

Subject: RE: Public Information Request (TX-HHSC-22-0399) - Reference No. A04252022.0450022
Date: Wednesday, February 22, 2023 at 5:10:56 PM Eastern Standard Time
From: Miles,Jonathan (HHSC)
To: AO Records
Attachments: image001.jpg, image002.jpg, Releasable Docs.pdf

EXTERNAL SENDER

Good afternoon.

We believe this was already sent to you, but have not been able to find records of that. Accordingly, we are resending. The information responsive to your request per the Attorney General ruling. The ruling, 0R2022-22135, can be found on the Attorney General's website at https://www2.texasattorneygeneral.gov/open/index_orl.php

Thank you.

From: Miles,Jonathan (HHSC)
Sent: Friday, May 27, 2022 3:33 PM
To: AO Records <records@americanoversight.org>
Subject: RE: Public Information Request (TX-HHSC-22-0399) - Reference No. A04252022.0450022

Good afternoon,

Our brief to the Attorney General is attached.

Thank you.

Jonathan Miles | Open Records Attorney
Office of Chief Counsel | Open Records Department
4601 W. Guadalupe Street | Mail Code: 1070
Austin, TX 78751
Office: 512-487-3324
www.hhs.texas.gov | www.dshs.texas.gov



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From: Miles,Jonathan (HHSC)
Sent: Friday, May 20, 2022 4:18 PM
To: AO Records <records@americanoversight.org>
Subject: RE: Public Information Request (TX-HHSC-22-0399) - Reference No. A04252022.0450022

Good afternoon,

We are still compiling and reviewing the documents at issue. Our letter to the Attorney General is attached.

Thank you.

Jonathan Miles | Open Records Attorney
Office of Chief Counsel | Open Records Department
4601 W. Guadalupe Street | Mail Code: 1070
Austin, TX 78751
Office: 512-487-3324
www.hhs.texas.gov | www.dshs.texas.gov



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From: AO Records <records@americanoversight.org>
Sent: Friday, May 6, 2022 9:40 AM
To: Miles,Jonathan (HHSC) <Jonathan.Miles@hhs.texas.gov>
Subject: Re: Public Information Request (TX-HHSC-22-0399) - Reference No. A04252022.0450022

Good morning, Mr. Miles,

Thank you for reaching out regarding this request. At this time, American Oversight cannot agree to narrow the request to exclude the categories of information you proposed. If your office believes that some information should be withheld under attorney-client privilege or is made confidential by law, then American Oversight believes that an AG opinion is the appropriate necessary to determine whether the information should be withheld.

If your office can provide more information about the specific records you believe fall into these categories, American Oversight may be able to make a more informed decision regarding narrowing.

Please let me know if you have any further questions regarding this request, or would like to discuss this matter further.

Best,

Emma Lewis
Counsel
American Oversight

From: "Miles,Jonathan (HHSC)" <Jonathan.Miles@hhs.texas.gov>
Date: Thursday, April 28, 2022 at 1:31 PM
To: AO Records <records@americanoversight.org>
Subject: RE: Public Information Request (TX-HHSC-22-0399) - Reference No. A04252022.0450022

EXTERNAL SENDER

Good afternoon. Upon review of your request, we would like to seek narrowing.

Would you be willing to exclude attorney-client information, if any, from the information responsive to your request?

Would you be willing to exclude information made confidential by law, if any, from your request?

Thank you.

Jonathan Miles | Open Records Attorney
Office of Chief Counsel | Open Records Department
4601 W. Guadalupe Street | Mail Code: 1070

Austin, TX 78751
Office: 512-487-3324
www.hhs.texas.gov | www.dshs.texas.gov



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From: HHS OCC Legal Open Records Request
Sent: Monday, April 25, 2022 2:30 PM
To: AO Records <records@americanoversight.org>
Subject: RE: Public Information Request (TX-HHSC-22-0399) - Reference No. A04252022.0450022

Good Afternoon,

This is to acknowledge receipt of your open records request. Your request will be assigned to and reviewed by one of our Open Records specialists, who will notify you within the next 10 business days concerning the availability of the information you requested. If you have any questions in the meantime, you may contact me.

