

Jim Neely, Deputy Director

Authorized By

Number: DO-PT-04-002

Date: 02/23/2004

Topic: Agency-wide Policy: Communications and Forms

Transmitting (check the box that best applies):

- New Policy
 Policy Change
 Policy Clarification
 Executive Letter
 Administrative Rule
 Manual Update
 Other: _____

Applies to (check all that apply):

- | | |
|---|--|
| <input checked="" type="checkbox"/> All DHS employees | <input checked="" type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input checked="" type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Policy Title:	Communication Formats and Transmittal Forms		
Policy Number(s):	DO-010-001	Release No:	1.0
Effective Date:	03/01/2004	Expiration:	N/A
References:			
Web Address:	http://www.dhs.state.or.us/policy/admin/exec/010_001.htm - policy http://www.dhs.state.or.us/policy/admin/exec/010_001_01.htm - procedures		

Discussion/Interpretation: This policy revision clarifies print and electronic communication standards when sending information to large or diverse groups of employees, contractors or partners of DHS. Revised forms and standard electronic communication formats will assist recipients to better recognize, process and take appropriate action when they receive information from DHS staff.

New procedures accompanying this policy will also ensure that communications regarding client services or client program information being distributed to DHS staff, contractors and partners are presented in the same consistent manner regardless of the authoring cluster or office. These communications are required to be posted on the DHS web site, will be organized by authoring cluster or office and further categorized by topic.

Implementation/Transition Instructions: Effective March 1, 2004, when required by the policy, DHS staff will use revised Policy Transmittal (DHS 0079), Action Request (DHS 0078), and Information Memoranda (DHS 0080) forms when sending information to large groups of staff, contractors, or partners. The forms, and instructions for using them, are located on the DHS forms server accessed through the Department's web site. They can also be accessed through web links on the policy document referenced above. Communications regarding client services or client program information will be processed following the new [Transmittals for Client Services/Programs procedures](#) by individuals assigned as Transmittal Coordinators in each cluster/office.

Training/Communication Plan: The 2/13/04 Director's Message referenced this policy revision and new procedures. In addition, a memo from cluster/office management to transmittal authors was released in advance of this transmittal to notify staff of their responsibility for using appropriate forms and processing transmittals through their assigned Transmittal Coordinator. If you have questions about the new policy or procedures, please contact your cluster/office contact noted on the policy.

Local/Branch Action Required: Review and process Policy Transmittals and Action Requests in a timely manner. They are time sensitive documents requesting action by a given deadline or implementing new or revised policy by a stated effective date.

Central Office Action Required: Central Office will ensure that communications are sent using the appropriate transmittal forms and posted on appropriate web sites.

Field/Stakeholder review: Yes No

If yes, reviewed by: Cross-departmental task group

Filing Instructions: None. DHS executive policies and procedures can be found on the DHS web site at: <http://www.dhs.state.or.us/policy/admin/execlist.htm>

If you have any questions about this policy, contact:

Contact(s):	Ramona Rodamaker (or cluster-specific contacts listed in the policy)		
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