

---

POLICY TRANSMITTAL NO. 09-12

DATE: MARCH 30, 2009

SUPPORT SERVICES DIVISION

DEPARTMENT OF HUMAN SERVICES  
OFFICE OF LEGISLATIVE RELATIONS AND  
POLICY

---

TO: ALL OFFICES

SUBJECT: MANUAL MATERIAL

OKDHS:2-21, Table of Contents; 2-21-150; 2-21-152; and 2-21-156 through 2-21-157

EXPLANATION: OKDHS:2-21-150 is revised to change the name from Publications Section to Design Services.

OKDHS:2-21-152 is revised to: (1) change the name from Publications Section to Design Services; (2) reflect current Design Services procedures; (3) identify special standards that apply to informational materials; (4) add language regarding Web versions of material; and (5) add language removed from Section OKDHS:2-21-157 regarding business cards.

OKDHS:2-21-156 is revised to: (1) change the name from Publications Section to Design Services; and (2) reflect current Design Services procedures.

OKDHS:2-21-157 is revised to: (1) delete the requirement for the Office of Communications to approve requests for informational materials; and (2) move language regarding business cards to OKDHS:2-21-152.

Original signed on 3-30-09

---

Adele Jack, Director  
Support Services Division

---

Sandra Harrison, Coordinator  
Office of Legislative Relations and Policy

---

WF # 09-C (NAP)

---

## **INSTRUCTIONS FOR FILING MANUAL MATERIAL**

OAC is the acronym for Oklahoma Administrative Code. If OAC appears before a number on an Appendix or before a Section in text, it means the Appendix or text contains rules or administrative law. Lengthy internal policies and procedures have the same Chapter number as the OAC Chapter to which they pertain following an "OKDHS" number, such as personnel policy at OKDHS:2-1 and personnel rules at OAC 340:2-1. The "340" is the Title number that designates OKDHS as the rulemaking agency; the "2" specifies the Chapter number; and the "1" specifies the Subchapter number.

The chronological order for filing manual material is: (1) OAC 340 by designated Chapter and Subchapter number; (2) if applicable, OKDHS numbered text for the designated Chapter and Subchapter; and (3) all OAC Appendices with the designated Chapter number. For example, the order for filing personnel policy is OAC 340:2-1, OKDHS:2-1, and OAC 340:2 Appendices behind all Chapter 2 manual material. Any questions or assistance with filing manual material will be addressed by contacting Policy Management Unit staff at 405-521-4326.

### **REMOVE**

OKDHS:2-21, Table of Contents

OKDHS:2-21-150

OKDHS:2-21-152

OKDHS:2-21-156

OKDHS:2-21-157

### **INSERT**

OKDHS:2-21, Table of Contents, pages 1-3,  
revised 4-1-09

OKDHS:2-21-150, 1 page only, revised 4-1-09

OKDHS:2-21-152, pages 1-3, revised 4-1-09

OKDHS:2-21-156, 1 page only, revised 4-1-09

OKDHS:2-21-157, 1 page only, revised 4-1-09

**SUBCHAPTER 21. DEPARTMENTAL SERVICES UNIT****PART 1. DEPARTMENTAL SERVICES**

OKDHS:2-21-1. General policy

**PART 2. SUPPLY WAREHOUSE**

OKDHS:2-21-2. Warehousing and distribution  
OKDHS:2-21-3. Ordering and shipping supplies **[REVOKED]**  
OKDHS:2-21-4. How to order, types of orders and order forms **[REVOKED]**  
OKDHS:2-21-5. Disposal of waste paper **[REVOKED]**  
OKDHS:2-21-6. Office and/or furniture moves **[REVOKED]**

**PART 3. ASSET MANAGEMENT**

OKDHS:2-21-20. Asset management  
OKDHS:2-21-21. Equipment identification numbers **[REVOKED]**  
OKDHS:2-21-22. Equipment inventory **[REVOKED]**  
OKDHS:2-21-23. Repairs for field office equipment **[REVOKED]**  
OKDHS:2-21-24. Disposal of assets

**PART 4. PRINTED MATERIAL **[REVOKED]****

OKDHS:2-21-40. General provisions for printed materials **[REVOKED]**  
OKDHS:2-21-41. Manual production and maintenance **[REVOKED]**  
OKDHS:2-21-42. Other printing services **[REVOKED]**  
OKDHS:2-21-43. Copy Center and copyrights **[REVOKED]**

**PART 5. RECORDS MANAGEMENT**

OKDHS:2-21-50. Records Management Program scope  
OKDHS:2-21-51. Legal authority  
OKDHS:2-21-52. Definitions  
OKDHS:2-21-53. Oklahoma Department of Human Services records  
OKDHS:2-21-54. Records management coordinator and records custodian  
OKDHS:2-21-55. Records disposition schedules  
OKDHS:2-21-56. Records inventory  
OKDHS:2-21-57. Deletion and destruction of records  
OKDHS:2-21-58. Records disasters  
OKDHS:2-21-59. Confidentiality of records

