportation services to persons diagnosed with end-stage renal disease; and the Hemophilia Assistance Program which helps people with hemophilia pay for their blood factor products. The Health Screening and Case Management Unit develops and administers federally-mandated preventive health and dental services and case management for people ages birth through 20 years on Medicaid. The unit also develops and administers mandated screening programs, including vision and hearing, and spinal screening, and provides case management services to high-risk children and pregnant women who are ineligible for Medicaid. The Newborn Screening Unit develops and administers the clinical care coordination component of the Newborn Screening Program and develops and administers the Newborn Hearing Screening and Genetics Programs.

The Nutrition Services Section provides overall direction, policy development, and policy enforcement for the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). It also serves as the liaison to the U. S. Department of Agriculture and manages all special initiatives such as electronic benefits transfer. The section is made up of three units: the Nutrition Education/Clinic Services Unit, the Food Issuance and Redemption Services Unit and the Program Development & Process Improvement Services Unit. 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 establish standards and policies for WIC-

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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 Program Development & Process Improvement Services Unit oversees project management, contract management, data integrity and quality assurance activities.

The Office of Title V and Family Health (OTV&FH) manages the general administration and reporting functions for the Maternal and Child Health (MCH) Services Block Grant (Title V). In collaboration with agency programs, OTV&FH addresses three areas mandated by the block grant: 1) preventive and primary care for pregnant women, mothers, and infants, 2) preventive and primary care for children and adolescents, and 3) comprehensive services for children with special health care needs. Title V funds are used to provide preventive and primary care services for children and women through contracts with local clinics throughout the state, including support for the Promotor(a)/Community Health Worker (CHW) Program which coordinates the training and certification process for becoming a certified promotor(a)/CHW. OTV&FH supports Healthy Texas Babies, a statewide initiative to decrease infant mortality and preterm birth using evidence-based interventions through population-based and infrastructure building activities.

Division for Regional and Local Health Services

The division coordinates, standardizes and provides statewide public health services. The Division's Office of the Assistant Commissioner supervises eight Health Service Regions (HSRs). Region Headquarters are located in: Lubbock (HSR 1), Arlington (HSR 2/3), Tyler (HSR 4/5N), Houston (HSR 6/5S), Temple (HSR 7), San Antonio (HSR 8), El Paso (HSR 9/10) and Harlingen (HSR 11). Each HSR has numerous satellite offices. In addition to regional health coordination, the HSRs provide public health services for jurisdictions absent a local health department and provide select public health services for health departments with limited services. Additionally, DSHS Regional Medical Directors are the statutorily defined Local Health Authority (LHA) in jurisdictions without an LHA. The Division's Office of the Assistant Commissioner also supervises the Community Preparedness Section which is responsible for statewide public health and mental health activities related to health emergency preparedness, response and recovery.