

Division of Operations

The Operations Division provides services and programs to support improved management and use of resources. The Division is comprised of the Chief Operating Officer, five administrative areas: **Human Resources, Support Services, Vendor Management, Grantee Management, and Office of Procurement Services** and four programmatic offices: **Office of Rural Health, Office of Health Improvement, Volunteer Health Care Program and Non-Emergency Transportation**. Our goal remains to provide innovative solutions and exceptional customer service to support the agency in achieving its mission and priorities.

ADMINISTRATIVE AREAS

HUMAN RESOURCES

The Office of Human Resources is responsible for various aspects of employee and management support including Recruitment and Staffing; Job Analysis, Classification and Compensation Management; Payroll Transactions & Benefits; Staff Development and Training; Grievances; Policy Development; Employee Recognition Programs

Statistic: When Public Health and the Office of Regulatory Services transition to DCH, the employee base increased from 500 to over 1,600 (220% growth).

SUPPORT SERVICES

The Support Services unit is responsible for providing the day-to-day support to internal DCH staff including Mail Services; Telecommunication and Facilities Management; Operations Management/General Services; Property Management

OFFICE OF PROCUREMENT SERVICES

The Office of Procurement Services (OPS) is responsible for the purchasing functions of the Agency and includes Purchasing (goods/services less than \$5,000); Procurement (solicitation over \$5,000) and Grant Administration. OPS facilitates effective purchasing by offering assistance and guidance in the development of the solicitation and processing of requests from all DCH divisions. OPS ensures all State and Federal requirements have been met in the agencies procurement of contract services.

Grant Administration a unit within the Office of Procurement Services and is responsible for guiding departmental policy related to competing for and providing grant opportunities. This unit is charged with offering grant opportunities to entities that can assist with DCH's missions and goals. Grant Administration provides assistance to DCH staff in creating and posting grant solicitations and also assists outside entities in proper protocol in responding to the Department's grant initiatives.

GRANTEE MANAGEMENT

Conducts audits of the Department's grantees and grant related activities to determine compliance with grants terms and determine that grant services are performed for their intended purpose and intended level/value to the State

VENDOR MANAGEMENT

The Vendor Management Services unit is responsible for facilitating effective vendor performance through the monitoring of contract compliance and recommending actions to increase positive outcomes. Through the Vendor Management Database, Vendor Management administers the monitoring process to ensure appropriate performance reviews and communication with both the vendor and the business owner regarding the completion of contract deliverables.

Statistic: After transition, the number of contracts that would be monitored by Vendor Management increased from 112 to almost 400.

PROGRAMMATIC AREAS

OFFICE OF HEALTH IMPROVEMENT

The Office of Health Initiatives (OHI) serves to bring about awareness of health issues to promote and provide preventive measures for a more healthy style of living and is comprised of 3 units:

- The **Office of Minority Health** which was established to address the health disparities in Georgia's minorities, which make up 36% of Georgia's population
- The **Commission of Men's Health** was legislatively established to address the ongoing, increasing and predominantly silent crisis in the health and well being of Georgia's men
- The **Office of Women's Health** was also legislatively established and serves as a clearinghouse for women's health issues while serving in an advisory capacity to the Governor, the DCH Board, the Department and all other State agencies in matters related to women's health.

Statistics: Based on data from the United Health Foundation, Georgia ranked 40th in health status among all states. Specifically, the state ranked:

- 41st in Premature Death
- 41st in Infant Mortality
- 41st in Cardiovascular Death
- 47th in Infectious Disease
- 37th in Obesity Rates
- 28th in Per Capita Public Health Spending

GEORGIA VOLUNTEER HEALTH CARE PROGRAM is a program within OHI that provides Sovereign Immunity protection to licensed health care professionals who volunteer to treat uninsured individuals at or below 200 percent of the federal poverty level. Our goal is to increase access to quality health care for underserved Georgians through volunteerism and state-sponsored liability protection. **2010 Statistics**

- **Over 87,000 Patient Visits;**
- **Over 8,800 Licensed Volunteers**
- **Over \$11.3 million in total donated services under this program**

STATE OFFICE OF RURAL HEALTH

The State Office of Rural Health (SORH) manages programs to develop regional, quality health care systems to optimize health status and improve health outcomes in rural and underserved areas of Georgia.

