



HHS

*Culinary
Services*

HEALTHCARE

HHS1.COM

MOVING FORWARD. TOGETHER.



Why HHS?

Food impacts everything. Your patients need the proper nutrients to heal, and a familiar, great-tasting meal can make them feel more comfortable as they recover.

Nurses and other hospital staff need fuel to provide excellent care. Giving them a variety of convenient, healthy, flavorful selections will help them stay sharp and energized throughout their day.

Visitors and guests may be wrestling with stress and anxiety as a loved one deals with health issues. A friendly dining environment with a rotating menu based on sustainable, locally sourced ingredients will give them some much-needed respite.

Your hospital helps your community, and your food can, too. Food brings people together, and through nutritional education and an engaging cafe environment, your hospital cafe will become a place that strengthens your community.

We understand how vital food is to everything your hospital does and how important it is to have a partner you can trust. It's why we built our culinary program on a foundation of transparency, results, and culture.



Transparency

We believe every successful partnership starts with transparent insight into financial and operational performance. We proactively share information and results with you, and we won't surprise you with hidden fees and change orders. HHS takes pride in building long-term, mutually beneficial partnerships rather than short-term, transactional relationships for financial gain.

Results

We tailor our programs to achieve the results that matter most to you, your staff, and most importantly, your patients. We train our on-site leadership to be vigilant financial stewards and uphold all our programs' standards to ensure we're contributing to improved patient satisfaction, clinical outcomes, increased retail sales, and survey readiness.

Culture

Driving operational and financial results requires alignment between all parties. Our culinary team will integrate with your hospital's culture and focus on becoming a critical component of an interdisciplinary team.

As a privately owned, U.S.-based company, our autonomous leadership structure keeps us nimble enough to adjust to industry changes and your evolving needs yet large enough to provide a depth of resources and perform at a high level.



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OUR APPROACH TO CULINARY AND NUTRITION SERVICES

Our culinary and nutrition services focus on two main objectives:

- To become a critical component in the continuum of care you provide to patients through food and nutrition
- To provide a rotating menu of fresh, delicious food to your staff, guests, and community

We accomplish this through a chef-driven philosophy, high food quality standards, and by forming teams of people committed to serving others.



Our Chef-Driven Philosophy

Chefs run our kitchens, and that creates a difference you can taste. Every day, our professionally-trained chefs lead our teams as they prepare exceptional meals made from high-quality, simple, unprocessed ingredients that are fresh, seasonal, and sustainable.

We seek out best-in-class recipes for classic dishes while continually creating new and exciting recipes with the depth of flavor that our customers crave. We are committed to providing you with rotating menu selections that are delicious, nourishing, and prepared using sound culinary methods in a safe and sanitary environment.

Our Food Standards

- Use only fresh vegetables
- Avoid processed foods such as high-fructose corn syrup and MSG
- Serve only cage-free, pasteurized eggs
- Procure sustainable seafood, and hormone-free dairy products and meats
- Season with simple herbs and spices rather than sodium and added sugar
- Cook with trans-fat-free oils such as olive oil, avocado oil, and canola oil
- Prepare mashed potatoes made in house using real potatoes
- Scratch-prepare our signature soups, sauces, salad dressings, and gravies
- Build sandwiches made with roasted beef, turkey, and chicken
- Offer fresh-baked breads, desserts, and pastries
- Serve fresh, never-frozen burger patties
- Make healthy and vegetarian options available at every meal
- Source products from local providers whenever possible
- Make an effort to reduce our reliance on disposable products that go into landfills
- Seek to educate our stakeholders on healthy eating and lifestyle practices



Team Member Commitment

All our team members make the following commitment:

We are committed to providing our patients and guests with the highest quality products and exceptional customer service for every meal, every day. We promise to always work with integrity and honesty and to treat others with respect. We represent HHS in a professional manner and serve our guests with care.

We work diligently to keep our kitchens and equipment clean and in safe working order. We treat food with care and always label and date products to ensure guest safety. We are mindful of waste and do our best to act fiscally responsible with the equipment and products in our care. When faced with an obstacle, we identify it, own it, and solve it.

We responsibly source only the highest quality ingredients from our shared community and use sound culinary methods to prepare nourishing meals. We partner with local growers to provide our guests with the freshest ingredients at the height of their flavor. We make these promises on a daily basis so that we can always provide our guests and each other with the best quality results.

We are OneHHS.





We design culinary programs that improve patient satisfaction, contribute to the healing process, deliver high-quality dining experiences, and enhance operational efficiency.

PATIENT-FOCUSED SERVICES

A Focus on Food

Our primary objective is to contribute to the healing and satisfaction of your patients by serving healthy, great-tasting food. Our patient services manager's (PSM) sole focus is ensuring patients receive the best care and service possible.

By providing each patient with a meal that eases tensions or anxieties during their stay, we play a small yet critical role in making them feel better. We take pride in getting to know your patients, their preferences, and the tiny details that enable us to follow through on our commitment to their well-being.



Patient Menus

Our teams create customized patient menus that ensure we're providing your patients with food that contributes to their comfort, healing, and nourishment.

Our patient menu program includes:

- Tri-fold menus in the room with your hospital's branding
- Ambassadors who develop a rapport with patients, verbally take orders, and enter them on a handheld device
- Customizable menus to address your hospital's culture, community, and unique needs
- Therapeutic and dysphagia diets
- Registered Dietitian-approved menus to meet the nutritional needs of each patient

Patient Ambassador Program

Our collaborative approach contributes to your facility's quality of care and provides your patients a restaurant-style dining experience.



