
POLICY TRANSMITTAL NO. 04-01	DATE: JANUARY 26, 2004
OFFICE OF COMMUNICATIONS	DEPARTMENT OF HUMAN SERVICES OFFICE OF PLANNING, POLICY & RESEARCH

TO: ALL OFFICES

SUBJECT: MANUAL MATERIAL

DHS:2, Table of Contents; DHS:2-37, Table of Contents; 2-37-1 through 2-37-8.

EXPLANATION: DHS Subchapter 37 is issued describing the functions of the Office of Communications.

Original signed on 1-23-04

George Earl Johnson, Jr., Director
Office of Communications

Marilynn Knott, Administrator
Office of Planning, Policy & Research

WF # 03-EE (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 a “DHS” number, such as personnel policy at DHS:2-1 and personnel rules at OAC 340:2-1. The “340” is the Title number that designates DHS 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, DHS 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, DHS: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 Rules and Policy Management Unit staff at (405) 521-3611.

REMOVE

INSERT

Table of Contents DHS:2

Table of Contents DHS:2, pages 1-10,
revised 1-23-04

Table of Contents DHS:2-37, 1 page only,
issued 1-23-04

DHS:2-37-1, pages 1-3, issued 1-23-04

DHS:2-37-2, 1 page only, issued 1-23-04

DHS:2-37-3, pages 1-2, issued 1-23-04

DHS:2-37-4, 1 page only, issued 1-23-04

DHS:2-37-5, pages 1-4, issued 1-23-04

DHS:2-37-6, pages 1-5, issued 1-23-04

DHS:2-37-7, 1 page only, issued 1-23-04

DHS:2-37-8, pages 1-2, issued 1-23-04

DHS SUBCHAPTER 1. HUMAN RESOURCES MANAGEMENT DIVISION**PART 1. INTERNAL PERSONNEL REGULATIONS RELATIVE
TO INDIVIDUAL EMPLOYEE**

Section

- DHS:2-1-1. Intra-agency transfer
- DHS:2-1-2. Detail to special duty
- DHS:2-1-3. Employee recognition
- DHS:2-1-4. Separation (classified or unclassified service)
- DHS:2-1-5. Resignation - classified or unclassified service
- DHS:2-1-6. Inter-agency transfer
- DHS:2-1-6.1. Personnel reviews
- DHS:2-1-7. Discipline
- DHS:2-1-8. Oral reprimand
- DHS:2-1-9. Written reprimand
- DHS:2-1-10. Suspension without pay and involuntary demotion
- DHS:2-1-11. Discharge and pretermination hearing
- DHS:2-1-12. Probationary and unclassified employees
- DHS:2-1-13. Delegation of authority
- DHS:2-1-14. Delegation of authority **[REVOKED]**
- DHS:2-1-15. Procedure for formal disciplinary action (suspension without pay, involuntary demotion, or discharge) probationary employees in classified service) **[REVOKED]**
- DHS:2-1-15.1. Corrective discipline (unclassified) **[REVOKED]**
- DHS:2-1-16. Retirement (classified/unclassified/exempt service)
- DHS:2-1-17. Employee performance appraisal system (classified/unclassified/-exempt)
- DHS:2-1-18. General staff responsibilities
- DHS:2-1-19. Work tasks and performance standards
- DHS:2-1-20. Time frames for initiation of the employee performance appraisal
- DHS:2-1-21. Procedures for initiating Form P-9
- DHS:2-1-22. Conferences
- DHS:2-1-23. Time frames for finalizing Form P-9
- DHS:2-1-24. Procedures for finalizing the performance appraisal
- DHS:2-1-25. Rebuttal to performance evaluation
- DHS:2-1-26. Compensable time for Fair Labor Standards Act (FLSA) non-exempt employees
- DHS:2-1-27. Procedures for overtime work by Fair Labor Standards Act (FLSA) non-exempt employees
- DHS:2-1-28. Work weeks and work periods
- DHS:2-1-29. Work week adjustments

DHS:2-1-30.	Overtime compensation and record keeping
DHS:2-1-31.	Fair Labor Standards Act (FLSA) compliance
DHS:2-1-32.	Attendance and leave - classified, unclassified and temporary employees
DHS:2-1-33.	Administrative leave
DHS:2-1-34.	Holidays
DHS:2-1-35.	Annual leave
DHS:2-1-36.	Sick leave
DHS:2-2-36.1.	Organ donor leave
DHS:2-1-37.	Enforced leave
DHS:2-1-38.	Leave without pay
DHS:2-1-39.	Involuntary leave without pay (furlough)
DHS:2-1-40.	Leave for teachers employed less than 12 months per year
DHS:2-1-41.	Military leave
DHS:2-1-42.	Educational leave
DHS:2-1-43.	Organizational leave
DHS:2-1-44.	Planning activities associated with professional meetings, Department sponsored training, and conference and seminars
DHS:2-1-45.	Sponsored training
DHS:2-1-46.	Attendance in conference and seminars
DHS:2-1-47.	Family and medical leave
DHS:2-1-48.	Shared leave
DHS:2-1-49.	Employee time to vote
DHS:2-1-61.	Moving of household goods (classified/unclassified/exempt service)
DHS:2-1-62.	Legal defense of Department employees
DHS:2-1-63.	Replacement/reimbursement for eyeglasses or contact lens
DHS:2-1-64.	Registration, certification and licensure payments for Department employees

PART 2. EMPLOYEE BENEFITS

DHS:2-1-65.	Benefits and enrollment
DHS:2-1-66.	Option period
DHS:2-1-67.	Insurance Coordinator
DHS:2-1-68.	Appeals
DHS:2-1-69.	Confidentiality of insurance records
DHS:2-1-70.	Employees access to insurance records
DHS:2-1-71.	Eligibility
DHS:2-1-72.	Leave of absence
DHS:2-1-73.	Survivors
DHS:2-1-74.	Continued participation in health and dental coverage
DHS:2-1-75.	Retirement (regular)
DHS:2-1-76.	Disability retirants

