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POLICY TRANSMITTAL NO. 06-40  
SUPPORT SERVICES DIVISION

DATE: SEPTEMBER 15, 2006  
DEPARTMENT OF HUMAN SERVICES  
OFFICE OF LEGISLATIVE RELATIONS &  
POLICY

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TO: ALL OFFICES

SUBJECT: MANUAL MATERIAL

DHS:2-21, Table of Contents; 2-21-1 through 2-21-2; 2-21-20; 2-21-23 through 2-21-24; 2-21-40; 2-21-43; 2-21-50 through 2-21-62; 2-21-64 through 2-21-66; 2-21-80; 2-21-82 through 2-21-83; 2-21-100; 2-21-108 through 2-21-110; 2-21-112 through 2-21-113; 2-21-130 through 2-21-134; and 2-21-150 through 2-21-157.

EXPLANATION: Oklahoma Department of Human Services (OKDHS) regulations are revised to reflect the current practices and procedures of the Support Services Division (SSD) Departmental Services Unit (DSU).

Original signed on 9-14-06

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Paula Hearn, Director  
Support Services Division

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Sharon Neuwald, Coordinator  
Office of Legislative Relations and Policy

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WF # 05-HH (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 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 Policy Management Unit staff at (405) 521-6392.

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DHS:2-21, Table of Contents

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revised 9-1-06

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DHS:2-21-1, 1 page only, revised 9-1-06

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**PART 1. DEPARTMENTAL SERVICES****DHS:2-21-1. General policy**

The Oklahoma Department of Human Services (OKDHS) has placed responsibility with the Support Services Division (SSD) Departmental Services Unit (DSU) to provide the materials and services required for employees of OKDHS to carry out their duties. DSU provides OKDHS with:

- (1) acquisition, warehousing, and distribution of OKDHS consumable supplies;
- (2) full service mailing facilities;
- (3) full service printing facilities;
- (4) full service copying facilities;
- (5) full service graphic arts and publishing facilities;
- (6) full service document imaging and records management facilities;
- (7) inventory management services;
- (8) out-of-state travel coordination;
- (9) vehicle coordination;
- (10) secure document destruction; and
- (11) identification badges.



## **PART 2. SUPPLY WAREHOUSE**

### **DHS:2-21-2. Warehousing and distribution**

**(a) Responsibility.** Consumable supply items and forms are received and stored at the Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) Supply Warehouse. The online supply ordering system provides all OKDHS offices with current information regarding items available. Consumable supplies and forms are issued to OKDHS locations statewide after a requisition is submitted via the online supply ordering system.

**(b) Supply information system.** All consumable supply data and tracking information are contained in the DSU Supply Warehouse information system. The information system is programmed to issue items in the same quantity as shown in the online supply ordering system.

**(c) Online ordering system.** Forms, pamphlets, and office supplies may be ordered via the online ordering system until 12:30 p.m. daily. When the supply ordering system is not exited by 12:30 p.m., the system automatically deletes the order.

**(d) Access to system.** An OKDHS finance system user identification (ID) is required to access the consumable supply ordering system.

(1) The employee completes Form 10SC001E, Request for AS400 Access, for Finance Division access approval.

(2) The person administratively responsible for the OKDHS location submits a memo, fax, or e-mail to the DSU supply warehouse supervisor that contains the employee's:

(A) user ID number;

(B) location number; and

(C) authorization to order:

(i) office supplies and forms;

(ii) diapers and formula; or

(iii) items listed in (i) and (ii).

(3) The DSU supply warehouse supervisor approves access to the consumable supply ordering system based on the authorization.

(e) **Consumable Supply Handbook.** The [Consumable Supply Handbook](#) contains additional information regarding consumable supplies and other services offered by the DSU Supply Warehouse.

### PART 3. ASSET MANAGEMENT

#### DHS:2-21-20. Asset management

(a) **Definitions.** The following words or terms, when used in this Part, shall have the following meaning unless the context clearly indicates otherwise:

(1) "**Asset**" means items purchased with Oklahoma Department of Human Services (OKDHS) funds costing \$500 or more.

(2) "**Other property**" means items purchased with OKDHS funds costing less than \$500.

(b) **Responsibility.** The responsibility for all assets owned by OKDHS is cooperatively assumed by employees at OKDHS locations and the Support Services Division Departmental Services Unit (DSU) Asset Management and Accounting Section per Sections 110.1 and 110.2 of Title 74 of the Oklahoma Statutes and Department of Central Services (DCS) rules OAC 580:70-1-1 through 580:70-1-4.

(c) **Accountability.** Assets and other property are the responsibility of each location. Disciplinary action, reimbursement to OKDHS, or both may be required when an employee damages or loses an asset due to negligence.

(1) Each location:

(A) maintains ongoing tracking of assets; and

(B) tracks and accounts for the use of and physical location of other property on a day-to-day basis.

(2) The DSU Asset Management and Accounting Section:

(A) maintains records regarding OKDHS assets; and

(B) coordinates the physical asset audit process.

(d) **Annual asset inventory audit.** DSU Asset Management and Accounting Section staff travel to locations, every 12 to 14 months, to conduct an asset inventory audit. Locations are notified prior to the audit visit.

(1) When there are audit discrepancies, locations:

(A) are advised of all asset discrepancies; and

(B) have ten days to respond regarding missing items.

(2) DSU Asset Management and Accounting Section:

(A) removes missing items from DSU property records ten days following the physical audit, with the audit code of lost;

(B) notifies in writing area or division directors and the OKDHS Office of Inspector General of losses; and

(C) provides the OKDHS Director a list of losses annually.

(e) **Asset tracking.** Assets must be assigned to the inventory location code where physically located. All locations are required to maintain accurate ongoing tracking of OKDHS assets, including name of the responsible employee or the physical area of assignment of the asset.

(1) **Transfer documents.**

(A) Location staff obtains a signed transfer receipt for any tracked asset removed from a location.

(B) The original transfer receipt is forwarded to DSU and a copy retained by both the losing and gaining locations.

(C) Form 23AM002E, DHS Equipment Transfer Document, is used for asset transfers. If Form 23AM002E is not available, the transfer document must contain the:

(i) bar code number;

(ii) brief description of item;

(iii) gaining location name and location number; and

(iv) signature of the person removing the asset.

