

Jim Neely, CAF Field Services
Sue Nelson, HR

Authorized Signature

Number: IM-05-012
Issue Date: 6/27/2005

Topic: Food Stamp Strategies

Subject: Food Stamp Strategies of Accountability Document

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Children, Adults and Families
(Child Welfare, Self-Sufficiency,
Vocational Rehabilitation & all
other CAF staff) | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

➤ **Message:**

We are sending this memo to assure all staff have clear understanding of the Food Stamp Strategies of Accountability Document. The Food Stamp Steering Committee developed this document to create a foundation whereby the three key elements of the program would be embraced by all levels of the department and to ensure accountability for each of these elements. The three elements are: Accuracy, Access and Customer Service.

Local labor management committees provided input through a coordinated review process. Concerns and comments identified through that process were incorporated into the final strategies document.

The Strategies of Accountability Document is one of many tools we are using in the Food Stamp program to help us continue to improve our accuracy, access and customer service. This document serves to communicate uniform expectations for all staff involved with the Food Stamp Program. It is not intended to be used as a tool for progressive discipline. Although, the strategies identified in the document helped to inform the development of expectations for individual staff.

(A similar message was sent to the SPD state offices.)

If you have any questions about this information, contact:

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