

STATE OF ALASKA DEPARTMENT OF HEALTH & SOCIAL SERVICES FINANCE AND MANAGEMENT SERVICES POLICY & PROCEDURE MANUAL	SECTION:	Number:	Page:
	Department	259	1
	SUBJECT:		
	Grantee Relations		
SUPERCEDES NUMBER/PAGE:			
P&P approved			
APPROVED:			DATE:
/s/ Bill Hogan			1/15/09

Policy. All departmental employees shall foster credibility with those individuals and organizations in communication with the Department. This will be done by:

- A. Ensuring prompt responses to correspondence and request for information
- B. Ensuring that an alternate department staff will follow up on inquiries if absences will take you away from your job for more than 3 days
- C. Ensuring that you confer with your supervisor if you are in doubt

Purpose. To provide a system for establishing and maintaining appropriate communication and relationships with the public, grantees and other agencies.

Application. To all DHSS employees.

Procedures. The Department shall maintain courteous, professional and timely communication with the public, agents of other organizations, consumers, and grantees.

- A. Public Contacts
 - 1. Employee contact with the public will be courteous and professional.
 - 2. Employees receiving requests for non-consumer related information should forward such inquiries through their immediate supervisor for further direction.
 - 3. Consumer specific requests for information may be handled by the case worker or supervisor. (Dept staff must always consider HIPAA requirements when responding to requests).
- B. Grantee Contacts
 - 1. Program managers and grant administrators will contact grantees assigned to them by phone at least once a quarter (more often for grants with issues or in need of additional technical support) Use these conversations to get an update on program status, identify areas of needed support, discuss program successes, or to simply check-in and show appreciation for the grantee's work.
 - 2. Individual Divisions/Offices will assign staff to conduct site visits or face to face meetings with all grantees at least once every 2 years. Divisions will work together to coordinate site visits whenever possible.
 - 3. DHSS employees will respond and communicate to all grantees in a timely manner. When at all possible phone calls and email will be returned within one business day. And if an employee will be on extended leave an alternate contact will be provided.
 - 4. DHSS employees will use all forms of communications when contacting grantees (phone, email, fax, mail).
 - 5. When reviewing grantee quarterly reports, if all appropriate documentation has been provided and the grantee is in good standing, the Department will within 25 calendar days issue a payment.

STATE OF ALASKA DEPARTMENT OF HEALTH & SOCIAL SERVICES FINANCE AND MANAGEMENT SERVICES POLICY & PROCEDURE MANUAL	SECTION: Department	Number: 259	Page: 2
	SUBJECT: Grantee Relations		
	SUPERCEDES NUMBER/PAGE: P&P approved		
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6. DHSS employees will ensure that all grantee correspondence includes program manager name, grant administrator name, and grant number.
7. When appropriate and at the Division Director's discretion, Divisions/Offices in partnership with Grants and Contracts will hold teleconferences with their grantees.

C. Internal DHSS Communications

1. All Divisions/Offices will conduct quarterly meetings between program staff and grant administrators to review policies, program support, and issues concerning programs/grantees.
2. All Divisions/Offices will conduct regular cross-program meetings within Divisions to facilitate sharing of ideas.

Implementation. This policy and procedure is effective as of the date signed by the Commissioner.