

# Health and Human Services Commission

## 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-5-0000343863</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> 09/01/24
<b>All shipments, shipping papers, invoices, and correspondence must be identified with our Purchase Order Number.</b>			<b>Revision</b> Page 1
			<b>Ship To:</b> 6943 - Austin:6101 E Oltorf HEALTH & HUMAN SERVICES COMMISSION 6101 E Oltorf Austin TX 78741 United States

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

**Bill To:** Invoice-HHSC Accounting  
HEALTH & HUMAN SERVICES COMMISSION  
4601 W Guadalupe St  
Austin TX 78751  
United States

**Fax:** 512/424-6901  
**Email:** HHSC\_AP@hhsc.state.tx.us

**Exempt Reason:** WORKQUEST MANAGED CP

**Purchaser:** Alvarado, Veronica

Line-Sch	Inventory Item ID - Line Description	Class/Item	Quantity	UOM	PO Price	Extended Amt	Due Date
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FY25 Funding  
EX/0- TGC 2155.441 - Managed Term Contract 962-S3  
Requisition 0000260608

PO Service Dates: 09/01/2024 to 08/31/2025.

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 08-31-2025 are automatically canceled.

Texas District: 14  
Job classification: 0156  
Job class title: Administrative Assistant IV (80531)  
Job skill level: Experienced  
Temp: 1  
Hours per week: 40 (No overtime)  
Estimated hours: 168 (Dates: 09-01-2024 09-30-2024)  
Estimated hours: 528 (Dates: 10-01-2024 08-31-2025)

**JOB DESCRIPTION:**

Work involves considerable decision-making in executing administrative and programmatic support. Serves as the workflow coordinator by organizing, prioritizing, assigning, and distributing work, disseminating information, maintaining filing systems, maintaining databases, monitoring electronic queues, and performing administrative work. Trains new and temporary employees. Responds to complex program-related telephone questions/concerns from claimants, beneficiaries, recipients, congressional and legislative staff, governmental agencies, public officials, physicians, attorneys, authorized representatives, Social Security Administration (SSA) Field Office and SSA Regional Office personnel, advocacy groups, and other interested third parties. Responds to requests from legal representatives, attorneys, doctors, and interested third parties for confidential information from Social Security disability claim files and authorizes the release of information based on the provisions of the Freedom of Information Act (FOIA) and the Privacy Act (PA). Researches and provides information to Trainers and the Directorate Manager about various concerns/questions. Compiles and prepares PDIS monthly reports submitted to the Senior Director of Disability Policy and Program Support (DPPS), HHSC management, DDS management and staff, and SSA Regional Office staff. Produces complex routine and non-routine correspondence documents. Routes correspondence, claim folders, and records, as indicated. Maintains complete and accurate department record systems. Reports maintenance and equipment problems. Communicates, coordinates, and interacts with various DDS, HHSC, and SSA components, as well as congressional/legislative offices, public officials, other third parties, and the general public to resolve concerns/questions and facilitate the proper application of disability program guidelines, including resolving sensitive situations such as suicide, homicide, or dire need issues. Makes appropriate referrals to various agencies, DDS, HHSC, and SSA components, as well as Trainers and Directorate Managers. Establishes standards for customer-focused communication and coordination within areas of responsibility and with all internal and external associates and customers. Uses personal computer to research complex program-related information in order to respond to concerns/questions, as well as to create, update, prepare, and maintain requests, correspondence, documents, records, databases, reports, and manuals. Organizes, assigns, and oversees daily work assignments to staff to ensure efficient PDIS workflow. Responds to telephone concerns/questions and processes routine written requests for information from Social Security disability claim files by authorizing release of confidential information in accordance with the provision of the Freedom of Information and Privacy Act and other applicable state and federal laws, regulation, policies, and procedures. Prepares and distributes routine and non-routine documents, correspondence, reports, and other memorandum. DDS

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employees perform all business functions for SSA using the federal SSA network and equipment. Homeland Security Presidential Directive (HSPD)-12 security clearance is required.

