1.1.A.2 Policy and Operational Memorandum Management

I Policy Index:

Date Signed: 03/27/2015
Distribution: Public
Replaces Policy: 1A-2
Supersedes Policy Dated: 03/11/2014
Affected Units: All Units
Effective Date: 03/30/2015
Scheduled Revision Date: January 2016
Revision Number: 15
Office of Primary Responsibility: Policy & Compliance Manager

II Policy:

Department of Corrections' policies and unit operational memorandums will be managed according to the procedures outlined in this document.

III Definitions:

DOC Policy:
A written policy for the Department of Corrections (DOC) that applies to one (1) or more of the units and outlines the general uniform procedures.

Operational Memorandum (OM):
A written memo that applies specifically to an institution or unit and outlines the procedures regarding the topic area. OMs supplement DOC Policy or contain subject matter independent of DOC Policy.

DOC Institutions:
South Dakota State Penitentiary (SDSP) and minimum units under SDSP’s jurisdiction, Mike Durfee State Prison (MDSP) and minimum units under MDSP’s jurisdiction, South Dakota Women’s Prison (SDWP) and minimum units under SDWP’s jurisdiction, State Treatment And Rehabilitation (STAR) Academy, which includes: Youth Challenge Center, Patrick Brady Academy, Excel and Quest programs.

DOC Units:
All DOC Institutions, Adult Parole and Juvenile Community Corrections.

Templates:
A special type of Word document that can store “boilerplate” text, custom toolbars, macros, shortcut keys, styles and Auto Text entries. A Word document created with a template retains the template’s formatting commands.

IV Procedures:

1. Policy/Operational Memorandum Numbering System:

A. DOC policies and unit OMs will have a common numbering system. Each Policy/OM number consists for four (4) components, for example, 1.2.X.4:
B. The first character (1.2.X.4) indicates the owner and the type of document:

1 is DOC policy
2 is SDSP Operational Memorandum
3 is MDSP Operational Memorandum
4 is SDWP Operational Memorandum
5 is STAR Academy Operational Memorandum
6 is Juvenile Community Corrections Operational Memorandum
7 is Parole Operational Memorandum
8 is Board of Pardons and Paroles Policy
9 is Parole Board Office Operational Memorandum
10 is Classification Transfer Operational Memorandum
11 is Sex Offender Management Operational Memorandum
12 is Central Records Operational Memorandum

C. The second character (1.2.X.4) indicates the part where the document fits into the Policy/OM index:

1 is Administration and Management
2 is Physical Plant
3 is Institutional/Agency Operations
4 is Institutional/Agency Services
5 is Offender Programs

D. The third character (1.2.X.4) indicates the section the document will be placed in within the part. (See Attachment 1 for a complete list of section designators).

E. The fourth character (1.2.X.4) indicates the specific policy or OM number.

F. The DOC Administrative Office will have the final authority on policy and OM numbering.

2. Policy/Operational Memorandum Sections and Format:

A. DOC policies and unit OMs will have standard sections and a standard format.

B. DOC policies and unit OMs will be identified with the following Roman Numerals.

1. The sections will include the following in the order listed:

   b. Policy or OM Number and Name.
   c. **Roman Numeral I:** Policy or OM Index.
   d. **Roman Numeral II:** Policy statement (DOC Policies) or Purpose statement (unit OMs).
   e. **Roman Numeral III:** Definition(s).
      (If there are no definitions, the section will be marked with "None").
   f. **Roman Numeral IV:** Procedures.
      Each separate section contained within “IV Procedures” will be numbered, starting with 1. and continuing thereafter.
   g. **Roman Numeral V:** Related Directive(s).
      (i.e. DOC policies, other OMs, state statute, administrative rules or “None” if there are no related directives).
h. **Roman Numeral VI:** Revision Log.

i. Signature block.


B. **Attachment 2** illustrates the Policy Format.

C. **Attachment 3** illustrates OM Format.

### 3. Maintenance of DOC Policies and Unit Operational Memorandum:

A. The Policy and Compliance Manager will maintain all policies with original signatures by the Secretary of Corrections for a minimum of three (3) years after they are revised or repealed.

B. Each DOC unit will maintain all OMs with original signatures by the Chief Executive Officer of that unit for a minimum of three (3) years after they are revised or repealed.