Collaboration with Nursing

Our patient ambassadors work 12-hour shifts to provide consistency to patients and clinical care staff. We create continuity between our ambassadors and your nursing staff and contribute to the healing process at your facility.

A Personalized Dining Experience

Gone are the days of taking orders with a pencil and notecard. Our ambassadors provide personalized menu options through our patient ordering system.

Because our RDs integrate with your physicians and our culinary team, we tailor our patient-facing menus to meet nutritional requirements and reflect regional culinary preferences.



A photograph of two healthcare professionals, likely registered dietitians, in a clinical kitchen. They are both wearing white lab coats over blue scrubs. The woman on the left is holding a tablet, and the woman on the right is holding a clipboard. They are smiling and looking at the tablet together. In the foreground, a stainless steel counter holds a tray with a plate of food, a small bowl, and a cup. The background shows kitchen equipment like ovens and shelves with various items.

CLINICAL NUTRITION PROGRAM

Registered dietitians (RDs) are the connecting point between physicians, patients, and the culinary team. Our RDs:

- Ensure the food served to each patient addresses their dietary needs and restrictions
- Keep your facility compliant and survey-ready
- Educate clinical staff on how to identify malnutrition and other nutritional deficiencies



Regulatory Compliance

Training and Toolkits

Malnutrition Initiative

Competency Audits and Exams

Regional Clinical Champions

Patient and Family Education

Clinical Nutrition

Clinical Compliance and Survey Readiness

Our RDs will educate your healthcare team on all the current regulations and ensure you remain compliant. It's difficult for hospitals to keep up with all the latest regulatory updates and changes, so we take care of it for you. We use a **clinical compliance scorecard** to regularly conduct audits and ensure your hospital is always survey-ready.

We also frequently update and distribute our policies and procedures, so our RDs have all the necessary documentation to ensure compliance.



Training and Toolkits

We provide continual training and resources to our RDs to equip them to deliver care per the latest guidelines and research. Our training covers a variety of topics, and we provide toolkits that cover material such as:

- Clinical Critical Care Guidelines
- IDDSI — Dysphagia Diets (we also offer training to medical staff on this)
- Patient Education Resources
- Malnutrition Screening and Assessment
- Nutrition Focused Physical Exam
- Cardiac Rehab and Oncology Programs
- Ambassador Monthly Training Packs

Malnutrition Stats

20-50%¹

Percentage of acute care patients who are malnourished

\$157 billion²

Total burden of cost related to malnutrition in the United States

2x the cost³

Treating malnourished patients costs the hospital twice as much as treating a well-nourished patient with the same condition

26-34%⁴

Average readmission costs for malnourished patient versus well-nourished patient

1. Source: <https://nacns.org/wp-content/uploads/2017/01/Malnutrition-Report.pdf>

2. Source: <https://pubmed.ncbi.nlm.nih.gov/20375423/>

3. Source: <https://pubmed.ncbi.nlm.nih.gov/23260602/>

4. Source: <https://pubmed.ncbi.nlm.nih.gov/21556200/>

The HHS Malnutrition Initiative

The HHS Malnutrition Initiative provides your clinical teams with the information and tools needed to bring malnutrition to the forefront in your facility. We start the process to ensure these patients are not slipping through the cracks.

The initiative provides your clinical team with training, support, and resources to improve patient outcomes, reduce the cost of care, and increase reimbursement potential.

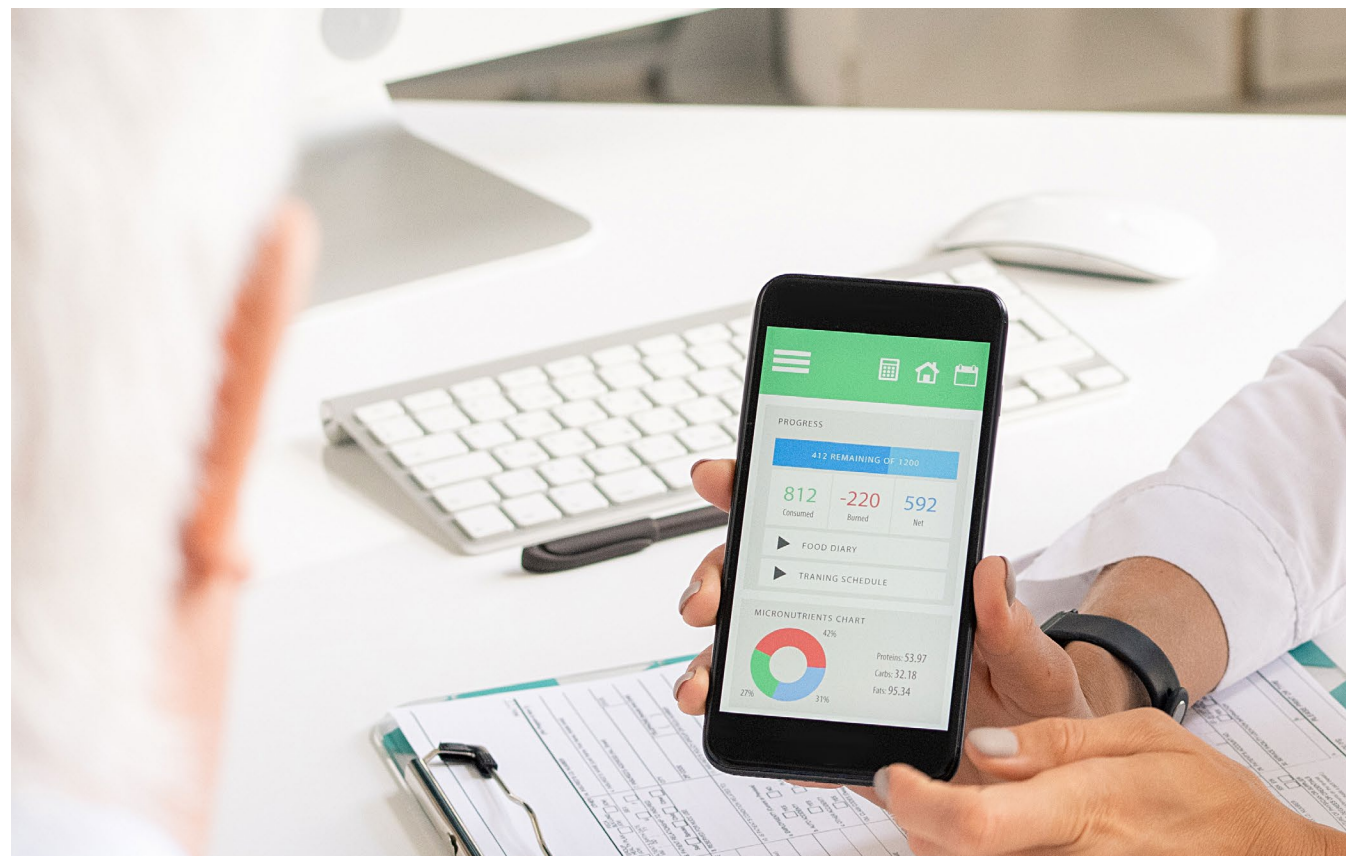
The HHS Malnutrition Initiative takes a three-step approach:



Results for Your Facility Could Include:

- ✓ Increased Reimbursement*
- ✓ Decreased length of stay
- ✓ Decreased readmission rates
- ✓ Reduced overall hospital costs

**The Centers for Medicare & Medicaid Services (CMS) reimburses for malnutrition based on the average length of stay and cost of care. However, you need to diagnose and code patients properly to receive any reimbursement. Our RDs help you capture malnutrition information at your hospital to ensure you receive maximum reimbursement.*



Regional Clinical Champions

Our regional clinical champions provide training and support to ensure all our RDs complete their quarterly and annual competency audits and exams. They monitor performance, deliver feedback and education, and ensure your patients receive the nutritional care they need.

Your regional clinical champion will also train and support the RDs on implementing the clinical compliance scorecard and our policies and procedures to ensure your hospital is always compliant and survey-ready.

The heartbeat behind our regional clinical champions is to support our RDs in their mission to enhance the quality of care at your facility.



Patient and Family Education

A critical component of quality patient care is education. Nutrition is no different. We don't train our RDs to be the "diet police" or to merely prescribe diets. We educate both the patient and their loved ones on the importance of nutrition and how their diet can impact their recovery and healing process.

By taking the time to educate patients and their families, we can have an impact on readmission rates that can help you reduce costs and provide a better patient experience.



Rather than implementing one-size-fits-all programs, our unique approach to retail cafe spaces and culinary concepts infuses your local community, flavors, and guest preferences into our menu selections and overall approach to dining.

