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POLICY TRANSMITTAL NO. 07-06	DATE: MAY 25, 2007
FAMILY SUPPORT SERVICES DIVISION	DEPARTMENT OF HUMAN SERVICES OFFICE OF LEGISLATIVE RELATIONS AND POLICY

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TO: ALL OFFICES

SUBJECT: MANUAL MATERIAL

OAC 340:5-1-8.

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

OAC 340:5-1-8 revisions specify the county director is responsible for performing a case review when complaints are received regarding Adult Protective Services (APS) policy and procedure.

Original signed on 4-16-07

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Mary Stalnaker, Director  
Family Support Services Division

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Sharon Neuwald, Coordinator  
Office of Legislative Relations and Policy

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WF # 06-15 (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**

340:5-1-8

### **INSERT**

340:5-1-8, 1 page only, revised 6-1-07

**340:5-1-8. Complaints concerning the APS program**

Complaints regarding an investigation or the provision of services may be submitted to the Oklahoma Department of Human Services (OKDHS) by telephone or in written form, including e-mail. Complaints regarding:

- (1) Adult Protective Services (APS) policy and procedure are referred to the county director who performs a case review. A written response is provided to the complainant within 45 days stating the general findings of the review;   1
- (2) possible inappropriate treatment by an APS specialist or supervisor are referred to the appropriate county director for appropriate action; and  2
- (3) involuntary services are handled through the appropriate judicial system.   3

**INSTRUCTIONS TO STAFF 340:5-1-8**

- 1. No confidential information is included in the letter. A copy of the letter is also sent to the Family Support Services Division (FSSD), Adult Protective Services (APS) Unit.**
- 2. (a) The FSSD APS Unit is available to assist in any case reviews necessary to resolve the complaint.**  
**(b) When a civil rights allegation is received, the county director offers to help the complainant complete Form 14CR001E, Discrimination Complaint Form. The completed form is sent to the Office for Civil Rights address on the form for appropriate action.**
- 3. The Oklahoma Department of Human Services (OKDHS) Office of General Counsel may be consulted when these complaints are received.**