Subject: Forms Management

Procedure Change Notice:
- Pending Policy Chapter and number reassignment
- Authority: Added TCA Codes
- Added GS policy, where appropriate.

Revised: August 30, 2018

Authority: TCA 4-25-101-105; TCA 4-25-107-108; TCA 37-5-105 (3), 37-5-106;

Standards: None

Application: All Department of Children Services Employees

Policy Statement:
The Department of Children’s Services (DCS), Office of Continuous Quality Improvement, DCS Policy Development Unit shall manage the creation, revision, distribution and maintenance of all DCS forms according to the rules and regulations promulgated by the Department of General Services.

Purpose:
To comply with the Department of General Services Forms and Publications Management rules and regulations to reduce the number of forms created, minimize duplication, eliminate unnecessary forms, encourage use of State-wide forms and improve the design of required forms in accordance with established design standards.

Procedures:

A. Appointment of DCS Documents Program Specialist
The Commissioner/designee appoints a Departmental Documents Program Specialist within the Office of Quality Control who serves as the liaison between DCS and the Department of General Services, Forms Management Division to ensure that DCS forms are created and distributed in compliance with the Department of General Services Policy 17.02, Forms Management Program, Forms Management Rules and Guidelines.

B. Appointment of local forms coordinators
Each Central Office division, region and youth development center designates a local forms coordinator to communicate form needs to the Policy Development Unit within the Office of Quality Control.

C. Requests for creation of new forms
1. Prior to requesting a new form, applicable staff review existing forms to determine if a new form is needed or if an existing form can be modified to meet the current need to prevent duplication.
2. A request for a **new form** is submitted to the **local forms coordinator** who submits a draft to the Policy Development Unit for review. The request must include:
   a) An electronic draft of the form with instructions for design formatting (*e.g.*, fill-in electronically or printed and filled-in manually; paper size; paper color, size and type, *etc.*).
   b) Instructions for the completion of the form. The instructions include, but not be limited to, the following:
      ♦ Purpose of the form (what it is used for);
      ♦ When is it used (at intake, discharge, staffings, *etc.*);
      ♦ Who completes the form (FSW, Clinic Staff, Youth, Parent/guardian, *etc.*);
      ♦ An explanation of what goes into any field that is not *clearly* self-explanatory; and
      ♦ Where the original completed form goes and who needs to receive a copy (this added to the distribution section in the footer of the form).
   c) A completed **CS-0718 Local Forms Justification and Approval** signed by the appropriate Regional Administrator, YDC Superintendent, Director or their designees.

3. All DCS forms must comply with the Forms Design Standards located in the **Department of General Services Policy 17.02, Forms Management** and requirements as outlined by the Department of General Services Forms Management Program.

4. The DCS Documents Program Specialist:
   a) Reviews forms for compliance with DCS Policies and Procedures and applicable standards;
   b) Collaborates with the form owner and appropriate stakeholders regarding any problems and questions related to the form that includes, but is not limited to:
      ♦ Reviewing/discussing form content, design and purpose; and
      ♦ Conducting a review of existing forms to prevent duplication;
   c) Collaborates with the Office of Civil Rights regarding language translation and cultural sensitivity needs, as necessary;
   d) Formats the new draft form and circulates for review and feedback. If applicable, includes policy in the circulation for review process;
   e) Submits new draft forms to the Forms Review Committee for review and approval;
   f) Forwards approved forms to General Services with a completed Department of General Services justification form (**GS-0540, Justification**).
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<th><strong>and Approval Request</strong>, for final processing; and</th>
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<td>g) Posts to the <a href="#">DCS Forms Web Page</a>.</td>
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### D. Requests for revision or deletion of forms

1. A request for form revisions or deletion of existing forms is submitted to the Policy Development Unit for review.
2. The DCS Documents Program Specialist:
   a) Reviews the request with the appropriate form owner; and
   b) Completes the revision or deletion request.

**Note:** Submission of form **CS-0718, Local Forms Justification and Approval** is not required for form revision unless a major re-design is requested.

### E. Forms finalization

1. The Documents Program Specialist:
   a) Ensures compliance with the Department of General Services, Forms Management Division Rules and Regulations, Department of General Services Policy **17.02, Forms Management**;
   b) Obtains form revision approval from the Commissioner's designee (Director of the Office of Continuous Quality Improvement);
   c) Forwards the draft form and completed Department of General Services form **GS-0540, Justification and Approval Request** to the Department of General Services, Forms Management Division for approval and assignment of an official DCS form number; and
   d) Collaborates between the Department of General Services, Forms Management Division and DCS Policy Development Unit on any problems or needs.

2. Upon notification of approval, the Documents Program Specialist posts the form to the DCS Intranet/Forms web page and/or Provider Web Page.

3. The DCS Documents Program Specialist maintains an electronic historical record of the lifecycle of all DCS Forms.

4. The DCS Documents Program Specialist maintains a spreadsheet of all new and revised forms as they are posted and distributes to “DCS All” on a monthly basis.

### F. Prohibition of creation of unauthorized forms

1. **DCS FORMS MAY NOT BE ALTERED WITHOUT PRIOR APPROVAL.** It is prohibited to create or modify any DCS forms that will be contained in a family/child case file, submitted to the Courts, included in foster home case files or used for obtaining signatures of child/youth/family members and other persons, as applicable.

2. **Official DCS forms** are identified by an official DCS form number issued by the Department of General Services, Forms Management Division.
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### G. Forms distribution/notification

1. All DCS forms are posted on the “Forms” Web Page on the DCS Intranet and/or Provider Web Page, as applicable. Forms must always be accessed from the “Forms” Web Page to ensure the most current version of the form.

2. A select group of DCS forms is integrated in **TFACTS** and are electronically generated from the system; however, a hard copy version of those forms remains on the “Forms” Web page.

### Forms:

- **CS-0718 Local Forms Justification and Approval**
- **GS-0540, Justification and Approval Request** *(Dept. of General Services Form)*

### Collateral documents:

- **Department of General Services Forms Management Rules and Guidelines**
- **Department of General Services Policy 17.02, Forms Management Program**

### Glossary:

<table>
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<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Form:</td>
<td>A printed or otherwise mass-duplicated document of standard format distributed by an agency for the purpose of gathering information from citizens or businesses.</td>
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<tr>
<td>Forms Management Officer:</td>
<td>The individual appointed by the agency head to administer the forms management program within the agency.</td>
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