(2) **Mobile assets.** Each location maintains Form 23AM001E, Asset Accountability, or a similar document approved by the DSU Asset Management and Accounting Section, for all assets that are mobile, such as laptop computers, cameras, and

personal digital devices.

(A) Form 23AM001E is updated annually and the employee signing as the user of the mobile asset is responsible for that asset when loss occurs.

(B) Locations also use Form 23AM001E for mobile other property that is not considered an asset.

(C) The Office of Inspector General (OIG) supports the use of Form 23AM001E and reviews the completed forms during internal audits.

(3) **Asset losses between audit periods.** When an asset loss is realized during the year, between audit periods, the location staff:

(A) notifies DSU immediately and provides documentation of known facts;

(B) provides a current copy of Form 23AM001E if the item is a mobile asset;

(C) reports the incident to the police, if theft is suspected;

(D) forwards a copy of the police report to DSU, with a memo explaining the facts.

(4) **Inventory files.** Files are maintained at each location for the current inventory year and the previous two years. These files contain:

(A) signed receipts for any items removed from the location;

(B) receipts for new equipment; and

(C) other relevant inventory documentation.

(5) **New assets.** The location forwards a copy of the equipment contract and any other purchasing documentation to DSU.

(A) Any difference between the item received and the description of the item on the purchase authorization or purchase contract is documented on the location's file copy, and the copy is submitted to DSU.

(B) A receiving report and inventory tags or bar codes are generated in DSU from information on the contract and returned to the location.

(C) The original location:

(i) is accountable for all equipment; and

(ii) has responsibility to:

(I) sign and return the receiving report within 14 calendar days of receipt;

(II) ensure that the inventory tags or bar codes are affixed;

(III) advise DSU of any losses or discrepancies; and

(IV) submit Form 23AM002E, DHS Equipment Transfer Document, to DSU.

(6) **Surplus assets.** To request delivery, moving, or removal of surplus assets, the location completes and e-mails Form 23AM095E, Supply Warehouse - Moving, Repair Request and Transfer Document, to the DSU Asset Management and Accounting Section.

(f) **Training.** Locations are responsible for ensuring staff are appropriately trained regarding asset management. Group training is scheduled at area offices upon request. The DSU Asset Management and Accounting Section's procedures guide, [OKDHS Asset Management Procedures Handbook](#), contains additional information.

**DHS:2-21-24. Disposal of assets**

(a) Upon receipt of Form 23AM095E, Supply Warehouse - Moving, Repair Request and Transfer Document, the Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) submits a request to the Department of Central Services for approval to dispose of OKDHS assets or other property.

(b) OKDHS assets or other property is:

(1) not disposed of without approval from DSU;

(2) not transferred to other agencies or donated without DSU approval; and

(3) never thrown away.



## PART 5. RECORDS MANAGEMENT

### **DHS:2-21-50. Records Management Program scope**

The Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) Records Management Section coordinates, plans, develops, and implements the OKDHS Records Management Program.

(1) Records management includes all record formats, such as machine-readable tapes and disks, microfilm, audio and video tapes, e-mail, local and wide-area computer networks, electronic files, and paper documents, such as forms, correspondence, and files.

(2) Records are maintained to:

(A) document the organization, functions, policies, decisions, procedures, and essential transactions of OKDHS; and

(B) furnish information that protects the legal and financial rights of OKDHS and of persons directly affected by OKDHS activities.

(3) Records created or received in the transaction of official business are not destroyed without prior authorization from the Archives and Records Commission via the DSU records management coordinator.



**DHS:2-21-51. Legal authority**

The Oklahoma Department of Human Services (OKDHS) Records Management Program:

(1) complies with statutory authority found in:

(A) Sections 201 through 215 of Title 67 of the Oklahoma Statutes, Records Management Act;

(B) Section 305 of Title 67 of the Oklahoma Statutes, Archives and Records Commission (ARC); and

(C) ARC rules at OAC 60:10; and

(2) takes direct guidance from:

(A) Section 590 of Title 21 of the Oklahoma Statutes, Maintenance of Financial and Business Records - Retention, and Disposal Procedure - Violations; and

(B) Section 24A.1 of Title 51 of the Oklahoma Statutes, Oklahoma Open Records Act.



**DHS:2-21-52. Definitions**

The following words or terms, when used in this Part, shall have the following meaning unless the context clearly indicates otherwise:

**"Administrative value of a record"** means a record's usefulness in conducting Oklahoma Department of Human Services (OKDHS) current business.

**"Ancillary record"** means a record that is routine in nature. It has no evidential or informational value beyond the immediate use for which the record is created or received, and does not contain support documentation for the financial or business transactions of OKDHS.

**"Archives and Records Commission (ARC)"** means a five-member board created by Oklahoma law enacted in 1947. ARC has the sole, entire, and exclusive authority for the disposition of all public records and archives of state officers, departments, boards, commissions, agencies, and institutions.

**"Confidential record"** means a record whose access is restricted by statute, court order, or legally adopted rules and regulations.

**"Correspondence"** means incoming and copies of outgoing letters, memoranda, telecommunications, and other forms of written communications.

**"Cubic foot"** means the basic unit of measurement to determine records volume. A records center storage carton holds one cubic foot of records. A standard file drawer holds 1.5 cubic feet. A legal-size file drawer holds two cubic feet.

**"Disposition"** means action taken regarding records no longer required for day-to-day office use. Action includes destruction, transfer to records storage, transfer to the State Archives for permanent preservation, or scan to an optical imaging system.

**"Duplicate record"** means a copy of a record that is normally maintained only for reference or convenience of access.

**"Essential record"** means a record necessary:

(A) for the operation of OKDHS during an emergency created by a disaster;

(B) to protect the rights and interests of persons; or

(C) to establish and affirm powers and duties of OKDHS in the resumption of

operations after a disaster.

"**Evidential value of a record**" means a record's value for documenting OKDHS authority, function, organization, policy, decisions, or the rights and legal responsibilities of an individual or institution.

"**Historical value of a record**" means a record's usefulness for research by government, business, organizations, scholars, or others.

"**Inventory**" means a survey of the records of OKDHS that includes information about record titles, purposes, uses, contents, formats, frequency of reference, volumes, dates, arrangements, and physical locations.

"**Machine-readable record**" means a record whose informational content is in code recorded on a medium such as magnetic tape, drum, disc, or punched paper tape and which is accompanied by finding aids, known as software documentation. The coded information is retrievable only with the aid of a computer.

