



Office of Facilities and Support Services

The Office of Facilities and Support Services' core mission is to ensure the health and safety of DHR customers and employees by providing comfortable, safe and secure office space; safe and reliable transportation services; and efficient emergency management.

Director's Office

This office is responsible for arranging services provided by the Georgia Building Authority in buildings the authority owns and the department occupies. Services include security, emergency incident reaction, interior space design, maintenance, and parking. The director's office also is responsible for departmental records management and overall planning and supervision of office operations.

Emergency Response & Disaster Recovery

A key responsibility of this office is departmental emergency management. This includes coordinating the interaction of the department with federal, state, and volunteer agencies that respond to natural and civil emergencies and disasters; collaboration with other divisions and offices in the development of departmental plans; and implementation of departmental portions of the state emergency response plans, including responses to natural disasters and acts of bioterrorism.

Construction and Property Management Services

This section arranges leased space for the departmental offices in 500 office locations statewide. It provides inventory management of the department's equipment and furnishings in 1,500 statewide locations. This section provides management of department-owned land, operates four office buildings owned by the department, and manages the processes for funding and administering construction projects. The section is also responsible for engineering design for the department's institutions and owned buildings, construction programming and project inspection, compliance with the Americans with Disabilities Act, and construction plans and specifications approval.

Operations Services

This section manages the administrative and business operations of the office, mail services for the 2 Peachtree Building, and the Systems Management Unit, which annually processes over 8 million notices to Division of Family and Children Services clients regarding their public assistance benefits.

Transportation Services

This section has a central staff and 7 regional transportation coordinators stationed throughout the state. It is responsible for departmental insurance and risk management programs, and client transportation in DHR's 12 regions. This section is also responsible for the management of the department's vehicle fleet, which consists of over 3,400 vehicles.