- DHS:2-1-77. Termination of coverage
- DHS:2-1-78. Consolidated Omnibus Budget Reconciliation Act (COBRA)
- DHS:2-1-79. Insurance benefits available **[REVOKED]**
- DHS:2-1-80. Provider network **[REVOKED]**
- DHS:2-1-81. Health Maintenance Organizations (HMO) **[REVOKED]**
- DHS:2-1-82. Cost containment for group insurance plan **[REVOKED]**
- DHS:2-1-83. Enrollment and change procedures **[REVOKED]**
- DHS:2-1-84. Waiver of participation **[REVOKED]**
- DHS:2-1-85. I.D. card **[REVOKED]**
- DHS:2-1-86. Evidence of insurability **[REVOKED]**
- DHS:2-1-87. How to prepare a change card **[REVOKED]**
- DHS:2-1-88. How to file a claim **[REVOKED]**
- DHS:2-1-89. Employee Assistance Program (EAP)
- DHS:2-1-90. Wellness Program

PART 3. RECRUITMENT, PLACEMENT AND PROMOTIONAL POLICY AND PROCEDURE

- DHS:2-1-95. Appointments and changes in employee classification or position which are not subject to the vacancy notice posting provisions
- DHS:2-1-96. Vacancy posting decision
- DHS:2-1-97. Promotional testing policy (classified service)
- DHS:2-1-98. OPM certificate action codes

PART 4. GRIEVANCE AND MEDIATION PROGRAMS

- DHS:2-1-150. Purpose and scope of grievance procedure
- DHS:2-1-151. Grievance defined
- DHS:2-1-152. Grievance and appeal or complaint - separate filing
- DHS:2-1-153. Grievance time limits
- DHS:2-1-155. Grievance management
- DHS:2-1-156. Grievance records
- DHS:2-1-157. Representation
- DHS:2-1-158. Grievance preparation and processing
- DHS:2-1-159. Leave and travel to meetings
- DHS:2-1-160. Group grievances
- DHS:2-1-161. Classification grievances
- DHS:2-1-162. Discrimination grievances
- DHS:2-1-163. Grievance procedure steps
- DHS:2-1-163.1 End of grievance procedure
- DHS:2-1-164. Grievances alleging discrimination - Statement of policy **[REVOKED]**
- DHS:2-1-165. Grievances alleging discrimination or sexual harassment

- [REVOKED]**
 DHS:2-1-166. General provisions
 DHS:2-1-168. DHS Dispute Mediation Program (DMP)
 DHS:2-1-169. Procedure for mediation

PART 5. [RESERVED]

PART 6. [RESERVED]

PART 7. REDUCTION-IN-FORCE

- DHS:2-1-201. Purpose
 DHS:2-1-202. Definitions **[REVOKED]**
 DHS:2-1-203. Reduction-in-force applicability **[REVOKED]**
 DHS:2-1-204. **[REVOKED]**
 DHS:2-1-205. Displacement limits **[REVOKED]**
 DHS:2-1-206. **[REVOKED]**
 DHS:2-1-207. Abolishing positions and retaining positions **[REVOKED]**
 DHS:2-1-208. Order of employee removal **[REVOKED]**
 DHS:2-1-209. Calculation of retention points **[REVOKED]**
 DHS:2-1-210. Displacement opportunities **[REVOKED]**
 DHS:2-1-211. **[REVOKED]**
 DHS:2-1-212. Order of offers for displacement opportunities **[REVOKED]**
 DHS:2-1-213. Official notice of reduction-in-force **[REVOKED]**
 DHS:2-1-214. Written notice to employees **[REVOKED]**
 DHS:2-1-215. Required freeze on personnel transactions **[REVOKED]**
 DHS:2-1-216. Exercise of displacement rights **[REVOKED]**
 DHS:2-1-217. Employee separations **[REVOKED]**
 DHS:2-1-218. Recall rights **[REVOKED]**
 DHS:2-1-219. Priority consideration for reemployment **[REVOKED]**
 DHS:2-1-220. Equal Employment Opportunity (EEO) **[REVOKED]**
 DHS:2-1-221. Continuation of insurance upon separation by reduction-in-force
[REVOKED]
 DHS:2-1-222. Appeal of reduction-in-force **[REVOKED]**
 DHS:2-1-223. Severance option **[REVOKED]**

**PART 8. REDUCTION-IN-FORCE PLAN FOR UNCLASSIFIED EMPLOYEES OF
 HISSOM MEMORIAL CENTER [REVOKED]**

- DHS:2-1-240. General Provisions **[REVOKED]**
 DHS:2-1-241. Definitions **[REVOKED]**
 DHS:2-1-242. Basic reduction-in-force plan **[REVOKED]**

- DHS:2-1-243. Abolishing positions and retaining positions **[REVOKED]**
DHS:2-1-244. Displacement opportunities **[REVOKED]**
DHS:2-1-245. Official notice of reduction-in-force **[REVOKED]**
DHS:2-1-246. Written notice to employees **[REVOKED]**
DHS:2-1-247. Order of Separation **[REVOKED]**
DHS:2-1-248. Priority consideration for re-employment **[REVOKED]**
DHS:2-1-249. Appeal of reduction-in-force **[REVOKED]**

SUBCHAPTER 3. OFFICE OF CLIENT ADVOCACY

- DHS:2-3-1. Definitions
DHS:2-3-2. Administrative investigation

SUBCHAPTER 11. FINANCE

- DHS:2-11-1. Finance Information Systems Security Plan

SUBCHAPTER 15. RISK MANAGEMENT UNIT

PART 1. WORKERS' COMPENSATION

- DHS:2-15-1. Workers' Compensation
DHS:2-15-2. Local administrator's responsibilities
DHS:2-15-3. Notice and instruction to employers and employees
DHS:2-15-4. Accident reporting - employee's responsibilities
DHS:2-15-5. Accident reporting - supervisor's responsibilities
DHS:2-15-6. Reporting requirements
DHS:2-15-7. Employee leave option