### 4. File Location on the Wide-Area-Network:

A. Policies and OMs will be stored on the Wide-Area-Network (WAN), drive M.

1. Electronic copies of current policies and OMs will be stored on the “M” drive.
   
   a. Policies that are a work in progress will be stored in the respective “DOC Policy Drafts” folder on the “M” drive.

2. **Attachment 4** contains complete instructions on policy/OM template use and storage on the WAN.

B. Network security will allow approved staff to view the policies and OMs and will prevent non-approved staff from viewing them without authorization.

1. The Secretary of Corrections may request that select policies be secured to allow viewing only by designated staff members associated with the DOC.

2. The respective CEO of a unit may request that select OMs be secured to allow viewing only by designated staff members associated with that unit.

3. Requests from staff to have access to view DOC policies and/or OMs will be sent to the Policy and Compliance Manager.

C. The Policy and Compliance Manager will create and modify policies. The CEO (Director, Warden, Superintendent) of each DOC unit or his/her designee will create and modify OMs.

### 5. Changes to DOC Policies and OMs:

A. Policies.

1. A staff member from each DOC unit will be assigned primary responsibility for DOC policy review, to include:

   a. Forwarding policies for review to applicable DOC staff within the unit;

   b. Coordinating the policy review process for the unit;
c. Applying the suggested revisions into the applicable policies located in the DOCPolicy Drafts folder in Track Changes format; and

d. Ensure all revisions are applied to policies up for review by the specified due date.

B. DOC units are responsible for revising their OMs as required.

1. DOC units will review all OMs at least annually and make revisions as needed.

C. If there is an urgent need for a revision to a current DOC policy or OM, or the need for a new policy or OM to be implemented, this may be done at any time during the year.

1. The Review Schedule for policies and OMs may not be changed when a policy or OM is revised outside of its regularly scheduled review date.

D. All DOC policies and OMs will be reviewed a minimum of annually and will be signed at the time of each review by the staff person having authority to approve the policy or OM (generally this is the Secretary of Corrections for DOC policies, the CEO of each unit for OMs and the Executive Director of Board and Pardons and Paroles for Parole OMs), regardless of whether changes were made to the DOC policy or OM.

E. Whenever a DOC policy or OM is signed, the staff person responsible for disseminating the revised or new policy or OM will notify designated staff through an e-mail sent to the (DOC-Policies & OMs group), which shall include the following information for each revised policy/OM within the email:

1. The number and title of the DOC policy or unit OM that was revised.
2. The date the DOC policy or unit OM was signed.
3. The effective date of the revised DOC policy or unit OM.
4. The affected units by which the revised DOC policy or unit OM will affect.
5. A notation of whether there were changes made to the policy or OM.

6. Attachment Location:

A. All attachments referenced in a DOC policy will be located in the DOC tab on the Wide Area Network (WAN) and/or in the Comprehensive Offender Management System (COMS) as an IWP.

B. All attachments referenced in a unit OM will be located in that respected unit tab on the WAN and/or in COMS.

C. In the event an attachment is referenced both in DOC policy and in a unit OM, the attachment will be located in the DOC tab on the WAN.

D. Attachments that are specific to a unit OM will typically be located with the folder on the M-drive assigned to that particular unit.

7. Access to DOC Policies and Unit OMs:

A. Public policies and OMs are considered public record and are open to inspection and copying by all citizens of this state and all persons interested in the examination of the public record(s) pursuant to SDCL§1-27-1.
B. DOC policies and OMs designated non-public are not open to inspection and copying pursuant to SDCL §1-27-1.5.

C. A complete Index of current DOC policies is listed on the M-drive in the DOC Policies folder-DOC Policy Index.
   1. Policies with a “Yes” indicated in the (public) column are open to inspection and copying (See Requests to View Policies and/or OMs section).

D. A complete Index of current unit OMs is listed on the M-drive in the respective unit’s folder.
   1. Each unit’s CEO will generate a comparable list of OMs considered public which are open to inspection and copying.

E. A comprehensive list of all DOC policies is located on the DOC website. All public DOC policies may be accessed from the website.

8. Requests for Public Policies and OMs:

A. SD DOC Offenders:
   1. Offenders may view/inspect public policies and/or public OMs in the facility’s library or by other approved means, as authorized by DOC staff (See DOC policy 1.1.E.3 Offender Access to DOC Records).