Please note that you may be receiving communication concerning your request via encrypted email. If you do, please see the following link for instructions on how to open an encrypted email from our agency:

<https://hhs.texas.gov/about-hhs/find-us/email-encryption>

Sincerely,

Dallas Wilson | Administrative Assistant IV
Open Records Department | Legal Services Division
4601 West Guadalupe Street | Mail Code: 1070
Austin, TX 78751
Office: 512-487-3444
hhs.texas.gov



NOTICE: This communication may be confidential and/or privileged under law - specifically including Tex. R. Civ. P. 192, Article V of the Texas Rules of Evidence, and other applicable statutory, quasi-statutory, and common law. Accordingly, pursuant to Chapter 552 of the Texas Gov't Code (the "Texas Public Information Act") and court interpretations thereof, the information that is contained within this communication may not be subject to disclosure to the public under Section 552.101, et seq., of the Code - specifically including Sections 552.103, 552.107, 552.108, and 552.111 - and further may be protected from disclosure or production for other purposes, such as in the context of civil discovery.

From: AO Records <records@americanoversight.org>
Sent: Monday, April 25, 2022 11:46 AM
To: HHS OCC Legal Open Records Request <OpenRecordsRequest@hhs.texas.gov>
Subject: Public Information Request (TX-HHSC-22-0399) - Reference No. A04252022.0450022

WARNING: This email is from outside the HHS system. Do not click on links or attachments unless you expect them from the sender and know the content is safe.

Dear Public Information Officer:

Please find attached a request for records under the Texas Public Information Act.

Sincerely,

--

Marwah Adhoob
Pronouns: she/her
Paralegal
American Oversight
records@americanoversight.org
www.americanoversight.org | @weareoversight

PIR: TX-HHSC-22-0399

Miles,Jonathan (HHSC)

From: Crumley,Susan (HHSC)
Sent: Thursday, March 10, 2022 4:41 PM
To: Ware,Terri (HHSC)
Subject: FW: EXPEDITE---ACTION MEMO: Amendment No. 1 for Enterprise Telecommunications Services Contract HHS000346500001 - DUE 3/10 by 1 p.m.
Attachments: R343982 TX HHSC ETS Billing Disputes Final Settlement Agreement HHS_edits (002).pdf

That is concerning. Hopefully it was just a glitch with the email. Appreciate you sending to me directly.

And just to confirm. Upon approval of the action memo, PCS will route the amendment in DocuSign for signatures. The amendment and settlement docs will not be signed when I return the approved memo packet.

From: Ware,Terri (HHSC) <Terri.Ware@hhs.texas.gov>
Sent: Thursday, March 10, 2022 4:29 PM
To: Crumley,Susan (HHSC) <Susan.Crumley@hhs.texas.gov>
Subject: FW: EXPEDITE---ACTION MEMO: Amendment No. 1 for Enterprise Telecommunications Services Contract HHS000346500001 - DUE 3/10 by 1 p.m.

I got a bounce back on the email below so sending directly to you

From: Ware,Terri (HHSC)
Sent: Thursday, March 10, 2022 4:26 PM
To: HHSC CTS Chief Operating Office <CTS_Chief_Operating_Office@hpsc.state.tx.us>; HHSC HHS Executive Clerk <HHSExecutiveClerk@hhs.texas.gov>
Cc: McCreary,Maurice (HHSC) <Maurice.McCreary@hhs.texas.gov>; Niles,Rolland (HHSC) <rolland.niles@hhs.texas.gov>; Woods,Susan (HHSC) <Susan.Woods@hhs.texas.gov>; Blanco,Ricardo (HHSC/DSHS) <Ricardo.Blanco@hhs.texas.gov>; Vital,Demita (HHSC) <Demita.Vital@hhs.texas.gov>; HHSC CIO <CIO@hpsc.state.tx.us>
Subject: RE: EXPEDITE---ACTION MEMO: Amendment No. 1 for Enterprise Telecommunications Services Contract HHS000346500001 - DUE 3/10 by 1 p.m.

Revised Settlement Agreement with Section 4.8 removed.

From: HHSC HHS Executive Clerk <HHSExecutiveClerk@hhs.texas.gov>
Sent: Thursday, March 10, 2022 3:11 PM
To: HHSC CTS Chief Operating Office <CTS_Chief_Operating_Office@hpsc.state.tx.us>
Cc: McCreary,Maurice (HHSC) <Maurice.McCreary@hhs.texas.gov>; Niles,Rolland (HHSC) <rolland.niles@hhs.texas.gov>; Woods,Susan (HHSC) <Susan.Woods@hhs.texas.gov>; Blanco,Ricardo (HHSC/DSHS) <Ricardo.Blanco@hhs.texas.gov>; Ware,Terri (HHSC) <Terri.Ware@hhs.texas.gov>; HHSC HHS Executive Clerk <HHSExecutiveClerk@hhs.texas.gov>
Subject: FW: EXPEDITE---ACTION MEMO: Amendment No. 1 for Enterprise Telecommunications Services Contract HHS000346500001 - DUE 3/10 by 1 p.m.
Importance: High

COO,

Below are comments from OCC regarding **Amendment No. 1 for Enterprise Telecommunications Services Contract HHS000346500001**. Please ensure that the agreement document initiated in DocuSign is updated to remove section 4.8.