PART 3. WELLNESS PROGRAM **[REVOKED]**

- DHS:2-15-20. Wellness program - general **[REVOKED]**
DHS:2-15-21. Administration of the Wellness program **[REVOKED]**
DHS:2-15-22. Employee participation **[REVOKED]**
DHS:2-15-23. Employee-instructors **[REVOKED]**
DHS:2-15-24. Policy on Workers' Compensation **[REVOKED]**
DHS:2-15-25. Use of facilities **[REVOKED]**

PART 5. BLOODBORNE PATHOGENS EXPOSURE CONTROL

- DHS:2-15-30. Purpose
DHS:2-15-31. Definitions

- DHS:2-15-32. Exposure Control Plan
- DHS:2-15-33. Management of exposures to blood or other body fluids
- DHS:2-15-34. Recordkeeping

PART 7. CRISIS MANAGEMENT POLICY

- DHS:2-15-40. Purpose
- DHS:2-15-41. Definitions
- DHS:2-15-42. Mitigation
- DHS:2-15-43. Preparedness
- DHS:2-15-44. Response
- DHS:2-15-45. Emergency operating plans
- DHS:2-15-46. Emergency operating plans general requirements
- DHS:2-15-47. Outside evacuation procedures
- DHS:2-15-48. Inside shelter procedures
- DHS:2-15-49. Bomb threat - outside evacuation
- DHS:2-15-50. Functional annexes
- DHS:2-15-51. Recovery
- DHS:2-15-52. Workplace Violence

SUBCHAPTER 17. EMPLOYEE DEVELOPMENT AND TRAINING

PART 1. IN-SERVICE TRAINING WITHIN THE DEPARTMENT

- DHS:2-17-1. Employee Relations and Development Unit (ERDU) - training within DHS
- DHS:2-17-2. Mandatory supervisory training
- DHS:2-17-3. DHS open enrollment training
- DHS:2-17-4. DHS employee interchange program
- DHS:2-17-5. Employee interchange request procedures
- DHS:2-17-6. State mentor program

PART 2. EDUCATION ASSISTANCE PROGRAM

- DHS:2-17-15. Education Assistance Program
- DHS:2-17-16. Education assistance
- DHS:2-17-17. Application procedures
- DHS:2-17-18. Selection criteria
- DHS:2-17-19. Application period
- DHS:2-17-20. Education Assistance Program Committee
- DHS:2-17-21. Other office or division assistance programs
- DHS:2-17-22. Ineligible employees

DHS:2-17-23. Education incentive awards

PART 3. EMPLOYEES' LIBRARY [REVOKED]

DHS:2-17-35. Scope [REVOKED]
DHS:2-17-36. Services [REVOKED]
DHS:2-17-37. Library collection [REVOKED]
DHS:2-17-38. Access [REVOKED]

PART 4. EMPLOYEE INTERCHANGE PROGRAM [REVOKED]

DHS:2-17-50. Purpose and objectives [REVOKED]
DHS:2-17-51. Policy [REVOKED]
DHS:2-17-52. Types of interchanges [REVOKED]
DHS:2-17-53. Request procedures [REVOKED]
DHS:2-17-54. Expenses, attendance and leave [REVOKED]
DHS:2-17-55. Evaluation [REVOKED]

PART 5. CERTIFIED PUBLIC MANAGER PROGRAM

DHS:2-17-60. Purpose
DHS:2-17-61. Administration
DHS:2-17-62. Application
DHS:2-17-63. Candidates
DHS:2-17-64. Graduates
DHS:2-17-65. OKDHS utilization of Certified Public Manager Program graduates

DHS SUBCHAPTER 19. OFFICE OF FINANCE

PART 1. PLANNING AND RESEARCH UNIT

DHS:2-19-1. Business Plan

SUBCHAPTER 21. DEPARTMENTAL SERVICES UNIT (DSU)

PART 1. DEPARTMENTAL SERVICES UNIT (DSU)

DHS:2-21-1. General policy

PART 2. SUPPLIES AND FORMS

DHS:2-21-2. Warehousing and distribution

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

PART 3. ASSETS MANAGEMENT

- DHS:2-21-20. Fixed assets management
- DHS:2-21-21. Equipment identification numbers **[REVOKED]**
- DHS:2-21-22. Equipment inventory **[REVOKED]**
- DHS:2-21-23. Repairs for field office equipment
- DHS:2-21-24. Fixed assets disposal

PART 4. PRINTED MATERIAL

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

PART 5. RECORDS MANAGEMENT

- DHS:2-21-60. Central Records
- DHS:2-21-61. Archives
- DHS:2-21-62. Optical imaging system
- DHS:2-21-63. Microfilming services **[REVOKED]**

PART 6. MAIL SERVICES

- DHS:2-21-80. Mail responsibilities
- DHS:2-21-81. Distribution of agency mail **[REVOKED]**
- DHS:2-21-82. Other mail services provided
- DHS:2-21-83. Bulk mailings to clients or others
- DHS:2-21-84. Available equipment/services **[REVOKED]**
- DHS:2-21-85. Other mail services inquiries **[REVOKED]**

PART 7. OTHER SERVICES PROVIDED TO AGENCY

- DHS:2-21-100. Vehicle inventory, control, and management
- DHS:2-21-101. Vehicles management control **[REVOKED]**
- DHS:2-21-102. Requests for motor pool vehicles on daily basis **[REVOKED]**
- DHS:2-21-103. Cancellation of motor pool vehicles **[REVOKED]**

- DHS:2-21-104. Permanent vehicle requests **[REVOKED]**
- DHS:2-21-105. Motor pool vehicle not available **[REVOKED]**
- DHS:2-21-106. Permanent vehicle maintenance **[REVOKED]**
- DHS:2-21-107. Charges for state motor pool vehicles **[REVOKED]**
- DHS:2-21-108. PIKEPASS
- DHS:2-21-109. Out-of-state travel coordination
- DHS:2-21-110. State office building
- DHS:2-21-111. Signs **[REVOKED]**
- DHS:2-21-112. Notary commissions

PART 8. DHS RESOURCE CENTER

- DHS:2-21-130. Scope
- DHS:2-21-131. Services
- DHS:2-21-132. Resource Center collection
- DHS:2-21-133. Access
- DHS:2-21-134. Acquisition of resource materials