   2. Offenders may request reproduction of DOC public policies and/or public unit OMs through their unit Staff or inmate legal assistance staff assigned to the facility.
      a. Offenders may be charged a fee of twenty-five cents ($0.25) per letter or legal size copy. Fees are payable with a commissary slip.
      b. If special circumstances warrant, an offender may be granted approval to overdraw his/her commissary spending account by a maximum of ten dollars ($10.00) per month by unit staff for the purpose of obtaining legal copies of public policies and/or OMs (See DOC policy 1.3.E.1 Inmate Legal Assistance).
      c. Offenders may request additional access/time to hand-copy/duplicate DOC public policies and/or public OMs if the offender demonstrates a need to unit staff for additional time/access and the duplication can be done so as not to interfere with regular institutional operations.

B. Non-Offender Request for Public Policies or OMs:
   1. For request(s) received from the citizens of this state or other persons (excluding offenders) to inspect or copy public DOC policies, DOC staff may refer the citizen/person to the DOC website http://doc.sd.gov/.
      a. If staff is unclear whether a DOC policy is public, they may contact the Policy and Compliance Manager. Questions involving a unit OM may be directed to the CEO of the unit.

   2. Requests received from citizens of this state or other persons, including offenders to inspect of copy public unit OMs may be referred to the CEO of the unit or his/her designee. Public unit OMs are not available on the DOC website.
3. Any public DOC policy or OM which is sent electronically to citizens of this state or other persons shall be in a PDF version or scanned. A hyperlink accessing the recipient to a state computer drive (DOC M-drive) may not be used.

9. Non-Public Policies or OMs:

A. Request(s) for inspection or copying of non-public DOC policies received from citizens of this state or other persons, including offenders, will be directed to the Policy and Compliance Manager.

B. Request(s) for inspection or copying of non-public DOC unit OMs received from citizens of this state or other persons, including offenders, will be directed to the CEO of the unit.

1. The Policy and Compliance Manager or CEO may contact the DOC public records officer regarding the requests for non-public policies. The CEO of the unit may report requests for non-public unit OMs to the public records officer at their discretion. In accordance with SDCL § 1-27-42, the DOC public records officer is the Secretary of Corrections.

2. The DOC public records officer shall proceed with the request in accordance with SDCL § 1-27-37.
   a. If the public records officer fails to respond to the written request within ten (10) business days, the request shall be deemed denied.
   b. The public records officer or designee shall maintain a file of all letters of denial of requests for records (See SDCL § 1-27-1.4).
   c. If a formal (written) request for non-public policies or OMs from a citizen of this state other person or an offender is denied in whole or in part by the DOC public records officer, a written request may be made by the requestor pursuant to SDCL § 1-27-38.

C. Any request to view/inspect non-public policies or OMs approved by the DOC public records officer is subject to the provisions set forth in SDCL § 1-27-1.

C. Requests for reproduction of non-public policies or OMs approved by the DOC public records officer are subject to a fee of twenty-five cents ($0.25) per letter or legal size copy.

V Related Directives:


DOC Policy 1.3.E.1 -- Inmate Legal Assistance
DOC Policy 1.1.E.3 - Offender Access to DOC Records

VI Revision Log:

December 2001: Added standardization, process for annual review and procedures for policies/OMs to be placed on Wide Area Network.
April 2004: Changed CYCC to STAR Academy and included the related name changes. Made the Policy and Compliance Manager responsible for policy updates and public inquiries. Deleted Attachment 6 since this information was already in Attachment 5. Changed the definition of Operational Memorandum.
March 2005: Added references to Board of Pardons and Paroles Policy. Revised information on access to the M drive under the section File Location on the Wide-Area-Network. Revised the annual update requirements on OMs to require either a review or revision. Added requirement for notifications on policy or OM revisions.
March 2006: Changed Central Office to Administrative Office.

Revised: 02/03/2015
March 2007: Revised the definition of DOC Institutions. Referenced “draft” folders and “restricted” files. Granted some exceptions to having a policy ready for the Secretary of Corrections’ signature by month-end. Minor style and format changes made throughout the document.

