

Select originating cluster

**Action Request
Transmittal**

Dave Lyda, JOBS Workforce Manager, DHS
Authorized Signature

Number: SS-AR-04-006
Issue Date: 08/18/04

Topic: Forms

Due Date: Immediately

Subject: Brochures and Posters for Self Sufficiency Branch Office Lobbies

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| X Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Action Required:

Self Sufficiency Program (SSP) field offices are often the first point of contact for clients and the general public with DHS. People in need may not always know what programs and services DHS provides. In most cases, people are able to access that information through our front desk staff. However, there are also instances where people who are curious about the services we provide would prefer to simply take written material to read at a time that is convenient for them. Therefore, it is critical that our office lobbies have as much information available in printed form as possible so that people in need can make informed choices about what programs and services will be most helpful to them.

In an effort to ensure consistency in our field offices, we have compiled a list of brochures and posters that must be displayed in office lobbies. When considering which brochures and posters need to be available, office managers will need to consider the language and disability needs of the population being served. If you have more than 35 or more non-English speaking households which share the same language, it is vital that you make available in the office all of these non-English brochures to the extent they are currently available through the department.

Please see MSC 9999 <http://dhsforms.hr.state.or.us/forms/databases/FMPRO> which lists the required brochures and posters that each office will need as well as instructions for ordering the required items. If you have questions about these brochures or posters, you may contact Leona Gildersleeve at (503) 945-7000.

Reason for Action:

Consistency in our field offices

Field/Stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

Contact(s):			
Phone:		Fax:	
E-mail:			