

# Department of Family and Protective Services

## Purchase Order

Dispatch via Print

<b>Payment Terms</b> Net 30	<b>Freight Terms</b> Prepaid & Allow	<b>Ship Via</b> BEST WAY	<b>Purchase Order</b> <b>HHSTX-3-0000309946</b>
If advertised by informal bid, Invitation for Offer, or Request for Proposal; all specifications, terms, and conditions set forth in the advertisement and vendor's conforming responses become a part of this numbered purchase order. Contractor guarantees goods or services delivered meet or exceed numbered purchase order requirements.			<b>Date</b> 02/10/23
<b>All shipments, shipping papers, invoices, and correspondence must be identified with our Purchase Order Number.</b>			<b>Revision</b> <b>Page</b> 1
			<b>Ship To:</b> E541 - Austin:4900 N Lamar Blvd DEPT FAMILY AND PROTECTIVE SERVICES 4900 N Lamar Blvd PO Box 149030 Austin TX 78751 United States

**Vendor:** 1741976051 1  
WORKQUEST  
1011 E 53RD 1/2 ST  
AUSTIN TX 787511703  
United States

**Bill To:** Invoice - Accounts Payable  
Dept Family and Protective Services  
DFPS Accounting Div. Mail Code E672  
PO Box 149030  
AP Contact Phone No. (512/438-3643)  
Austin TX 78714-9030  
United States

**Phone:** 512/438-3643  
**Fax:** 512/339-5826  
**Email:** ACCTPOLY@DFPS.State.TX.US

**Purchaser:** Andrews, Kimberly 972/337-6254

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FY23 funding  
EX/0- TGC 2155.441 - Managed Term Contract 962-M3  
Requisition 0000219205  
PO Service Dates 02/13/2023 to 08/31/1023  
Payee ID#: 1-74-197-6051-1  
WORKQUEST  
1011 East 53 Street  
Austin, TX 78751  
NIGP Class/Item 962-69  
Personnel's Direct Report: Jennifer Sims  
Location Austin - 1004

This purchase order is contingent upon the continued availability of lawful appropriations by the Texas Legislature and may be canceled at any time in whole or part without penalty. HHS or the agency does not commit to ordering specific quantities of goods/services or dollar amounts with respect to this purchase order. The agency shall be obligated to pay for only those goods and/or services ordered and received by the agency. Any funds not utilized by 08-31-2023 are automatically canceled.

Texas District: 14

Job classification: 1626  
Job class title: Director VII  
Job skill level: Expert  
Temp: TBD  
Hours per week: 20 hours/week

**GENERAL DESCRIPTION:**

The Recruitment and Retention Director performs highly advanced (senior-level) managerial work providing direction and guidance in strategic operations and planning for the Texas Department of Family and Protective Services (DFPS) related to recruitment and retention. Work involves providing strategic direction, establishing goals and objectives; overseeing the development and implementation of policies, procedures, and guidelines; establishing priorities, standards, and measurement tools for determining progress in meeting goals; coordinating and evaluating program activities and/or business functions related to recruitment and retention; and reviewing and approving budgets within a department(s) or divisions(s). Supervises the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

**ESSENTIAL JOB FUNCTIONS:**

Directs program activities and/or business functions within a department(s) or division(s). Oversees and manages the analysis and review of the recruitment and retention efforts and strategies within DFPS, aimed at attracting staff to promote safe and healthy families and protect children and vulnerable adults from abuse, neglect, and exploitation, as directed by the Commissioner and Deputy Commissioner.

Oversees and/or prepares a division(s) or department(s) budget and reviews and approves major expenditures; and ensures that requirements of funding sources are met.

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Oversees and prepares recruitment and retention budget reviews for the agency.  
Obtains Commissioner approval on major expenditures for recruitment and retention planning and implementation.  
Collaborates with the Office of Finance to ensure funding sources are met.

Oversees the collection, organization, analysis, and preparation of reports and studies, including management, productivity, and financial reports.  
Directs the design, compilation, planning, evaluation and implementation of reports and studies on DFPS recruitment and retention issues, trends and impact for the agency.

Oversees and/or develops, establishes, and implements goals and objectives consistent with the agency's strategic plan; and develops and oversees standards for achieving those goals.  
Manages, establishes, and implements recruitment and retention related goals and objectives consistent with the agency's strategic plan.  
Coordinates with agency executives, program staff, and other state agencies to plan, develop, and implement long and short-term agency-wide strategic recruitment and retention initiatives.

