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**DEPUTY MAYOR GIBBS ANNOUNCES NEW SHARED SERVICES CENTER  
WHICH WILL COMBINE OPERATIONS TO CUT COSTS AND IMPROVE  
SERVICES THROUGHOUT NEW YORK CITY'S HEALTH AND HUMAN  
SERVICES AGENCIES**

*The Office of Support, Accountability and Value Enhancement will reduce duplicative functions, save City dollars and improve services for New Yorkers in need*

As part of the Bloomberg Administration's long-standing commitment to streamlined, efficient government, Deputy Mayor for Health and Human Services (HHS) Linda I. Gibbs today announced the consolidation of certain internal administrative operations common to the City's health and human services agencies. Called the NYC Health and Human Services Shared Services Center, this office will improve operations and allow the agencies to share capacity in small purchasing, financial auditing and claiming, printing and other areas, reducing costs and improving efficiency. These efforts are also designed to help agencies share best practices, reduce duplicative efforts, and better serve clients. The Center will include the newly created Office of Support, Accountability and Value-Enhancement (SAVE), a unit charged with improving agency operations as well as cross-agency revenue maximization. Heading SAVE as Executive Director will be Angeles Pai, who was previously Deputy Commissioner of Planning and Fiscal Operations at New York City's Department for the Aging. The Shared Services Center will support the activities of the health and human services agencies, which collectively have budgets totaling more than \$20 billion.

"Each day, New York City's health and human services agencies interact with tens of thousands of New Yorkers and social service providers. HHS's new Shared Services Center will house mechanisms to join and make sense of those interactions, in order to best use resources and create efficiencies of scale," said Deputy Mayor Gibbs. "I am thrilled to have Angeles Pai lead an important part of this new endeavor."

“Like everyone in government, we in the Health and Human Services Agencies need to pursue every opportunity to reduce costs,” said Human Resources Administration Commissioner Robert Doar. “By sharing these functions, we will achieve savings for the tax payers of New York.”

"I am looking forward to working with the multiple agencies, maximizing opportunities for collaboration on back-end operations and sharing best practices," said SAVE Executive Director Angeles Pai. "Ultimately, this streamlined unit will not only save City dollars but it will also allow agencies to focus on their core service missions and continue improving services to clients."

In fiscal year 2010, HHS agencies spent \$450 million on goods and services. The Shared Services Center will allow City agencies to take advantage of ordering in volume by grouping purchase requests and standardized services, while allowing purchasing decisions to remain with the agencies. The combined purchasing power of all HHS agencies enables the Center to eliminate redundant contracts and obtain lower prices. These agencies are the Human Resources Administration, the Administration for Children’s Service, Department for the Aging, Department of Correction, Department of Health and Mental Hygiene, Department of Homeless Services, and the Department of Probation. It is estimated the initial work of the Center will save the City \$15-20 million annually. These savings could begin as early as fiscal year 2013.

Three other recently launched HHS initiatives will also fall under the umbrella of the new Shared Services Center: HHS-Connect, HHS Accelerator, and the Center for Innovation through Data Intelligence. HHS-Connect was established to facilitate data integration and exchange between existing agency information management systems and to break information silos through the use of modernized technology. HHS Accelerator will manage the relationship between 11 City agencies and the 1100 providers who deliver critical social services to New Yorkers. The Center for Innovation through Data Intelligence, also known as CIDI, will use client data from multiple HHS agencies and advancements in data analytics to improve programs and services for New York City’s children and families.

The Shared Services Center unit directors report to Deputy Mayor Gibbs and are accountable to all agency commissioners who act as a Board of Directors in setting policy, reviewing goals and policy and assuring accountability in accomplishing tasks. The Board structure assures the primary accountability of the shared services unit to the business needs of the individual agencies acting as a collaborative entity. The goal is to improve efficiency and effectiveness and strengthen service coordination.

Benefits of the new Shared Services Center include:

- **Strategies to maximize state and federal funding.** Last year, New York City’s health and human services agencies collected \$6 billion from state and federal agencies. SAVE will harness the collective leverage of HHS agencies to receive this money as quickly and as fully as possible.

- **A faster and easier process for contracting with HHS agencies.** HHS Accelerator is a transformational initiative that will improve the relationship between New York City government and its client and community based service providers by creating a centralized document management system, speeding selection, standardizing contracts, and normalizing post-award actions.
- **Greater leverage in procurement.** Last year HHS agencies spent \$450 million on goods and associated services. By grouping purchases, SAVE will help agencies take advantage of bulk prices – and keep the focus on their core programmatic work.
- **More efficient and impactful audits of service providers.** Last year HHS agencies spent at least \$2.5 million on audits conducted by external accountants. More than a quarter of health and human service providers have contracts with more than one City agency and coordinating audits will eliminate redundancies, allowing agencies to better monitor their providers even if they are not commissioning the audits.
- **Expanding the use of data to improve agency programs and services.** Numerous critical policy issues that affect children and families involve multiple city agencies. CIDI will enable agencies to better address these cross-agency issues by employing cutting-edge methodologies to analyze agency client data and using the findings to improve programs and services.
- **Cost-effective printing.** By creating the ability to purchase printing services from two health and human services agencies, SAVE will reduce the need for pricey printing contractors.
- **Coordinated human resources functions.** Disciplinary actions against City employees are often protracted affairs. SAVE will enable more-efficient agencies to share training, procedures, and other human resource best practices.
- **Quick dissemination of policy analysis and best practices.** The CIDI will be positioned to quickly analyze changes in the policy environment and recommend how agencies should adapt.

The shared services center will receive administrative support from HRA and will be staffed using existing city positions with no increase to the number of City employees. Operations will begin starting July 1.