
POLICY TRANSMITTAL NO. 08-08	DATE: MAY 23, 2008
FIELD OPERATIONS DIVISION	DEPARTMENT OF HUMAN SERVICES OFFICE OF LEGISLATIVE RELATIONS AND POLICY

TO: ALL OFFICES

SUBJECT: MANUAL MATERIAL

OAC 340:115, Table of Contents; 340:115-1, Table of Contents; 115-1-1; 115-1-3; 115-1-4 through 115-1-6; 115-1-21 through 115-1-27; 340:115-3, Table of Contents; 115-3-2 through 115-3-3; 340:115-5, Table of Contents; and 115-5-1 through 115-5-3.

EXPLANATION: **Policy revisions were approved by the Commission and the Governor as required by the Administrative Procedures Act.**

OAC 340:115-1-1, 115-1-21, 115-1-22, and 115-5-1 are revised to reflect current terms used throughout Field Operations Division (FOD) rules.

OAC 340:115-1-3 is revised to reflect current terms used throughout FOD rules and include school-based services as a program administered by FOD.

OAC 340:115-1-4, 115-1-5, 115-1-6, 115-1-23, 115-1-25, 115-1-26, 115-3-2, 115-3-3, and 115-5-2 are revoked as most information is provided through other rules cites and methods.

OAC 340:115-1-24 is revised to clarify Oklahoma voter registration procedures.

OAC 340:115-1-27 is revised to include a reference to the legal base for offering persons applying for and receiving benefits or services provided by the Oklahoma Department of Human Services (OKDHS) the opportunity to register to vote and criminal penalties for improper voter registration.

OAC 340:115-5-3 is revised to reflect current terms used throughout FOD rules and to reflect current practices and procedures for the administration of Acquired Immune Deficiency Syndrome (AIDS) information services.

Original signed on 3-14-08

Larry Johnson, Director
Field Operations Division

Sharon Neuwald, Coordinator
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WF # 07-25 (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

INSERT

340:115, Table of Contents	340:115, Table of Contents, 1 page only, revised 6-1-08
340:115-1, Table of Contents	340:115-1, Table of Contents, 1 page only, revised 6-1-08
340:115-1-1	340:115-1-1, 1 page only, revised 6-1-08
340:115-1-3	340:115-1-3, pages 1-2, revised 6-1-08
340:115-1-4	-----
340:115-1-5	-----
340:115-1-6	-----
340:115-1-21	340:115-1-21, 1 page only, revised 6-1-08
340:115-1-22	340:115-1-22, 1 page only, revised 6-1-08
340:115-1-23	-----
340:115-1-24	340:115-1-24, pages 1-2, revised 6-1-08
340:115-1-25	-----
340:115-1-26	-----
340:115-1-27	340:115-1-27, 1 page only, revised 6-1-08
340:115-3, Table of Contents	-----

REMOVE

INSERT

340:115-3-2

340:115-3-3

340:115-5, Table of Contents

340:115-5, Table of Contents, 1 page only,
revised 6-1-08

340:115-5-1

340:115-5-1, 1 page only, revised 6-1-08

340:115-5-2

340:115-5-3

340:115-5-3, pages 1-2, revised 6-1-08

CHAPTER 115. FIELD OPERATIONS DIVISION

Subchapter	Section
1. General Provisions	340:115-1-1
3. Administrative Responsibilities [REVOKED]	340:115-3-1
5. Acquired Immune Deficiency Syndrome (AIDS) Coordination and Information Services (ACIS)	340:115-5-1
7. Integrated Family Services [REVOKED]	340:115-7-1
9. Volunteers [REVOKED]	340:115-9-1
11. SoonerStart Early Intervention [REVOKED]	340:115-11-1
Appendix A. Application for Volunteer Services [REVOKED]	
Appendix B. Volunteer Group Agreement [REVOKED]	
Appendix C. Volunteer Agreement [REVOKED]	

SUBCHAPTER 1. GENERAL PROVISIONS**PART 1. GENERAL PROVISIONS**

Section

- 340:115-1-1. Purpose
340:115-1-2. Administrative oversight **[REVOKED]**
340:115-1-3. Structure of the Field Operations Division
340:115-1-4. County office operations **[REVOKED]**
340:115-1-5. Client advocacy **[REVOKED]**
340:115-1-6. Non-discrimination **[REVOKED]**

PART 3. VOTER REGISTRATION

- 340:115-1-21. Purpose
340:115-1-22. Legal authority
340:115-1-23. Voter registration services **[REVOKED]**
340:115-1-24. Forms used in providing voter registration services
340:115-1-25. Confidentiality of voter registration forms **[REVOKED]**
340:115-1-26. Transmittal deadlines for voter registration services **[REVOKED]**
340:115-1-27. Criminal penalties

PART I. GENERAL PROVISIONS**340:115-1-1. Purpose**Revised 6-1-08

The purpose of the Field Operations Division (FOD) is to provide the overall administration and resource management for service delivery to individuals and families throughout the state.