PART 9. PUBLICATIONS

- DHS:2-21-150. Purpose and scope
- DHS:2-21-151. Definitions
- DHS:2-21-152. Publications
- DHS:2-21-153. Publication services
- DHS:2-21-154. Publications special products
- DHS:2-21-155. Publications distribution
- DHS:2-21-156. Payment for Publications services

SUBCHAPTER 25. OFFICE OF GENERAL COUNSEL

- DHS:2-25-1. Purpose
- DHS:2-25-2. Definitions
- DHS:2-25-3. Legal opinions
- DHS:2-25-4. Review and drafting of contracts
- DHS:2-25-5. Review of legislation
- DHS:2-25-6. Review and drafting of policy
- DHS:2-25-7. Initiation of litigation
- DHS:2-25-8. Representation of agency and employees in legal and administrative proceedings
- DHS:2-25-9. Privileged/confidential communications
- DHS:2-25-10. Subpoenas and records requests
- DHS:2-25-11. Miscellaneous provisions

SUBCHAPTER 31. POLICY MANAGEMENT AND ANALYSIS**PART 1. FEDERAL/STATE COORDINATION UNIT [REVOKED]**

- DHS:2-31-1. Purpose and scope of responsibilities [REVOKED]
- DHS:2-31-2. Specific responsibilities [REVOKED]
- DHS:2-31-3. Federal regulations [REVOKED]
- DHS:2-31-4. State legislation [REVOKED]
- DHS:2-31-5. DHS-proposed legislation [REVOKED]
- DHS:2-31-6. Role of the FSCU during the legislative session [REVOKED]
- DHS:2-31-7. Action following final disposition of a bill [REVOKED]

PART 5. POLICY, ARCHIVES & RECORDS MANAGEMENT UNIT POLICY DEVELOPMENT SECTION

- DHS:2-31-25. Purpose and authority
- DHS:2-31-26. Definitions
- DHS:2-31-27. Rule and policy making
- DHS:2-31-28. Issuance of procedures and announcements by memo, electronic or hard copy
- DHS:2-31-29. Policy studies
- DHS:2-31-30. Manual development

PART 7. PLANNING AND SYSTEMS DEVELOPMENT UNIT [REVOKED]

- DHS:2-31-46. Purpose [REVOKED]
- DHS:2-31-47. Authority [REVOKED]
- DHS:2-31-48. Management analysis [REVOKED]
- DHS:2-31-49. Strategic planning system [REVOKED]
- DHS:2-31-50. Federal plans [REVOKED]
- DHS:2-31-51. Grants [REVOKED]
- DHS:2-31-52. Interagency coordination [REVOKED]
- DHS:2-31-53. DHS/Tribal Child Welfare agreements [REVOKED]

PART 9. PUBLICATIONS UNIT [REVOKED]

- DHS:2-31-70. Purpose, Scope and Authority [REVOKED]
- DHS:2-31-71. Definitions [REVOKED]
- DHS:2-31-72. Publications Unit [REVOKED]
- DHS:2-31-73. Accessing Publications Unit Services [REVOKED]
- DHS:2-31-74. Publications Unit Special Products [REVOKED]
- DHS:2-31-75. Publications Unit Policy and Procedure Support [REVOKED]

DHS:2-31-76. Payment for Publications Unit services [REVOKED]

DHS SUBCHAPTER 37. COMMUNICATIONS

DHS:2-37-1. Media relations
DHS:2-37-2. Media training
DHS:2-37-3. Commission communications
DHS:2-37-4. OKDHS Director
DHS:2-37-5. Office of Communication
DHS:2-37-6. Communications in emergencies
DHS:2-37-7. Communication in state emergencies
DHS:2-37-8. OKDHS Quality Awards

DHS SUBCHAPTER 40. EXECUTIVE

PART 2. AUDIT OVERSIGHT

DHS:2-40-21. The Audit Oversight Committee
DHS:2-40-22. Division responsibilities
DHS:2-40-23. Audit Oversight Committee responsibilities

PART 3. GRANT MANAGEMENT PLAN

DHS:2-40-30. Purpose
DHS:2-40-31. Scope
DHS:2-40-32. Approvals
DHS:2-40-33. Proposal cycle
DHS:2-40-34. Management reviews/approvals
DHS:2-40-35. Grant management responsibilities
DHS:2-40-36. Marketing

SUBCHAPTER 41. DATA SERVICES DIVISION

DHS:2-41-1. General policy
DHS:2-41-2. Legal base and authority
DHS:2-41-3. Mission and goals
DHS:2-41-4. Definitions
DHS:2-41-5. Desired performance standards
DHS:2-41-6. Comptroller's Office/Business Services Unit
DHS:2-41-7. Systems Design and Development Unit
DHS:2-41-8. Data Center Services Unit
DHS:2-41-9. Data Base Administration

- DHS:2-41-10. Customer Support Services Unit (CSSU)
- DHS:2-41-11. Network and Local Area Network (LAN) Management (NLM) Unit
- DHS:2-41-12. Data processing planning
- DHS:2-41-13. Data processing application systems maintenance and development process
- DHS:2-41-14. Acquisition of data processing equipment, software and supplies
- DHS:2-41-15. Data security
- DHS:2-41-16. Software copyright policy

SUBCHAPTER 43. OFFICE FOR CIVIL RIGHTS

- DHS:2-43-1. Purpose and scope of the procedure for complaints alleging discrimination
- DHS:2-43-2. Sexual harassment defined

SUBCHAPTER 37. COMMUNICATIONS

Section

<u>DHS:2-37-1.</u>	<u>Media relations</u>
<u>DHS:2-37-2.</u>	<u>Media training</u>
<u>DHS:2-37-3.</u>	<u>Commission communications</u>
<u>DHS:2-37-4.</u>	<u>OKDHS Director</u>
<u>DHS:2-37-5.</u>	<u>Office of Communication</u>
<u>DHS:2-37-6.</u>	<u>Communications in emergencies</u>
<u>DHS:2-37-7.</u>	<u>Communication in state emergencies</u>
<u>DHS:2-37-8.</u>	<u>OKDHS Quality Awards</u>

DHS:2-37-1. Media relations

(a) All media releases related to the Oklahoma Department of Human Services (OKDHS), including editorial commentary, opinion, and fact or information pieces are distributed through the Office of Communications.

