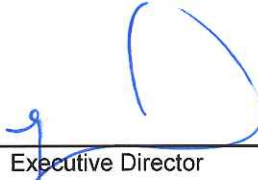

Chapter: **DIRECTLY-OPERATED PROGRAM MANAGEMENT**
Title: **MCCMH GROUP ALIAS EMAIL MESSAGES**

Prior Approval Date: N/A
Current Approval Date: 7/2/13

Approved by: _____


Executive Director

07/02/13
Date

I. Abstract

This policy establishes the standards and procedures of the Macomb County Community Mental Health (MCCMH) Board for the use of MCCMH group aliases in the transmission of electronic communications.

II. Application

This policy shall apply to directly-operated providers of the MCCMH Board.

III. Policy

It is the policy of the MCCMH Board that the use of MCCMH group aliases shall be limited to internal communications that are conducted in the course of fulfilling one's normal work-related duties and obligations, and shall be consistent with existing MCCMH and Macomb County policies and procedures.

IV. Definitions

- A. **MCCMH Group Alias**
An email address for an entire group of users within MCCMH. For example, there is a MCCMH group alias for all employees and independent contractors within the MCCMH directly-operated service system, and another for employees and independent contractors located only at the MCCMH Administration Building.

V. Standards

- A. MCCMH group aliases are configured and designed to send email to sets or subsets of internal email accounts. MCCMH group aliases are intended to be used by specific individuals for the communication of business related content as part of that individual's daily performed duties. As such, the use of MCCMH

group aliases shall be exclusively limited to internal business related communications. MCCMH group aliases shall be used with caution, and shall NEVER be forwarded outside the MCCMH.net system to avoid posing internal security risks.

Emails sent internally using a MCCMH group alias shall be:

1. Necessary in the conduct of fulfilling one's normal work-related duties and obligations;
 2. Relevant to the business of MCCMH; and
 3. Never forwarded outside of the MCCMH.net system; and
 4. Sent using the Blind Carbon Copy (BCC) option.
- B. Content contained in emails using MCCMH group aliases shall be:
1. Applicable to all members of the alias to which you are sending the communication;
 2. Professional, stating relevant facts free of opinions, personal comments, or questions.
- C. MCCMH group aliases shall not be used as a discussion board, for the promotion of self-interest, to sell products or services, or for other non-MCCMH or non-County related issues.
- D. The use of MCCMH group aliases for purposes that do not fall within the standards of this policy is strictly forbidden. If a situation arises where an employee or independent contractor of the MCCMH Board believes that the distribution of electronic communication using a MCCMH group alias is necessary despite the fact that the content of that communication fails to meet the standards of this policy, he or she must first seek and obtain written permission according to the procedures outlined in VI.A.1.-3, below.
- E. The MCCMH Executive Director and/or the MCCMH Deputy Director reserve the right to initiate disciplinary action against staff for improper uses of MCCMH group aliases in the transmission of electronic mail, regardless of whether permission was obtained according to the procedures outlined in VI.A.1.-3.
- F. Electronic dialogues are a representation of MCCMH; the use of MCCMH group aliases shall be consistent with applicable MCCMH and Macomb County policies, standards and procedures including but not limited to MCCMH MCO Policies 10-030, "Protection of Electronic Confidential Information;" 10-031, "Expectation of Privacy, Monitoring, Prohibited Content and Use of Electronic and Telephonic Communications;" 10-032, "Acceptable Internet Use;" and with the "Computer

Usage, Email and Internet Policy,” as defined in the Macomb County Personnel Manual, Section 4.4.

VI. Procedures

- A. Employees and independent contractors may distribute electronic communication using MCCMH group aliases according to the standards outlined in this policy (V. Standards) without seeking prior authorization.
- B. When employees or independent contractors wish to distribute electronic communication using MCCMH group aliases for purposes other than those identified within the provisions of the standards of this policy set forth above (V. Standards) the following procedures shall be adhered to:
 - 1. The employee or independent contractor shall:
 - a. Create the email content with a brief explanation of the reason for the need to send the email using a MCCMH group alias.
 - b. Forward to his or her supervisor requesting written authorization for distribution.
 - 2. The supervisor shall review and respond by either providing written authorization, or written denial.
 - 3. If written authorization is received, the employee or independent contractor may distribute the email using a MCCMH group alias.

VII. References / Legal Authority

- A. Macomb County Personnel Manual (October 15, 2009), “Computer Usage, E-Mail and Internet Policy,” 4.4
- B. Office of the Macomb County Executive, “Broadcast Email Messages Policy, Use of ‘Everyone’ Group” (10/25/12 draft)
- C. Macomb County Communication Guide, Office of the County Executive (September 6, 2012), “Electronic Communications: E-Mail Use Policy,” p. 28

VIII. Exhibits

- A. None.