

	<p style="text-align: center;">Department of Human Services CHILDREN, ADULTS & FAMILIES</p> <p style="text-align: center;">Administrative Support Manual III</p> <p>ISSUED BY: Field Operations</p> <p>EFFECTIVE DATE: January 2, 1996</p>	<p>NUMBER: III-F.2.7</p> <p>SECTION: F. Information Management</p> <p>SUBSECTION: 2. Dissemination and Control</p>
<p>SUBJECT: 7. Response to Inquiries</p>		

Interpretation: Executive Assistant,
Field Operations

Approval: Assistant Administrator,
Field Operations

PURPOSE

The purpose of this procedure is to provide guidelines for SOSCF staff are responding to inquiries for information from the public, legislature and other governmental agencies. It also establishes priorities for responding to correspondence received by the agency.

PROCEDURE

(1) Telephone Inquiries:

A person calling an office or a specific staff member of SOSCF deserves the best efforts of that office or unit to obtain a response to the inquiry. If the staff person responding to the caller cannot supply the necessary information, the caller should be transferred to the supervisor or branch manager for a prompt response.

(2) Correspondence:

A prompt response should be given to all correspondence received by the agency.

(a) Letters drafted for the Governor's signature or the Department of Human Resources Director's signature must be routed through the SOSCF Director's Office;

(b) The following priorities have been established to ensure that letters are answered in a timely manner:

(A) Letters for the Governor's signature and letters replying to U.S. and state senators and representatives are to be replied to within four working days;

(B) Letters replying to federal and state agencies, SOSCF clients and

	<p style="text-align: center;">Department of Human Services CHILDREN, ADULTS & FAMILIES</p> <p style="text-align: center;">Administrative Support Manual III</p> <p>ISSUED BY: Field Operations</p> <p>EFFECTIVE DATE: January 2, 1996</p>	<p>NUMBER: III-F.2.7</p> <p>SECTION: F. Information Management</p> <p>SUBSECTION: 2. Dissemination and Control</p>
<p>SUBJECT: 7. Response to Inquiries</p>		

the general public are to be replied to within seven days;

(C) When additional time is required to obtain data, a letter will be sent to the person or agency stating when the final reply can be expected. Please call the Management Assistant to the Director at 945-6646 if you need to extend the due date.

(3) Contact with Legislators:

(a) When a SOSCF branch or regional staff member is contacted by local legislators requesting budget information he/she is free to discuss any of the recommendations contained in the Governor's recommended or legislatively approved budget for the current biennium.

(b) Information requests from legislators seeking to increase or modify SOSCF's budget and/or programs must be routed to the SOSCF's Director's Office so that current information can be provided.