

1-800 Toll Free Telephone Services

MAP No. 30-14

Effective Date: August 1, 1995

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: August 1, 1995

PURPOSE

To establish written guidelines for use of 1-800 toll free telephone services.

BACKGROUND

The Division of Public Assistance provides 1-800 toll free lines for the use of our clients and other individuals in order to facilitate the eligibility process and assist clients to attain self-sufficiency. These lines provide a vital link between DPA and those with whom we do business. DPA provides toll free services at significant cost to the agency. Although calling packages may vary somewhat from office to office, typically each telephone call received on the 1-800 line is billed at the direct dialed long distance rate. These calls are not billed on a flat rate basis.

Due to the considerable cost of providing 1-800 services it is essential that use of these lines be confined to Department approved functions, only. In order to ensure compliance, staff must be informed as to what constitutes approved use and able to effectively utilize prudent person judgment in unique or unusual situations which may not be specifically addressed in written policy.

PROCEDURE

Use of 1-800 toll free lines is approved in the following situations:

1. The primary approved use of 1-800 telephone lines is to provide a means for applicants and recipients to contact the agency, at no cost to them.
2. Fee agents are approved to utilize 1-800 telephone lines to contact the agency to discuss DPA business.
3. Client or applicant employers are approved to utilize the 1-800 telephone lines to respond to agency inquiries regarding clients and applicants.
4. Collateral contacts are approved to utilize the 1-800 telephone lines to respond to agency inquiries regarding clients and applicants.
5. Partner agencies are approved to utilize the 1-800 telephone lines to conduct business with DPA which assists clients and applicants to establish eligibility or pursue self-sufficiency.
6. DPA employees in travel status are approved to utilize 1-800 telephone lines to conduct agency business, in lieu of

incurring personal expenses requiring reimbursement and/or operator assistance charges.

7. Use of 1-800 telephone lines is authorized at anytime required to ensure employee safety.

The use of DPA 1-800 telephone lines is prohibited in the following situations:

1. 1-800 telephone lines are not to be utilized by DPA employees, acquaintances, friends, or family members to call employees at work to discuss non-agency business. Employees are responsible for their own conduct and are advised to take measures which ensure they are not receiving telephone calls or conversing with social contacts on the 1-800 telephone lines.
2. 1-800 telephone lines are generally not to be utilized to conduct business with other DPA offices, other state agencies or federal agencies, except in emergency situations. Staff is directed to inform and educate their contacts outside of the agency as encountered and politely request compliance.

DPA Staff will be held personally accountable for unauthorized 1-800 charges accrued.

Questions pertaining to practical application of 1-800 telephone line policy should be addressed with the office supervisor for clarification or referral to the Chief of Field Services.