**Knowledge, Skills, and Abilities:**

Extensive knowledge of the Freedom of Information Act and Privacy Act, as well as other applicable laws, rules, regulations, policies, and procedures governing the release of confidential information from Social Security disability claim files. Extensive knowledge in interacting tactfully and positively, and communicating clearly with DDS employees, other HHSC employees, Social Security personnel, congressional and legislative staff, governmental agencies, public officials, physicians, attorneys, authorized representatives, other interested third parties, claimants, beneficiaries, recipients, and the general public. Knowledge of SSA laws, rules, regulation, policies, and procedures, in addition to other applicable federal and state laws as related to the adjudication of Social Security initial, reconsideration, and Continuing Disability Review disability claims.

Knowledge of personal computer applications including databases, spreadsheets, and word processing software. Knowledge of applying business English, grammar, and composition in preparing routine and non-routine correspondence, reports, studies, forms, miscellaneous documents, and filing systems. Knowledge in managing complex and sensitive records, conducting research for case-related information and providing accurate data and/or appropriate referrals. Skill in communicating effectively both verbally and in writing. Skill in organizing, prioritizing, and completing tasks, duties and other work assignments in a timely and independent manner. Skill in using sound judgment in making decisions and solving problems. Skill in instructing and training others.

**Service Period:**  
Start date: 09/01/2024  
End date: 08/31/2025  
Hours: 8:00 AM to 5:00 PM  
Days per week: Monday - Friday

**Department:** PDIS  
**Street Address:** 6101 E. Oltorf Street  
**City/State/Zip:** Austin, TX 78741  
**Bldg/Room#:**

**Supervisor Contact (Time card approval/resume reviewer/interviewer):**  
Jerna Wright @ 512-437-8005  
Jerna.Wright@ssa.gov

**Additional/Alternate Contact Name:**  
Marlene Jaco @ 512-437-8234  
marlene.jaco@ssa.gov

**Name of Temp(s):** Celia Deleon

**Agency Contact:**  
Wesley Guerrero @ 512-437-8351  
wesley.guerrero@ssa.gov

FY25 CWF Position 80531 (Administrative Assistant IV)

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DDS Contact:  
Marlene Jaco @ 512-437-8234  
marlene.jaco@ssa.gov

Please send all invoices to DDS.TX.S49.AP@ssa.gov for authorization.

Final Destination:  
Wesley Guerrero @ 512-437-8351  
DDS.TX.S49.AP@ssa.gov

Contract Specialist:  
Tracy Griffith @ 210-646-2197  
Tracy.griffith@hhs.texas.gov

Vendor:  
WorkQuest  
Address: 1011 E 53 1/2 St  
Austin, TX 78751  
CPA ID#:84202

Contact:  
Mike Pierulla @ (512) 834-8242  
Fax: (512) 450-5519  
mpierulla@workquesttx.com / tempservicepo@workquesttx.com

PCS Contact:  
Veronica Alvarado @ 512-406-2505  
Veronica.Alvarado@hhs.texas.gov

Accounts Payable Contact Name: Gloria Rodriguez  
Phone: 512-437-5021  
Email: Gloria.rodriguez@ssa.gov  
Invoice Address: DDS.TX.S49.ESO@ssa.gov

1-1	09/01/2024-09/30/2024 Position 80531, Temp Services, Administrative Assistant IV, Experienced	962-69	168.00	HR	44.25000	\$7,434.00	09/01/2024
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**Schedule Total** \_\_\_\_\_ \$7,434.00  
**Item Total for Line 1** \_\_\_\_\_ \$7,434.00

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2-1	10/01/2024-08/31/2025 Position 80531, Temp Services, Administrative Assistant IV, Experienced	962-69	528.00	HR	44.25000	\$23,364.00	10/01/2024
<b>Schedule Total</b>						\$23,364.00	
<b>Item Total for Line 2</b>						\$23,364.00	
<b>Total PO Amount</b>						\$30,798.00	

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.

<p style="text-align: center;"><b>Authorized By</b></p> <p style="text-align: center;"><i>Veronica Alvarado, CTCR, CTCM</i></p>	<p><b>04/16/2024</b></p>
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