

# Staff / Client Relations

**MAP No. 10-12**

**Dated: November 29, 1991**

## **State of Alaska**

**Department of Health & Social Services**

**Division of Public Assistance**

**FIELD SERVICES**

### **MANAGEMENT ADMINISTRATIVE PROCEDURES**

Approved by:

*Rebecca Eames*

Chief of Field Services

Date: November 29, 1991

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## **PURPOSE**

*To formalize standards of conduct expected of Division employees in their job related contacts with the public.*

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## **BACKGROUND**

The day-to-day work of Public Assistance employees brings them in close contact with people who are, by definition of seeking public assistance, in particularly needy and sometimes vulnerable financial and personal circumstances. Additionally, as a required part of the process these clients must divulge to Division employees detailed, sensitive, and highly personal information about themselves.

These factors mean a great deal of trust must be placed in those persons working for Public Assistance. Division employees must meet a stringent standard of personal conduct in their dealings with the public. Employees cannot in fact or appearance violate the trust place in them.

No written procedure can adequately cover every situation that might occur between staff and clients. Also, no set of rules or guidelines can replace or substitute for common sense and good judgment.

This MAP is intended to provide parameters for acceptable employee conduct with respect to personal contact with clients and to review established expectations

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## **PROCEDURES**

When dealing with clients, Division employees are expected to conduct themselves professionally, and to limit contacts to those things necessary to administer programs.

Division employees will, at all times, respect client confidentiality, and will not exploit their professional relationship with clients for private gain or personal advantage.

Specifically, DPA employees are not to:

- Ask clients personal questions not pertinent to determining eligibility for programs
- Use information from client statements or the casefile to make social or business contacts with that client.
- Use their position to pressure clients into dates or any other social contacts.

- Seek any form of financial gain from DPA related contact with the client.

**Responsibilities of Manager and Supervisors**

- DPA Managers/Supervisors are responsible for fully investigating any situation that may be in violation of the expectations outlined in this MAP.
- Violations of these standards will subject individuals to discipline up to and including termination of employment.
- In addition, supervisors are responsible for ensuring employees are made aware of and acknowledge the provisions contained in this MAP.