Oversees and/or plans, develops, implements, and monitors policies, procedures, and guidelines, and monitors compliance.  
Manages and collaborates with DFPS executives and the HR Division to develop, implement and monitor policies, procedures, and guidelines related to recruitment and retention.  
Oversees compliance of recruitment and retention related policies, procedures, and guidelines.

Develops and oversees the implementation of long-range and short-term plans.  
Oversees and guides the interaction among agencies, divisions, and programs to obtain necessary input and information for process and policy development and analysis for long and short-term agency goals.  
Collaborates with agency executives and the Human Resources Division in the development of standard processes and methodology for program policy impact analysis, service innovation, and process improvement.

Develops and implements techniques for evaluating program activities and/or business functions; and identifies need for changes.  
Develops, reviews, and analyzes changes to reports that summarize recruitment and retention trends within the agency to identify, track and address concerns that demonstrate significant areas of improvement.  
Maintains status and tracking reports related to improvement activities and reports on progress to agency executive leadership to evaluate the efficiency and effectiveness of the agency's recruitment and retention.  
Prepares high quality written project reports, updates, summaries, and other documents as needed.  
Consults agency executive leadership, HR Division, and stakeholders on historical, current, and projected data related to recruitment and retention to identify problems, causes and areas in need of change to improve address turnover and maintaining staff.  
Identifies and promotes evidence-based or promising strategies, approaches, and processes.  
Identifies critical policy and procedure issues and concerns related to the agency's recruitment and retention, and then conducts analysis to determine cause to assist in resolution.

Represents the agency at business meetings, hearings, trials, legislative sessions, conferences, and seminars or on boards, panels, and committees.  
Acts as a liaison with multiple internal and external stakeholders in the review and development of recruitment and retention options through workgroups and individually.  
Plans and facilitates meetings to clarify issues, evaluate alternatives, and negotiate and implement solutions.  
Represents DFPS, at the direction of the Commissioner and Deputy Commissioner, at business meeting, hearings, trials, legislative sessions, conferences, seminars, and committees, as needed, on recruitment and retention for the agency to clarify issues, evaluate alternatives, and negotiate

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and implement solutions.

- Reviews results of special investigations, internal audits, research studies, forecasts, and modeling exercises to provide direction and guidance.
- Collaborates with executive and the Human Resources Division in reviewing results of specialist investigations, internal audits, research studies, forecast and modeling exercises related to the recruitment and retention for the agency and provides recruitment and retention related direction and guidance to executives.
- Informs agency executive leadership of progress of addressing issues and concerns with recruitment and retention.
- Reviews and analyzes changes to reports that summarize recruitment and retention trends within the agency to identify, track and address concerns that demonstrate significant areas of improvement.
- Provides direction, guidance, training, consultation, and technical assistance to DFPS staff in the planning, analysis, and implementation of policies and business processes consistent with DFPS policies and procedures.
- Participates in activities related to the legislative process including responding to legislative requests for information, provides legislative testimony, and oversees the implementation of legislative changes.
- Provides recruitment and retention information and testifies at legislative hearings and legislative meetings on recruitment and retention for the agency, at the direction of the Commissioner.
- Collaborates with agency executive and the Human Resources Division to manage the implementation of recruitment and retention related legislative changes.
- Participates in and/or oversees strategic communication efforts.
- Serves as an internal consultant to executives and managements on key strategic initiatives related to recruitment and retention for the agency.
- Collaborates with agency executive leadership, HR Division, program staff, and stakeholders to develop solutions to issues and concerns regarding the agency's recruitment and retention.
- Plans, develops, and approves schedules, priorities, and standards for achieving goals; and directs evaluation activities.
- Plans, develops, and approves schedules, priorities, and standards for creating solutions to maximize resources and improve the agency's recruitment and retention.
- Recommends creative solutions to maximize resources and improve the agency's recruitment and retention.
- Review documentation, records, data, and reports related to recruitment and retention for the agency to identify and evaluate alternatives and solutions to address areas of improvement for recruitment and retention.
- Utilizes all available reporting and data to monitor, continually assess and improve policy and procedure and develops plans to address agency recruitment and retention needs.
- Works in partnership with agency divisions to continuously assess recruitment and retention planning opportunities, identify needs, evaluate, and enhance effectiveness, identify efficiencies, and promote improved outcomes.
- Assesses and evaluates existing strategies and makes recommendations to executive and program management for process improvements to ensure coordination and optimization of agency recruitment and retention functions.