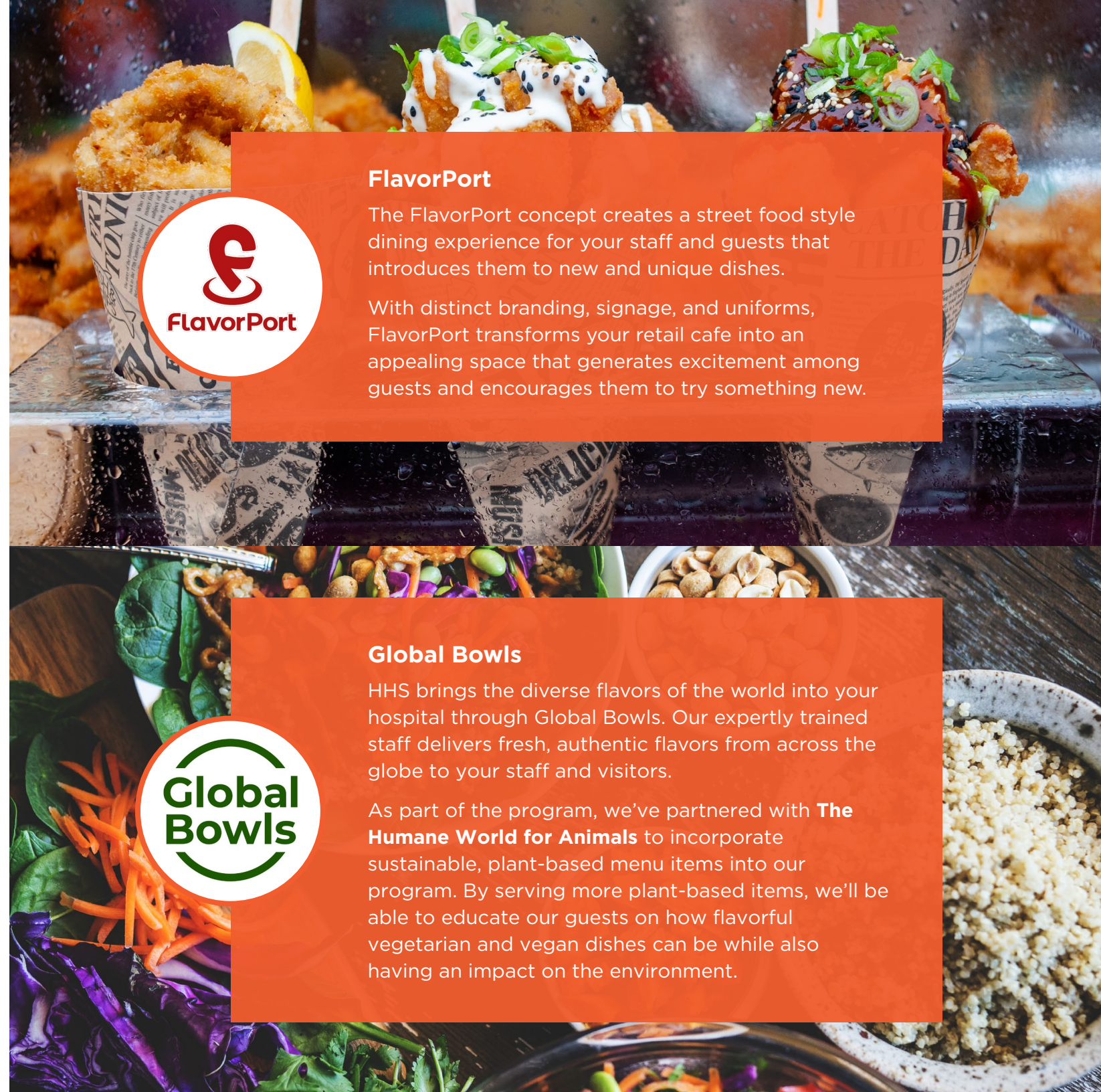
RETAIL PROGRAMS



Chef's Table

HHS' Chef's Table is an interactive cooking station that offers made-to-order entrees. Our guests can customize their orders in real-time while our executive chefs prepare their meals right in front of them.

Chef's Table generates excitement at your facility and creates anticipation among staff for what's coming on the menu next. It's an opportunity to introduce new flavors and provides our chefs the creative freedom to display their culinary skills.



FlavorPort

The FlavorPort concept creates a street food style dining experience for your staff and guests that introduces them to new and unique dishes.

With distinct branding, signage, and uniforms, FlavorPort transforms your retail cafe into an appealing space that generates excitement among guests and encourages them to try something new.



Global Bowls

HHS brings the diverse flavors of the world into your hospital through Global Bowls. Our expertly trained staff delivers fresh, authentic flavors from across the globe to your staff and visitors.

As part of the program, we've partnered with **The Humane World for Animals** to incorporate sustainable, plant-based menu items into our program. By serving more plant-based items, we'll be able to educate our guests on how flavorful vegetarian and vegan dishes can be while also having an impact on the environment.



Catering

Our chefs and team members take pride in serving delicious catering menus across your facility. Engaging with your community and integrating with your hospital's culture are keys to the success of our program, and catering helps us accomplish this.

Our executive chefs collaborate with department leaders and administrators to ensure that our catering options stay fresh, seasonal, and provide you a convenient way to provide for internal and external events — at cost.



Simply Well

Simply Well is HHS' wellness program that promotes health and well-being among staff and visitors. This program helps guests who are health conscious or have dietary restrictions or preferences (such as gluten-free, vegetarian, or vegan) easily choose menu choices and grab-and-go items that fit their needs.

Simply Well also highlights our Real Food Choice items. These are intentionally selected options that meet specific ingredient requirements, achieve a desired nutritional balance, and make it easy for customers to choose a healthy option.

Additionally, Simply Well branded signage provides simple, easy-to-implement health and wellness tips to help staff and visitors make smarter and healthier choices.

Rotating Stations

HHS equips your retail dining space with stations that provide a variety of options to guests. Our stations include:

