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POLICY TRANSMITTAL NO. 08-11	DATE: MAY 23, 2008
FIELD OPERATIONS DIVISION	DEPARTMENT OF HUMAN SERVICES OFFICE OF LEGISLATIVE RELATIONS AND POLICY

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TO: ALL OFFICES

SUBJECT: MANUAL MATERIAL

OKDHS:115-3, Table of Contents; and OKDHS:115-3-1 through  
OKDHS:115-3-9

EXPLANATION: OKDHS:115-3-1 through OKDHS:115-3-9 is revised to: (1) reflect current terms used throughout Field Operations Division (FOD) policy; (2) include more specific information regarding out-stationed services including school-based services; and (3) reflect current practices and procedures regarding the responsibilities of county directors.

Original signed on 3-14-08

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Larry Johnson, Director  
Field Operations Division

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Office of Legislative Relations and Policy

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WF # 07-BB (NAP)

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## **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:115-3, Table of Contents

OKDHS:115-3-1

OKDHS:115-3-2

OKDHS:115-3-3

OKDHS:115-3-4

OKDHS:115-3-5

OKDHS:115-3-6

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OKDHS:115-3-8

OKDHS:115-3-9

### **INSERT**

OKDHS:115-3, Table of Contents, 1 page only, revised 6-1-08

OKDHS:115-3-1, pages 1-2, revised 6-1-08

OKDHS:115-3-2, pages 1-6, revised 6-1-08

OKDHS:115-3-3, 1 page only, revised 6-1-08

OKDHS:115-3-4, pages 1-2, revised 6-1-08

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

OKDHS:115-3-6, 1 page only, revised 6-1-08

OKDHS:115-3-7, 1 page only, revised 6-1-08

OKDHS:115-3-8, 1 page only, revised 6-1-08

OKDHS:115-3-9, 1 page only, revised 6-1-08

**OKDHS:115 SUBCHAPTER 3. ADMINISTRATIVE RESPONSIBILITIES**

- OKDHS:115-3-1. Office space
- OKDHS:115-3-2. Personnel
- OKDHS:115-3-3. General office procedures
- OKDHS:115-3-4. Safety and risk management
- OKDHS:115-3-5. Monthly review
- OKDHS:115-3-6. Human services center budget
- OKDHS:115-3-7. Correspondence assignments
- OKDHS:115-3-8. Assignment of Field Operations Division staff
- OKDHS:115-3-9. Random moment time study



**OKDHS:115-3-1. Office space**

Revised 6-1-08

(a) Support Services Division (SSD) Property Management Unit is responsible for acquisition of office space for Oklahoma Department of Human Services (OKDHS) staff at the county level. The Property Management Unit coordinates office space with Field Operations Division (FOD) and the local county director.

(1) The local county director;

(A) ensures appropriate use, availability, and security of OKDHS facilities. After hours usage is confined to OKDHS business or activities of a public nature which are an appropriate use of public buildings;

(B) communicates with the owner-lessor, county commissioners, or others to obtain necessary maintenance and repairs;

(C) is familiar with Section 504 of the Rehabilitation Act of 1974 (Act), as it relates to accessibility of public buildings;

(D) in cooperation with the Property Management Unit, ensures the human services center (HSC) is in compliance with requirements of the Act;

(E) reviews contracts for janitorial services when OKDHS has a contract and determines job tasks and frequency for completion. Quality of service delivered is monitored regardless of origin of contract and appropriate notification provided if the service is not acceptable; and

(F) ensures basic health and safety codes are met.

(2) FOD is responsible for aligning local staff and equipment to best utilize available space. Recommendations from program staff are considered as to placement of staff and FOD considers the total needs of the county.

(b) After approval for acquisition of new or additional space for HSC offices, negotiations occur in accordance with time lines provided by the Property Management Unit.