Reviews the performance of key management positions.  
Reviews the recruitment and retention performance related efforts of agency executive, at the direction of the Commissioner and Deputy Commissioner.

Supervises the work of others.  
Leads, directs, and manages executives to ensure successful recruitment and retention outcomes for the agency, under the direction of the

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Commissioner and Deputy Commissioner.

Performs related work as assigned.

**EXPERIENCE AND EDUCATION**

Experience in the management and direction of a program relevant to the assignment. Graduation from an accredited four-year college or university with major coursework in a field relevant to the assignment is generally preferred. Experience and education may be substituted for one another.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of local, state, and federal laws and regulations relevant to program activities and/or business functions; and the principles and practices of public administration and management.

Knowledge of recruitment and retention strategies and programs.

Knowledge of organizational development and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures or operational performance.

Knowledge of local, state, and federal laws and regulations relevant to program activities and/or business functions; and the principles and practices of public administration and management.

Knowledge of DFPS programs and functions.

Skill in establishing plans and setting objectives and goals that support an overall business strategy.

Ability to direct and organize program activities and/or business functions; to establish goals and objectives that support the strategic plan; to identify problems, evaluate alternatives, and implement effective solutions; to develop and evaluate policies and procedures; to prepare reports; to make presentations and testify at hearings; to communicate effectively; and to supervise the work of others.

**REGISTRATION, CERTIFICATION, OR LICENSURE**

Not applicable

**Service Period**

Start date: 02/13/2023

End date: 08/31/2023

Hours: 8:00 am - 5:00 pm

Days per week: Monday - Friday

Name of Personnel (if known) Terri Ware

Personnel's Phone Number: 512-924-7829

Personnel's Email: Terriware618@gmail.com

Jeannie Miller

Executive Support Manager

Texas Department of Family and Protective Services

4900 N. Lamar Blvd., Austin, TX 78751

512-929-6911 Office | 512-587-4575 Cell

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ora.miller@dfps.texas.gov

Ciara Nieves  
Classifications Special Projects  
HR Senior Business Partners Group  
DFPS Human Resources Division  
Cell: 512-739-6855  
Office: 512-919-7739

Req. point of contact:  
Fernandez, Rene (DFPS) Rene.Fernandez@dfps.texas.gov

Vendor Points of Contacts  
Garrett Wilson (Goodwill/GSG Talen Solutions): Senior Branch Manager  
Garrett.Wilson@gsgtalentsolutions.com  
512.637.7199  
Cynthia Rubio (Goodwill/GSG Talen Solutions): State Recruiter  
Cynthia.Rubio@gsgtalentsolutions.com  
737.209.7275

PCS Purchasing contact  
Kimberly Andrews, CTCD  
Purchaser V- Services Department  
Procurement and Contracting Services (PCS)  
801 S Hwy 161 Suite 620, Office F  
Grand Prairie, Texas 75051  
Teleworking-please call thru Microsoft  
Office: 972-337-6254  
Kimberly.Andrews@hhs.texas.gov

1-1	FY23 PO Request- Retention Director VII Temp Position	962-69	560.00	LOT	174.57000	\$97,759.20	02/13/2023
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<b>Schedule Total</b>	\$97,759.20
<b>Item Total for Line 1</b>	\$97,759.20
<b>Total PO Amount</b>	\$97,759.20

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No substitutions or cancellations are permitted without prior approval by Health & Human Services Commission. If contractor fails to deliver by promised delivery date (or reasonable time thereafter) or fails to meet requirements, Health & Human Services Commission reserves the right to purchase elsewhere and charge an increased cost and handling to contractor.

Over shipments will not be accepted unless authorized by Buyer prior to shipment. The dispute resolution process provided for in Chapter 2260 of the Texas Government Code must be used by the Health & Human Services Commission and Contractor to attempt to resolve all disputes arising under the contract.

Performance under this purchase order is acceptance of the attached affirmations and terms and conditions.

<b>Authorized By</b> 	<b>02/10/2023</b>
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