

Forms and Publications Clearinghouse

MAP No. 30-6

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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, 1998

PURPOSE

Establish procedures for approval on forms, flyers, posters, and other publications developed to communicate with the public.

“With the public” means communication with any agency or person who is not an employee of the Division of Public Assistance. Contractors and grantees are not employees.

*Forms that improve the efficient operation of an individual worker, unit, or office may be developed at the local level. **The regional managers will set procedures for forms for internal use** (not sent to the public) by staff, ensuring they increase efficiencies and do not duplicate forms already in use. The procedures in this MAP only apply to forms and publications distributed to the public.*

OVERVIEW

Staff frequently develop forms and other publications to improve efficiency or simplify communications with public assistance recipients, applicants, employers, partner agencies, and other public entities. The agency needs standard procedures to ensure the forms and publications:

- Comply with program policy;
- Meet the State’s legal obligations; and
- Improve efficiencies without duplicating existing documents.

The Director may give the Steering Committee the final approving authority for all forms, publications, flyers, posters, or other material for general distribution to a statewide audience.

PROCEDURE

A. FORMS

Any form used to communicate **with the public** must meet the criteria and obtain approvals described in this MAP. Field staff may consult with policy staff or the Division’s Information Officer for assistance in formatting or clarifying policy language used on any form.

Using the cover memo in this MAP, Field supervisors must send a copy of the proposed form, or revised form, to the appropriate regional manager for approval. The manager reviews the proposed form to ensure it meets the basic criteria in this MAP. Regional managers approve forms intended to increase efficiency and

improve delivery of services to clients ***in a unit or office in their region***. The regional manager has responsibility to number and maintain a log of all forms they approve, and to copy the Chief of Field Services. When updating an existing form, attach a copy of the form before the revisions.

Forms that will be used region-wide (all units or offices within the region) must be approved by the appropriate program officer. The Director of DPA approves all forms used statewide. Using the cover memo in this MAP, the manager submits the proposed form to the program officer, ***and copies the Chief of Field Services***. For forms requiring the Director or Steering Committee's approval, regional managers review and make recommendations on approval of the form and, using the cover memo in this MAP, submit the form through the Chief of Field Services. The Administrative Officer assigned to the Director's Office assigns form numbers and maintains a log.

Policy staff follow the same procedures for forms that target specific clients, seeking approval of the form from the program officer instead of the regional manager or Chief of Field Services. ***Copy the Chief of Field Services with all approved forms***. Most forms developed by policy staff will have a broader distribution and will follow procedures defined below in B.

B. FLYERS, BROCHURES, POSTERS, HANDOUTS, NOTICES, AND OTHERS

Publications, including some forms, which provide policy or define client obligations, require the Director's approval.

Staff may consult with policy and field staff or the Division's Information Officer for assistance in formatting or clarifying policy language used on any publication.

Publications created at the local level receive preliminary approval from the regional manager. The regional manager ensures the publication meets the basic criteria in this MAP. Using the cover memo in this MAP, the regional manager forwards the request for approval to the Director or Steering Committee through the Chief of Field Services.

Policy staff submit proposed publications to the appropriate program officer for a preliminary approval. The program officer ensures the publication meets the basic criteria, then using the cover memo in

this MAP, submits the proposal to the Director or Steering Committee. Upon approval of the publication, the person charged with production and distribution will notify the Field Support Unit designee, who will in turn give advance notice to field staff of the impending distribution.

CRITERIA

To gain approval, the form or publication must meet all of the following basic criteria:

- Written policy is clear and concise.
- Letterhead, if used, is current and correct.
- Format is visually pleasing and easy to read.
- Improves the delivery of services to the family
- Spelling, punctuation, and grammar are correct.
- Clearly identifies the Division of Public Assistance.
- Copy is clear, smudge free, and ready for publishing.
- Text is straightforward and understandable to the targeted audience.
- Forms indicate a number, or space for a number assignment, and date.
- Blank spaces on forms are appropriate in size and spacing for hand written responses.
- The benefit justifies the cost in staff and client time, as well as money to produce and distribute.
- Does not duplicate any existing publication or form.
- Does not create unnecessary obstacles for the client or staff.
- Does not impose any requirement greater than existing program policy or procedure.
- Includes distribution instructions if applicable.