(1) **Media counsel.** The Office of Communications works directly with the staff in county offices and resource centers to provide immediate consultation prior to interviews requested by the media. Area and county directors are provided the primary support as resources allow to communicate the mission, goals, and objectives of OKDHS with the general public, legislators, and others requesting such information.

(2) **Media releases.** Media releases may be developed by any office or division of OKDHS. They must be reviewed and approved by the Office of Communications prior to release. Locally developed media releases must be forwarded to the Office of Communications for assignment to a public information specialist.

(A) The development of a media release begins with an initial contact with the Office of Communications.

(B) The public information specialist and the office originating the media release request collaborate to produce a finalized document and to determine a time and date for the release to be distributed to the media and posted on the Internet.

(C) Before release to the media, approval of the finalized media release document by a division director level or higher official(s) is secured by:

(i) signature to the document;

(ii) use of Form ADM-S-32, Sign-off Slip, if multiple entities are involved; or

(iii) an e-mail response stating approval.

(D) The Office of Communications director, appropriate designated OKDHS Executive Team official, or both, have final approval of materials released on behalf of OKDHS to the media and public.

(3) **News media conferences and briefings.** All media conferences and briefings for media are coordinated and approved through the Office of Communications. The Office of Communications director assigns staff to:

(A) reserve the location for the event;

(B) schedule use of any equipment needed;

(C) coordinate with the requesting unit for preparation of media releases, media packets, and other materials for the event;

(D) mail or electronically transmit an advance "media notice" to media about the event; and

(E) make personal contact with appropriate media the day before the event.

(4) **Media inquiries.** The Office of Communications goal is to make an initial response to all media inquiries within one hour of the receipt of the call.

(A) The public information specialist handling the inquiry:

(i) provides the information requested;

(ii) contacts the OKDHS person who can provide the information and arranges and coordinates an interview with the requesting party; or

(iii) makes arrangements with the requesting party to provide the information when it is available.

(B) All media inquiries are recorded on Form COMM-1, Daily Media Log, with the dates and times of the initial call and any subsequent contacts related to the inquiry.

(C) When matters that are considered hot topics come to the attention of Office of Communications staff, the Office of Communications immediately consults and advises co-workers about the matter, and when necessary, contacts the appropriate Executive leadership and briefs them on the matter.

(5) **News features, television and radio shows, and webcasts.** At the request of a division director or office administrator, the Office of Communications arranges for OKDHS spokespersons to appear on radio shows, television shows, or webcasts. In connection with special events, the Office of Communications requests appropriate spokespersons for appearances. An Office of Communications staff member:

(A) confirms details, including the time, date, location, format, length, and direction of interview; and

(B) holds a briefing or simulated interview with the selected spokesperson prior to an appearance.

(6) **Media contacts.** When an OKDHS employee is contacted directly by a member of the media, he or she must refer the matter to the county director or resource center administrator unless he or she is the designated spokesperson for the subject matter. In all other cases, OKDHS employees immediately refer the matter to the Office of Communications at 405-521-3027. All media and media-related contacts are logged on Form COMM-1.

(7) **Form COMM-1.** Each Office of Communications staff member maintains his or her own Form COMM-1. Forms COMM-1 are turned in to the Office of Communications office manager or assistant office manager to ensure that the contacts are properly recorded on monthly, quarterly, and annual reports. Office of Communications staff regularly check the logbook to be apprised of issues generating media interest.

(8) **News clippings file.** The Office of Communications maintains a file of newspaper clippings relating to OKDHS. Clips of long-term interest are maintained in designated files in the Office of Communications for three calendar years. Files older than three calendar years are appropriately boxed, labeled, and sent to the OKDHS Records Management Center for archival purposes.

DHS:2-37-2. Media training

Media training is provided for the Oklahoma Commission for Human Services, the Oklahoma Department of Human Services (OKDHS) Executive Team, area directors, county directors, resource center administrators, and other employees who are designated as official spokespersons for OKDHS. The Field Operations Division (FOD) provides media training through its County Director Academy and Supervisor Academy. If a person promoted or assigned to the position of county director, program administrator, or higher position has not received media training, he or she requests the training within 90 days of being promoted or assigned to the position.

(1) **Goal.** The goal of media training is to provide staff with the information needed to feel more comfortable in dealing with the media. Media training format and content is coordinated by the Office of Communications and the Human Resources Management Division.

(2) **Objectives.** The media training provides staff an opportunity to:

(A) learn about the elements of the media and understand how those elements can help present a clear, concise, and accurate message to the public;

(B) understand one's role in communicating information regarding OKDHS programs and services, while protecting client, patient, and employee confidentiality;

(C) review the requirements of the Oklahoma Statutes on the Open Records Act, Section 24A.1 et seq. of Title 51 of the Oklahoma Statutes, the Open Meeting Act, Sections 301 through 314 of Title 25 of the Oklahoma Statutes, and related OKDHS policies and procedures in responding to an information request;

(D) learn how to conduct a media interview, communicating a clear, concise, and accurate message;

(E) learn how to give basic instructions to others in their areas of responsibility on how to communicate well with the media; and

(F) learn how to gather the appropriate information needed for communications when crisis or critical situations occur.

DHS:2-37-3. Commission communications

(a) Oklahoma Commission for Human Services (Commission) bulletin. Each week the Office of Communications prepares and distributes to Commissioners a packet of information relating to news coverage of the Oklahoma Department of Human Services (OKDHS). Included in the packet are:

- (1) pertinent OKDHS-generated media releases;
- (2) news articles of interest;
- (3) new OKDHS brochures, handouts, video, and other electronically-produced materials;
- (4) updates on topics of interest to the media; and
- (5) other important items as requested by OKDHS Executive Team members or the Commission secretary.

(b) Commission Highlights. The Office of Communications prepares the Commission Highlights that is a summary of the actions taken at Commission meetings. The Commission Highlights are available on the Office of Communications section of the OKDHS.org Web site.