March 2008: Revised sentence within the DOC Institutions section for MDSP to be used consistently vs. DSP. Added minimum units within SDWP’s jurisdiction to the definition of “DOC Institutions”. Added a statement in the policy and OM formatting section indicating that Roman Numerals will be used when identifying different sections of the policy and/or OM, each Roman Numeral were provided next to each section. Clarified that DOC policies and Unit OMs will be kept with the Policy and Compliance Manager for a minimum of three years from date of signature. Revised “operational memorandums” to read as OMs and “Wide-Area-Network” to read as WAN throughout policy. Added OMs to the title of section, “Changes to DOC Policies and OMs”. Revised the “Changes to DOC Policies and OMs” to indicate that DOC staff must provide comments to policies by the end of the previous month for which policies are expected to be reviewed and signed by the Secretary of Corrections, example provided. Added statement within the “Changes to DOC Policies and OMs” section that all DOC policies, Board of Pardons and Paroles OMs and Unit OMs will be reviewed or revised at a minimum annually and will be signed at time of review or revision by Secretary of Corrections for DOC policies, Executive Director of Board of Pardons and Paroles for Board of Pardon and Paroles OMs and CEO for each facility for unit OMs. Added statement to include Roman Numerals in the “Policy/OM Sections and Formatting”, as well made revisions to Attachment 2 (Policy Format) and Attachment 3 (OM Format). Clarified that if there are no definitions in “Definition Section” of policy or OM that it should be marked with “None” to keep Roman Numerals consistent for all policies and OMs. Clarified “Name, Person” on Attachment 3 to read “unit CEO” to the signature box. Added instructions for DOC staff who create DOC policies and OMs on where they can obtain the DOC policy format and OM format. Added the following terms to the Definition Section: Template, Heading, Table of Contents, Concordance File, Hidden Text and Index. Removed the Word Table function from the body of the policies. Added hyperlinks to the policy to open Attachments 2 and 3, as well as hyperlinks to both attachments to refer back to the policy. Added that all DOC policies, unit OMs and attachments associated with DOC policies and unit OMs will contain both a header and footer with an example of the format to be used. Revised the Policy Review Schedule to balance the review of the DOC policies over the course of a year. Added “2009 Review Month” column to the Policy Review Schedule. Added once the Secretary of Corrections reviews and signs a DOC policy that the Policy and Compliance Manager will update the “Effective Date” in the Policy Index section. Added instructions of what information should be provided to the DOC Policies and OMs e-mail group once a DOC policy or unit OM is revised. Added sentence under the Maintenance of DOC Policies and unit OMs section stating that OM’s with a typed signature date will be kept on file with the Policy and Compliance Manager for a minimum of three (3) years after they are reviewed or repealed.

January 2009: Added # 9, 10, 11 and 12 as it relates to new OMs in ss (A of Policy/OperATIONAL Memorandum Numbering System and within Attachment 4. Revised ss (A) to clarify that the Policy and Compliance Manager will maintain original signed policies for 3 years, revised ss (B) that each DOC unit will maintain their own original signed OMs for 3 years and deleted ss (C and D) of Maintenance of DOC Policies and unit OM. Deleted ss (B) regarding staff member designated by the Secretary will consult with the Policy and Compliance Manager on documents stored on the WAN within File Location on the WAN. Added ss (A1a – A1d) regarding procedures for submitting comments for policies up for review and deleted ss (A2 and A3) within Changes to DOC Policies and OMs. Revised Attachment 2 and 3 with policy format. Revised Attachment 5 with new schedule and updated review dates. Added sample header and footers for unit OMs within Attachment 4. Revised minor wording throughout policy.

June 2009: Revised ss (B1) by having unit OMs be described in ss (B2), replaced “DOC staff” with reference to staff associated with the DOC and revised wording in ss (B1 and B2) all within File Location on the Wide-Area-Network). Revised wording relating to referencing Attachment 5 in ss (A), added “business” in ss (1D), replaced “will” with “may” in ss (C1), clarified DOC policy or unit OM in ss (E4) and added ss (E5, E5a, E5b and E5c) of Changes to DOC Policies and OMs. Revised ss (C) to include complete listing of current DOC policies, added reference to See Requests to View Policies and/or OMs section with ss (C1) and added ss (C1a) all within DOC Policies and unit OMs to be Considered Public Information. Added ss (A2 and A3), replaced “inmates” with “offenders” and added reference to hand copy to avoid $0.25 charge and deleted reference of a charge may be determined by the Administrative Office in new ss (A4) and added reference that a charge of $0.25 per page may be added in ss (B1b) of Requests to View Policies and/or OMs. Added reference to SDSP OM 2.3.C.6, MDSP OM 3.3.C.7 and SDWP OM 4.3.C.7 in Section
V. **Deleted** Attachment 4 from the body of the policy and **added** to the DOC WAN. **Updated** Attachment 5, **revised** affected units for DOC policies 1.3.C.6, 1.4.B.10 and 1.4.B.2, **deleted** repealed DOC policies 1.5.C.2 and 1.1.G.1 and **deleted** “Converted” column all in Attachment 5.