Grab Station

Grab-and-go style items



Harvest Station

Inviting salad bar with fresh ingredients

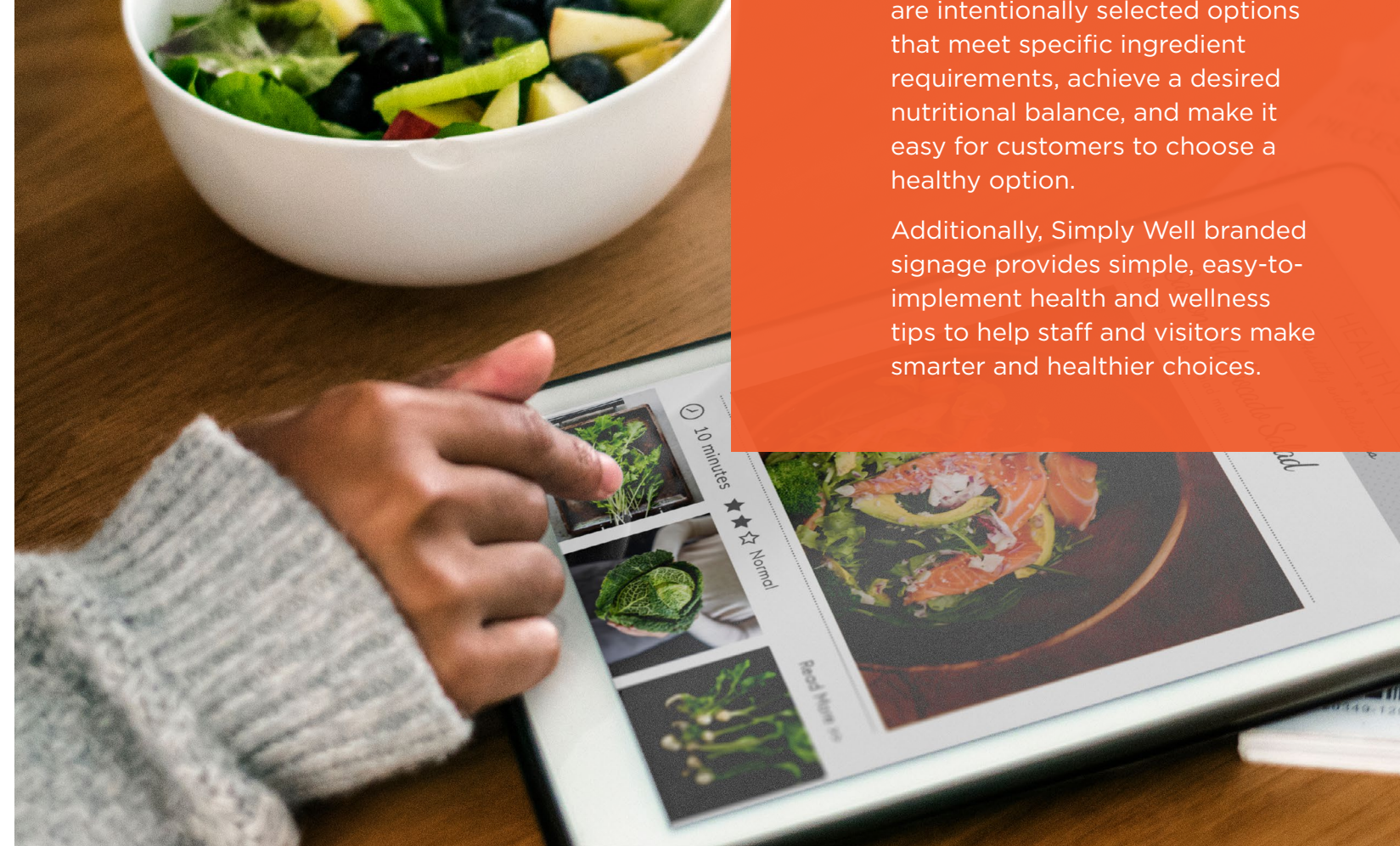


Hydration Station

Infused water to encourage hydration



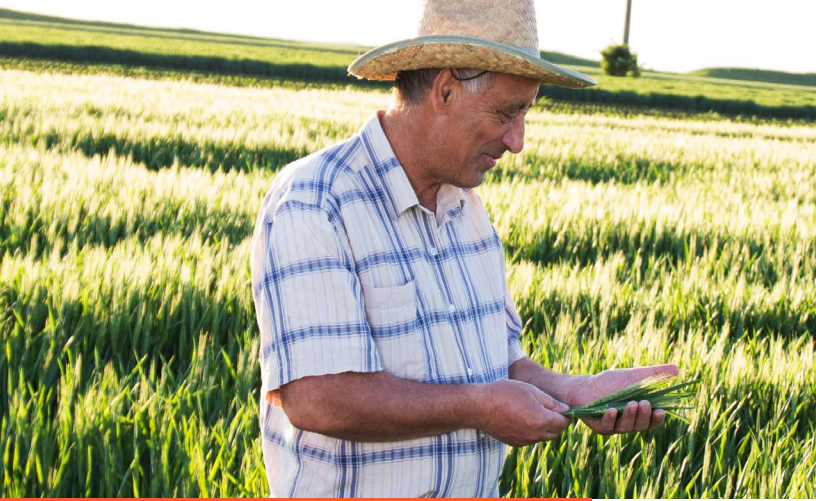
We incorporate guest feedback into these stations to ensure that we continue to deliver on our promises and exceed expectations.





Our sustainable food-sourcing and culinary practices ensure your hospital is environmentally responsible while reducing costs and eliminating unnecessary waste.

