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provides technical assistance on automated systems to state and local agencies who are users of ACF's Computer Center; and develops software policy, procedures, standards and guidelines.

C. Office of Financial Services (OFS) supports the Director, OPS in fulfilling ACF's Chief Financial Officer, Management Control Officer, and Chief Grants Officer responsibilities including preparation of the CFO 5 Year Plan; performs audit oversight and liaison activities, including preparing reports to Congress, Office of the General Counsel and the Office of the Inspector General. OFS writes/interprets financial policy and researches appropriation law issues; oversees and coordinates ACF's FMFIA activities; performs debt management functions and, develops and administers quality assurance, training and certification programs for grants management; and responsible for the annual preparation and audit of ACF's financial statement requirements.

OFS designs and develops budget estimating models and procedures, projects the five-year federal costs for ACF entitlement programs and analyzes the impact on ACF programs and customers of proposed changes to ACF entitlement programs. The Office provides requested updates of the projected cost estimates of the Office of Refugee Resettlement's (ORR) Cash and Medical Assistance Program and develops the means of making efficient use of related data collected by ACF. OFS facilitates the preparation of comprehensive administrative (salaries and expenses) budget for ACF; represents ACF in budget negotiations and other finance-related dealings with the Department; prepares apportionment requests and issues allotments and allowances; oversees reconciliation of accounting reports and monitors agency spending; develops and maintains budgetary controls and procedures to ensure observance of established ceilings on both funds and personnel; develops/interprets internal policies and procedures for OFS components; and, coordinates the management of ACF's interagency agreement activities

OFS provides agency-wide guidance to program and regional office staff on grant related issues; including developing and interpreting financial and grants policy, coordinating strategic grants planning, facilitating policy advisory groups, and assuring consistent grant program announcements. OFS prepares, coordinates and disseminates action transmittals, information memoranda, and other policy guidance on financial and grants management issues; provides financial and grants administration training and technical assistance to ACF staff and grantees; and, in coordination with the Office of Management Services, directs and/or coordinates management initiatives to improve financial administration of ACF mandatory and discretionary grant programs.

D. Office of Management Services (OMS) provides centralized management and administration of acquisitions for ACF headquarters components; assures that all contracts awarded conform to applicable statutes, regulations and policies; develops ACF policies, procedures and instructions for the award and administration of all ACF acquisitions; reviews and interprets proposed HHS and OMB regulations, circulars and directives pertaining to acquisition management; solicits, negotiates, awards, modifies, terminates and closes all acquisitions issued by ACF; conducts the Small and Disadvantaged Business Utilization Program; and provides training and technical assistance to program and staff components on significant acquisition policies and procedures. OMS serves as the lead for ACF in coordination and liaison within ACF and with the Department, OMB, GSA and other federal agencies on procurement management issues and activities.

OMS develops and implements ACF's facilities management programs and activities, including preparation and implementation of a budget for space acquisitions and changes; maintains space inventories; provides mail, records (paper), fleet, real property, personal property and reprographics management, occupational health and safety, and physical security programs and messenger and labor services; principal liaison with private and/or federal building managers for all facilities management activities; coordinates and/or develops telecommunications plans and provides assistance to ACF components to identify needs for and use of voice telecommunications equipment and systems; operates/coordinates parking and commuter services and programs including transit subsidies and ridesharing; provides travel policy and management; functions as payroll liaison; manages the automated timekeeping systems; controls/ maintains equipment, supplies, and personal property inventories; manages equipment repair services; reviews, controls, monitors and tracks all small purchases of common use supplies, stationery and publications; oversees the Information Resource Center (library); manages contracts for facilities

management services, including space design, building alteration and repair, telecommunications, physical security, moving, systems furniture acquisitions and assembly, library, property inventory; and updates and maintains databases for telephone directories, directory boards, signs and security identification systems. OMS serves as the lead for ACF in coordination and liaison with the Department, GSA and other federal agencies on facilities, telecommunications, property management, travel and automated timekeeping issues and activities.

OMS provides management and technical administration of ACF discretionary, formula, entitlement and block grants; assures that all grants awarded by ACF conform with applicable statutes, regulations, and policies; computes grantee allocations, prepares grant awards, ensures incorporation of necessary grant terms and conditions, and monitors grantee expenditures; analyzes financial needs under grant programs; provides data in support of apportionment requests; prepares reports and analyses on the grantee's use of funds; maintains liaison and coordination with appropriate ACF and HHS organizations to ensure consistency between ACF grant systems and the Department's grant payment systems; and, provides technical assistance to ACF program and regional components on grant operations and technical grants management issues; and performs audit resolution activities for ACF grant programs. OMS serves as the lead for ACF in coordination and liaison with the Department and other federal agencies on grants management and administration operational issues and activities.

E. Office of Customer Service and Administration (OCSA) develops and maintains a customer service plan for the OPS and conducts customer surveys for OPS; facilitates and assists in developing and writing standard operating procedures for all components within OPS; assists in office-specific training of OPS staff; assists OPS components with the provision of office-specific and functional training to program and regional offices; coordinates permanent and temporary teams formed within OPS; develops and maintains OPS staff directory and users' guide for OPS services.

OCSA is responsible for overseeing OPS' salaries and expenses budget. Provides direction to meet the human resource management needs within OPS; coordinates with the office which handles ACF's human resources activities and the Department to provide OPS staff with personnel services