- (1) The agenda of the Commission meeting is posted on the Internet at least 24 hours prior to the posted date and time of the meeting.
- (2) An Office of Communications staff member covers the actions taken at a Commission meeting.
- (3) The Office of Communications staff member drafts a summary of actions taken and obtains signatures on Form ADM-S-32, Sign-off Slip, from the appropriate OKDHS Executive Team member(s) or receives an e-mail from the appropriate OKDHS Executive Team member(s) approving the summary of actions.
- (4) The Commission Highlights are posted on the Internet within 24 hours of the meeting and may be made available in paper copy upon request.

(c) Commission meetings and public hearings. The Office of Communications assists the media covering a scheduled, special, or emergency meeting of the Commission and public hearings. The assigned Office of Communications staff member:

- (1) assists the set-up and follow-up of all on-site requests for stories and interviews;
- (2) sets up the media table prior to meetings, ensuring microphones are working and an area is reserved for cameras;
- (3) ensures Form COMM-2, Media Sign-in Sheet, is completed by the media representatives in attendance; and
- (4) provides a copy of Form COMM-2 to the Commission secretary at the conclusion of the meeting or public hearing.

(d) **Commission or public hearing presentations.** Any OKDHS employee or agent making a presentation before the Commission or at a public hearing must have his or her finalized handouts submitted to the Office of Communications at least 24 hours prior to the beginning of a scheduled, special, or emergency Commission meeting or public hearing.

- (1) When an entity or OKDHS officer cannot deliver handouts within the prescribed time frame, the entity or officer must bring 20 complete copies of all handouts to be distributed during the Commission meeting or public hearing and provide them to the Office of Communications staff or to the Commission secretary at least 30 minutes prior to the start of the meeting.
- (2) If electronic media are used or video, CD, or DVD equipment is needed, the entity or officer must notify the Office of Communications at least three working days prior to the Commission meeting or public hearing to ensure that all necessary equipment is secured.

DHS:2-37-4. OKDHS Director

(a) **Counsel.** The Office of Communications director meets regularly with the Director of Human Services (Director) and the Oklahoma Department of Human Services (OKDHS) chief administrative officer to discuss the OKDHS public image and issues of public interest that impact that image. The meetings are used to make and initiate plans and other appropriate actions to educate the public about the OKDHS mission, values, goals, and direction. Quarterly meetings are scheduled to review and assess progress made on communications goals and objectives and to set additional priorities needed to meet the OKDHS vision and mission.

(b) **Director's comments.** The Office of Communications provides the necessary support to the Director in the development of the Director's comments and ensures the appropriate materials are distributed in a timely manner to Commissioners for the Oklahoma Commission for Human Services (Commission).

(c) **Director's communications.** The Office of Communications assists the Director and OKDHS officers to strengthen their public message on behalf of the citizens OKDHS serves. This is done in an effort to strengthen the public awareness of OKDHS programs, services, and operations.

(d) **Director's visits.** The Office of Communications is responsible for assisting news media in the coverage of community visits involving the Director, members of the Commission, or members of the OKDHS Executive Team.

DHS:2-37-5. Office of Communications

(a) Public education campaigns. The Office of Communications coordinates public education campaigns including production and distribution of public service announcements, media releases, media packets, and other educational materials. Campaigns must have approval of the Director of Human Services (Director), officers, Office of Communications director, division director, or area director.

(1) The requesting division must involve the Office of Communications staff in planning at least six months prior to the start of a media or public campaign.

(2) Support materials are coordinated and ordered through the Office Support Services Division (OSSD) Contracts and Purchasing Unit or the appropriate internal organization offices when contracts are not required.

(3) All requests or proposals for marketing, public education, or both, and public service campaigns are coordinated by the Office of Communications in conjunction with the requesting division.

(b) Proclamations. Requests for Governor's proclamations and citations must be received by Office of Communications four weeks prior to a scheduled event. Failure to allow the designated amount of prior notification may lead to the delivery of the proclamation after the event date.

(1) The assigned Office of Communications staff member drafts the proclamation based on information from the requesting division or office and obtains approval of the draft from that division or office.

(2) Upon the proclamation being signed by the Governor and the Secretary of State, the document is returned to the requesting division or office.

(c) Counsel. The Office of Communications meets with division or office staff on request to provide public relations counsel on current or proposed actions of the division or office.

(d) County and office visits. The Office of Communications staff, coordinating with area directors and county directors and office administrators, make regular visits to offices to discuss media communications and public relations matters.

(e) Special projects. The Office of Communications provides vital support to all Oklahoma Department of Human Services (OKDHS) offices and operating units for special projects that involve public education campaigns or media coverage.

(f) **Calendar of events.** The Office of Communications is the coordinating point for the OKDHS calendar of events and list of open meetings.

(g) **Media editorial board visits.** The Office of Communications schedules visits for the Director and other appropriate OKDHS representatives to meet with news media editorial boards in matters related to OKDHS issues.

(h) **OKDHS logo color and usage guidelines.** The OKDHS logo is approved by the OKDHS Director and its use is monitored and administered by the Office of Communications.

(1) **OKDHS logo appearance.** The OKDHS logo consists of a dark blue oval encircled with a light blue line and contains the words "Oklahoma" and "Excellence" above and below the "OKDHS" wherein the "DHS" is filled with red, the dark and light blue crossed leaf motif, and the words "Oklahoma Department of Human Services" with red lines above and below them.

(2) **OKDHS logo colors.** The OKDHS logo is comprised of two Pantone Coated colors - Pantone 200 (Red) and Pantone Reflex Blue. The "DHS" fill and the lines above and below "Oklahoma Department of Human Services" are in Pantone 200 (Red). The light blue in the circle outline and in half of the leaves is a 30 percent screen of Pantone Reflex Blue. The large field of blue, the text "Oklahoma Department of Human Services," and the remainder of the leaves are Pantone Reflex Blue.

(A) The OKDHS logo is available as a spot-color Adobe Illustrator EPS file containing only these two colors that will produce accurate separations.

