

Out-stationing of Employees

MAP No. 30-16

Effective Date: November 5, 1999

State of Alaska

Department of Health & Social Services

Division of Public Assistance

FIELD SERVICES

MANAGEMENT ADMINISTRATIVE PROCEDURES

Approved by:

Richard Eames

Chief of Field Services

Date: November 5, 1999

PURPOSE

Establish guidelines for the Out-stationing of Division of Public Assistance (DPA) staff in offices of other agencies or with Tribal Assistance offices.

***Out-stationing** means the physical placement of DPA staff in the offices of another agency or Tribal Assistance office.*

***Other Agencies** means agencies with which DPA shares a close relationship and common customers (the Division of Family Youth Services, neighborhood health clinics, hospitals, subsidized housing offices, etc.). DPA places staff with these agencies to improve customer service for common clients.*

***Tribal Assistance Office** refers to a native organization office in which the native organization has opted to receive Federal TANF funds to administer a Tribal TANF program. In this case, DPA and the tribal organization share common clients and client information.*

BACKGROUND

DPA on occasion, out-stations employees to improve customer service and communication with partner agencies. We need standard procedures to ensure that:

- The cost of out-stationing is not prohibitive
- Network Services and Systems Operations are available to install the site
- Out-station sites meet safety and health standards for division employees
- Integrity of EIS is maintained
- Confidential client information is protected.

GUIDELINES

Memos of Understanding (MOU) should be developed to document each agencies expectations and commitments. Prior to signing any agreements with a partner agency, the following tasks must be completed:

COMPUTER AND NETWORK INSTALLATION

- Contact the Network Services Analyst Programmer V to discuss the location and assess connectivity needs to allow EIS Mainframe and Network access
- Network Services must determine any needed equipment (PC's, routers, etc.) and obtain funding approval

- Network Services will purchase all equipment using Field Services funds
- Network Services Analyst Programmer IV will schedule a time for installing the site

EIS SECURITY

- Prior to relocating employees to the new site, the Regional Manager must arrange for Systems Operations to inspect the new site to ensure security of EIS information.

WORK SITE REQUIREMENTS

Prior to placing Division employees in an office of a partner agency or with tribal agency the Regional Manager must:

- Ensure the work site is ADA compliant
- Ensure the work site is compliant with OSHA requirements
- Review building inspection plans
- Coordinate with the Division of Information Services for the installation of phones
- Coordinate with the partner agency or tribal office the appropriate use of shared equipment (i.e. copy machines, fax machines, etc.)
- Review emergency disaster plans and ensure the out-stationed employees are briefed regarding evacuation plans
- Ensure employees have appropriate office furniture and work tools
- Ensure the DPA employee work site and all confidential customer information is secure, including EIS information, and will not be violated
- Establish a process for work flow, communication, and supervision