Comments from Chief Counsel Staff

[REDACTED]

[REDACTED]

Thank you,

Susan Crumley | Executive Clerk
Office of the Executive Commissioner
Office: (512) 424-6544 | Cell: (512) 963-7834



This message may contain confidential information. If you received this message in error, please notify me immediately and then delete the message.

From: HHSC HHS Executive Clerk <HHSExecutiveClerk@hhs.texas.gov>
Sent: Wednesday, March 9, 2022 5:27 PM
To: Ray, Karen (Chief Counsel) (HHSC) <Karen.Ray@hhs.texas.gov>; Wood, Trey (HHSC) <Trey.Wood@hhs.texas.gov>; Alletto, Michelle M (HHSC) <Michelle.Alletto@hhs.texas.gov>; Kemp, Hailey (HHSC) <Hailey.Kemp@hhs.texas.gov>; McCreary, Maurice (HHSC) <Maurice.McCreary@hhs.texas.gov>; Stephens, Stephanie (HHSC) <Stephanie.Stephens01@hhs.texas.gov>; Dixon, Jordan (HHSC) <Jordan.Dixon@hhs.texas.gov>; HHS OCC (Office of Chief Counsel) <Office_of_Chief_Counsel@hhsc.state.tx.us>; HHSC Chief Financial Officer <CFO@hhs.texas.gov>; HHSC Chief Program and Services Officer <ChiefProgramandServicesOfficer@hhsc.state.tx.us>; HHSC Chief Public Affairs Officer <Chief_Public_Affairs_Officer@hhs.texas.gov>; HHSC CTS Chief Operating Office <CTS_Chief_Operating_Office@hhsc.state.tx.us>; HHSC Chief MCS Officer <Chief_MCS_Officer@hhs.texas.gov>; HHSC Chief Policy and Regulatory Office <CPRO@hhs.texas.gov>; Guerrero, Nicole (HHSC) <Nicole.Guerrero@hhs.texas.gov>; Kauffman, Sylvia (HHSC) <Sylvia.Kauffman@hhs.texas.gov>; HHSC IG Executive Clerk <IG_Executive_Clerk@hhs.texas.gov>; DSHS Exec Memos <DSHSExecMemos@dshs.texas.gov>
Cc: Wilson, Phyllis (HHSC) <Phyllis.Wilson@hhs.texas.gov>; Avila, Edith (HHSC) <Edith.Avila01@hhs.texas.gov>; Herrera, Laura (HHSC) <Laura.Herrera01@hhs.texas.gov>; Crabtree, Jessica (HHSC) <jessica.crabtree@hhs.texas.gov>; Lester, Molly K (HHSC) <Molly.Lester@hhs.texas.gov>; Cassity, Cindy (HHSC) <Cindy.Cassity@hhs.texas.gov>; Balandran, Tracie (HHSC) <Tracie.Balandran@hhs.texas.gov>; Sliman, Elham (HHSC) <Elham.Sliman02@hhs.texas.gov>; Woods, Susan (HHSC) <Susan.Woods@hhs.texas.gov>; Niles, Rolland (HHSC) <rolland.niles@hhs.texas.gov>; Dillon, Amanda (HHSC) <amanda.dillon@hhs.texas.gov>; Janecka, Sarah (HHSC) <Sarah.Janecka@hhs.texas.gov>; Mayes, Valerie (HHSC) <Valerie.Mayes@hhs.texas.gov>; Middleton, Claire (HHSC) <Claire.Middleton@hhs.texas.gov>; Gaona, Cynthia (HHSC) <Cynthia.Gaona02@hhs.texas.gov>; Watson, Jordan (HHSC); Wood, Rachele (HHSC) <Rachele.Wood@hhs.texas.gov>; Williams, ShaDae N (HHSC) <ShaDae.Williams@hhs.texas.gov>; Acosta, Lynda (HHSC)

<Lynda.Acosta@hhs.texas.gov>; White, Kim (DSHS) <Kim.White@dshs.texas.gov>; Garcia, Ricky (DSHS) <Ricky.Garcia@dshs.texas.gov>; Bryant, Mercy (DSHS) <Mercy.Bryant@dshs.texas.gov>; Martinez, Angelica (DSHS) <Angelica.Martinez@dshs.texas.gov>; Hardick, Christopher (DSHS) <Christopher.Hardick@dshs.texas.gov>; Blanco, Ricardo (HHSC/DSHS) <Ricardo.Blanco@hhs.texas.gov>; Ware, Terri (HHSC) <Terri.Ware@hhs.texas.gov>; HHSC HHS Executive Clerk <HHSExecutiveClerk@hhs.texas.gov>

Subject: EXPEDITE---ACTION MEMO: Amendment No. 1 for Enterprise Telecommunications Services Contract HHS000346500001 - DUE 3/10 by 1 p.m.

