

Area: Management Systems

Subject: MS05 – Communication Among Staff

Reference: 1304.51 (e)

Policy: Program information will be communicated to Division staff in a timely manner.

Procedure:

1. Division Management staff distribute in a timely manner relevant and/or pertinent program information to Division staff pertaining to:
 - a. Procedures (new and/or revised)
 - b. Timetables for program planning
 - c. Communication from funding agencies including regulations, policies, legislation, and advocacy
 - d. Program and financial reports
 - e. Program operations, plans, and policies
2. Division Management staff distribute program information to Division staff via:
 - a. Written (including but not limited to memos, letters, agendas, minutes, flyers, reports, summaries, plans)
 - b. Verbal (telephone, face-to-face, voice mail, meetings, videoconference, teleconference)
 - c. Electronic (e-mail, Internet)
3. Information to be communicated to Division staff is completed within 10 business days upon receipt and/or completion of items 1a – 1e.
4. Division Management staff distribute written communication to Division staff and ensure that a copy is filed in the centrally located filing system.
5. Division Management staff follow up verbal communication with written and/or electronic communication to summarize information shared.
6. If follow-up communication is written as a memorandum, copy(ies) are distributed to appropriate Division staff and filed in the centrally located filing system.
7. Division Management staff schedule monthly meetings or on an as needed basis depending on importance of information to be shared and notify appropriate Division staff that their attendance is required or requested.
8. Division staff prepare agendas, sign-in sheets and have copies of discussion materials, if necessary, for meetings.
9. Division staff prepare summaries and/or minutes, distribute to all attendees and absent staff and ensure that a copy is filed with the sign-in sheet in the centrally located filing system.

Supervised by: Executive Director

Performed by: Division staff

Forms needed: Memos, letters, agendas, sign-in sheets, minutes, flyers

Frequency: As needed.