SUSTAINABILITY

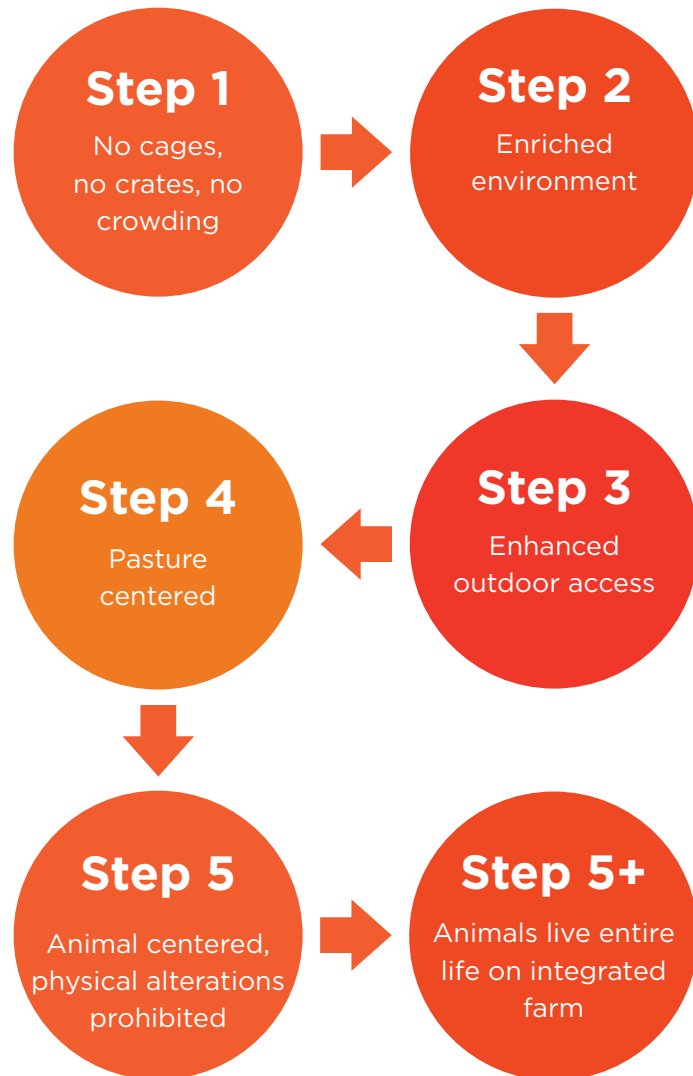


Locally Sourced Food

Through ProAct USA, we can source certain food items from local, typically 3rd and 4th generation farmers and growers in your area. This partnership empowers us to support local and regional businesses while also providing products and ingredients that your patients, staff, and community are familiar with.

Animal Welfare Position and Policy

We only use suppliers who incorporate animal welfare protocols and demonstrate compliance with industry standards and government regulations related to animal welfare. Our suppliers must strive for an environment consistent with the Global Animal Partnership's (GAP) 5-Step Animal Welfare Rating Program. The five steps are:



Joyce Farms

We source much of our meat from Joyce Farms — a GAP-certified farm in North Carolina. Meat from Joyce Farms meets the following criteria:

- No crates, cages, or crowding
- No hormones, antibiotics, or steroids
- No animal by-products
- No artificial ingredients

As more consumers grow conscious of where their food comes from, it's vital that we provide education to your guests about our sourcing practices. Our culinary teams can display a Joyce Farms flyer that educates guests and encourages them to ask the chef questions about our partnership with the farm.

Waste-a-Weigh

The purpose of our Waste-a-Weigh program is to track, measure, and minimize food waste in two categories: production and overproduction.

Through food waste logs and a daily tracking system, we help reduce food purchasing, energy, and labor costs while positively impacting our environment.





HIRING, RECRUITING, AND RETENTION

To achieve true success, you need exceptional people. High turnover rates and a competitive wage market can make it difficult to find, hire, and retain talented people for your culinary team. We take this challenge head-on.

Hiring the Right People

It can be tempting to fill positions as quickly as possible, but we believe that hiring the right people will lead to sustainable success. We equip our on-site directors and chefs with interview training and talent acquisition resources — backed by corporate support — to help them identify quality talent.



An Active Approach to Recruiting

Our active recruiting model leverages job fairs, community outreach, online job boards, digital marketing, and referral programs to meet the staffing requirements of your facility. Our corporate recruiting department is available to support hospitals that need extra assistance filling positions.

Retaining Quality Talent

Finding and hiring the right people is step one. Step two is retention, and we accomplish this by making significant investments into improving our team members' lives.

CareFUND

Our CareFUND is an employee-funded program that offers financial assistance to HHS team members who may be experiencing hardship due to natural disasters, health issues, or other unexpected circumstances. Each team member can contribute as much as they want (or nothing at all), and if they need financial assistance, they can speak to their manager to request CareFUND support.



Total Paid Out: **\$3,298,988**



Leadership

Retention starts with excellent leadership. We're committed to providing your hospital with talented leaders and empowering them with continual leadership development and training to create an enjoyable work experience for all team members.



Incentive Programs

We provide our team members with opportunities for achievement and financial gain in areas such as patient satisfaction, safety practices, injury-free days, performance goals, and facility goals.



Benefits Package

Our team members can enroll in a competitive benefits package that makes sense for them and their families. We believe the more we invest in our team members, the more willing they'll be to commit to HHS.



Recognition Program

Our internal rewards programs recognize individual team members for their success in teamwork, service, excellence, tenure, and safety.



We believe that investing in the learning and development of our people is not just the right thing to do but that it provides a strong foundation for our team members and better outcomes for you and your patients.

LEARNING AND DEVELOPMENT

Licensing and Certifications

We provide licensing and certifications to our managers and team members, and we pay for any fees, renewals, and annual membership dues where applicable. These include:

Certified Dietary Manager (CDM)

We pay for the registration and training materials for our managers and provide a financial bonus to those that complete the training. We also offer one continuing education unit (CEU) per month.

ServSafe Certification Manager (CDM)

We require a certain number of hourly staff at each partner facility to receive their ServSafe certification and pay for our hourly team members to undergo the training.

American Culinary Federation (ACF) Certification Manager (CDM)

ACF is recognized as the industry standard of excellence in culinary, and we provide our chefs the opportunity to receive their ACF certification.

SafeStaff

We provide these food handler permits for all staff in states where it's required.

Registered Dietitian Certifications

Rouxbe™ Professional Cook Certification

Rouxbe is an online culinary school that helps team members grow their culinary skills and advance their careers at their own pace.

CERTIFICATION HIGHLIGHT

Rouxbe Online Culinary School

The Rouxbe online program includes two levels of certifications that focus on foundational skills, cooking techniques, food safety, plating and presentation, and nutrition, to name a few.

The interactive courses contain learning activities to engage students by incorporating quizzes, live-graded assessments, and other supportive activities. Culinary staff who enroll and complete Rouxbe's certification process are fully reimbursed for the cost of the program. Benefits like this help us keep team members engaged and focused on excellence, which helps us attract and retain quality talent.

