

1.23 Forms Management	
Application: All Department of Children's Services Employees	
Authority: TCA 4-25-101-105; TCA 4-25-107-108; TCA 37-5-105 (3), 37-5-106;	Standards: None
Commissioner:	Date:
Original Effective Date: 09/28/18 Current Effective Date: 04/21/22	Supersedes: 1.23 09/28/18 Last Review Date: 04/21/22
Glossary: <ul style="list-style-type: none"> ◆ Form: <ul style="list-style-type: none"> ○ A printed, electronic, or otherwise mass-duplicated document of standard format distributed by an agency for the purpose of gathering information from citizens or businesses. ◆ Documents Program Specialist: <ul style="list-style-type: none"> ○ The Policy Development Unit team member responsible for the forms management program within the agency. 	

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. 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 Documents Program Specialist in 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 (Family Service Worker (FSW), Juvenile Service Worker (JSW), Juvenile Probation Officer (JPO), 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**.
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) Formats the new draft form and circulates for review and feedback. If applicable, includes policy in the circulation for review process;
 - d) Submits new draft forms to the Forms Review Committee for review and approval;
 - e) Assigns the form a CS number;
 - f) Posts to the DCS [Forms & Documents](#) web page;
 - g) Submits the form for language translation if requested by the form owner. Once translated, the translated version is also posted to the DCS [Forms & Documents](#) web page.

B. Requests for revision of forms

1. A request for an editable version of the form and accompanying instructions to be revised is submitted to the Documents Program Specialist in the Policy Development Unit for review.
2. When making revisions, staff review related policies and other documents to ensure consistency and coordinate, if applicable, with other program area staff who use or may be affected by the changes.
3. Once the final revised drafts of the form and instructions are complete, staff submit them to the Documents Program Specialist for processing.
4. The DCS Documents Program Specialist:
 - a) Reviews the request with the appropriate form owner;
 - b) Formats the revised draft and shares with staff/owner for review and feedback. If applicable, includes policy in the circulation for review process;
 - c) Finalizes and posts revised draft to the DCS [Forms & Documents](#) web page.
 - d) Submits the form for language translation if there is an existing translated form or if requested by the form owner. Once translated, the translated version is also posted to the DCS [Forms & Documents](#) web page.

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

C. Forms deletion

A request to delete an existing form is made to the Documents Program Specialist in the Policy Development Unit by the form owner. The Documents Program Specialist deletes the form from the DCS Forms & Documents web page and documents the deletion in the electronic historical record.

D. 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 Documents Program Specialist.

E. Forms distribution/notification/tracking

1. All DCS forms are posted on the [DCS Forms & Documents](#) web page on the DCS Intranet and/or Provider web page, as applicable. Forms must always be accessed

from the [*DCS Forms & Documents*](#) 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 version of those forms remains on the DCS [*Forms & Documents*](#) 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.

Forms:

[*CS-0718 Local Forms Justification and Approval*](#)

Collateral Documents:

*Department of General Services Policy [*17.02, Forms Management Program*](#)*