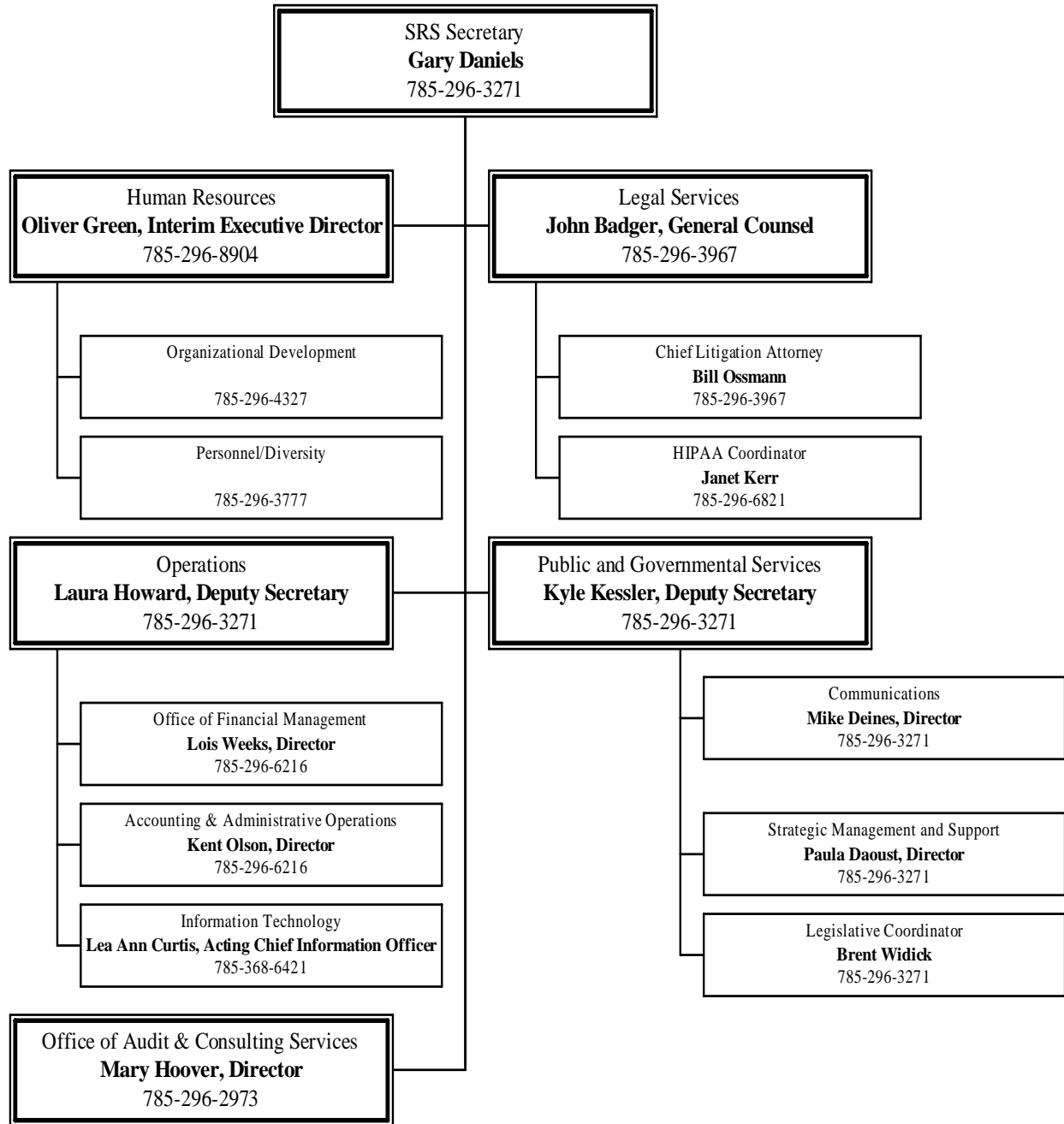


# Administration



## **PROGRAM OVERVIEW - Administration**

The mission of the Administration Division is to provide quality and cost effective services to staff, supervisors, and managers within SRS. Our services should enable SRS employees to do their work with adequate funding, facilities, equipment, technology, and other support to help ensure their work complies with federal requirements and state policies.