"**Name of record**" means the official title of a record.

"**Office of record**" means the agency, office, or administrative unit that is legally responsible for maintaining the official copy of a record.

"**Optical imaging system**" means a computer system that consists of hardware and software that records complete images by:

(A) scanning the images with a source of light such as a laser, converting the images to a digital electronic format; and

(B) storing the converted images on an optical medium that allows for rapid retrieval of the stored images through indexing and reproduction of the entire original image.

"**Public record**" means a record created or received by OKDHS in the normal course of business.

"**Record**" means any document, *regardless of physical form or characteristics, made or received pursuant to law or ordinance or in connection with the transaction of official business the expenditure of public funds, or the administration of public property.* [67 O.S. § 203]

"**Record copy**" means the original or copy of a record preserved by OKDHS as the

official record.

"Record description" means a written summary of the contents and purposes of a record.

"Record series" means documents, volumes, folders, reels, or other units of the same record title that are arranged under a single filing system or are kept together as a unit because they relate to a particular subject or function, document a specific activity, or have a direct relationship to the creation, receipt, or use of information.

"Record type" means the functional category of a record, such as correspondence, directive, report, payroll, requisition, purchase order, invoice, minutes of proceedings, inventory, receipt, contract, voucher, warrant, case file, budget, statement of account, application, time card, ledger, court order, map, plat, or drawing.

"Records custodian" means the staff member appointed by an administrative head to coordinate, plan, develop, and implement the administrative unit's records management program.

"Records disposition authorization" means a request submitted to the ARC for the one-time disposition of a particular body of records that is not subject to the continuing authority of a records disposition schedule.

"Records disposition schedule" means a list of all records created or received and specifies the length of time and the manner in which each must be retained.

"Records Inventory Report," Form 23OA201E, means a form used to identify a record series consisting of documents, in any format, that are arranged in a single filing system because they relate to a particular subject or result from the same activity.

"Records management coordinator" means the staff member appointed by the OKDHS Director to coordinate, plan, develop, and implement the OKDHS Records Management Program.

"Retention period" means the length of time that records are to be retained.

"State publications" means any informational materials, regardless of format, method of reproduction, or source, which originate in or are produced with the imprint, by the authority, or at the total or partial expense of an agency supported wholly or in part by state funds and which are distributed to persons outside of the creating agency or are required by law. 'State publication' incorporates those publications that may or may not be financed by state funds but are released by private entities pursuant to a

contract with or subject to the supervision of any agency. [65 O.S. § 3-113.2]

"State record" means a record of a department, office, commission, board, authority, or other agency, however designated, of state government. [67 O.S. § 203]

"State records administrator" means the Oklahoma Department of Libraries staff member responsible for making surveys of records operations, recommending improvements in records management practices, and establishing standards for the preparation of the records disposition schedule.

**DHS:2-21-53. Oklahoma Department of Human Services records**

**(a) Record handling.** Oklahoma Department of Human Services (OKDHS) records are not destroyed except in strict accordance with the legal authorities included in DHS:2-21-51, records disposition schedules, or records disposition authorizations.

**(b) Confidentiality.** All records are handled in a confidential manner per OAC 340:1-1-20.

**(c) Penalties.** Any person who willfully violates the provisions of Section 590A of Title 21 of the Oklahoma Statutes regarding destruction of records is guilty of a felony, punishable by imprisonment for a period of not more than three years, or by a fine of not more than \$5,000, or both.

**(d) Categories of records.**

**(1) Organizational records.** Administrative, financial, personnel, and most machine-readable records are included in the organizational records category.

**(2) Client case records.** A case record may contain case history material, reports, forms, documents, evaluation materials, correspondence and any other information relating to the recipient.



**DHS:2-21-54. Records management coordinator and records custodian**

**(a) Duties and responsibilities of the records management coordinator.** The Oklahoma Department of Human Services (OKDHS) Director appoints an OKDHS records management coordinator. The Support Services Division (SSD) Departmental Services Unit (DSU) records management coordinator:

(1) notifies the state records administrator of the intention to destroy OKDHS records that are authorized for destruction under an approved records disposition schedule 30 days before the proposed destruction;

(2) acts as a liaison between OKDHS and the Archives and Records Commission to ensure compliance with DHS:2-21-51 regarding records management;

(3) establishes guidelines, coordinates scheduling, and maintains an accurate inventory of OKDHS records;

(4) serves as the liaison between divisions and the Oklahoma Department of Libraries in establishing retention periods for OKDHS records;

(5) obtains approval for disposal of records on approved schedules from the state records administrator;

(6) ensures all OKDHS records are processed, stored, and preserved in an efficient and economical manner; and

(7) makes site visits to OKDHS locations to counsel or assist staff in fulfilling requirements of this function.

**(b) Duties and responsibilities of the records custodian.** Each OKDHS administrative unit appoints a records custodian who:

(1) acts as a liaison between the administrative unit and the DSU records management coordinator to ensure compliance with DHS:2-21-51 regarding records management;

(2) coordinates scheduling and maintains an accurate inventory of all records of the administrative unit;

(3) coordinates with the DSU records management coordinator in establishing retention periods for all records of the administrative unit;

(4) requests permission to dispose of records, on approved schedules, from the DSU records management coordinator prior to their destruction;

(5) ensures all records of the administrative unit are processed, stored, and preserved in an efficient and economical manner; and

(6) notifies the DSU records management coordinator upon appointment or replacement.

**DHS:2-21-55. Records disposition schedules**

(a) The Oklahoma Department of Human Services (OKDHS) records disposition schedules list all records for OKDHS. The schedules describe how long the record must be kept, and what is done with them when that time is up.

(1) Records may not be destroyed except in a manner approved by the Archives and Records Commission (ARC).

(2) When an administrative unit has records that are not on an existing records schedule, the designated records custodian provides an inventory of those records to the Support Services Division Departmental Services Unit (DSU) records management coordinator.

(b) The OKDHS General Records Disposition Schedule covers administrative, financial, and personnel records that apply to all OKDHS offices, except those that are legally responsible for maintaining the office of record copy.

(c) The OKDHS Division Records Disposition Schedule provides uniform dispositions for records specific to individual divisions within OKDHS.

