



MEETING PLAN

Name:	DRIVES System Letters and Forms Working Group		
Meeting Date:	May 10, 2016	Organizer:	Noelle Peterson
Meeting Time:	10:00 am	Location:	GoToMeeting 1(571)317-3122 356-215-349

1. Purpose of Meeting

- Reviewing C.R.S., Rules and procedures to identify requirements for systems letters, forms, and correspondence
- Establishing a library of all system letters, forms, and correspondence of current CSTARS, Counties and DOR items and afterwards for DRIVES
- Standardizing all systems letters, forms, and correspondence for DRIVES

2. Attendance at Meeting

Invited	Position	✓	Invited	Position	✓
Bo Ortiz (Chair)	Pueblo		Libby diZerega	OIT	
Diana Hall	Boulder		Paul Nadeau	OIT	
PJ Taylor	Denver				
Victoria Gallegos	Arapahoe				
Candace Powers	Routt				
Tony Anderson	DOR				
Dylan Ikenouye	DOR				
Noelle Peterson	DOR				



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3. Meeting Agenda

1. Call to Order and Roll Call – Bo Ortiz
2. Approval of Minutes – Bo Ortiz
3. Old Business
 - a. Open Meeting Law Refresher – Noelle Peterson
 - i. Posting Notices
 - ii. Meeting Recordings
 - iii. General Open Meeting Law Refresher
 - b. Meeting Logistics and Support – Noelle Peterson
 - i. Distribution Lists
 - ii. Google DRIVES and CSTARs Web Folders and Access
 - iii. Maintaining and archiving files and documents
 - iv. Action Items Logs
4. Reports and Updates
5. New Business
 - a. Approval of Committee Schedule – Noelle Peterson
 - b. Arrange Access to DRIVES Representatives to review the plans for the working groups – Noelle Peterson
 - c. Define expectations and time lines for working group assignments – Bo Ortiz
6. Action Items – Bo Ortiz
7. Public Comments, Questions and Statements – Bo Ortiz
8. Meeting Adjourned

4. Meeting Minutes

Meeting Minutes from April 11, 2016 for approval

- In attendance were: Bo Ortiz (Pueblo), Diana Hall (Boulder), P J Taylor (Denver), Victoria Krupke (Arapahoe), Bridget Gurule (Arapahoe), Paul Nadeau (OIT), Libby diZerega (OIT), Dylan Ikenouye (DOR), Noelle Peterson (DOR), Dustin Armbrust (DRIVES), Kathy Ware (DRIVES), Eric Deffenbaugh (FAST)
- Meeting convened at 10:00am by Dylan Ikenouye
- At the request of working group members, Dylan gave a quick review of Google Drive.



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- Dylan gave a brief introduction to the DRIVES staff of the working group and its purpose. Examples of forms/letters being used: Reg Receipt, Renewal notice, DR Forms, Doc Tracking or other correspondence. Example: T&R has more or less 100 free form letters.
- Dustin reinforced that DRIVES wants all forms in DRIVES and programmed as much as possible.
- Eric confirmed we can have different headers with the same formatting (county/state). When exporting to a 3rd party for printing, it will export the letter in .pdf. DRIVES refers to letters as being any type of correspondence or a prefilled form that is printed and forms are always blank. Letters are attached to a system process. They can be printed at time of creation or left to batch and print in groups later. DRIVES will be able to determine what is missing in application and prefill the doc tracking information.
- In DRIVES, the state may be able to reject applications directly to the customer.
- A decision point yet to be decided is scanning, but clerks could have retail scanners at their stations and upload documents directly to their record, and State and others would see the documents in real time.
- One off Examples
 - El Paso has mailing info in their address, so it can be changed, without updating their header/footer.
 - Denver has a unique data mailer and 3rd party vendor.
- Eric encouraged consolidating multiple similar letters and taking time to evaluate language that is used. Also suggested we come up with a mission statement and core values. Write the letters in English and then put C.R.S. as a reference when needed.
- Eric and Dustin reiterated how advantageous it will be to have all the letters in DRIVES.
- It was asked if we could send to email in addition to print now and print later. FAST recommends not sending correspondence by email as it isn't an email that can be responded to and cannot protect PII. An example was given that DL is offering an opt-in option for renewal reminders that include no personal information.
- DRIVES is using *Intelligent Mail Barcode* and will be receiving notifications from USPS of moves and whatnot.
- Remember content needs to be simple and useable for all Colorado constituents. Address cannot move if bulk mailing.
- Bo recommends keeping list of counties that have responded to request for letters.
- Noelle will be the admin for this group.

5. Action Items

1. CSTAR System Generated Letters and Forms – Libby diZerega & Paul Nadeau
2. Procedural Correspondence – Diana Hall & P.J. Taylor
3. C.R.S. and Rules Correspondence – Dylan Ikenouye
4. Do we want county forms structurally different than State? (Different header vs same style, have county have header or footer and State info on other) - Bo Ortiz



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- a. Recommendation to County DRIVES Governance Committee: We recommend a single standard format for each letter type/purpose with the option of a single output in a separate format for 3rd party vendors
- 5. Compile list of all letters with name, when used, and why – Noelle
 - a. Send list to county saying this is the list of what we have, what we’re using it for and when. If you have anything else, please bring to summer conference
- 6. Write Mission Statement
- 7. Review & edit lists

6. Next Meeting					
Date:	June 14, 2016	Time:	10:00am	Location:	GoToMeeting 1(571)317-3122 356-215-349
Purpose:	<ul style="list-style-type: none"> • Reviewing C.R.S., Rules and procedures to identify requirements for systems letters, forms, and correspondence • Establishing a library of all system letters, forms, and correspondence of current CSTARS, Counties and DOR items and afterwards for DRIVES • Standardizing all systems letters, forms, and correspondence for DRIVES 				