(B) On certain toner-based and inkjet-based output devices and printers, the items screened 30 percent Pantone Reflex Blue may appear as light purple or lavender when using this EPS file. To counter this, an alternate file is available that appears more true to the light blue desired. No matter what type of output device used, including video, online, press, or printer, the OKDHS logo must appear blue, light blue, and red. No degree of purple, lavender, or violet may appear.

(3) **Printing the OKDHS logo.**

(A) The OKDHS logo may not be printed in alternate spot colors of any kind if the document is a full-color publication. It must always appear in the colors specified in paragraph (2) of this subsection.

(B) When printing a publication with two or three spot colors, such as forest green and yellow, or orange, yellow, and purple, the OKDHS logo must appear in darkest base color, for example, forest green and purple, respectively.

(C) When printing using a single ink color, the OKDHS logo may appear in the same color as every other element. The single spot color version of the OKDHS logo is available from OKDHS Publications.

(4) **Placement and size of the OKDHS logo.** The OKDHS logo must be prominently displayed on official OKDHS publications. When an OKDHS division logo is used also, the OKDHS logo must be the same size as, or larger than, the division logo. The OKDHS logo must never be smaller than the OKDHS division logo.

(A) When used on publications that OKDHS sponsors along with other entities, the OKDHS logo used must be the same size as, or larger than, logos from other sponsors.

(B) The OKDHS logo always appears on a light background, so that the words "Oklahoma Department of Human Services" are fully readable.

(5) **Altering the OKDHS logo.** The OKDHS logo may not be altered. No part of the OKDHS logo may be removed. No part of the OKDHS logo may be recolored.

(A) The OKDHS logo must be used "as is" no matter what size is used. If the OKDHS logo is used in a size that renders the words "Oklahoma Department of Human Services" unreadable, these words may be placed in a larger version alongside the entire OKDHS logo.

(B) A special "online only" version of the OKDHS logo, where the words "Oklahoma," "Excellence," and "Oklahoma Department of Human Services" is rendered in a sans-serif font is available from OKDHS Publications, 405-962-1700.

(6) **Use of the OKDHS logo.** Only official OKDHS publications or those granted license by OKDHS may include the OKDHS logo.

(A) The OKDHS logo is not copyrighted; however, laws regarding misuse of official government documents apply to the misuse of the OKDHS logo.

(B) The OKDHS logo must never be used:

(i) in any manner that puts OKDHS in disrepute or disrespect;

(ii) in any manner that subjects OKDHS to ridicule; and

(iii) for any illegal or unethical purpose.

(7) **Questionable or incorrect use of OKDHS logo.** Any questionable use or incorrect use of the OKDHS logo must be reported to the Office of Communications. In the event of a violation, OKDHS through a designated official requests the entity cease the inappropriate use. Failure to cease the inappropriate use is reported to the OKDHS Legal Division for appropriate action.

(i) Correction of inaccurate information.

(1) Inaccurate information, whether distributed by OKDHS staff or news media, must be referred to the Office of Communications.

(2) OKDHS responses to inaccurate information must be cleared through the Office of Communications prior to release to the media or other public officials.

DHS:2-37-6. Communications in emergencies

(a) **Plan purpose.** The Oklahoma Department of Human Services (OKDHS) has established a crisis communication plan to help the OKDHS leadership and Executive Team in the event of an emergency or crisis. When the Director of Human Services (Director) or designee declares a crisis or emergency, this communications plan must be executed. The plan is designed to:

(1) obtain a clear assessment of the causing event;

(2) protect the lives and safety of clients, employees, and others who come in contact with OKDHS;

(3) take prompt and appropriate actions to return business to normal operations;

(4) protect the privacy of OKDHS clients and employees as required by Section 24A.1 et seq. of Title 51 of the Oklahoma Statutes and OKDHS rule OAC 340:65-1-2;

(5) protect the property and other material resources entrusted to OKDHS by the citizens of Oklahoma; and

(6) provide timely, clear, accurate, and appropriate information to the public about the causes, effects, and actions taken to resolve the situation and return OKDHS to normal operations.

(b) OKDHS Crisis Communications Team (Team)

(1) The Team consists of the members or designees listed in (A) through (H). Members are OKDHS:

(A) Director;

(B) officers;

(C) Office of Communications director;

(D) general counsel;

(E) Risk, Safety, and Emergency Management Unit administrator;

(F) inspector general;

(G) Office for Civil Rights administrator;

(H) chaplain; and

(I) division, program, area, or county disaster team leader.

(2) Additional staff, expert consultant, or both, may be called upon by the Team as circumstances warrant.

(3) The Executive Office, Field Operations Division (FOD), Office of Support Services Division, and other OKDHS divisions provide the Office of Communications with any additional support and professional staff, equipment, or supplies as required to manage any crisis or emergency situation. Notice of meetings is given by the Director or designee.

(c) **Local crisis communications teams.** Local crisis communications teams, headed by the county director or resource center administrator, are established under the authority of the appropriate area or division director. The local crisis communications team leader:

(1) assigns staff as necessary in a crisis to support stabilizing the incident;

(2) maintains an open communications channel with the Office of Communications;

(3) sets a time period for regular briefing updates on the incident in conjunction with the Office of Communications.

(d) **OKDHS Emergency Operations Center (EOC).** EOC sites are the:

(1) first site, Executive Office, first floor, South end of the Sequoyah Memorial Office Building in the Oklahoma Capitol Complex, Oklahoma City, Oklahoma (OK) 73125, 405-521-3027;

(2) second site, Risk, Safety, and Emergency Management Unit, 2409 N. Kelley Avenue, Oklahoma City, OK 73111, 405-521-2094;

(3) third site, OKDHS Area III Office, 5905 N. Classen Court, Suite 401, Oklahoma City, OK 73118, 405-767-2500;

(4) fourth site, Oklahoma County Human Services Administrative Offices, 2821 NW 50th Street, Oklahoma City, OK 73112, 405-602-5700; and

(5) fifth site, one of the five area offices. In the event of an emergency or crisis that prevented use of one of the sites listed in (1) through (4) of this subsection, one of the five area offices outside of Oklahoma County serves as the EOC.