**January 2010:** **Revised** formatting of section I in policy. **Revised** bullets/numbering/sections and **revised** ss (F1 – F7) to include additional information provided in an email when a policy/OM is revised, such as date signed, affected units, policy/OM #, etc. both within Changes to DOC Policies and OMs. **Added** Attachment Location section with information previously placed in another section of policy. **Replaced** $0.25 to $0.15 per one-sided page in ss (A2 and A4), **added** ss (B2a) regarding charge of $0.25 per page for OMs, **added** ss (C) regarding non-public policies/OMs and **added** ss (D) regarding tracking policy requests all within Requests to View Policies and/or OMs. **Revised** formatting of section 1 in Attachment 2 and **revised** picture of Policy Format within Attachment 4. **Revised** Attachment 5 by placinig on DOC WAN. **Added** hyperlinks throughout.

**January 2011:** **Delete** STAR Intake and Holding Center from Definition section of DOC Institutions. Minor grammatical changes. **Add** numerical requirement to f. Procedures. Numbered all Procedures.

**March 2012:** **Deleted** “Non-Public” and Replaced with “Public” **Deleted** “by the last business day of the month prior to the month the policy is scheduled for review” and **Replaced** with “by the specified due date”, in Section 5 A. d. **Deleted** B. “The DOC Policy and Compliance Manager will update each policy according to the revision schedule” in Section 5. **Deleted** 1. “Revised policies will be ready for the Department Secretary’s signature by the last day of the month that the policy is scheduled for revision, unless circumstances warrant an extension” in Section 5. **Deleted** 2. “The policy in question will still be reviewed during the scheduled revision month” in Section 5 D. **Deleted** 5. “That the DOC policy or unit OM is available on the M-drive for review” and **Deleted** 6. “That the attachments referenced in the revised DOC policy are unit OM is located in the respective tab on the WAN,” in Section 5. F. **Added** “normally” and **Deleted** “shown to” and **Replaced** with “released to” in Section 7 B. **Added** “attorneys or the court” to Section 8 C. 1. **Deleted** b. “Non public information policies will not be released outside of the DOC without prior approval from the Secretary of Corrections” in Section 8 C. **Deleted** D. **Track Policy Requests:** in Section 8 and **Deleted** 1. “The policy and Compliance Manager will track all requests from the public for DOC policies in the DOC policy database” in Section 8.

**March 2013:** **Deleted** 2. “Upon review and signature from the SOC, the policy and compliance manager will update the policy’s “effective date” in the policy index section.” in Section 5 A. **Deleted** 2. “OM reviews or revisions will be documented in the (Revision Log section) of the respective OM” in Section 5 B. Added or “OM” to Section 5 C. **Added** “staff person having authority to approve the policy or OM, (generally this is the)” in Section 5 D. **Added** “staff person having authority to approve the policy or OM” and **Deleted** “making the revisions” and **Replaced** with “responsible for disseminating the revised or new policy or OM” and **Added** “for each revised policy/OM within the email” in Section 5 E. **Added** “and/or in COMS” in Section 6 A & B. **Added** D. to Section 6. **Deleted** “authorized by the SOC and/or unit CEO’s as allowable for viewing” and **Replaced** with “considered public records open to inspection and copying by all citizens of this state and all persons interested in the examination of the public records” in Section 7 A. **Added** “designated” and **Deleted** “considered to be confidential and will not normally be released to offenders or the public” and **Replaced** with “not open to inspection and copying pursuant to SDCL” in Section 7 B. **Deleted** “may be viewed by offenders and released to the public” and **Replaced** with “are open to inspection and copying” in Section 7 C.1. **Deleted** “from the public” in Section 7 C 1. a. **Added** “SD DOC” to Section 8 A. **Added** a. to Section 7 C. 2. **Added** “by other approved means as authorized by unit staff” in Section 8 A 1. **Deleted** “photocopies or computer printouts” and **Replaced** with “reproduction” **Deleted** “at the cost of” and **Replaced** with “through their unit staff. Offenders may be subjects to a charge of” and **Added** (Letter or legal size documents). Fees are payable by a commissary slip. Copies of the public policy or OM will only be provided after payment for all fees has been received” in Section 8 A. 2. **Added** “deemed” and **Deleted** “photocopies or computer printouts” and **Replaced** with “reproduction” and **Added** “through their unit staff” in Section 8 A. 3. **Deleted** “to avoid the charge of 15 cents per one sided copy” and **Replaced** with “in accordance with SDCL” in Section 8 A. 4. **Added** “received from the citizens of this state or other persons (excluding offenders) and **Deleted** “received from the public, families of offenders, friends of offenders, employees of other state agencies, or other state’s Department of Corrections will be directed to the Policy and Compliance Manager and **Replaced** with “DOC staff may refer the citizen/person to the DOC website)” in Section 8 B. 1. **Deleted** “the release of public information policies will be managed” and **Replaced** with “If staff is unclear whether a DOC policy is public, they may contact” and **Added** “Questions involving a unit OM
may be direct to the CEO of the unit” in Section 8 B a. **Deleted** b. “The public may be charged for copies of public information DOC policies at a rate of 25 cents per one sided page” and **Replaced** with new language in b. in Section 8 B. 1. **Deleted** 2. “The release of public information OMs to the public will be managed by the CEO of the institution of unit” in Section 8 B. **Changed** Section 8 C. to 9. Non-Public Policies or OMs and reformatted section and added new language.

