




Federal Programs Transparent External & Internal Commitment of Communications

Regularly updated contact information can be located:

- On the [Maine DOE Website](#)
- In Office/Team Newsletters
- In [Virtual Office Hours](#)
- Within an E-Mail Signature

Mode of Communication	Conditions for Effective Communication	Initial Communication from Stakeholder	Follow-Up Expectations from Federal Programs Dept.
	<ul style="list-style-type: none"> • Voicemail identifies person, role within department, & when caller can expect to hear back OR... • Voicemail identifies when person will be out of office, return, and who to contact if immediate assistance is needed 	<ul style="list-style-type: none"> • Please provide name, district/school, phone number, and brief message as to the nature of the call. • Connect Immediately (no further action may be necessary) 	<ul style="list-style-type: none"> • Return call within 24 – 48 hours
	<ul style="list-style-type: none"> • Signature line with Contact Information (position, address, phone) • Intermittent availability has an auto response that identifies person, role within department, & when response can be expected • Unavailability has an auto response set up when out of office that identifies person, role within department, who to contact if immediate assistance is needed, and when expected to return 	<ul style="list-style-type: none"> • E-mail enters IN box; e-mail provides name, district/school name, and a brief message as to the nature of the e-mail. 	<ul style="list-style-type: none"> • Respond to e-mail within 24- 48 hours
	<ul style="list-style-type: none"> • Resources/Trainings provided for expectations of the review process 	<ul style="list-style-type: none"> • Document/Invoice submitted for review 	<ul style="list-style-type: none"> • Review & respond within 2 weeks <ul style="list-style-type: none"> ○ Approved ○ Provide Feedback for Edits and/or Additional Information

We strive for effective, efficient, transparent, and collaborative communication.

The Commitment of Communications document outlines the best practices for optimal communication with Federal Program managers. Giving the person you are reaching out to an appropriate amount of time to respond before reaching out to another Department member allows us to maintain these best practices.

Thank you for your help and support.

