

INFORMATION

2003

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There is a need to disseminate information regarding current events affecting the department or state government, and for illustrating or emphasizing the department's role or policies. This information includes changes or refinements of stated policy and procedures. Supplementing these procedural instructions are general policy guidelines which provide direction in circumstances not specifically defined in procedures. In addition, there is a need to maintain a system which provides ready retrieval of everyday working information. This system, maintained by the Forms, Information and Records Management (F.I.R.M.) Unit, is comprised of CDF's thirty-five handbooks.

Information must be complete and comprehensive enough by itself to meet the intended purpose without requiring extensive research or prompting questions which must be answered by management. To be useful, information must be accurate and current and not conflict with other policies, procedures or systems. This information comes from a large number of reference sources and covers a broad range of topics. Much of the information is interdependent and requires elaborate cross-referencing. That interdependency demands a system capable of determining and accommodating the effects of a single piece of new information on all related operations.

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[\(see Forms or Forms Samples\)](#)