



DCYF Standard Operating Procedure

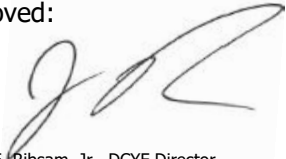
2780.3 DEVELOPING DIVISION DOCUMENTS

Policy Directive: **20-09**

Approved:

Effective Date: **March 2020**

Implements Policy: **2780**


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This SOP establishes and clarifies the roles and responsibilities of staff relative to developing or revising official Division documents.

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. Project documents will be drafted by Policy and Planning staff, the Subject Matter Expert (SME), and other staff identified by the affected Administrator(s) or designee(s).
 - A. The Administrator(s), or their designee(s), of the program owning the subject matter shall:
 1. Determine in consultation with the Policy Administrator, if expedited development and implementation is necessary;
 2. Identify specific staff within their program, including but not limited to:
 - (a) A SME, who will participate in the draft development; and
 - (b) Essential staff or stakeholders who will need to approve the final draft(s) prior to finalization of the project; and
 3. Notify the Policy Administrator of any project that should be suspended, or will not have a representative of the noted program available to assist.
 - B. The Policy and Planning staff will generally be designated as the project lead to:
 1. Coordinate participants, secure meeting places, and schedule regular meetings for draft development;
 2. Focus participants on required timelines and notify the affected Administrator(s) or designee(s), and Policy Administrator when deadlines may require revision;
 3. Develop the content and organization of the document(s) in collaboration with any other staff identified to participate in the project;

4. Answer technical and other questions to resolve problems between the proposed and the final draft(s);
 5. Support the SME in researching and resolving any concerns for Division authority or regulatory compliance; and
 6. Ensure review of the final draft(s) with identified DCYF staff and stakeholders prior to project finalization.
- II. The Policy and Planning staff and SME will determine the most appropriate development process, considering:
- A. The ability to collaborate in development of practices for an SOP versus a prescriptive requirement in a policy;
 - B. The role DCYF staff, community representatives, Parent Leaders, Youth Advocates/Consultants, and providers may serve to provide input and their expertise;
 - C. The use of a preexisting committee, a small workgroup with staff representation, or 1:1 consultation; and
 - D. Other State Agencies' staff that may be engaged to collaborate on development/revisions.
- III. Projects identified for expedited development shall take priority.
- A. The expedited project shall follow the standard process and maintain staff collaborations to the extent possible.
 - B. Members of an expedited project workgroup shall prioritize their involvement by:
 1. Maintaining regular and timely communications with the workgroup regarding review and comments on drafts;
 2. Notifying the project lead if they are unable to commit to the timeframes allocated or are unable to participate for longer than one business day; and
 3. Informing their Administrator or designee if they are unable to participate, so an alternative representative can be considered, if appropriate.
- IV. The Policy and Planning staff shall:
- A. Track projects under development including timeframes for progress and completion dates coordinated with Administrator(s) or their designee(s);
 - B. Advise participants if the project will require Administrative Rulemaking prior to implementation;

- C. Provide technical assistance, training, and support on an individual basis to staff who are a lead for a Division document project including:
1. Assistance in locating previously developed, proposed, and finalized versions;
 2. Assistance with English grammar and spelling;
 3. Assistance in expressing statements clearly and concisely;
 4. Organizing the flow of information;
 5. Editing and formatting documents;
 6. Preparing publications for internet posting;
 7. Assistance in separating or identifying policy from procedures;
 8. Education on technical and printing requirements for form publication;
 9. Research assistance with current laws, rules, regulations, and Division documents; and
 10. Internet searches for documents from other states;
- D. Share projects with identified staff and stakeholders for comments and feedback, and further develop content based on information received; and
- E. Obtain documentation from other agencies whose collaboration is integral to the practice, to confirm agreement with the project as drafted when necessary.
- V. The SME shall identify training needs associated with the project and make a referral of those training needs to the appropriate training partner for consideration of curriculum development to support implementation.

Frequently Asked Questions

Q1. Who should be asked to review projects while they are being drafted?

- A** Comments and concerns about draft documents should be solicited from:
- Division staff, particularly staff affected by the project;
 - Other staff employed by State Agencies who have a direct role in the practice being described, such as staff from the NH Department of Education or the DHHS Bureau of Child Support Services;
 - Youth Advisory Boards;
 - Parent Leaders; and/or
 - Other external providers who have a vested interest in the project, which may include contracted training units or certified providers.

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