Importance: High

Good afternoon,

Please **EXPEDITE** comments for the memo regarding **Amendment No. 1 for Enterprise Telecommunications Services Contract HHS000346500001**.

Comments are due by 1 p.m. on Thursday, March 10.

To ensure the amendment is executed prior to March 14, 2022, when the terms of the amendment and settlement agreement expire, please return comments by the set deadline.

Thank you,

Susan Crumley | Executive Clerk
Office of the Executive Commissioner
Office: (512) 424-6544 | Cell: (512) 963-7834



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Miles,Jonathan (HHSC)

From: Gray,LaDawn (HHSC)
Sent: Monday, April 11, 2022 4:52 PM
To: McDonald,Kelli (HHSC); Manning,Shane (HHSC); Reisman,David (HHSC); Tatsis,Konstantina (HHSC); Morrow,Sarah (HHSC); Downing,Marcie (HHSC); Tippie,Amy (HHSC); Gregory,Mickey (HHSC); Gillet,Alex (HHSC); Hanson,Diana (HHSC); Jones-Reasonover,Pollett (HHSC); Aragon,Tanya K (HHSC); Stehle,Tonya (HHSC)
Subject: RE: Ask Team Texas HHS Updates for April 18 and 25

Looks good here.

LaDawn Gray

Director of Human Resources

Texas Health and Human Services Commission

4601 W. Guadalupe St., Austin, Texas 78751

Office: (737) 867-7581

Work Cell: (512) 243-4896

Human Resources Fax: 512-483-5748

Employees Service Center (CAPPS): 888-894-4747

Employees Assistance Program: 866-327-2400

ladawn.gray@hhs.texas.gov

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TEXAS
Health and Human Services

From: McDonald,Kelli (HHSC) <Kelli.McDonald@hhs.texas.gov>
Sent: Monday, April 11, 2022 1:04 PM
To: Manning,Shane (HHSC) <Shane.Manning@hhs.texas.gov>; Reisman,David (HHSC) <David.Reisman@hhs.texas.gov>; Tatsis,Konstantina (HHSC) <Konstantina.Tatsis@hhs.texas.gov>; Morrow,Sarah (HHSC) <Sarah.Morrow@hhs.texas.gov>; Gray,LaDawn (HHSC) <LaDawn.Gray@hhs.texas.gov>; Downing,Marcie (HHSC) <Marcie.Downing@hhs.texas.gov>; Tippie,Amy (HHSC) <amy.tippie@hhs.texas.gov>; Gregory,Mickey (HHSC) <mickey.gregory@hhs.texas.gov>; Gillet,Alex (HHSC) <Alex.Gillet@hhs.texas.gov>; Hanson,Diana (HHSC) <Diana.Hanson@hhs.texas.gov>; Jones-Reasonover,Pollett (HHSC) <Pollett.Jones-Reasonover@hhs.texas.gov>; Aragon,Tanya K (HHSC) <Tanya.Aragon@hhs.texas.gov>; Stehle,Tonya (HHSC) <Tonya.Stehle@hhs.texas.gov>
Subject: Ask Team Texas HHS Updates for April 18 and 25

Hello,

Please review the Q&A updates below for the next two weeks and let me know if you have any edits.

Thank you!

Kelli McDonald | Writer & Editor

Editorial Services | Office of Communications

Cell: 512-831-8325



Does purchasing service credit through ERS change your longevity pay or how much annual leave you earn?

Purchasing service credit through ERS only affects years of service and annuity percent for retirement. It does not increase your service years for longevity pay or accrued annual leave. To learn more about service credit for state of Texas retirement, visit the [ERS website](#).

Can former HHS employees visit an HHS office building without a badge?

No. All current employees, visitors and vendors must wear visible photo ID badges issued by security in HHS buildings. Unauthorized entry into the workplace is always considered a security risk, even if the person is a former employee.

If you notice an ex-employee visiting without a badge, report it to building security or your supervisor. If the problem continues, [contact your local office coordinator](#) if you work in a regional office. If you work in a state office, call Facility Management at 512-424-6970 or [email facilitymanagement@hhsc.state.tx.us](mailto:facilitymanagement@hhsc.state.tx.us).