340:115-1-3. Structure of the Field Operations DivisionRevised 6-1-08

(a) **Structure.** The Field Operations Division (FOD) is comprised of:

- (1) FOD State Office staff;
- (2) six area offices; and
- (3) all human services centers (HSCs)

(b) **Function.** The primary function of FOD is to ensure local service delivery for the programs for which it is administratively responsible.

(1) **Service delivery.** For purposes of service administration, the Oklahoma Department of Human Services (OKDHS) has divided the state into geographic areas. There is an area director assigned to each area. There is at least one HSC in each county. Metropolitan areas may have more than one HSC. A county director is responsible for each HSC and has line authority for FOD staff in that HSC. The county director reports to the area director who reports to the FOD director. Each area office has field liaisons who provide technical support to the area director and county directors. FOD staff in local HSCs administers:

- (A) Family Support Services;
- (B) Children and Family Services;
- (C) Adult Protective Services;
- (D) Acquired Immune Deficiency Syndrome (AIDS) Coordination and Information Services;
- (E) Voter Registration; and
- (F) School-based Services.

(2) **Administration responsibilities.**

(A) **State Office.** FOD State Office staff is responsible for ensuring all components of local HSCs function smoothly as they facilitate the delivery of OKDHS programs and services.

(B) **FOD director.** The FOD director:

- (i) directs the implementation of OKDHS programs through the area directors;
- (ii) acquires, administers, and allocates resources to support HSC activities; and
- (iii) provides the OKDHS Director with analyses of budget, personnel, and other resources needed to support operations of OKDHS HSCs.

(C) **Area directors.** Area directors:

- (i) provide supervision, support, and leadership to county directors and area staff;
- (ii) advocate for the field;
- (iii) ensure resources are distributed equitably among local HSCs; and
- (iv) are responsible for program direction to ensure programs are operated in accordance with rules and client outcomes are achieved.

(D) **County directors.** County directors are:

- (i) responsible and have authority for the function and operation of the county HSC. Responsibilities include:
 - (I) advocating for staff and clients;
 - (II) coordinating all personnel activities;
 - (III) supervising, directing, and training of all programs;
 - (IV) developing and maintaining positive and productive relationships with all levels of OKDHS personnel and the community; and
 - (V) developing and maintaining resources and procedures to ensure a smooth flow of activities in a safe environment; and
- (ii) administratively accountable for other program staff including coordination of management activities and problem resolution.

PART 3. VOTER REGISTRATION

340:115-1-21. Purpose

Revised 6-1-08

The purpose of this Part is to provide rules for voter registration as the Oklahoma Department of Human Services is a designated voter registration agency.

340:115-1-22. Legal authorityRevised 6-1-08

The National Voter Registration Act of 1993 [Public Law 103-31] requires state agencies that provide public assistance such as SoonerCare (Medicaid), Temporary Assistance for Needy Families, Food Stamp Program, or state-funded programs primarily engaged in providing services to persons with disabilities to offer voter registration services. ■ 1

INSTRUCTIONS TO STAFF 340:115-1-22**Issued 6-1-08****1. Oklahoma Department of Human Services (OKDHS):**

(1) distributes the Oklahoma Voter Registration Application and Oklahoma Voter Registration Statement;

(2) accepts completed Oklahoma Voter Registration Application forms for transmittal to the State Election Board; and

(3) stores Oklahoma Voter Registration Statements.

340:115-1-24. Forms used in providing voter registration servicesRevised 6-1-08

(a) With every application, reapplication, recertification for benefits, or any time a change of address is reported, local human services center (HSC) staff provides the applicant or recipient with the Oklahoma Voter Registration Statement and the Oklahoma Voter Registration Application. ■ 1 All voter registration materials are kept confidential.

(1) **Oklahoma Voter Registration Statement.** When an applicant or recipient:

(A) chooses to register to vote, the person must sign and return the Oklahoma Voter Registration Statement to the local HSC; or ■ 2

(B) does not complete the Oklahoma Voter Registration Statement, it is presumed the person does not wish to register.

(2) **Oklahoma Voter Registration Application.**

(A) When an applicant or recipient submits an Oklahoma Voter Registration Statement indicating that he or she wishes to register to vote, the person is provided an Oklahoma Voter Registration Application.

(B) The HSC staff offers the same degree of assistance in completing the Oklahoma Voter Registration Application as it offers in completing OKDHS application forms, unless the person refuses such assistance. ■ 3

(b) The State Election Board provides pre-addressed, postage-paid envelopes to Oklahoma Department of Human Services (OKDHS) for the transmittal of Oklahoma Voter Registration Application forms.

