

# Receiving Email from Clients

**MAP No. 30-17**

**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

Effective Date: June 5, 2000

---

## **PURPOSE**

*To identify procedures for employees receiving and responding to email from clients.*

---

## **BACKGROUND**

With the availability of Internet and email, employees have requested clarification regarding receiving and responding to email from clients. Although the use of this valuable tool and resource is beneficial to DPA employees and allows better customer service, there are still concerns about confidentiality, computer viruses, and tracking mechanisms that has to be taken into consideration. This document conveys the procedure for staff when receiving and responding to email from clients.

---

## **PROCEDURE**

### **Accepting Reports of Change from Clients via Email**

*Division employees may accept reports of change from clients via email.*

- I. When a report of change is received from clients via email, the employee will respond to the correspondence informally, and document the contact on EIS (CANO screen).
- II. Any notification of an action resulting from the communication must still be done using proper EIS notices.

*Note:*

*Staff needs to be aware of the importance of using automated reply so that clients will know if their message is not being picked-up.*