The course objectives and highlights include:

- Basic food and kitchen safety
- Professional knife skills
- Seasoning and flavoring application
- Dry-heat and moist-heat cooking methods
- Principles of plating
- Basic nutrition in foods and specialty diets
- Specific instructions for preparation for salads, vegetables, soups, sauces, meat, poultry, fish, breads, pastries, and foods for special diets

Powered by the **World's Leading Online Education Platform**

We take pride in our approach to training our staff and developing current and future leaders. Every investment we make in our people directly impacts our customers and the programs we implement.

ROUXBE
PROFESSIONAL ONLINE CULINARY TRAINING

Our Learning Management System (LMS)

HHS provides every team member access to our learning management system. Team members can access the LMS app on a phone, tablet, or computer where they receive monthly training assignments covering HR topics, compliance-based topics, and company support. These assignments include videos, articles, and tests that ensure the team member adequately understands the topic being covered.

To better integrate into your culture, we can deliver your facility-specific content directly to our team members through their monthly training packs.

Daily Huddles

Every day, we have team huddles to set clear goals and expectations and review best practices, safety tips, and policies and procedures. This daily communication reinforces teamwork, creates transparency, and encourages dialogue between team members and leadership that contributes to team member development.



In-Service Training

Every month, our culinary teams perform hands-on in-service training. These sessions refresh team members on culinary policies, best practices, and hospitality and customer service. These reinforcing mechanisms provide continuing education and equip our teams with the resources they need to consistently execute according to our standards.



New Manager Orientation

Every new manager at HHS undergoes an intensive two-week training program. The curriculum focuses on leadership development to ensure we equip every leader with the tools they need to be effective.

The program consists of:



New manager groups that have two face-to-face video call discussions every day, led by our dedicated Learning & Development team



Hands-on tasks to learn and apply HHS' systems and processes on-site



A management orientation handbook to guide managers through the training process and provide an introduction to our company's culture and values



“

In my past, I have been employed by multiple contract food service companies that throw you in without learning the company's core values and the basic information needed to perform your new job duties. The leaders of the HHS Orientation program live the company's core values everyday in what and how they carry themselves, what they say, and how they conduct the New Manager Orientation. We were not only taught how to do processes and tasks, but they explained the whys behind these processes and tasks.

- HHS Chef and Culinary Director



QUALITY ASSURANCE

Our chef-led services provide a solid foundation that helps transform the culinary experience your hospital provides to your patients, staff, and guests. However, ensuring long-term success, satisfaction, and compliance requires a robust set of quality assurance programs and processes.



Ambassador Shadow Reports

Each patient ambassador is shadowed twice a month to ensure they're meeting our standards and providing a great experience to your patients. The shadow reports measure ambassadors' performance in various categories, including:

- 1 Bedside manner
- 2 Patient safety
- 3 Appearance
- 4 Room entry
- 5 Patient interaction
- 6 Service program explanation
- 7 Diet explanation
- 8 Menu selection process
- 9 Tray and delivery process
- 10 Service recovery
- 11 Tray pick up

Test Tray Audits

At least twice a week, either an RD or patient service manager will perform a test tray audit. These audits measure the temperature and appearance of the food, accuracy to the menu, and flavor. If we find deficiencies, our managers will create learning opportunities to correct the issues.



Patient Rounding

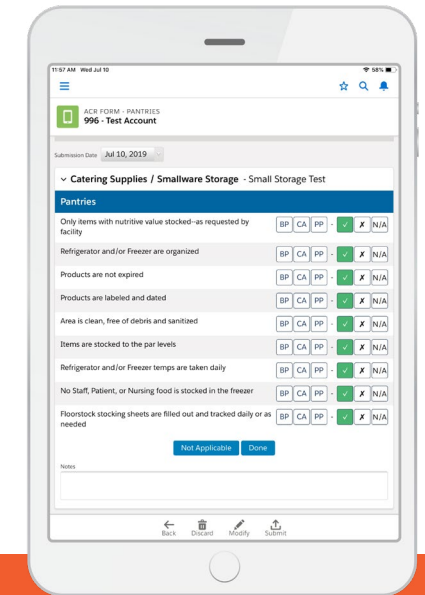
The best way to learn how we're performing is by speaking with the patients themselves. Our managers typically visit 80% of patients every day. Patient service managers and chefs team up to round on patients to ask them simple questions about the quality of the food and their overall experience.

This practice not only makes the patient feel taken care of and seen, but it also provides us valuable feedback about what patients like and opportunities where we can improve.

Account Condition Reports (ACRs)

ACRs provide insight into the overall performance of our culinary team at your facility. We require our regional and executive leadership to conduct ACRs throughout the year when they visit your facility and to share the raw results with you.

The ACR provides critical information for our onsite leadership. The report gives them clear metrics and insight on what processes and programs are working well and what needs improvement — providing a path to continuous refinement of our tailored solutions.



Regional Support

With HHS, your operations are supported by a regional team led by a vice president who regularly visits your facility to provide reporting and insights into our performance while acting as a feedback loop for operations.

Additional regional and national support includes corporate registered dietitians, a service excellence team, and a corporate culinary team. Each of these leaders assigned to your facility will visit your hospital throughout the year to enhance operations, support our team members, get your feedback, and ensure we're providing excellent service to your patients, guests, staff, and community.

This regional support model gives you access to HHS' executive leadership team and a flexible support system that is always available to meet your needs.