(1) The Division Records Disposition Schedule provides legal authorization to dispose of records in prescribed ways and a records management guide for agency personnel.

(2) The DSU records management coordinator provides copies and revision of the Division Records Disposition Schedule to the records custodian.

(d) The records custodian:

(1) reviews the schedules annually to ensure schedules reflect current needs; and

(2) initiates amendments to the schedule if the review indicates that:

(A) newer records are not included on the schedule;

(B) records that are listed are no longer being created or received;

(C) responsibility for maintaining records has administratively changed; or

(D) retention periods do not reflect changes in the law or OKDHS needs.

(e) Procedures for scheduling records.

(1) Form 23OA201E, Records Inventory Report, is completed by the records custodian and submitted to the DSU records management coordinator.

(2) The DSU records management coordinator reviews Form 23OA201E and prepares a records disposition draft. A copy of the draft is routed to the originating unit for change recommendations or approval.

(3) When all changes have been made and agreement has been received between the originating unit and the DSU records management coordinator, the disposition schedule is submitted to the Oklahoma Department of Libraries (ODL) Records Management Division for review.

(4) After review, the ODL Records Management Division prepares a records disposition draft for submission to the ARC for approval.

(A) A copy of the draft is sent to the DSU records management coordinator.

(B) The final draft is approved by the Administrative Services chief administrative officer and returned to the ODL Records Management Division.

(5) When approved by the ARC, the DSU records management coordinator returns a copy of the approved schedule to the records custodian. The original is entered into the official records disposition schedule.

**DHS:2-21-56. Records inventory**

A records inventory identifies records consisting of documents, in any format, that are arranged in a single filing system because they relate to a particular subject or result from the same activity. Records not covered by the Oklahoma Department of Human Services (OKDHS) General Records Disposition Schedule or listed on an OKDHS Division Records Disposition Schedule are inventoried to determine:

- (1) purposes and functions of the records;
- (2) physical formats;
- (3) number and locations of copies;
- (4) applicable restrictions governing access to the records;
- (5) administrative, fiscal, legal, historical, or evidential values;
- (6) inclusive dates and quantities;
- (7) organization of records, for example, alphabetical, chronological, or by subject;
- (8) existence of an index or other finding aids; and
- (9) audit requirements.



**DHS:2-21-57. Deletion and destruction of records**

(a) Deletion and destruction of records is carried out in strict accordance with all applicable statutes, rules, regulations, records disposition schedules, or records disposition authorizations. Each Oklahoma Department of Human Services (OKDHS) office periodically reviews its records disposition schedule to determine records eligible for destruction.

(b) Before OKDHS records are destroyed, they must be included on an approved records disposition schedule. OKDHS must receive written approval from the Archives and Records Commission (ARC) 30 days prior to records destruction.

(1) The Support Services Division (SSD) Departmental Services Unit (DSU) records management coordinator obtains approval to destroy records annually.

(2) Records not on an approved records disposition schedule or records involved in any type of litigation may not be destroyed.

(c) Security destruction procedures.

(1) Form 23RM115E, Security Destruction Form, identifies materials ready for security destruction.

(2) Records are packed for security destruction in standard 18x12x10" boxes issued by the DSU Supply Warehouse.

(3) Completed Form 23RM115E is taped to both ends of all boxes.

(4) An e-mail is sent to the DSU Supply Warehouse supervisor to schedule pick-up of security destruction boxes.



**DHS:2-21-58. Records disasters****(a) Plan.**

(1) A disaster is a calamitous event that occurs suddenly and creates damage or hardship. It may be caused by carelessness, negligence, bad judgment, or by natural forces, such as flood, tornado or hurricane. Section DHS:2-15-45 requires that an emergency operation plan is designed and followed in the case of disaster.

(2) The general requirements for preparing an emergency operation plan are outlined in DHS:2-15-46.

(3) When a disaster results in water-damaged records, it is mandatory that recovery procedures begin as quickly as safely possible to salvage damaged records and prevent additional damage.

**(b) Notification.** In the event of a disaster, OKDHS complies with the notification requirements of the Archives and Records Commission (ARC) rules at OAC 60:10-3-5.

(1) Within 24 hours of discovery that records have been subjected to extensive physical damage or destruction by a disaster, the local administrator or designee notifies the DSU records management coordinator by phone or e-mail.

(2) The DSU records management coordinator informs the ARC.

**(c) Oklahoma Disaster Recovery Assistance Team.** The Oklahoma Disaster Recovery Assistance Team (O-DRAT) provides on-site salvage assistance and advice in the event a disaster strikes a library or records repository of the State of Oklahoma.



**DHS:2-21-59. Confidentiality of records**

State and federal statutes and regulations require that many Oklahoma Department of Human Services (OKDHS) records are kept confidential.

(1) Information about OKDHS clients is confidential and is protected from unauthorized use.

(2) Only authorized individuals are given access to case records or provided with information from confidential records. Unauthorized disclosure of client information is a misdemeanor.

(3) Client and case record data stored in computer systems and available through printouts and terminals is confidential and protected in the same manner as other information.

(4) All OKDHS staff members are responsible for ensuring that case information, whether recorded or unrecorded, is treated in a professional manner consistent with OKDHS policy per OAC 340:1-1-20 and 340:2-21-12 through 340:2-21-16.



**DHS:2-21-60. Central Records**

The Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) Central Records maintains the State Office file copies of case materials for the programs administered by OKDHS. This includes copies of written materials relating to inquiries from and regarding persons for whom there is no case record.

(1) Records maintained by DSU Central Records include:

(A) State Office case record files;

(B) inactive files that have been closed by death or other reasons and that are not yet eligible for destruction; and

(C) overpayment case files that are held indefinitely or until the case has been resolved.

(2) DSU Central Records staff is responsible for withdrawing case records.

(A) The requester must provide the case name and number to DSU Central Records.

(B) Files are returned to the requester on the next mail delivery following receipt of a request.

(3) The OKDHS staff member who receives the returned case record is responsible for returning the file to DSU Central Records or notifying Central Records when the file is transferred from one office to another.



**DHS:2-21-61. Records storage**

(a) The Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) Records Management Section stores records according to their disposition schedules per DHS:2-21-55. Retention periods and subsequent destruction are determined by approved records disposition schedules. All stored records must be included on an approved records disposition schedule. Stored records include, but are not limited to:

(1) records waiting to be transferred to the Oklahoma State Archives for permanent preservation;

(2) Child Welfare (CW) and foster care case files;

(3) records with legal holds that are not eligible for destruction until two years after exhaustion of all legal remedies; and

(4) records with long-term retention periods that are waiting to become eligible for destruction.