The SORH administers programs to develop financially viable non-traditional regional systems designed to meet the health and service demands of the communities served. The desired outcomes are: improvements in rural health; a strengthened health care safety net; the introduction of health care as a strategic industry in Georgia

The programs managed by SORH include:

- **Primary Care Office**
- **Hospital Services Program**
- **Georgia Farmworker Health Program**
- **Health Care for the Homeless**
- **Statewide Area Health Education Centers (AHEC) Network**
- **Networks for Rural Health**

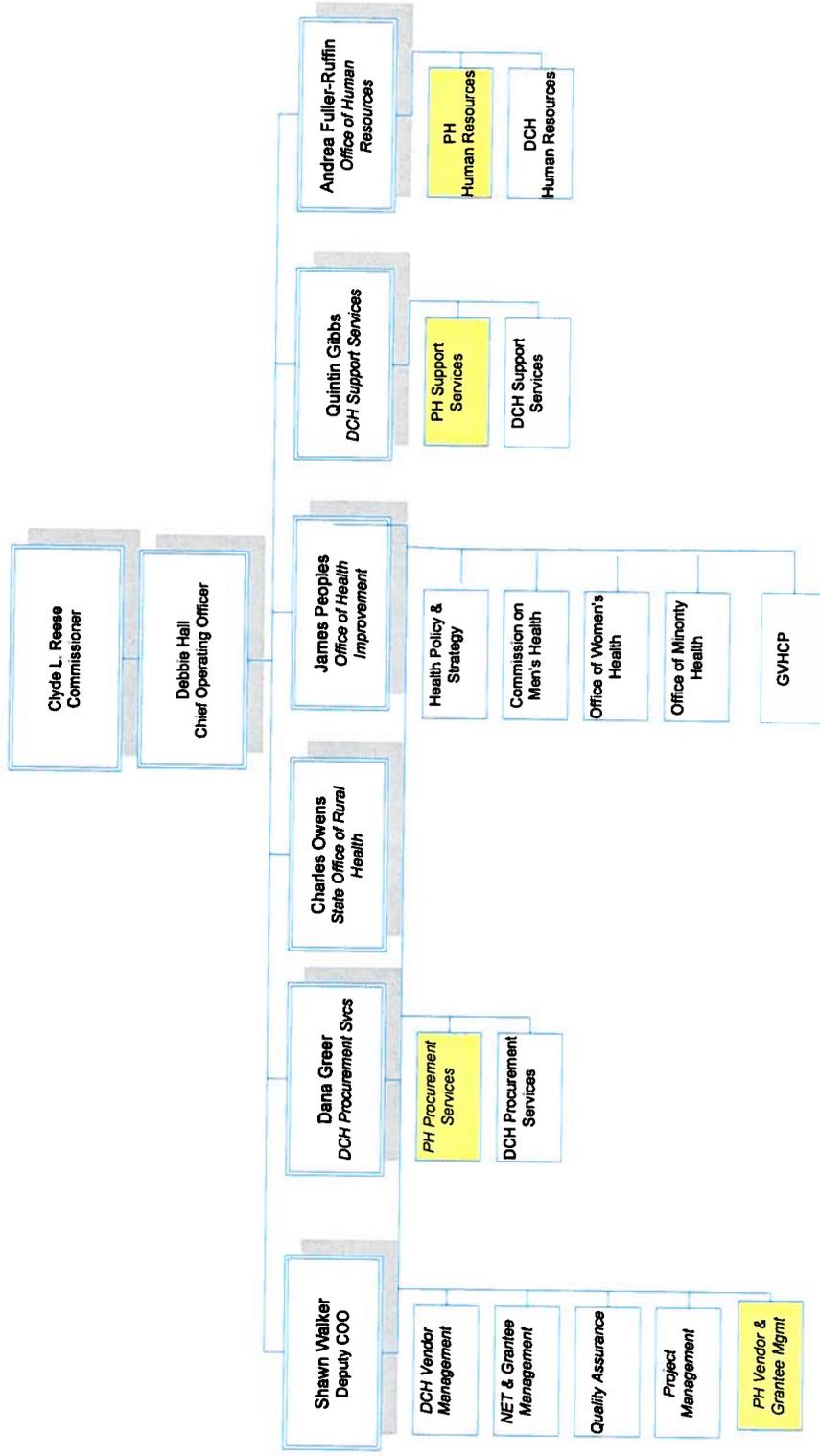
Statistics: Rural Georgia at a Glance

- **Georgia has two million rural residents**
- **125 Mental Health Professional Shortage Areas**
- **136 as Primary Health Professional Shortage Areas**
- **94 Dental Health Professional Shortage Areas**

NON-EMERGENCY TRANSPORTATION

Administers the statewide program that ensures Medicaid members have transportation to and from important medical appointments. This program currently serves an average of 1.2 million members each year.

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Georgia Department of Community Health