

1003 POLICY MANUAL PREAMBLE

Chapter: **Introduction to DCYF**

Section: **DCYF Mission**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **16-18**

Effective Date: **May 2016**

Scheduled Review Date:

Approved:

A handwritten signature in cursive script that reads "Lorraine Bartlett".

Lorraine Bartlett, DCYF Director

In order to provide the best possible service to our clients, internal and external stakeholders, and the public, the Division for Children, Youth and Families has promulgated this policy manual.

- I. The policy manual is written with the express intent to identify the base requirements that staff must adhere to and the standards that represent meeting nationally recognized best practice.
 - A. Staff are required to follow all mandates based on state and federal laws.
 - B. Staff are encouraged to meet best practice expectations.
 - C. DCYF knows that each case has its own circumstances and that with the guidance of policy and training, staff will use common sense and the flexibility between required practices and practice expectations to meet the needs of each client.
- II. All Division staff shall have access to policy through the New Hampshire Division for Children, Youth and Families Policy Manual. The DCYF Policy Manual is maintained on the Department of Health and Human Services Intranet, which can be accessed from any Department computer.
- III. All staff are expected to read and adhere to all official policies.
 - A. Violations of any Division policy or procedure, posted and/or published, may result in disciplinary action.
 - B. Disciplinary actions are issued in compliance with NH Personnel Rules PER 1000, up to and including dismissal from State Service.
- IV. Further, policies may be followed by practice guidance to support:
 - A. Consistency in the interpretation and execution of procedures used by Division staff;
 - B. Connections between practices and requirements; and
 - C. Clarity in understanding gray areas.