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**PROCEDURE**

This policy establishes a standardized process for Michigan Department of Health and Human Services (MDHHS) form development and use. The process applies to both public and internal forms and ensures consistency through specified design standards. This process is administered by Forms, Mail, Records and Fleet Management (FMRFM) and complies with the Administrative Guide to State Government and the State Paperwork Reduction Act (Public Act 431 of 1984). All forms (including envelopes and letterhead) must be designed, revised, maintained and printed, through FMRFM.

**DEFINITIONS**

A form is a business tool for collecting and transmitting information, a catalyst for getting things done, and a record of the process. Forms may be an application, questionnaire, order, schedule, etc.

Forms should be published electronically as much as possible to minimize printing and storage expenses.

For business cards, see policy APO 103 and DHS-104-BC, Business Card Requisition.

**POLICY**

Each office must appoint a form coordinator to act as a liaison and single point of contact between program staff and FMRFM. The form coordinator is responsible for gathering input from internal staff and customers as well as other areas (offices or agencies) that are affected. FMRFM will rely on form coordinators to submit the DHS-104, Form Requisition, to request a new form or edits to existing documents. Form coordinators should establish an internal approval process within their office/division and externally, if applicable. A form coordinator's approval indicates they have conferred on the content with all who use or are impacted by the document. The same approval from other users or offices is needed before declaring a form obsolete.

Forms are assigned unique identifying numbers by FMRFM. Titles must be descriptive and clearly state the subject/function of the document and not include the word form. Forms with previous DCH and DHS numbering will not change. New forms will be assigned an MDHHS prefix, a four-digit number, and suffix, if necessary (for example, -AR for Arabic, -SP for Spanish). Form numbers are in the lower left-hand corner of each form. Form numbers are followed

by revision dates in parentheses (mm-yy) and “Previous edition obsolete” or “Previous edition may be used.” Revision dates are updated when the form has been revised. No other identifying information will be included in the footer (for example, MS Word, (W), etc.)

According to the Federal Rehabilitation Act of 1973 (section 504), the department’s non-discrimination statement must be on all forms viewed by the public. The statement may include the governing authority, whether completion is required or voluntary, and the penalty or consequence for not completing or complying. Forms and publications viewed by the public must be written to a third grade reading level and understanding.

**Behavioral and  
Physical Health  
and Aging  
Services  
Administration  
(BPHASA)/MSA  
forms:**

All BPHASA/MSA forms must be developed and tracked through the Policy Support unit due to the federal standards and Medicaid promulgation rules.

## PROCEDURE

The form coordinator will:

- Determine the need for a new form/envelope or revision to an existing document.
- Complete the DHS-104 and if printing, include SIGMA Accounting Template and Unit Code and proper Payment Authorization List (PAL) authority (for business cards; see APO 103 and complete DHS-104-BC, Business Card Requisition).
- Email the DHS-104 to [MDHHS-FormsManagement@michigan.gov](mailto:MDHHS-FormsManagement@michigan.gov). Attach new or revised documents.

Forms, Mail, Records and Fleet Management (FMRFM) performs the following tasks:

- Receives the DHS-104.

- If request is for a new form or envelope, assigns a unique identifying form number.
- Assigns job to a forms analyst.
- Designs forms to be compliant with the Americans with Disabilities Act (ADA) and department accessibility standards.
- Emails draft document to the form coordinator for review/approval.

**Note:** If additional revisions are needed, form coordinator and forms analyst will work together to complete the form.

- Once the document is finalized, the forms analyst publishes final version as indicated on the DHS-104 (MDHHS Forms Library, public website, email to requester, etc.). If revisions are needed after a form has been finalized and published, a new DHS-104 is required.
- A new DHS-104 is required if document translation (Arabic or Spanish) is requested (either for new document or to make revision), forms analyst works with vendor for translation and internal reviewers for proofreading.
- If document is being printed, forms analyst will coordinate printing, storage, and mailing.

FMRFM has the authority to make final decisions regarding form specifications, compliance with standards and instructional language.

## RESOURCES

Federal Rehabilitation Act of 1973, section 504, and section 508.

Administrative Guide to State Government.

State Paperwork Reduction Act (Public Act 431 of 1984).

## CONTACT

Questions or concerns email FMRFM at [MDHHS-FormsManagement@michigan.gov](mailto:MDHHS-FormsManagement@michigan.gov).