(b) DSU Records Management staff is responsible for retrieving records from storage. The requester contacts the DSU records management coordinator by e-mail to retrieve a record and includes in the request:

(1) the type of record that is stored, for example CW case record, Developmental Disabilities Services client record, or administrative claims;

(2) the case or file identification number;

(3) the name on the file folder;

(4) the OKDHS location name and number for the office that sent the file for storage; and

(5) the requester's name and location number for returning the file.

(c) The Records Management Handbook contains complete records storage requirements, and is available from the DSU records management coordinator.



**DHS:2-21-62. Optical imaging system**

The Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) Imaging Center Section provides optical imaging services for preserving records and documents. The DSU Imaging Center meets all the requirements of the Archives and Records Commission (ARC) for preserving records in an optically imaged format.

(1) Records maintained on an optical imaging system are subject to the imaging standards and disposition authority of the ARC. Electronically formatted records are scheduled in the same manner as any other record.

(2) The imaging process includes preparation, scanning, indexing, duplication, dissemination, and retrieval of records.

(3) The quality control process ensures that the finished product meets ARC standards and requirements.

(4) The Records Management Handbook contains complete optical imaging requirements, and is available from the DSU records management coordinator.



**DHS:2-21-64. E-mail records**

The Oklahoma Department of Human Services (OKDHS) provides electronic mail (e-mail) service for its employees as a resource to conduct OKDHS business. E-mail is used only for the communications made in the course of OKDHS business.

(1) All communications transmitted through the e-mail system are considered state records.

(2) E-mail records are subject to the:

(A) disposition authority of the Archives and Records Commission, and are scheduled in the same manner as any other record; and

(B) Open Records Act.



**DHS:2-21-65 Computer-generated records**

Oklahoma Department of Human Services electronically generated records maintained on computer hard drives, floppy diskettes, back-up tapes, CD-ROM, servers, mobile devices such as laptop computers and personal digital assistants, and on-line systems are subject to the disposition authority of the Archives and Records Commission.

(1) Records created or maintained in these formats are scheduled in the same manner as any other record.

(2) Electronically generated records are also subject to the Open Records Act.



**DHS:2-21-66. Other records management services**

**(a) Records management services.** The Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) Records Management Section provides acquisition, organization, and information for resource materials needed within OKDHS. The DSU Records Management Section serves as the central reference source for archived OKDHS pamphlets, administrative rules, policy, and publications. Records management services include:

(1) coordination of OKDHS annual periodical renewals through a subscription service, acquisition of new subscriptions, and supervision of the receipt of individual journal issues;

(2) maintenance of the obsolete OKDHS Policy and Procedures Manual from 1942 to present, and other historical OKDHS publications; and

(3) coordination of the OKDHS Records Management Program, per Section 206 of Title 67 of the Oklahoma Statutes.

**(b) Archives.** The OKDHS archives contain historical documents, obsolete OKDHS policy, organizational charts, special studies, training manuals, and pamphlets produced by OKDHS.

**(c) Journals.** The DSU Records Management Section assists with the purchase and renewal of journal subscriptions annually through a contracted subscription service.

(1) The division director or designee requests purchase or approves renewal of a subscription, in writing.

(2) Journal subscriptions are renewed for a one-year period only.

(3) All costs for subscriptions are charged to the requesting unit.

**(d) OKDHS publications.** The DSU Records Management Section archives two copies of OKDHS publications.

(1) The DSU Publications Section automatically forwards two copies to the DSU Records Management Section.

(2) Division staff is responsible for forwarding two copies to the DSU Records Management Section when the publication is not produced by the DSU Publications Section.

(e) **Oklahoma Publications Clearinghouse.** The DSU Records Management Section is responsible for providing the Oklahoma Department of Libraries Publications Clearinghouse copies of all publications per Section 3-114 of Title 65 of the Oklahoma Statutes.

(f) **Books and other resource materials.** Books and other resource materials are ordered directly by and charged to the individual unit.

## PART 6. MAIL SERVICES

### DHS:2-21-80. Mail services

(a) **Responsibility.** The Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) Mail Center is responsible for establishing standards for mail procedures and coordinating OKDHS mail on a statewide basis.

(b) **Collection of inter-agency mail.** The DSU Mail Center collects, processes, and delivers inter-agency mail for OKDHS offices in the Oklahoma City area and processes all outgoing mail from the State Office while meeting established guidelines of OKDHS, state, and federal rules, and the United States Postal Service (USPS). Two trips to the Oklahoma City post office are made daily.

(c) **State Office and inter-city pick-up.** OKDHS mail is collected twice daily from the State Office buildings and inter-city locations. State Office personnel may hand carry mail directly to the DSU Mail Center prior to 4:00 p.m. for mailing that day. Special mail handling for State Office divisions is provided upon request.

(d) **Change of address.** When an office moves, has a name change, or undergoes any other change that affects mail delivery, the office sends written notice to the DSU Mail Center, including the effective date.

(e) **Opened and unopened mail.** The DSU Mail Center has the option to open mail or leave it unopened.

(1) **Opened mail.** Mail received from OKDHS county offices, institutions, medical claims, and all invoices are removed from envelopes and the date and time is affixed to each document prior to distribution within the State Office.

(2) **Unopened mail.** Unopened mail, such as legal documents or envelopes marked confidential, are sorted and stamped with the date and time on the envelope. It is only opened when there is no other way to identify the intended recipient.

(f) **Metered mail.** Postage for outgoing mail is stamped by a postage meter. All metered mail carries the imprint "Official State of Oklahoma Mail." When outside locations exhaust monthly postage supply, mail may be hand carried to the DSU Mail Center for mailing. Mail is immediately metered, and cost reimbursement is arranged.

(g) **Pre-sort.** Mail is metered using the less expensive pre-sort rate and picked up three times daily by the pre-sort vendor. Client warrants are pre-sorted by the OKDHS Data Services Division.

(h) **Personal mail.** OKDHS employees affix personal postage to outgoing personal mail. Personal use of OKDHS resources, such as OKDHS letterhead, envelopes, and postage meters is prohibited. Employees who violate this policy are subject to appropriate disciplinary action under OKDHS discipline policy, DHS:2-1-7.