- OKDHS:2-21-60. Central Records
- OKDHS:2-21-61. Records storage
- OKDHS:2-21-62. Optical imaging system
- OKDHS:2-21-63. Microfilming services **[REVOKED]**
- OKDHS:2-21-64. E-mail records
- OKDHS:2-21-65. Computer-generated records
- OKDHS:2-21-66. Other records management services

#### **PART 6. MAIL SERVICES**

- OKDHS:2-21-80. Mail services
- OKDHS:2-21-81. Distribution of agency mail **[REVOKED]**
- OKDHS:2-21-82. Specialized mail services
- OKDHS:2-21-83. Bulk mailing
- OKDHS:2-21-84. Available equipment/services **[REVOKED]**
- OKDHS:2-21-85. Other mail services inquiries **[REVOKED]**

#### **PART 7. OTHER SERVICES PROVIDED TO THE OKLAHOMA DEPARTMENT OF HUMAN SERVICES**

- OKDHS:2-21-100. Vehicle inventory, control, and management
- OKDHS:2-21-101. Vehicles management control **[REVOKED]**
- OKDHS:2-21-102. Requests for motor pool vehicles on daily basis **[REVOKED]**
- OKDHS:2-21-103. Cancellation of motor pool vehicles **[REVOKED]**
- OKDHS:2-21-104. Permanent vehicle requests **[REVOKED]**
- OKDHS:2-21-105. Motor pool vehicle not available **[REVOKED]**
- OKDHS:2-21-106. Permanent vehicle maintenance **[REVOKED]**
- OKDHS:2-21-107. Charges for state motor pool vehicles **[REVOKED]**
- OKDHS:2-21-108. PIKEPASS tags
- OKDHS:2-21-109. Out-of-state travel coordination
- OKDHS:2-21-110. Sequoyah Memorial Office Building
- OKDHS:2-21-111. Signs **[REVOKED]**
- OKDHS:2-21-112. Notary commissions **[REVOKED]**
- OKDHS:2-21-113. Identification badges

#### **PART 8. OKDHS RESOURCE CENTER **[REVOKED]****

- OKDHS:2-21-130. Scope **[REVOKED]**
- OKDHS:2-21-131. Services **[REVOKED]**
- OKDHS:2-21-132. Resource Center collection **[REVOKED]**
- OKDHS:2-21-133. Access **[REVOKED]**
- OKDHS:2-21-134. Acquisition of resource materials **[REVOKED]**

**PART 9. DESIGN SERVICES**

- OKDHS:2-21-150. Design Services purpose and scope
- OKDHS:2-21-151. Definitions
- OKDHS:2-21-152. Design Services
- OKDHS:2-21-153. Publication services **[REVOKED]**
- OKDHS:2-21-154. Publications special products **[REVOKED]**
- OKDHS:2-21-155. Publications distribution **[REVOKED]**
- OKDHS:2-21-156. Payment for design services
- OKDHS:2-21-157. Printing services



**OKDHS:2-21-150. Design Services purpose and scope**Revised 4-1-09

(a) **Purpose.** The purpose of Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) Design Services is to develop, produce, and circulate accurate, cost-effective, informational materials for internal and external use in support of the OKDHS mission.

(b) **Scope.** Design Services regulations apply to all OKDHS materials, including annual and special reports, booklets, displays, leaflets, newsletters and other periodicals, pamphlets, posters, scripts, and videos.



**OKDHS:2-21-152. Design Services**Revised 4-1-09**(a) Services available.**

(1) **Consulting.** Design Services assists customers in establishing guidelines for projects, including identifying target audiences, establishing timelines and desired outcomes, choosing communications and distribution methods, style, content, and format.

(2) **Writing.** Design Services provides writing services as necessary to help customers communicate their message effectively.

(3) **Editing.** Design Services edits all manuscripts for accuracy and readability. Criteria include:

(A) content that supports the mission of the Oklahoma Department of Human Services (OKDHS) and the agency's communications policies;

(B) writing and graphics clearly understood by the intended audience;

(C) style consistent with industry standards;

(D) language appropriate to the subject and audience; and

(E) spelling, punctuation, grammar, and sentence structure that conform to standards established by the Associated Press, the agency's communications standards and policies, and standard English usage.

(4) **Graphics arts services.** Design Services provides layout and graphic design services.

(A) **Graphic design.** After an initial consultation with the customer, the graphic artist produces a draft of the materials for the customer's review. The consult-review process continues with the customer to produce a satisfactory product.

(B) **Finished materials.** The graphic artist prepares a finished version of the materials. For printed materials, Design Services routes jobs to the Departmental Services Unit (DSU) Print Shop unless the customer has an approved contract with an outside vendor.

(C) Web versions. Design Services provides an electronic version of all materials to the Web Content unit.

