

**ORANGE COUNTY SOCIAL SERVICES AGENCY
ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL**

Subject: External Communications and Media Requests

Number: D 3

Approved: Signature on file

Date: 12/12/17

POLICY

Employees receiving inquiries from individuals, agents, representatives and/or agencies outside of SSA, such as media, for any information and/or statistical data not publicly available regarding any or all SSA employees, clients, activities and/or operations for the purpose of publicizing the requested information shall refer such inquiries to the SSA Public Information Officer (PIO), and notify their respective District, Program, or Regional Managers. Types of inquiries include, but are not limited to, written, electronic, and/or verbal requests from news, radio and/or television reporters, bloggers, podcasters, video interview requests, etc. The SSA PIO will collaborate with appropriate SSA subject matter experts, executives, deputies, managers, custodians of record, and/or other employees as may be required to identify the appropriate information and/or individual needed to respond to all external requests.

All proposed SSA press releases should be routed through the appropriate chain-of- command for approval and subsequently routed to the PIO prior to release and/or posting.

Additionally, any new information that requires posting on the SSA Internet and/or any social media sites is required to be similarly routed to the PIO in accordance with the established procedure contained in Administrative Policy and Procedures I 2, Online Media. The PIO will review and edit the material in consultation with the Assistant to the Director and the SSA Leadership Development Team, as needed, who will provide the final recommendation or authorization to issue the Press Release and/or post the information to the appropriate websites as requested.