INSTRUCTIONS TO STAFF 340:115-1-24Revised 6-1-08

1. If a face-to-face interview is not conducted, the Oklahoma Voter Registration Application must be mailed to the person. The person's name and date the form was mailed are entered on the Oklahoma Voter Registration Statement and routed to Support Services Division (SSD) Departmental Services Unit (DSU) Records Management Section.

- 2. The Oklahoma Voter Registration Statement must be retained by the Oklahoma Department of Human Services (OKDHS) for 24 months. Failure to retain the Oklahoma Voter Registration Statement may result in penalties or litigation.**
- 3. (a) The State Election Board provides Oklahoma Voter Registration Application forms. THESE FORMS ARE NOT PHOTOCOPIED. Forms may be ordered through the normal acquisition process.**
- (1) Each human services center (HSC) develops procedures to ensure voter registration is offered. Additional forms may be provided for other household members.**
- (2) The Oklahoma Voter Registration Application is date stamped when collected in the HSC and when mailed out.**
- (3) If a person refuses to sign the Oklahoma Voter Registration Statement, the refusal is noted on the form with the person's name and date of refusal.**
- (b) The completed Oklahoma Voter Registration Application forms are sent directly to the State Election Board at the close of business every Friday or the last working day of each week. This weekly mailing satisfies the transmittal time requirements.**

340:115-1-27. Criminal penaltiesRevised 6-1-08

(a) The Oklahoma Department of Human Services (OKDHS) offers persons applying for and receiving benefits or services provided by OKDHS the opportunity to register to vote in compliance with the:

(1) National Voter Registration Act of 1993; and

(2) Procedure for Voter Registration issued by the Oklahoma Secretary of the State Election Board.

(b) Criminal penalties for improper voter registration are included in:

(1) Section 1973gg-10 of Title 42 of the United States Code (U.S.C.); and

(2) the cautions portion of the State Election Board's Procedure for Voter Registration. ■ 1

INSTRUCTIONS TO STAFF 340:115-1-27**Issued 6-1-08**

1. Refer to the Procedure for Voter Registration card issued by the Oklahoma Secretary of the State Election Board regarding:

(1) criminal penalties for violations of the voter registration law; and

(2) actions and statements that may not be made to persons registering to vote.

**SUBCHAPTER 5. ACQUIRED IMMUNE DEFICIENCY SYNDROME (AIDS)
COORDINATION AND INFORMATION SERVICES (ACIS)**

Section

- 340:115-5-1. Acquired Immune Deficiency Syndrome (AIDS) Coordination and Information Services (ACIS)
- 340:115-5-2. Acquired Immune Deficiency Syndrome (AIDS) coordination
[REVOKED]
- 340:115-5-3. Acquired Immune Deficiency Syndrome (AIDS) information services

340:115-5-1. Acquired Immune Deficiency Syndrome (AIDS) Coordination and Information Services (ACIS)Revised 6-1-08

Acquired Immune Deficiency Syndrome (AIDS) Coordination and Information Services (ACIS) are case management services with an emphasis to:

- (1) coordinate, plan, and supervise development of services for persons with Human Immunodeficiency Virus (HIV) disease to ensure appropriate services are available; and
- (2) ensure those services are provided through either direct service provision or brokering of services through information and referral services.

340:115-5-3. Acquired Immune Deficiency Syndrome (AIDS) information servicesRevised 6-1-08

(a) Acquired Immune Deficiency Syndrome (AIDS) Coordination and Information Services (ACIS) provide a central contact point for persons with Human Immunodeficiency Virus (HIV) disease and their families, other state agencies, community organizations, support groups, and Oklahoma Department of Human Services staff to gain information related to AIDS or HIV infection or disease. The information disseminated may cover AIDS or HIV legal, social service, or health care issues; whether these services are available to persons with HIV disease and, if so, where they may be obtained. ■ 1

(b) There are no income or resource eligibility criteria for HIV/AIDS case management services. Referrals are accepted from all sources within the community.

(c) Form 09AI0043, Permission to Share Confidential Information, must be signed by the client specifying with whom confidential information may be shared prior to the release of any such information by the case manager.

INSTRUCTIONS TO STAFF 340:115-5-3**Issued 6-1-08****1. (a) Acquired Immune Deficiency Syndrome (AIDS) Coordination and Information Services (ACIS) case managers:**

(1) are assigned multi-county responsibility to provide services statewide for persons with Human Immunodeficiency Virus (HIV) disease;

(2) coordinate the provision of services for persons with HIV disease;

(3) identify gaps in services;

(4) assist in the development of programs to serve persons with HIV disease;

(5) ensure service needs are met and duplication of services are avoided by:

(A) maintaining membership on numerous local and statewide boards,

committees, and task forces; and

(B) assisting other state agencies and community based organizations in the development of grant applications; and

(6) ensure persons in need of HIV/AIDS related services are:

(A) linked with the providers of those services; and

(B) provided information and referral services.

(b) ACIS case manager's work is monitored and supported by Field Operations Division.