From: **Decker,Davica (HHSC)** davica.decker@hhs.texas.gov
Subject: RE: DSHS ORR No. A01022026.0450003 Moring
Date: January 23, 2026 at 2:28 PM
To: Kyle Moring

DD

Mr. Moring,

Addition attachments from the program area have been provided. Please see attached.

Sincerely,

Davica Decker | Legal Assistant IV
Open Records Department | Legal Services Division
4601 West Guadalupe Street | Mail Code: 1070
Austin, TX 78751
davica.decker@hhs.texas.gov
www.hhs.texas.gov | www.dshs.texas.gov

TEXAS Health and Human Services | Office of Chief Counsel

From: Kyle Moring < >
Sent: Friday, January 16, 2026 6:20 PM
To: Decker,Davica (HHSC) <davica.decker@hhs.texas.gov>
Cc: DSHS OpenRecords <OpenRecords@dshs.texas.gov>
Subject: Re: DSHS ORR No. A01022026.0450003 Moring

WARNING: This email is from outside the HHS system. Do not click on links or attachments unless you expect them from the sender and know the content is safe.

Ms. Decker,

Thank you for your email regarding ORR No. A01022026.0450003 and for producing the "Texas HHS OnBase User Training Guide."

Respectfully, the production appears incomplete relative to the scope of my December 29, 2025 request titled "TPIA Request: Complaint Consolidation and 'Shell' Records." That request sought multiple categories of records relating to DSHS Consumer Protection Division complaint intake and case-management practices (Manufactured Foods Operations and Retail Food Establishments), including:

A) Definitions/terminology:

Records defining or explaining "shell" (e.g., shell complaint/inspection/case) and related terms such as duplicate/merged/consolidated/linked/continuation complaints, including any glossary, data dictionary, system

field definitions, inspector guidance, desk manuals, training slides, or job aids.

B) Policies/SOPs/work instructions/training materials:

Current and historical versions (Jan. 1, 2020–present) governing complaint intake/logging/triage/tracking and the criteria for continuing an existing complaint versus opening a new complaint, including any supervisor approval requirements.

C) Hyland/OnBase complaint-management workflow/process documentation:

Records explaining how complaint-related information is uploaded into Hyland/OnBase and how complaints/inspections are linked/merged/continued, including any workflow diagrams, process maps, desk procedures, configuration documentation, or instructions.

D) Communications/implementation guidance (January 01, 2020–present):

Emails, memoranda, bulletins, or internal guidance messages describing or implementing "shell" usage, consolidation/continuation practices, and Hyland upload practices.

The OnBase user training guide is not responsive to (or at a minimum does not fully address) the categories above, particularly Items A, B, and D, which should exist as written guidance/policy/training and communications if the "shell/continuation" practice is used.

Accordingly, please do one of the following:

1. Produce the additional responsive records for Items A–D above
2. If DSHS contends no additional responsive records exist, please confirm in writing that, after a reasonable search, DSHS has no responsive records for Items A–D beyond the OnBase user guide already produced.

If DSHS maintains Item (2), please also identify, at a high level:

- The program areas/divisions consulted (e.g., Manufactured Foods Operations; Retail Food Safety Operations; Consumer Protection Division leadership; OnBase/Hyland administrators), and
- The repositories searched (e.g., SOP/desk manual repositories, training materials repositories, internal guidance email sources, and Hyland/OnBase process documentation repositories), so that I can understand the basis for the conclusion that this ORR is complete.

If you believe any portion of the request requires clarification, please identify the specific ambiguity, and I will clarify promptly. If fees will be assessed to retrieve additional responsive records, please issue the itemized cost estimate required by the TPIA before incurring costs.

With gratitude,

Kyle Moring

| _____ _____

On Jan 16, 2026, at 3:30 PM, Decker,Davica (HHSC) <davica.decker@hhs.texas.gov> wrote:

Dear Mr. Moring,

Attached is the requested information, which is responsive to your open records request.

This concludes your request.

Sincerely,

Davica Decker | **Legal Assistant IV**
Open Records Department | Legal Services Division
4601 West Guadalupe Street | Mail Code: 1070
Austin, TX 78751
davica.decker@hhs.texas.gov
www.hhs.texas.gov | www.dshs.texas.gov



(A) DSHS ORR No. A01022026.0450003 Moring A ...
381 KB

(B) DSHS ORR No. A01022026.0450003 Moring...
41 KB

(B) DSHS ORR No. A01022026.0450003 Moring...
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