



DCYF Standard Operating Procedure


2780.1 POLICIES AND STANDARD OPERATING PROCEDURES

Policy Directive: **20-09**

Approved:

Effective Date: **March 2020**

Implements Policy: **2780**


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This SOP defines the difference between Division policy and Division procedure.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. Division policies communicate required practices based on laws, regulations, or administrative decisions.
- II. Division SOPs provide information on how staff should implement the policy to be consistent across the Division in keeping with the Division's Practice Model. This includes attention to:
 - A. Culturally effective practices;
 - B. Expectations for following best practice; and
 - C. Fidelity to programs implemented by the Division.
- III. Policies are presented in an established format.
 - A. A header section that includes:
 1. The state seal;
 2. The assigned DCYF policy reference number and title of the policy;
 3. The DCYF manual chapter where the policy is located;
 4. The section of the DCYF manual chapter where the policy is located;
 5. The Policy Directive number through which the policy was released;
 6. The effective date of the policy;
 7. Identification of any governing Federal Regulations;

8. Identification of any New Hampshire Revised Statutes Annotated which impact the practice;
 9. Identification of any Administrative Rules related to the practice; and
 10. Identification of any relevant Case Law.
- B. A concise statement of the purpose, or use of the policy;
 - C. An outline of required practices to be followed, written at the Department's recommended reading level (6th grade) to the extent able;
 - D. A table of related Standard Operating Procedures;
 - E. A table of forms, when applicable; and
 - F. Hyperlinks to a general glossary and any defined terms that are specific to the document.
- IV. SOPs are presented in an established format.
- A. A header section that includes:
 1. The Division logo;
 2. The assigned SOP reference number and title of the SOP;
 3. The Policy Directive number through which the SOP was released;
 4. The effective date of the SOP; and
 5. The assigned policy number and title for the document the SOP is implementing.
 - B. A concise statement of the purpose, or use, of the SOP;
 - C. An outline of standard practices, written at the Department's recommended reading level (6th grade) to the extent able;
 - D. A table of forms, when applicable;
 - E. Frequently Asked Questions and the corresponding answers, when applicable; and
 - F. Hyperlinks to a general glossary and any defined terms that are specific to the document.

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log			
PD	Modification Made	Approved	Date