Emergency Preparedness

We understand that caring for patients is a job that never stops. When emergencies strike, every component of your hospital's operations needs to be prepared. What we bring to the table from a culinary perspective includes:

- Three-day emergency menu
- Supplies readily available
- Vendor relationships with emergency plans in place
- National contracts with Coca Cola, Pepsi, and other beverage providers for potable water
- A network of leaders and staff that enables us to shift resources to facilities in need

Stories from the COVID-19 Pandemic

Hoagies for Heroes and an Essential Market

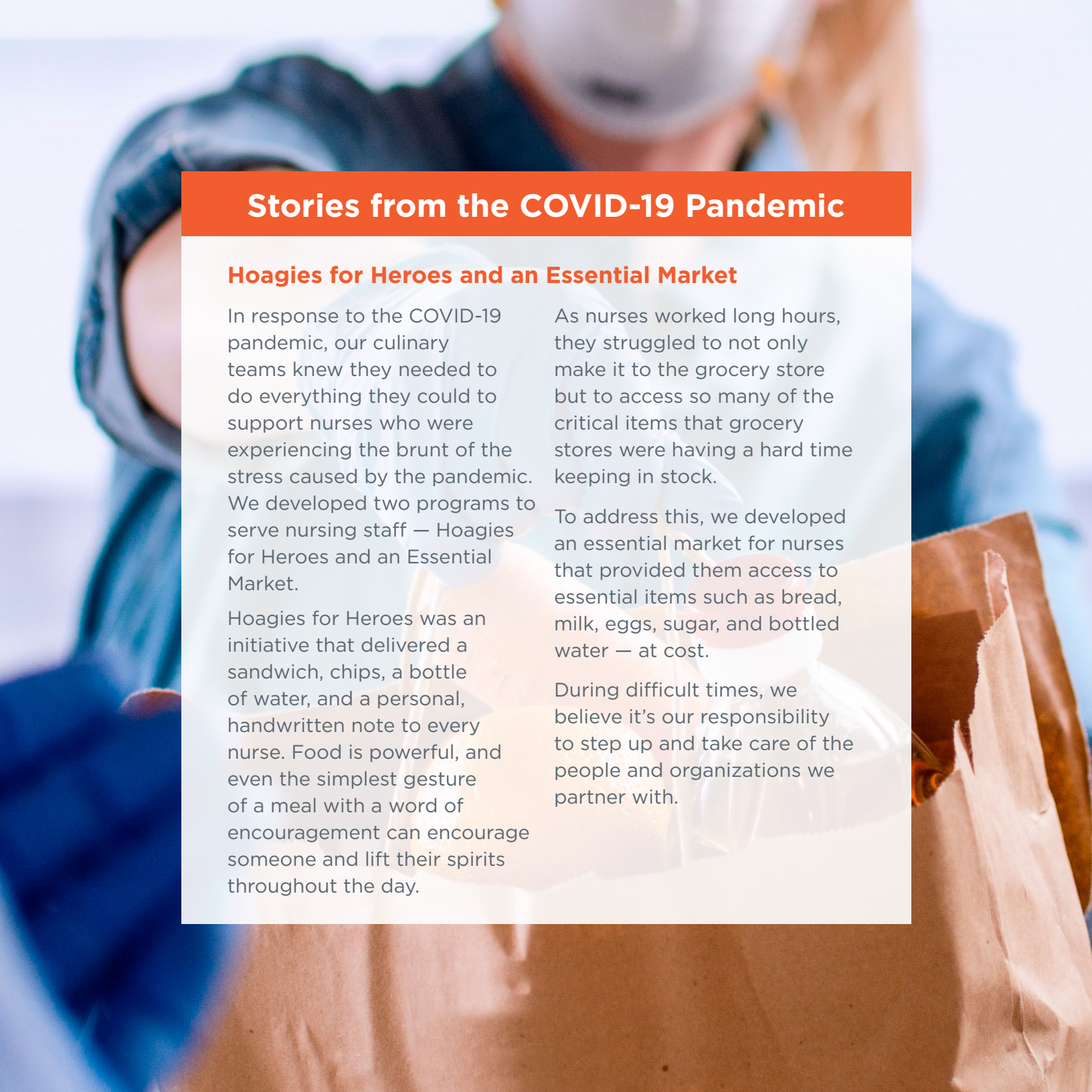
In response to the COVID-19 pandemic, our culinary teams knew they needed to do everything they could to support nurses who were experiencing the brunt of the stress caused by the pandemic. We developed two programs to serve nursing staff — Hoagies for Heroes and an Essential Market.

Hoagies for Heroes was an initiative that delivered a sandwich, chips, a bottle of water, and a personal, handwritten note to every nurse. Food is powerful, and even the simplest gesture of a meal with a word of encouragement can encourage someone and lift their spirits throughout the day.

As nurses worked long hours, they struggled to not only make it to the grocery store but to access so many of the critical items that grocery stores were having a hard time keeping in stock.

To address this, we developed an essential market for nurses that provided them access to essential items such as bread, milk, eggs, sugar, and bottled water — at cost.

During difficult times, we believe it's our responsibility to step up and take care of the people and organizations we partner with.



WE BELIEVE that investing in our people leads to better outcomes for our partners. No matter what industry we're serving, that core belief never changes. It's led to a leadership group that strives to consistently deliver measurable results and cares deeply about serving both customers and team members.

About HHS

HHS was founded in 1975, providing environmental services to a single hospital. Decades later, we now serve over 850 partner organizations across the United States and around the world.



Visit [hhs1.com](https://www.hhs1.com) to learn more about HHS