(1) Outgoing personal mail is not included with packaged, weighed, and metered OKDHS mail.

(2) Incoming personal mail or package delivery to OKDHS locations is not permitted.

(i) **Shipping.** Vendors pick-up outgoing mail from the DSU Mail Center each business day.

**DHS:2-21-82. Specialized mail services**

The Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) Mail Center provides specialized mail services for OKDHS mail, such as next day delivery and certified mail, as requested by and charged to the requesting unit.

(1) **Registered mail.** Only mail prepaid with postage at the first-class mail rates may be registered.

(A) For additional fees, return receipt and restricted delivery services are available.

(B) At the option of the mailer, postal insurance up to \$25,000 may be purchased to cover the value of articles at the time of mailing.

(2) **Certified mail.** Certified mail:

(A) requires an additional fee; and

(B) is available only for first-class mail items.

(3) **Next day delivery.** State Office divisions may request next day mail delivery to certain zip codes, with restrictions on Saturday deliveries.

(4) **Parcel services.** Requests for parcel services are hand carried to the DSU Mail Center prior to 4:00 p.m. A complete finding address must be provided, including a telephone number for next day delivery. An additional charge is incurred for Saturday delivery.

(5) **Postal Express.** Requests for Postal Express are made directly to the DSU Mail Center prior to 4:00 p.m. A complete finding address must be provided.

(6) **Additional services.** Additional services provided by the DSU Mail Center include:

(A) box rental;

(B) postage meters;

(C) business reply permits; and

(D) postage due services.

**DHS:2-21-83. Bulk mailing**

The Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) Mail Center Warrant and Document Processing Section is responsible for meeting large volume mailing deadlines required by the program divisions within State Office. OKDHS divisions are responsible for supplying computer-generated address labels for all special mailing requests. The division:

- (1) provides an electronic database for addresses to the pre-sort vendor; or
- (2) furnishes address labels to the DSU Mail Center to apply manually.



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

**DHS:2-21-100. Vehicle inventory, control, and management**

(a) **Responsibility.** The Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Service Unit (DSU) vehicle coordinator maintains an inventory of all OKDHS vehicles and coordinates vehicle transactions. The DSU vehicle coordinator obtains titles, tags, PikePass tags, and bar code labels for all vehicles.

(b) **Inventory control.** Information recorded for each vehicle maintained by OKDHS includes the:

- (1) OKDHS vehicle number;
- (2) make, model, and year;
- (3) purchase date;
- (4) original cost;
- (5) purchase authorization number;
- (6) vehicle identification number (VIN);
- (7) license tag number; and
- (8) vehicle location.

(c) **Fleet inventory changes.** Any acquisition, transfer, or disposal of vehicles is reported to the DSU vehicle coordinator. DSU coordinates the disposal of vehicles through the Department of Central Services (DCS). Requests for new vehicles are included in the annual budget request of the OKDHS location and submitted to the OKDHS Finance Division Budget Unit.

(1) When requesting a new vehicle, a memo is submitted to the DSU vehicle coordinator and a copy is attached to Form 23CO102E, Department of Human Services Requisition, that is submitted to the OKDHS Contracts and Purchasing Unit. The memo includes:

- (A) justification and detailed description of the purpose for the vehicle purchase;

(B) estimated annual mileage;

(C) justification for expanding the fleet or replacing the vehicle;

(D) justification for each option that exceeds the base cost;

(E) justification for replacing one kind of vehicle for another, such as a van for a car; and

(F) the bar code and odometer reading of the vehicle being replaced.

(2) Locations receiving a new vehicle submit all documents received from the vendor to the DSU vehicle coordinator.

(d) **Management of OKDHS vehicles.** Each OKDHS office that owns a vehicle submits a monthly report to the DSU vehicle coordinator on or before the fifth day of each month for the preceding month's use.

(1) The report includes:

(A) vehicle bar code number;

(B) odometer reading;

(C) total gallons of fuel used;

(D) total cost of fuel; and

(E) maintenance and repair costs.

(2) The DSU vehicle coordinator sends a combined OKDHS report each month to the DCS Fleet Management Division.

(e) **Vehicle replacement.** The OKDHS standard for vehicle replacement is 100,000 miles or every five years, whichever is first. Construction vehicles are replaced at 100,000 miles or every ten years, whichever is first. Vehicles may be replaced sooner based upon the vehicle's use, age, and repair history.

(f) **State Motor Pool vehicles, daily rental.** The DSU vehicle coordinator coordinates requests for state vehicles through the DCS State Motor Pool. The request includes the name of the driver, location, telephone number, and date and time vehicle will be picked up and returned.

(1) When the DCS State Motor Pool vehicle reservation is confirmed, the driver is notified to pick-up a completed DCS Fleet Mgmt – Form 015, Requisition for Motor Vehicle, from the DSU vehicle coordinator.

(2) The Fleet Mgmt – Form 015 and a valid driver license are presented to the DCS State Motor Pool when the vehicle is picked up.

(3) When returning a vehicle to the DCS State Motor Pool after office hours, the vehicle is locked and the keys are put in the office door slot.

(4) It is the employee's responsibility to notify the DSU vehicle coordinator prior to the scheduled pick-up time when a vehicle reservation is changed or canceled. OKDHS is charged for vehicles that are reserved but not picked up.

(5) When a vehicle is not available from the DCS State Motor Pool, the DSU vehicle coordinator notifies the employee and suggests other OKDHS units that may be contacted to borrow a vehicle.

(g) **State Motor Pool vehicles, month-to-month lease.** Locations requesting assignment of a permanent vehicle send a memo to the DSU vehicle coordinator stating the need, circumstances, employee's user identification (ID) number, telephone number, name of driver, and estimated number of miles the vehicle will be driven monthly. The requesting division director approves the request before it is processed. The driver is notified when a DCS State Motor Pool vehicle is available and when to pick it up.

(1) Employees who are assigned a DCS State Motor Pool vehicle report the odometer reading to the DSU vehicle coordinator on the first day of each month.

(2) All maintenance and repairs are pre-approved by the DCS State Motor Pool, including car washes. The DCS State Motor Pool or their authorized vendor performs scheduled maintenance and repairs.