(1) The Property Management Unit, in cooperation with the local county director;

(A) acts as an advocate for all staff housed in the facility; and

(B) provides information necessary for development of general space plans.

(2) The county director:

(A) monitors progress on the facility; and

(B) keeps all appropriate divisions informed in order to coordinate equipment shipments, service hookups, and final moving dates.

**OKDHS:115-3-2. Personnel**Revised 6-1-08

(a) **Office hours.** The county director, after consultation with the area director, is responsible for establishing and communicating the normal working hours for the human services center (HSC) to staff and the community. The county director:

(1) monitors observation of office hours and addresses abuse of office hours with appropriate supervisory personnel; and

(2) is responsible for ensuring personnel sufficient to serve the public are on duty and essential functions are covered during lunch hours, breaks, staff meetings, and reduction of services due to hazardous weather conditions.

(b) **Work period adjustments for FLSA exempt Field Operations Division (FOD) staff.**

(1) In Section 840-2.30 of Title 74 of the Oklahoma Statutes, Oklahoma expressly adopted principles of public accountability authorized by the U.S. Department of Labor for Fair Labor Standards Act (FLSA) exempt employees of public agencies by Section 541.710 of Title 29 of the Code of Federal Regulations. Public accountability prevents FLSA exempt employees from receiving payment for time not worked unless accrued leave is charged. FOD FLSA exempt employees comply with the provisions of OKDHS regulations OKDHS:2-1-26.1(c)(1)(B). There is no guarantee or expectation of compensation or adjustment for work performed outside normal work time.

(A) Flexible scheduling, or work period adjustment, is contingent on:

(i) the availability of staff;

(ii) no adverse impact on client services; and

(iii) continued ability to meet the needs of the clients and community.

(B) The employee notifies his or her supervisor in advance, when possible, of any work to be done outside normal working hours. There is no need to track the exact amount of time involved as there is no hour for hour compensation for the time.

(C) The supervisor is responsible to approve the time off if work period adjustment or leave is used.

(D) There are no formal records or controls kept, rather FLSA exempt staff handle work period adjustment with his or her immediate supervisor.

(2) The needs of the Oklahoma Department of Human Services (OKDHS) and its clients come first when determining whether flexible scheduling or work period adjustment is granted to any employee. The county director and senior supervisory staff take corrective action when an FLSA exempt employee fails to fully and properly perform the duties of his or her position. FLSA exempt staff must assure that all job duties are completed regardless of the time required for completion.

(c) **Out-stationing.** Out-stationing of FOD staff to locations outside the HSC is encouraged when it is cost effective and better meets the needs of OKDHS clients and the community.

(1) Available out-stationing services include assisting families in the completion of applications for OKDHS programs such as SoonerCare (Medicaid), food stamp benefits, Temporary Assistance for Needy Families (TANF), and Child Care.

(2) For contractual out-stationing of employees, OKDHS enters into a contractual arrangement with one or more community partners to share the cost of an OKDHS worker to provide specialized services in a non-traditional work environment.

    The contract includes:

(i) details of the program specific to the particular community resource; and

(ii) resources that are required for the out-stationed worker and who will provide those resources.

(B) The county director with the approval of the area director submits the contract to the FOD director for approval. Upon approval by the area director and FOD director, the contract is submitted to the OKDHS Director for final approval.

(3) OKDHS may contract for medical out-stationed workers (OSWs), school-based service specialists (SBSSs), and other special projects.

(A) The medical OSW is out-stationed at a medical facility to facilitate the processing of applications for SoonerCare (Medicaid) eligibility.

(B) The SBSS is out-stationed at a school that has a written contract with OKDHS to help students and their families who have been identified as being at risk or in crises.

(i) During school breaks, holidays, snow days, and summer vacations, the SBSS reports to the school if it is open. If the school is not open, the SBSS reports to the local HSC and continues his or her duties as an SBSS, which include maintaining contacts with students, working on special projects, and other duties as assigned by the county director.

