

Division of Public Health Administrative Manual

Chapter:	General Administration
Title:	Management of DPH Policies and Procedures
Current Effective Date:	4/20/18
Revision History:	4
Original Effective Date:	9/13/04

PURPOSE

The purpose of this document is to establish policies and procedures for the administrative functions within the Division of Public Health (DPH). These policies and procedures are consistent with Office of State Budget & Management (OSBM) and Department of Health and Human Services (DHHS) policies and procedures. Administrative functions include those activities which incorporate financial management operations and the support and coordination to enable program management to carry out the program and service goals of the Division.

DPH Policies

The Administrative, Local and Community Support Section (ALCS) is responsible for:

1. Establishing and maintaining administrative policies and procedures necessary for the smooth and efficient operation of the Division and applicable across the Division;
2. Securing input from key users in the development of policies and procedures;
3. Securing Division Director's approval; and
4. Communicating with staff on new and revised material.

DPH Section Chiefs are responsible for:

1. Establishing and maintaining section and branch level policies and procedures necessary for the consistent and efficient operation of the section and/or branch;
2. Securing input from key users in the development of policies and procedures;
3. Communicating with staff on new and revised material.

Division staff will follow established policies and procedures.

PROCEDURES

Overview

Selected administrative procedures employed within DPH are documented for consistency across the Division and compliance with DHHS procedures. A documented procedure defines how to accomplish the specific process, what forms, if any, to use, and what actions or results to expect. Normally, a procedure is documented if it is used regularly within the Division by any of the employees but often infrequently by any single employee; these procedures are to be performed in the specified manner because others in the Division, the Department or across State government will react and possibly respond to a product of the procedure.

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Each procedure document will be formatted as prescribed herein and will be comprised of three main sections: Purpose, defining the need that the document is to satisfy; Policy, describing the higher-level purpose of the procedure to be presented in this document; and Implementation, relating the procedure details, process flow and forms. DHHS and/or State policies will be referenced as needed in the DPH Policies.

Identifying a Procedure to be Documented - Generally, administrative activity results when a section/branch receives an input from outside the section/branch, performs its duties, and passes results to the same or another organization. To do this, a procedure is established that defines the input, the process, and the output. Stabilizing each procedure is best done by documenting the procedure and distributing it to those who either provide input to or receive output from the procedure. Following the procedures ensures that services are provided in accordance with state laws and procedures.

New procedures or revisions may be requested by program staff at any time. The requester should contact the SME directly.

New/revised procedure documents should be coordinated with the users of the procedure to be sure that efficiency and ease-of-use are incorporated into the document. Hence, the following approach is necessary:

1. Select a procedure to be documented.
2. Determine the “user set” for the procedure, i.e., who uses the procedure.
3. Introduce the plan for the new/revised procedure to the User Set.
4. Document the procedure.
5. Allow for review and comment by the User Set.
6. Seek management approval for the document (see below).

Approval of a New or Revised Procedure Document - Approval of a new/revised administrative procedure document is a three-step process:

1. ALCS staff secures/acts on input from DPH users for new or revised procedure,
2. ALCS secures appropriate management input and approves, and
3. ALCS sends procedure forward for Division Director’s final approval.

The DPH Policy Manager is responsible for distributing any new/revised procedure to reviewers for their review and comment. Following the development of a procedure with input from DPH staff, initial approval of a new/revised procedure document is done by the ALCS Section Chief and the policy is forwarded to the Division Director for final approval.

Once a procedure document is approved by the Division Director, the DPH Policies Coordinator in ALCS will incorporate the document into the DPH Policies and have the document made available on the DPH web site.

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Version Control of Procedure Documents

The DPH Policy Coordinator will ensure version control of DPH policies and procedures as indicated by the Current Effective Date of each new release of a policy/procedure. Dates are recorded in the first document header (note the top of the first page of this document) of each document. Note that the initial header contains:

1. Chapter is the name of the portion in the DPH Policies where this document appears.
2. Title is the name of this document.
3. Current Effective Date is the date that this version of the document was approved.
4. Revision History is a record of the approval dates for previous versions of this document.
5. Original Effective Date is the date the first version of this document was approved.

This is a manual versioning process that requires the DPH Policy Coordinator to recheck the version history with each new document release.

At the end of each document, a section entitled “Version History” is to be appended. The section is a row-by-row history of the versions of the document beginning with the initial release of the document. Each subsequent row identifies the date and reason for the revision. Note the last section of this document.

DHHS Policy Coordination

The ALCS Section of DPH is responsible for coordinating any policy or procedure of DPH that affects DHHS-wide policy or policies between divisions of the Department. The Policy Coordinator assures compliance with the DHHS Policy and Procedures document.

Document History

September 13, 2004: Initial approval of procedure
September 1, 2006: Revision
February 13, 2007: Revision
September 3, 2014: Revision
April 20, 2018: Revision