(h) **Charges for State Motor Pool vehicles.** The DCS State Motor Pool Division bills OKDHS monthly for the use of all DCS State Motor Pool vehicles. The odometer reading determines the amount billed to the OKDHS unit. The DSU vehicle coordinator provides current rates regarding vehicle charges on request.



**DHS:2-21-108. PIKEPASS tags**

(a) **Use.** The PikePass tag:

- (1) is an electronic device that attaches to the windshield of a state car or truck;
- (2) is automatically scanned on entry and exit from any Oklahoma turnpike gate;
- (3) allows the vehicle to pass through the turnpike gate without stopping;
- (4) logs the trip; and
- (5) provides billing information.

(b) **PikePass tags.** The Oklahoma Turnpike Authority (OTA) bills the Oklahoma Department of Human Services (OKDHS) monthly for state turnpike charges.

- (1) OKDHS PikePass tags are used in Department of Central Services (DCS) State Motor Pool and OKDHS fleet vehicles only.
- (2) Employees using private vehicles on state business pay the turnpike toll and submit the receipt for reimbursement when filing Form 10AD006E, Travel Claim.

(c) **Responsibility.** The Support Services Division Departmental Services Unit (DSU) vehicle coordinator is responsible for maintaining records of PikePass tags and reporting turnpike use to OTA.

- (1) The PikePass tag is issued by individual location, account number, PikePass tag number, and vehicle number.
- (2) An employee notifies DSU immediately if a PikePass tag is lost, stolen, or damaged.

(d) **OKDHS vehicles.** A PikePass tag is issued to a specific vehicle and identified to a specific OKDHS division.

- (1) Divisions are given the authority to transfer the PikePass tag from one vehicle to another provided the vehicle class remains the same.
- (2) OKDHS locations notify DSU of permanent changes of vehicles assigned a PikePass tag. The DSU vehicle coordinator notifies OTA of the change.

(e) **DCS State Motor Pool vehicles, daily rental.** Employees using a DCS State Motor Pool vehicle check out a PikePass tag at the time the DCS Fleet Mgmt – Form 015, Requisition for Motor Vehicle, is picked up at DSU. The PikePass tag is returned to DSU within 24 hours after returning from a trip.

**DHS:2-21-109. Out-of-state travel coordination**

**(a) Responsibility.** The Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) travel coordinator:

- (1) processes and tracks travel authorizations for OKDHS employees and non-employees who travel out-of-state on official OKDHS business;
- (2) arranges the most cost-effective travel that meets the business needs of persons who travel at OKDHS expense; and
- (3) provides airfare cost comparisons for persons not traveling by air.

**(b) Travel authorizations.** Out-of-state travel authorization requests are submitted to the DSU travel coordinator. A travel request consists of a:

- (1) completed and approved Form 23AD001E, Request for Out-of-State Travel Authorization. A copy is returned to the traveler upon finalization;
- (2) copy of the event announcement, agenda, related event information; and
- (3) description of any special arrangements that are required.

**(c) Procedures for out-of-state travel.** The DSU travel coordinator prepares a flight schedule that meets OKDHS business needs at rates and times that fall within guidelines of OKDHS policy and procedure, state travel contracts, the Central Purchasing Act, and the State Travel Reimbursement Act.

- (1) Itineraries are not scheduled that have rates or times that exceed OKDHS business needs.
- (2) If the flight itinerary is arranged and tickets are purchased by a non-OKDHS entity, a copy is submitted with Form 23AD001E.

**(d) Itinerary.** For travelers flying at OKDHS expense, (1) through (4) of this subsection apply.

- (1) An itinerary is reserved and sent to the traveler, who is responsible for notifying the DSU travel coordinator whether the itinerary meets his or her needs.
- (2) If the available itinerary does not meet his or her needs, the traveler chooses the best of the options available within the guidelines of OKDHS policy and procedure.

state travel contracts, the Central Purchasing Act, and the Travel Reimbursement Act.

(3) Reservations are not arranged or changed to accommodate personal airline preference or personal schedules.

(4) Travelers in the greater metro areas are not required to accept flights departing earlier than 7:00 a.m. or returning later than 10:00 p.m.

(A) If travel schedule requires departing earlier than 7:00 am or returning later than 10:00 p.m., the traveler may arrive a day earlier or stay a day later. Re-authorization is required due to additional hotel and per diem expenses.

(B) Extra time frames, hotel, and per diem expenses are given to travelers subject to lengthy drive times.

(e) **Cost comparison.** For travelers not traveling by air, the itinerary and flight rate is used for the comparison. Map mileage reimbursement and reimbursement for common carriers other than air will not exceed the most economic coach class airfare cost.

(f) **Tickets.** Tickets are automatically written 24 hours after reservations are made. Electronic ticket itineraries are mailed or faxed to the traveler. If hardcopy tickets are purchased, the traveler is contacted by telephone when tickets are available for pick-up or ready to be mailed.

(1) The traveler is responsible for notifying the DSU travel coordinator of a trip cancellation or schedule change and for promptly returning unused tickets.

(2) Tickets are non-transferable and are only changed for a valid business reason.

(3) A traveler may only use a ticket issued in his or her own name.

(g) **Hotel accommodations.** Employees are encouraged to select less expensive public lodging at conferences when the designated hotel is significantly higher priced than public lodging establishments located near the designated hotel.

(h) **Personal travel.** When an employee desires to book an additional airline seat for a personal reason, the DSU travel coordinator provides the employee with contact information for the travel agent or airline. The DSU travel coordinator does not:

(1) make personal travel arrangements;

(2) reserve personal air flights or non-business flight segments; and

(3) does not accept personal checks or credit cards.



**DHS:2-21-110. Sequoyah Memorial Office Building**

(a) **Sequoyah Memorial Office Building (Sequoyah Building) maintenance.** The Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) is responsible for coordinating with Oklahoma Department of Central Services maintenance personnel to handle the Sequoyah Building maintenance.

(b) **Sequoyah Building keys.** DSU maintains keys for Sequoyah Building doors. A written notification, signed by the division director or designee, is sent to DSU when a key is lost or must be replaced.



**DHS:2-21-113. Identification badges**

(a) **Responsibility.** The Oklahoma Department of Human Services (OKDHS) Support Services Division Departmental Services Unit (DSU) is responsible for issuing identification (ID) badges to all OKDHS employees. Security ID badges are issued to OKDHS employees and non-employees who require access to the Sequoyah Memorial Office Building (Sequoyah Building).