(ii) With prior approval of the SBSS's supervisor and county director, the SBSS may attend workshops or conferences requested by the partnering school if the school system pays his or her expenses.

(d) **Out-stationing services provided by the SBSS.** Depending on the terms of the contract with the partnering school, the SBSS:

(1) provides services to the student and the student's family to resolve social, emotional, and financial difficulties, by:

(A) explaining OKDHS programs for which the family may be eligible;

(B) referring the family to agencies in the community that provide the needed service; or

(C) assisting the family in locating resources to meet the required need;

(2) identifies first hand or follows up on referrals from school staff regarding issues which interfere with the student's adjustment, achievement, or attendance in school;

(3) makes visits to the student's home when needed;

(4) ensures all allegations of abuse or neglect are immediately referred to Child Welfare;

(5) is available to Child Welfare to assist in communication with the school and in identifying needs of students and their families who are involved with the Child Welfare system;

(6) educates school staff and community groups regarding OKDHS programs;

(7) assists in developing community resources to meet the needs of students and their families within the school system;

(8) assists the partnering school in developing specialized programs such as:

(A) tutoring services;

(B) truancy prevention;

(C) counseling services for children; or

(D) after school activities;

(9) may participate in team conferences with teachers, counselors, school administrators, or child advocates regarding the student's and his or her family's needs;

(10) ensures that all SBSS responsibilities included in the contract with the partnering school are carried out;

(11) complies with confidentiality restraints that are in existence at the participating school as well as OKDHS rules regarding confidentiality; and

(12) documents activities on the School-based and AIDS Management System (SAMS) database.

(e) **Administration.** The county director:

(1) has administrative responsibility for FOD staff that includes:

(A) maintaining personnel files and records;

(B) approving payroll activities;

(C) recruiting new employees for field positions in conjunction with the Office of Communications and Human Resources Management Division (HRMD);

(D) initiating and processing requests to fill approved vacancies;

(E) reviewing and concurring in selections of staff;

(F) reviewing and approving plans for corrective discipline and disciplinary action;

(G) ensuring uniformity in the application and implementation of established OKDHS personnel policies and procedures, such as observation of office hours, mileage claims, staff time, and staff leave; and

(H) ensuring completion of required training;

(2) is the designated affirmative action officer and this responsibility cannot be delegated.

(A) The county director notifies the Area Office when a client or employee-related problem regarding an affirmative action issue cannot be resolved. If the issue involves any alleged discriminatory act or alleged sexual harassment, the Office for Civil Rights (OCR) is also notified immediately per OAC 340:1-11 and OKDHS:2-43.

(B) The investigation of discrimination and sexual harassment complaints is not the responsibility of the county director, but is the responsibility of OCR.

(C) The county director ensures:

(i) there is a good faith effort by meeting the goals established in the OKDHS Affirmative Action Plan;

(ii) personnel decisions including interviews, evaluations, and selections in all divisions are consistent with the OKDHS Affirmative Action Plan and state and federal regulations and laws;

(iii) personnel are advised of affirmative action goals and issues; and

(iv) mandated annual training is provided;

(3) has general program knowledge in all areas of OKDHS services to ensure appropriate program support for the local HSC worker;

(4) has administrative oversight responsibilities for employees from OKDHS divisions other than FOD that are housed in the HSC. Administrative oversight includes providing:

(A) reasonable clerical support including reception, switchboard, mail service, and employee leave entries;

(B) routine technical support related to computers and other equipment;

(C) coordination of Workers' Compensation involved in employee accidents;

(D) coordination of drug testing responsibilities in instances of reasonable suspicion;

(E) coordination of space needs with the non-FOD division management;

(F) coordination of equipment purchases for non-FOD employees; and

(G) supplies and postage;

(5) is the custodian of records and ensures their confidentiality and proper use per OAC 340:2-21. Every precaution is taken to ensure the confidentiality of client information. The county director is alert to possible compromises of security and takes action to correct those situations.