(5) **Photographic services.** Design Services provides photography services.

(6) Business cards. Business cards are printed for OKDHS employees via Form 23PU134E, Business Card Order Form, submitted to Design Services. Only the approved designs are available. No changes may be made to the approved designs. Only approved content is allowed. Nothing may be printed on the back.

(b) **Planning for services.** The requesting unit initiates a planning meeting with Design Services before beginning any major project.

(c) Requests for services. Services are requested by completing Form 23PU083E, Editorial, Graphics and Photo/Video Production Form, and submitting the form to the Design Services manager.

(1) The appropriate division director or designee reviews and authorizes each Form 23PU083E.

(2) The requesting unit provides text electronically for requested materials.

(d) Timelines. Design Services acknowledges requests for services within three working days.

(e) Client permission. A unit that requests materials that specifically identifies or portrays a person or organization must secure the client's or vendor's permission for release of information on Form 16AD013E, News Media and Media Production Release of Information Form. A copy of the form is sent to Design Services.

(f) Copyrights. The requesting unit is responsible for securing permission to reprint copyrighted material, in whole or in part, except for small excerpts used for training purposes.

(1) A copy of the publisher's written permission must accompany Form 23PU083E.

(2) For direct photocopying of copyrighted materials, a copy of the publisher's written permission is attached to Form 23PU114E, Reproduction Request. Design Services staff does not duplicate materials in violation of copyright laws.

(g) Mandatory content. Each publication must contain specific information as set forth in Section 3105 of Title 74 of the Oklahoma Statutes, and provided by Design Services.

(h) **Revisions of existing materials.** The requesting unit:

(1) marks changes directly on a printed copy of any materials that are to be revised or, if changes are extensive;

(2) marks the points where changes occur and sends an electronic copy of the text; and

(3) submits Form 23PU083E and attachments to Design Services.

(i) **Statistics.** The requesting unit provides signed approval by the administrator of the OKDHS Office of Planning, Research, and Statistics (OPRS) for annual reports and summaries that contain statistics.

(j) **Reviews for compliance.**

(1) Office of Legislative Relations and Policy (OLRP) reviews each publication for compliance with the requirements of the Administrative Procedures Act and existing OKDHS policy per OKDHS:2-31-28.

(2) Design Services reviews materials for compliance with the agency's communications standards and policies.



**OKDHS:2-21-156. Payment for design services**

Revised 4-1-09

(a) **Payment for services.** Oklahoma Department of Human Services (OKDHS) locations are not charged for materials produced by Support Services Division (SSD) Departmental Services Unit (DSU) Design Services unless:

(1) they require special-order items that are not routinely stocked; or

(2) the request exceeds the usual and customary services offered by Design Services.

(b) **Special-order and non-stocked supplies.** The OKDHS unit requesting special-order items provides the SSD Contracts and Purchasing Unit with funding codes for the purchase of special items or contracted services.

(c) **Vendor contracts.** Projects recommended for contract with outside vendors must be secured in accordance with OAC 340:2-13. The requesting division is responsible for the costs of all approved special purchases, products, and services supplied by outside vendors.

(d) **Private organizations.** OKDHS is prohibited from bearing the cost of printing materials for private organizations. If there is specific policy in which printing of documents for a private organization is an integral part of a specific OKDHS program, the chief officer or division director of that program may approve the project.

(e) **Reimbursement.** Publications may be produced for other entities, either governmental or private, when OKDHS is reimbursed for the costs under uniform rates established by the Oklahoma Commission for Human Services. Design Services undertakes these projects only as priorities allow.



**OKDHS:2-21-157. Printing services**Revised 4-1-09

Oklahoma Department of Human Services (OKDHS) forms and other materials required by OKDHS are printed and distributed by the OKDHS Support Services Division Departmental Services Unit (DSU) Print Shop or DSU Copy Center. This includes numbered memos, recruitment announcements, newsletters, conference related materials, and any miscellaneous bulletins or announcements specific to OKDHS locations. The Print Shop or Copy Center prints administrative rules, policy, booklets, pamphlets, periodicals, reports, forms, posters, cards, manuals, and envelopes issued by OKDHS.

- (1) **Request for printing.** An approved Form 23PU114E, Reproduction Request, is submitted to the Print Shop or Copy Center to request printing services.
- (2) **Forms.** Approval from the Office of Planning, Research, and Statistics (OPRS) is required to print new or revise existing OKDHS forms.
- (3) **New materials.** Procedures to request printing of new materials are outlined in OKDHS:2-21-152.
- (4) **Special printing needs.** If a request requires paper of a weight, size, or color not carried in stock, the requesting OKDHS location is responsible for all costs or for furnishing supplies necessary to complete the job.
- (5) **Copyright.** The Print Shop and Copy Center adhere to copyright laws. Copyrighted documents are not reproduced without written permission from the copyright source.