(b) **Photos.** To obtain a badge for an employee located:

(1) in the Sequoyah Building, the employee's supervisor notifies the DSU ID badge coordinator of the employee's name and work location prior to sending the employee to the ID badge coordinator; and

(2) outside the Sequoyah Building, the employee's supervisor is responsible for sending the employee's photo, name, and work location to the DSU ID badge coordinator.

(A) The employee's ID photo is taken with a digital camera at least five feet from the subject.

(B) Photos are saved as a .jpg file and e-mailed or sent to DSU on disk by inter-agency mail.

(C) The DSU ID badge coordinator prepares the ID badge and returns it to the employee.

(c) **Identification.** ID badges are visible to security personnel at all times. OKDHS employees display their ID badge while:

(1) on-site at any OKDHS location;

(2) in the field acting as an OKDHS representative; and

(3) in the Sequoyah Building.

(d) **Returned badges.** Supervisors are responsible for recovering and destroying ID badges when an employee leaves OKDHS employment. All Sequoyah Building security badges are returned to the DSU ID badge coordinator for cancellation.



**PART 9. PUBLICATIONS****DHS:2-21-150. Publications Section purpose and scope**

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

(b) **Scope.** DSU Publications Section policy applies to all OKDHS publications, including annual and special reports, booklets, displays, leaflets, newsletters and other periodicals, pamphlets, posters, scripts, slide presentations, and videotapes.



**DHS:2-21-151. Definitions**

The following words or terms, when used in this Part, shall have the following meaning unless the context clearly indicates otherwise:

**"Cost statement"** means a statement of the cost of printing and postage that appears in each publication issued by the Oklahoma Department of Human Services (OKDHS).

**"Publication"** means any informational materials intended for public distribution or required by law that originate in OKDHS. This definition includes materials produced with the imprint, by the authority of, or at the total or partial expense of OKDHS. The source of the material, format, and method of reproduction do not exempt publications from this definition. This definition includes publications released by private entities under contract with or supervision of OKDHS, regardless of funding. Oklahoma law exempts from this definition:

- (A) news releases;
- (B) state and federal forms;
- (C) draft reports;
- (D) working papers;
- (E) testimony and materials for the Legislature;
- (F) typewritten correspondence;
- (G) interoffice memos;
- (H) special novelty items, such as place cards and badges; and
- (I) policy and procedure manual materials.



**DHS:2-21-152. Publications Section**

**(a) Responsibility.** The Oklahoma Department of Human Services (OKDHS) Support Services Division (SSD) Departmental Services Unit (DSU) Publications Section develops publications for training and public information.

**(b) Services available.**

**(1) Consulting.** The DSU Publications Section 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.** The DSU Publications Section provides writing services as necessary to help customers communicate their message effectively.

**(3) Editing.** The DSU Publications Section edits all manuscripts for accuracy and readability. The Publications Section provides a hard copy of the document to customers with changes marked for review. Criteria include:

(A) writing and graphics clearly understandable to the intended audience;

(B) style consistent with industry standards;

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

(D) spelling, punctuation, grammar, and sentence structure that conform to standard English usage.

**(4) Graphics arts services.** The DSU Publications Section provides layout and graphic design services.

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

**(B) Finished publication.** The graphic artist prepares a finished version of the publication. The DSU Publications Section routes jobs to the DSU Print Shop unless the customer has an approved contract with an outside vendor.

(5) **Photographic services.** The DSU Publications Section provides or obtains photography services.

(c) **Planning for services.** The requesting unit initiates a planning meeting with the DSU Publications Section before beginning any major project.

(d) **Requests for services.** Services are requested by completing Form 23PU083E, Editorial, Graphics and Photo/Video Production Form, and submitting the form to the OKDHS Office of Communications. The Office of Communications approves publication requests before they are submitted to the DSU Publications Section for production.

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

(2) The requesting unit provides text electronically for publications.

(e) **Timelines.** The DSU Publications Section acknowledges requests for service within three working days. Acknowledgment may include a request for a planning conference if necessary.

(f) **Client permission.** A unit that requests a publication 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 the DSU Publications Section.

(g) **Copyrights.** The requesting unit is responsible for securing permission to reprint copyrighted material, in whole or in part.

(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. The DSU Publications Section staff does not duplicate materials in violation of copyright laws.

(h) **Mandatory content.** Each publication must contain specific information as set forth in Section 3105 of Title 74 of the Oklahoma Statutes, and provided by DSU Publications Section.

(i) **Revisions of existing publications.** The requesting unit:

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

(2) marks the points where changes occur and sends text electronically along with Form 23PU083E; and

(3) submits Form 23PU083E and attachments to the Office of Communications.

(j) **Reprinting publications.** Appropriate authorization is required to reprint an OKDHS publication. The Office of Communications notifies the division responsible for the publication to confirm the need for reprinting.

(k) **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 per OAC:340:2-31-10 and DHS:2-31-35.

**(l) 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.

(2) The Office of Communications reviews each publication for compliance with Office of Communications standards.



**DHS:2-21-156. Payment for publications services**

(a) **Payment for services.** Oklahoma Department of Human Services (OKDHS) locations are not charged for publications or audiovisual services performed by the Support Services Division (SSD) Departmental Services Unit (DSU) Publication Section unless:

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

(2) the request exceeds the usual and customary services offered by the DSU Publications Section.

(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. A copy of the relevant policy is attached to Form 23PU083E, Editorial, Graphics and Photo/Video Production Form.

(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. The DSU Publications Section undertakes these projects only as priorities allow. These projects require approval by a production oversight team of representatives from the DSU Publications Section and the SSD director.



**DHS:2-21-157. Printing services**

Oklahoma Department of Human Services (OKDHS) forms and other material 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 DSU Print Shop or DSU 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 DSU Print Shop or DSU 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, per DHS:2-31-28.

(3) **New publications.** Procedures to request printing of a new publication are outlined in DHS: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) **Business cards.** Personalized business cards are printed for OKDHS employees via Form 23PU134E, Business Card Order Form, submitted to the DSU Publications Section.

(6) **Copyright.** The DSU Print Shop and DSU Copy Center adhere to copyright laws. Copyrighted documents are not reproduced without written permission from the copyright source.