(A) Records for employees and their relatives are maintained in a secure file location separate from HSC case files.

(B) Records may be destroyed only in accordance with OKDHS General Records Disposition Schedule and OKDHS Division Records Disposition Schedule per OKDHS:2-21-51 through 2-21-57. No records pertaining to legal dispute or overpayment may be destroyed; and

(6) is responsible for the security of all equipment in the HSC. Control methods are established by the county director to monitor assignment of small equipment such as pagers, cellular phones, and cameras.

**OKDHS:115-3-3. General office procedures**

Revised 6-1-08

(a) County directors establish standard operating procedures for their assigned human services center (HSC). Standard operating procedures:

(1) provide framework for local operations and contain information, such as procedures for transferring case records from group to group, reception procedures, voice mail procedures, personal grooming and attire, and evacuation procedures; and

(2) are not intended to replace individual employee responsibility for being knowledgeable of policy, but serve as a quick and easy reference to the operations of the local office in conjunction with policy and procedures manual references.

(b) Field Operations Division (FOD) encourages county directors to include HSC staff in developing the standard operating procedures.



**OKDHS:115-3-4. Safety and risk management**

Revised 6-1-08

(a) **Responsibility.** County directors are responsible for risk and safety management per OAC 340:2-15 and OKDHS:2-15.

(b) **Property damage.** In the event of a casualty or liability incident at a human resources center (HSC), the county director or designee follows the procedures described in OAC 340:2-15-4.

(1) Any liability incident involving a fatality, personal injury, or serious property damage is reported in accordance with OAC 340:2-15-4 and to the:

(A) area director; and

(B) Office of Communications.

(2) The county director:

(A) assists the Support Services Division (SSD) Risk and Safety Management Unit risk manager in any investigation of liability incidents occurring at the HSC;

(B) completes and submits forms in accordance with OAC 340:2-15-4; and

(C) submits copy of the required forms to the area director.

(c) **Hepatitis B vaccine.** Risk and Safety Management Unit regulations per OKDHS:2-15-32 are followed regarding hepatitis B vaccination.

(1) Field Operations Division (FOD) staff positions identified as being at risk for hepatitis B exposure are:

(A) Child Welfare (CW) staff who transport children or supervise visits, including clerical and social worker aides assigned such duties;

(B) Adult Protective Services (APS) staff;

(C) AIDS Coordination and Information Services (ACIS) staff; and

(D) other positions designated by the county director and agreed upon by the area director.

(2) Employees occupying positions that have not been identified as at risk who feel some type of unique circumstances places them more at risk than others in the job classification, may submit a request to the county director and area director to be included in the program.

(3) FOD is apprised of the amount of vaccine needed at any given time and arrangements are made with the local county health departments for the Hepatitis B vaccine to be administered to all employees in at risk positions who choose to participate.

(4) Records must be retained for three years.

**(d) Hepatitis B Vaccination Program.** An employee assigned to an at risk position is offered the Hepatitis B vaccine. Employees are not mandated or required to participate. When an at risk employee declines Hepatitis B vaccine, the employee must sign Form 23RS002E, Hepatitis B Vaccine Declination.

(1) County directors ensure all staff occupying at risk positions attend Hepatitis B and C training within ten days of entry on duty (EOD) to the position.

(2) All FOD staff are required to have yearly training on Hepatitis B.

**OKDHS:115-3-5. Monthly review**

Revised 6-1-08

(a) County directors are responsible for completing a monthly review of the activity of the human services center (HSC) for the previous month.

(b) The monthly review is submitted no later than the 15th of each month to the area director with electronic copies for the Field Operations Division (FOD) director and the area program liaisons. It is not necessary to address all items on each monthly review, but only those that are pertinent for a particular month.

