



DCYF Standard Operating Procedure


2780.2 FORMS AND OFFICIAL PUBLICATIONS

Policy Directive: **20-09**

Approved:

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Implements Policy: **2780**


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This SOP defines what is a Division form or other official publication.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. The Division publishes official documents (catalogued by a 4 digit form number) to support consistency in messaging and enable staff to complete tasks more efficiently. These publications include:
 - A. Forms – Documents that staff and/or stakeholders are required to complete;
 - B. Templates – Documents recommended for staff use to standardize the implementation of certain practices and may include form fillable letters, certificates, or tracking documents;
 - C. External publications – Brochures, pamphlets, posters, flyers, and handouts provided to stakeholders for education or reference;
 - D. Guides and Manuals – Documents outside of policy and procedures that outline specific details for a program implementation (e.g. On-Call Response Guide, or DCYF Safety Manual).
- II. Staff are required to use Division forms to ensure consistency and compliance in the implementation of laws, regulations, or Administrative decisions.
- III. Although recommended for use, templates shall not preclude staff from developing their own correspondences or other formalized tools to meet the requirements of a policy.
- IV. Forms and templates are presented in an established format.
 - A. A header section that includes:
 1. The state seal;
 2. Identification of the agency as STATE OF NEW HAMPSHIRE, Department of Health and Human Services, and Division for Children, Youth and Families;

3. Identification of a specific practice area, when applicable;
 4. The identifier of F for form or T for template, and the 4 digit number; and
 5. The policy directive number.
- B. A footer section that includes:
1. The effective date; and
 2. The page number if more than one page.
- V. Any document that establishes a requirement for persons outside of DCYF to provide information to the Division, and the format in which the information is to be submitted is a Form pursuant to [RSA 541-A:1, VII-a](#) and subject to Administrative Rulemaking.
- A. Forms subject to Administrative Rulemaking must not be revised or implemented without following the Administrative Rulemaking process as the form has the effect of law once approved by the Joint Legislative Committee on Administrative Rules.
- B. This does not include any document that:
1. Is provided by the Division to facilitate the submission of information already delineated in federal or state statute, regulation, or rule; or
 2. Is used by DCYF to provide information to persons outside the Division.
- C. Forms adopted through Administrative Rules are effective for 10 years, and will expire and be obsoleted unless readopted with the Administrative Rule.
- VI. Instructions must accompany each form that is completed by Division staff unless the process for completion, use, and retention is self-explanatory.
- A. Instructions include the form's purpose, content of entries, and retention details.
- B. Instructions are located at the end of the document (or as a separate document) with the letter "i" in parentheses after the number.
- C. When printing a document with instructions, identify only the form's pages needed in the print menu, so the instructions will not be printed unnecessarily.
- VII. Official publications are accessed from the Intranet Forms Manual, or applicable information system, to ensure proper version use.
- A. Form fields may feature drop-down menus or default text as prompts.
- B. Staff may use "Tab", "Enter", or the arrow keys to move through the form fields.

- C. Staff shall use "Save As" to maintain an electronic copy of case specific information for their records as needed.
- VIII. Printed forms and external publications are stored in the Stockroom at 6 Hazen Drive, Concord, NH.
- A. District Offices may order supplies by completing DHS Form 29, the "District Office Forms Order;"
 - B. State Office staff may request forms and external publications when office supplies are ordered; and
 - C. Stakeholders must obtain forms and external publications through the District Office in their area.
- IX. Development or revisions to any external publication will be completed with the Department's Public Information Office to align with Departmental branding.
- A. Brochure or poster projects may be identified by any staff of the Division.
 - B. The subject matter expert will be responsible for the provision of all content for the project.
 - C. Projects will be provided to the Public Information Office upon approval of all proposed content by the program's Administrator, in consultation with the Policy and Planning Unit.

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log			
PD	Modification Made	Approved	Date