**February 2014:** **Added** E to Section 7. **Deleted** .15 cents and **Replaced** with .25 cents in Section 8 A. 2. a. Added “or legal assistance staff assigned to the facility” in Section 8 A. 2. **Added** b. to Section 8. A. 2. **Deleted** “reproduction of DOC public polices and public OMs through their unit staff. Offenders shall be permitted access to” and **Added** “to obtain a copy of the policy or OM to be used in the initial pleadings of their legal case, subject to approval by unit staff and/or inmate legal assistance staff assigned to the facility” in Section 8 A. 2. c. **Deleted** “Offender requests for reproduction of non-public policies or OMs approved by the DOC public records officer are subject to a 15 cents fee per one sided copy (legal or letter size documents” in Section 9 D. 1.

**February 2015:** Reviewed with no changes.

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<tr>
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## Attachment 1: Policy/OM Section Designators

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<td>Work and Correctional Industry</td>
</tr>
<tr>
<td>5</td>
<td>Inmate/Offender Programs</td>
<td>B</td>
<td>Academic and Vocational Education</td>
</tr>
<tr>
<td>5</td>
<td>Inmate/Offender Programs</td>
<td>C</td>
<td>Recreation and Activities</td>
</tr>
<tr>
<td>5</td>
<td>Inmate/Offender Programs</td>
<td>D</td>
<td>Mail, Telephone and Visitation</td>
</tr>
<tr>
<td>5</td>
<td>Inmate/Offender Programs</td>
<td>E</td>
<td>Library</td>
</tr>
<tr>
<td>5</td>
<td>Inmate/Offender Programs</td>
<td>F</td>
<td>Religious Programs</td>
</tr>
<tr>
<td>5</td>
<td>Inmate Offender Programs</td>
<td>G</td>
<td>Parole</td>
</tr>
<tr>
<td>5</td>
<td>Inmate Offender Programs</td>
<td>H</td>
<td>Juvenile Community Corrections</td>
</tr>
</tbody>
</table>
Attachment 2: Policy Format

The Policy Format form sample is located on the state's WAN.

A copy may be printed using Microsoft Word 97 as follows:

1. Click here to access the Policy Format by:
   a. Placing mouse on the word “here” above
   b. Press and hold the “Ctrl” key on the keyboard
   c. Click the left button of mouse.

2. Or Select File/New from the Menu Bar / Select the DOC tab / Select Policy Format.
Attachment 3: OM Format

The OM Format form sample is located on the state’s WAN.

A copy may be printed using Microsoft Word 97 as follows:

1. Click here to access the OM Format by:
   a. Placing mouse on the word “here” above
   b. Press and hold the “Ctrl” key on the keyboard
   c. Click the left button of mouse.

2.. Or Select File/New from the Menu Bar / Select the DOC tab / Select OM Format.
Attachment 4: Instructions for Policy/OM Template Use

The *Instructions for Policy/OM Template Use* form is located on the state’s WAN.

A copy may be printed using *Microsoft Word 97* as follows:

1. Click [here](#) to access the *Instructions for Policy/OM Template Use* by:
   a. Placing mouse on the word “here” above
   b. Press and hold the “Ctrl” key on the keyboard
   c. Click the left button of mouse.

2. Or Select **File/New** from the Menu Bar / Select the **DOC** tab / Select *Instructions for Policy/OM Template Use.*