Administration acts in accordance with the highest standards of ethical behavior, accountability, efficiency, and conduct in the performance of its duties and in daily interaction with its customers. Staff are committed to conducting themselves with good faith and integrity. In addition to following all state and agency policies regarding conduct, staff agree to:

- Exercise honesty, objectivity, and diligence in the performance of their duties and responsibilities;
- Exhibit loyalty in all matters pertaining to the affairs of their employer or to whomever they may render a service;
- Refrain from entering into any activity that may be in conflict with the interest of their employers or which would prejudice their ability to carry out objectively their duties and responsibilities;
- Be prudent in the use of information acquired in the course of their duties;
- Strive continually for improvement in the proficiency and effectiveness of their service; and
- Maintain high standards of competence and dignity.

The vision of the Administration Division is to be a resource that provides the critical services staff need to conduct their work regardless of program area or location across the state. The Administration Division also will be a key resource in developing programs and policies by identifying possible obstacles, reviewing the costs and benefits, and creating consistency across administrative functions. To fulfill this vision, Administration will identify and implement technologies to automate and streamline administrative processes and share information. Staff within the Administration Division will directly address problems that arise and identify solutions that enable others to perform their work.

### **SRS Human Resources (SRS HR)**

SRS HR is responsible for the central office support related to personnel services, diversity, equal employment opportunity, and training; and developing, creating, and coordinating the Department-wide human resources program including hospitals, regional offices, and the central office. SRS HR is a leader in building the Department's capacity in the areas of leadership and management, training, facilitation, strategic thinking and planning, diversity, employee relations, dispute resolution, recruitment, retention, position management, and change management.

SRS HR supports the Department's efforts related to cultural change, quality management, and new approaches to our business by providing tools, knowledge, and expertise to Department managers and employees to help them achieve the desired results. SRS HR also carries out daily administrative responsibilities for training through various media, employee counseling, contract compliance, payroll, benefits, and certain information systems.

## **Legal Services**

Legal Services encompasses the Department's legal and special investigation services, and the coordination of activities related to the Health Insurance Portability and Accountability Act (HIPAA). Agency litigation covers many subjects including: civil rights, program reimbursement, administrative fair hearings, tort liability, malpractice, contract disputes, recoveries, guardianships, declaratory judgment actions, commitments to state institutions, and appeals to district and appellate courts. The special investigations functions include recipient fraud, internal, and institutional abuse and neglect investigations.

## **Operations**

Operations provides financial, technical and administrative expertise that allows for the effective delivery of services. The following services are provided in Operations:

- ***Office of Financial Management*** is responsible for the preparation, oversight, and execution of the SRS budget and related documents; federal reporting; monitoring federal legislation that may impact federal funding received by SRS; maximizing federal dollars for SRS and the State of Kansas through the Agency's Cost Allocation Plan; and identifying and designing grants for stakeholders.
- ***Accounting and Administrative Operations*** is responsible for cash management and internal reporting, procurement services, grants and contracts management, records management, payables, receivables, and facilities and lease management.
- ***Information Technology Services (ITS)*** is responsible for managing new information technology systems projects, maintaining information systems that support the agency's business, coordinating access to and protection of the agency's data resources, and providing information technology infrastructure management and user support.

## **Public and Governmental Services (PGS)**

Public and Governmental Services directly provides support to the Office of the Secretary and coordinates policy development, public relations, governmental affairs, and media affairs across the agency as well as central office customer service. PGS provides the following services:

- ***Office of Legislative Affairs*** fields and provides answers to all legislative inquiries. The Office also manages the agency's legislative agenda.
- ***Strategic Management and Support*** is responsible for ensuring the agency's strategic direction is reflected across the agency. The office also coordinates policy development across the agency, and manages the Real Choice Systems Change grant as well as other special projects. Strategic Management and Support works in collaboration with agency partners to carry out strategic and business planning activities for the Department and to produce related documents. Another function of the office is to respond to consumer, public and staff inquiries. The staff review themes in complaints to identify weaknesses, inconsistencies, or errors in agency policies and procedures.

- **Office of Communications** produces media information and designs publications to inform the public of changes in programs and policies, or to inform citizens of available services. The office also publishes the Department's employee newsletter and works with internal and external partners to meet the agency's communication needs. Furthermore, the Office manages the content of the agency's public internet site, located at <http://www.srskansas.org>, and an intranet site for SRS employee use.

**Office of Audit and Consulting Services (OACS)** provides SRS management and other stakeholders with objective, relevant, and timely information for decision-making through risk assessment, audit, and consulting services. OACS is an integral part of program development providing services to assist SRS in achieving strategic objectives. It is responsible for evaluating and mitigating risk, confirming information, analyzing business and program operations, reviewing compliance, recommending corrective actions, assuring safeguards, and facilitating strategic problem solving. These services are provided through traditional audit (financial and performance) and consulting activities.