(1) **Section I, State of the HSC.** Include an overview of the HSC, such as:

(A) personnel and organizational issues. This may include vacant positions, hiring, and promotions;

(B) use of volunteers, Client Work Experience Program (CWEP), and Summer Youth in the HSC;

(C) a description of what is needed to get the job done;

(D) a description of the morale of the staff regarding program, training, facility issues, and similar issues; and

(E) suggestions staff made to help with program delivery or working conditions.

(2) **Section II, Program.** Include an overview of how the HSC is providing services, and include:

(A) the positives and negatives in service delivery;

the number of county visits and training sessions by the area program liaison; and

(C) a description of any issue or support needed from FOD State Office program staff.

(3) **Section III, Staff Training.** Include any special training, workshops, or program training received by the HSC staff.

(A) Describe program training needed through the area program liaison.

(B) Include comments on how workshops, training, or both was received by staff.

(4) **Section IV, Community participation.** Include an overview of community participation by staff, such as:

(A) staff presentations to other organizations; and

resource development activities.

(5) **Section V, Facilities, equipment, and supplies.** Include an overview of any problem area, need, or significant happening including:

(A) risk management;

(B) Adults with Disabilities Act (ADA);

(C) Workers' Compensation;

(D) janitorial services;

(E) heating and air conditioning;

(F) parking lots; and

(G) contract with landlords.

(6) **Section VI, Administrative oversight.** Include an overview of units and programs outside of FOD.

(7) **Section VII, Other.** Address Fair Labor Standards Act (FLSA) exempt overtime approved for the month and any other issues the county director would like to address or ask the area director.

**OKDHS:115-3-6. Human services center budget**

Revised 6-1-08

(a) County directors are responsible for ensuring that human services center (HSC) budget accounts are accurate and bills are paid timely and accurately.

(b) County directors, their administrative assistant, and one designated backup, have the ability to issue purchase authorization (PA) numbers and move funds.

(c) Field Operations Division (FOD) may move funds between areas.

(d) Areas directors may:

(1) move funds between counties, and county directors may move funds within their own budgets; and

(2) place additional restrictions upon county directors, such as preset spending limits.

(e) When the cost of planned expenditures exceeds HSC funding, the request is forwarded through the area director to FOD where available funding for approved expenditures is sought. No purchases or commitments related to those expenditures may be made until funding is approved and the county director is notified.



**OKDHS:115-3-7. Correspondence assignments**

Revised 6-1-08

County directors are responsible for responding to inquiries on behalf of constituents from senators, legislators, or the Governor. County directors may receive correspondence assignments with specific control numbers from the Oklahoma Department of Human Services Director's office, and Office of Information and Referral.

(1) Responses to correspondence assignments may be signed by and sent directly from the county director, unless the cover memo on the assignment specifically requests the correspondence be prepared for the Director's signature.

(2) Responses prepared for the Director's signature are sent to the Director's office and not dated. A blind copy of the response referencing the control number, for example Director initial #000, is sent to the originating division and to the area director.

(3) If the assignment is a gubernatorial, senatorial, or congressional inquiry, the county director prepares only one response addressed to the client with a copy to the referring office. In the first paragraph this correspondences references the governor, senator, or member of congress as having made the referral.

(4) When an inquiry involves issues of confidentiality that OKDHS cannot disclose to anyone other than the client, the county director prepares the appropriate response to the client with a letter of explanation to the referring office.



**OKDHS:115-3-8. Assignment of Field Operations Division staff**

Revised 6-1-08

(a) County directors have the authority to assign Field Operation Division (FOD) staff within program areas. A decision to move staff from one area of program responsibility to another is based on documented caseloads, enhanced service delivery, or other needs of the Oklahoma Department of Human Services.

(b) Area directors approve the movement of FOD positions from one payroll location to another.



**OKDHS:115-3-9. Random moment time study**

Revised 6-1-08

County directors are responsible for ensuring that each employee complies with the random moment time study per OKDHS:2-11-61.