(e) **Media briefing center.** The primary media briefing center for crises or emergencies is the Oklahoma Commission for Human Services Conference room, Room C48, in the Sequoyah Memorial Office Building in the Oklahoma Capitol Complex. Other briefing centers are located in the appropriate areas close to the Team alternate operation sites. Where possible, telephone service is made readily accessible for media use in reporting on such events.

(f) **Local operations room(s) and media briefing centers.** Local crisis communications teams, created by FOD, establish in each FOD area a series of sites that may be used as a team operations room and a separate media briefing center. This may require coordination with other public or private agencies.

(g) **On-site media contacts.**

(1) The Office of Communications coordinates with FOD to establish local media contacts and briefing locations in the event of emergencies in human services centers.

(2) After media interviews are requested and scheduled, a representative of the Office of Communications or the local OKDHS official in charge remains with the media until the interviews are completed and all follow-up requests for information and materials have been addressed.

(h) **Operating procedures for the Team.**

(1) A list of OKDHS official spokespersons is available from the Office of Communications.

(2) The Team, in counsel with the OKDHS Director, selects the media spokesperson and determines if additional assistance is needed by the Team or on-site to handle the crisis or emergency.

(3) As the Team meeting starts, a brief statement is drafted and approved for use by all switchboard operators, receptionists, county directors, resource center administrators, and affected employees in the area of the crisis or emergency.

(A) The statement is given to all media and public inquiries about the crisis or emergency until it is updated or revoked by the Office of Communications.

(B) All parties involved in the crisis or emergency must maintain a chronological log of all the events and actions associated with the crisis. The log must include the:

(i) time;

(ii) date;

(iii) location(s); and

(iv) person(s) involved.

(C) At the conclusion of the crisis or emergency, all logs are sent within three business days to the Crisis Communications Team, c/o Office of Communications, Location Code #175, 2400 N. Lincoln Blvd., PO Box 25352, Oklahoma City, OK 73125-0352.

(4) As the meeting progresses and the action plan is fully implemented, notifications identified in (A) through (F) must be made.

(A) The OKDHS Director notifies the Office of the Governor, Oklahoma Legislative Leadership, and Oklahoma Congressional delegation, as is appropriate.

(B) The Oklahoma Commission for Human Services secretary notifies the Commissioners.

(C) The Office of Communications opens lines of communications with the appropriate media representatives and notifies them of any forthcoming briefings.

(D) The Risk, Safety, and Emergency Management Unit administrator or designee notifies the appropriate local, state, and federal officials per OKDHS policy for such actions.

(E) The appropriate local officials are briefed and updated by the county director, area director, or resource center administrator.

(F) In the event of injury or loss of life, the Employees Assistance Program coordinator and the OKDHS chaplain are briefed by the Office of Communications staff and given appropriate assignments.

(5) After the notifications have been made, all written and oral updates come through the Office of Communications and are made by the designated spokesperson for the crisis or emergency situation at hand.

(i) Crisis closure.

(1) The Team:

(A) meets at the conclusion of such events, after the Director or designee has declared the termination of the crisis or emergency;

(B) reviews all of the chronological logs;

(C) discusses the key issues; and

(D) evaluates response and performance of all parties associated with the event.

(2) The Team develops recommendations as necessary to reduce the risk of such an event re-occurring and on general improvements that may be made to improve communications when responding in future crises or emergencies.

DHS:2-37-7. Communications in state emergencies

(a) In the event the Governor of Oklahoma declares an emergency or crisis and activates the Oklahoma Department of Emergency Management, Emergency Operations Center (EOC), Oklahoma Department of Human Services (OKDHS), Office of Communications staff serve in the State EOC as liaisons between the Governor's Office, the Oklahoma Department of Civil Emergency Management, and OKDHS.

(b) Where possible, the OKDHS Office of Communications provides:

(1) emergency communications and other emergency support to the Office of Civil Emergency Management;

(2) information about resources available through OKDHS to address the emergency needs of Oklahoma citizens in areas impacted by the emergency or crisis;

(3) updates of appropriate information to the EOC; and

(4) open channels of communications between OKDHS Office Support Services Division, Risk, Safety, and Emergency Management Unit; Field Operations Division; and other appropriate federal, state, county, and local agencies, as appropriate.

DHS:2-37-8. OKDHS Quality Awards

(a) Purpose. The Oklahoma Department of Human Service (OKDHS) Quality Awards are lead by the OKDHS Office of Communications director. The Office of Communications provides a point of contact for all inquiries. These awards recognize the most outstanding projects developed, completed, or ongoing by Oklahoma Department of Human Services (OKDHS) staff and are presented at the annual OKDHS Quality and Employee Recognition Awards ceremony.

(b) Procedure.

(1) Any work group or team within OKDHS is eligible to receive a Quality Award. OKDHS teams that include members who do not work for OKDHS are also eligible. Teams may be in permanent work groups, committees, or temporary work groups established to solve a problem or work on a short-term special project.

(2) Any OKDHS employee may submit Form QAC-1, OKDHS Quality Awards Nomination Form, to the Office of Communications for an OKDHS-related project or activity. Nomination instructions are included on the form.

(3) Any member of the OKDHS Executive Team may appoint a member to the OKDHS Quality Awards Committee. Other members are selected to represent areas across OKDHS, which include, but is not limited to:

(A) OKDHS Employee Recognition Committee;

(B) OKDHS County Administrators Association;

(C) Field Operations Division;

(D) Finance Division;

(E) Office of Communications;

(F) county office and resource center staff; and

(G) OKDHS volunteers.

(4) A Quality Awards Judging and Review Panel, appointed by the OKDHS Quality Awards Committee, reviews all nominations. Panel members may be selected from within and outside of OKDHS.

(A) The review panel uses a 100-point, weighted scoring system in examining each team nomination with maximum points awarded for each of the Quality Criteria Questions in the categories of:

(i) process;

(ii) team dynamics; and

(iii) results.

(B) The panel may choose to visit or contact the teams as a part of the review process.

(C) The decisions of the panel selecting OKDHS Quality Awards winners and honorable mention recipients are final.

(5) The Quality Awards winners receive a team plaque or trophy and each team member receives a personalized certificate. Other awards and honors may be given.