Why hasn't the person I nominated for "I Am HHS" been featured yet?

We receive many great "I Am HHS" submissions from across the state, and nominees don't have a deadline to participate. It is normal for several months to pass from the time we receive a nomination until the profile is published, due to the number of submissions and time needed for editing and scheduling.

Also, please keep in mind that some nominated employees may not want to participate. Since the nomination process is kept anonymous, we do not share an employee's decision or who nominated them.

We're currently working to publish profiles once a week to showcase our exemplary team members. Learn more about [the nomination process here](#).

Where can I find the HHS guidelines for email signatures?

On the [Connection homepage](#), click on the Communication Services tile and then click on the Resources tab on the upper-right side to find the [Email Use Guidelines \(PDF\)](#).

These guidelines limit the use of photos, backgrounds, images, animations, personal information and quotations in emails and instant messages. All HHS employees must follow these guidelines for internal and external agency electronic communications.

If you are dealing with a mental health crisis or extreme exhaustion and you need to take leave, are you covered by the Family and Medical Leave Act?

To qualify for protection under FMLA, you must have at least 12 months of state service and have physically worked at least 1,250 hours in those 12 months before you start taking the leave.

FMLA defines a “serious health condition” as an illness, injury, impairment, or physical or mental condition where you get inpatient care such as an overnight stay in the hospital. It could also be continuing treatment by a health care provider for a condition that incapacitates you for more than three days, a chronic condition, a long-term or permanent condition, or pregnancy or treatment to prevent long-term incapacity.

Contact your [Human Resources Employee Relations specialist](#) to see if your situation qualifies for FMLA.

Can I fax client information?

Yes. Remember HHSC and DSHS team members must fax only the minimum amount of information necessary to carry out the intended purpose. For example, if a health care provider requests information about a client’s recent diagnosis of influenza, the employee should not fax the client’s entire medical record or other information unrelated to the client’s recent diagnosis.

Program areas that allow the faxing of [protected health information](#) must ensure they have appropriate safeguards in place. HHS Privacy Division policies and procedures require staff to verify the recipient’s fax number, use the approved HHSC or DSHS cover sheet when faxing and verify receipt of the fax.

Miles,Jonathan (HHSC)

From: Gray,LaDawn (HHSC)
Sent: Thursday, March 10, 2022 10:28 AM
To: Tippie,Amy (HHSC)
Subject: RE: Human Resources Weekly Status Report 3-10-2022_Amy Tippie
Attachments: HR ER Survey CLewis Draft - LG comments.docx

Amy,

I think this is great. Hits on the main questions and is easy to complete in a few minutes. I guess we would just have to add the drop down list with the ER Specialists names you mentioned. I think management should be included too. I made one suggested change, attached.

We would require the link to be placed on all ER Specialists and Manager email signature lines, correct? I think when we roll this out we can use this opportunity to discuss why we are doing this, what we hope to obtain from it, how we want to use it to improve the employee customer service experience, and provide HR staff opportunities for growth and development (not a gotcha tool). However, there will be accountability for the service we provide, as always. In addition, we can discuss our expectations regarding appropriate turnaround times, providing clear and accurate information, and using cameras when appropriate. We probably need to talk to them too about how we recognize supervisors are not properly trained and we are working to provide them with more training opportunities. However, as ER Specialists we need to be sensitive to the fact that they may not always know the answers and that is why they are coming to us for assistance. We should look at it as a learning opportunity instead of getting frustrated by what they do not know. Hopefully with more supervisory training, those frustrations will minimize over time.

I see ER Specialist piloting this, but eventually applying similar surveys in other parts of HR as well who interact with customers on a regular basis.

Thanks!

LaDawn Gray

Director of Human Resources

Texas Health and Human Services Commission

4601 W. Guadalupe St., Austin, Texas 78751

Office: (737) 867-7581

Work Cell: (512) 243-4896

Human Resources Fax: 512-483-5748

Employees Service Center (CAPPS): 888-894-4747

Employees Assistance Program: 866-327-2400

ladawn.gray@hhs.texas.gov

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From: Tippie, Amy (HHSC) <amy.tippie@hhs.texas.gov>
Sent: Thursday, March 10, 2022 8:39 AM
To: Gray, LaDawn (HHSC) <LaDawn.Gray@hhs.texas.gov>
Subject: Human Resources Weekly Status Report 3-10-2022_Amy Tippie

For today – fyi, Spectrum will be here at 9:10 but [REDACTED] is home to deal with them. If they turn off my internet I should be able to connect to my hotspot.

Also – Draft ER survey is attached.