

# Helping You Focus on Your Core Mission

## *Program Support Center (PSC)*

PSC is a non-appropriated operating unit within the U.S. Department of Health and Human Services (HHS) that partners with agencies to collaboratively generate solutions to their most pressing challenges.



**IN FISCAL YEAR 2018,  
PSC DISTRIBUTED**

**17,526**  
grant payments totaling

**\$547 billion**  
and awarded

**\$2.28 billion**  
in contracts to more than  
30 federal agencies

*Established in 1995* to reduce HHS's annual spending and to increase the quality of its administrative solutions, PSC's customers today include HHS and to 26 other Federal agencies.

PSC operates on a competitive fee-for-service basis in several key markets: Financial Management, Procurement Strategy and Operations, Facility Management and Policy, Occupational Health, Travel and Transit, Administrative Support, and Logistics.

PSC is the largest multi-function shared service provider to the federal government, offering support to all federal agencies through Interagency Agreements (IAAs). PSC provides valuable, cost effective, and innovative mission support solutions to foster government efficiency.

## Customers

District of Columbia  
Federal Deposit Insurance Corporation  
General Services Administration  
National Aeronautics and Space Administration  
Peace Corps  
Railroad Retirement Board  
U.S. Agency for International Development  
U.S. Consumer Product Safety Commission  
U.S. Department of Agriculture  
U.S. Department of Commerce  
U.S. Department of Defense  
U.S. Department of Education  
U.S. Department of Energy  
U.S. Department of Health and Human Services  
U.S. Department of Homeland Security  
U.S. Department of Housing and Urban Development  
U.S. Department of the Interior  
U.S. Department of Justice  
U.S. Department of Labor  
U.S. Department of State  
U.S. Department of Transportation  
U.S. Department of the Treasury  
U.S. Department of Veterans Affairs  
U.S. Environmental Protection Agency  
U.S. Government Accountability Office  
U.S. Office of Personnel Management  
U.S. Securities and Exchange Commission  
U.S. Social Security Administration  
U.S. Environmental Protection Agency  
United States Postal Service

## Program Support Center

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## Products

### GO!card<sup>sm</sup>

*Innovative method of delivering transit subsidy fringe benefits to federal employees.*

### GovSpace

*Scheduling system which allows customers easy access to conference rooms, office, and other federal space.*

### GOVGO!

*Single point of access for transit benefits customers to complete service- unique transactions.*

## HHS Policy and Oversight Functions

*Environmental*

*Fleet*

*Logistics*

*Mail*

*OSHA / Safety*

*Printing*

*Real Property*

*Sustainability Program*

*Travel*

## Why Shared Services

1. FREE UP LABOR to focus on critical missions, rather than administrative activities.
2. PROVIDE SERVICES IMMEDIATELY by eliminating delays associated with hiring full-time employees (FTEs or contract sourcing).
3. EASE OF ENGAGEMENT using Federal Interagency Agreements (IAAs).
4. GAIN VOLUME DISCOUNTS for similar services, products or activities.
5. ACCESS EXISTING CONTRACT VEHICLES to both expedite acquisition and reduce acquisition cost and strategic sourcing.
6. GAIN ECONOMIES OF SCALE AND SKILL.
7. ACCESS TO SUBJECT MATTER EXPERTISE.
8. ACCESS TO INSIGHTS, LESSONS LEARNED, AND BEST PRACTICES of other federal agencies working with shared service providers.

## PSC Provides HHS the Following In-House Solutions

**Building Operations Services**  
Regional Support  
Parking

**Office of the Director**  
Board for Corrections

**Transportation Services**  
Charge Card Management

## PSC Offers Federal Customers the Following Solutions

### Accounting Services

Accounting  
Debt Collection  
Financial Reporting

### Acquisition Management Services

Acquisitions

### Behavioral Health Services

Employee Assistance Program

### Organizational Development and Leadership

Psychological Testing and Evaluation Program  
Work / Life Programs

### Building Operations Services

Facilities Operations and Maintenance  
Room Management  
Shredding

### Clinical Health Services

*FedStrive*  
Health Clinics  
Medical Employability  
Medical Surveillance  
Workers Compensation Management

### Environmental Health and Safety Services

Automated External Defibrillator  
Environmental Health and Safety

### FedResponse Services

Customer Contact Center

### Grants Finance and Administration Services

Grants Management  
Indirect Cost Negotiations

### Mail and Publishing Services

Departmental Forms Management  
Digital Document Management  
Mail Operations  
Mail Screening  
Printing Program Management  
Section 508 Compliance

### Real Property Management Services

Real Estate Strategy  
Real Property Disposal  
Space Design and Construction

### Supply Chain Management Services

Labor and Moving  
Medical Supply Fulfillment  
Personal Property Disposal  
Personal Property Management  
Publications Fulfillment  
Storage

### Transportation Services

Fleet Operations  
Transit Subsidy Program Management  
Travel Program Management

### Wellness and Health Promotion Services

Wellness and Fitness

## The Value of PSC

*We create value most organizations cannot attain independently and we are continually exploring new options for services to meet market demands and to ensure customers are meeting their most pressing needs.*