

Indiana Family and Social Services Administration

Communications Policy Statements

In an effort to ensure we are communicating appropriately, consistently and with common messages across FSSA, the following communications guidelines have been developed to be followed by all FSSA staff.

Policy on Media Representation

Employees and contractors of the Indiana Family and Social Services Administration should refer all media inquiries to the director and/or deputy director of the Office of Communications and Media. This is best accomplished by politely referring the member of the media directly to the press contacts on our website. These are found at www.FSSA.IN.gov after clicking on "Newsroom." It is in the best interest of FSSA and those we serve to maintain a consistent, clear voice to our stakeholders and to the public. So, if you are contacted by a member of the media about an FSSA-related matter, please refer reporters to the OCM before releasing any information to the media.

Policy on Communicating with Legislators

Employees and contractors of the Indiana Family and Social Services Administration should refrain from communicating with legislators, legislative staff, the Legislative Services Agency or lobbyists on legislative policy matters while representing FSSA or performing FSSA duties. If any of these parties contact you directly to request information, please forward the request to your supervisor or appropriate division director who will work directly with FSSA's Legislative Services team to respond. This policy is simply to ensure FSSA speaks with a consistent voice on FSSA legislative and policy matters. It does not preclude your right as a citizen of Indiana to contact a member of the legislature on non-FSSA matters on your personal time using personal resources.

Policy on Public Records Requests

Employees and contractors of the Indiana Family and Social Services Administration should forward public records request to their supervisor, division director and FSSA's general counsel at fssa.apra@fssa.in.gov. The Office of General Counsel will direct the appropriate response. This policy is to ensure FSSA responds within the appropriate time and manner and in compliance with Indiana state law.

Policy on Publication of Print and Electronic Marketing Materials

The Indiana Family and Social Services Administration Office of Communication and Media has express authority for approval of all materials, print and electronic, representing FSSA programs and services. When a vendor or contractor relationship is involved, the organization must submit a written request to use the FSSA logo, identity and other information. A [branding style](#) guide is available on The HUB to help guide the development of materials. When possible, a draft of the proposed materials and details about distribution should be included with the request. Requests should be submitted to FSSA Graphics at printing@fssa.IN.gov.

Policy on Photo/Video Publication (Non Staff)

Photos and/or video portraying clients, members of their family and/or other individuals not employed by the Indiana Family and Social Services Administration's can only be published with the express written consent of the persons involved. Permission must be given in writing, using FSSA's official PHOTO/VIDEO release form. If the client or other individual is under the age of 18, or in the care of a legal guardian, the parent and/or guardian must sign the release form. Send requests for this form to FSSA Graphics at printing@fssa.IN.gov.

Policy on Photo/Video Publication (Employees)

Photos and/or video portraying employees of the Indiana Family and Social Services Administration's may be published unless a written request to be excluded is submitted to FSSA graphics at printing@fssa.IN.gov.

Policy on Written and Electronic Information

Virtually any communication between and among employees of the Indiana Family and Social Services Administration (email, memos, etc.) is a public record. As a public record, information could be disclosed to the public. This includes, but is not limited to, your participation in online public forums and social media sites (Facebook, Twitter, LinkedIn, blogs, online message boards, etc.) when representing yourself or responding as an FSSA employee or representative. Please use appropriate judgment in deciding the content of these communications.

Policy on Protecting Client Personal Information

Employees and contractors are required by state and federal laws to protect the confidentiality of clients' personal information, and are prohibited from disclosing this information to anyone outside the agency without a proper authorization. If you suspect that client personal information may have been exposed to an unauthorized person, please contact your privacy liaison within your division immediately. If you're unsure who your privacy liaison is, please contact the FSSA Privacy and Security Office. The [FSSA privacy compliance policies](#) are located on The HUB.

Updated January 2019