ORANGE COUNTY SOCIAL SERVICES AGENCY ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL

Subject: Administrative Policies and Procedures Number: A 1
Approved: Date: 5/16/2011

I. PURPOSE

To establish the necessary guidelines for the development, revision, coordination, distribution, and implementation of the policies and procedures written for the Social Services Agency (SSA) Administrative Policies and Procedures Manual.

II. POLICY

The Administrative P&Ps apply across divisional lines. SSA develops and issues Policies and Procedures (P&P) to:

- Define responsibility and accountability
- Comply with existing Federal, State, and County requirements
- Ensure administrative uniformity and consistency in the implementation of the Agency's business processes

The processing of new P&Ps or revising the current P&Ps shall be determined using the following priority levels:

- Mandate change
- Fiscal change
- Case law or court ruling
- Operational structure or procedural change
- Legislative reference change

III. PROCEDURE

- A. Initiation and Development of P&Ps
 - 1. A supervisor, manager, or deputy director may initiate a request to his/her Division Director for the development of a written P&P by following a submission process via the chain-of-command. The Division Director shall submit a completed request form (Attachment A) to the SSA Strategic Planning and Public Relations (SPPR) Section Manager, with a copy to the Administrative Services Division Director.
 - 2. Within five working days of receiving the request to prepare a new P&P, the assigned SPPR Section Analyst shall ensure there is no similar P&P that exists in the Administrative P&P manual. If there is no similar P&P, the Analyst shall advise the SPPR Section Manager. If a similar P&P exists, the SPPR Section Manager shall request an update of the P&P. The Analyst shall proceed to coordinate or collaborate with the most knowledgeable staff or unit most appropriate to develop the P&P.
- B. P&Ps Review and Update

- 1. The SPPR Analyst shall be responsible for the maintenance and update of P&Ps. (S)he shall initiate the review or revision of the existing P&Ps at three-year intervals, or more often, if necessary.
- 2. The Analyst shall contact the most knowledgeable person responsible for the update of the P&P by email with a copy to the Division Director. S(he) shall work closely with him/her in revising the P&P. The Analyst shall ensure all current materials are included in the P&P, and the draft is written using the prescribed Administrative P&P Format (Attachment B).

C. P&P Coordination and Approval

- 1. Coordination of the development or revision of the P&P is the responsibility of the individual or unit charged with its development. Coordination is described as the process of checking and collaborating with other appropriate units of the Agency to ensure agreement with the proposed goals and processes described within the P&P. Coordination with other departments/agencies may also be necessary (e.g. P&Ps related to safety with CEO/Risk Management/Safety).
- 2. After completion of the final draft of a new P&P the appropriate Deputy Director and Division Director shall review it. For any revision of an existing Administrative P&P, the appropriate Deputy Director shall review the changes made to the P&P.
- 3. The proposed or revised P&P shall then be routed to the SPPR Section Manager, who will send the draft to the Analyst for review of its format, content organization, assignment of P&P number, or to coordinate any changes with the procedure's originator(s).
- 4. When the P&P draft is finalized, the SPPR Analyst shall electronically route it to all Deputy Directors for review requesting input within two weeks.
- 5. At the end of the two-week period, the SPPR Analyst shall prepare the final draft incorporating the changes in the P&P, if any. The final draft shall be routed back to the Deputy Directors to ensure that changes/corrections are appropriate for all divisions with a feedback due to the SPPR Analyst within two weeks.
- 6. The SPPR Analyst shall forward the final draft of the P&P to an HR Analyst who will be responsible to determine if an obligation exists to meet-and-confer with the union representative(s) prior to finalizing the draft of the P&P. If it is necessary, the SPPR Analyst shall forward the final draft of the P&P to the Administrative Services Division Director for review prior to sending it back to the HR Analyst. The SPPR Analyst is also responsible for providing a list of names to the HR Analyst of the most knowledgeable person(s) who could meet with the union representatives.
- 7. If there are any issues raised by the union representatives, the SPPR Analyst shall coordinate with appropriate parties to resolve the issues and repeat the process in steps 5 and 6, if necessary.
- 8. The SPPR Analyst shall forward the final draft of the P&P to the Executive Team for final approval along with all correspondence/documentation and a completed routing slip that includes the name(s) of the author(s) and the reviewers, and the reason for the P&Ps development or revision.

D. Dissemination of Approved P&Ps

The SPPR Analyst shall post the approved P&Ps on the Administrative Services Division's SSA Intranet. (S)he shall also request the Executive Secretary to send an e-mail notification to all employees with a link to the Administrative Services Division Intranet site and a summary of significant changes that were made to any revised P&Ps.

E. Maintenance of P&Ps Hardcopies

In addition to Department Safety Representatives (http://admin/Admin_Services/Main/Safety/safety.htm), each division shall identify the staff who will be responsible for creating and maintaining folder(s) with hardcopies of the Administrative P&Ps, which could be accessed for business continuity in the event of an emergency.

F. Implementation of P&Ps

Supervisors, managers, deputy directors, and division directors shall ensure that P&Ps are appropriately implemented in their respective work areas. Any implementation that differs from the P&P shall be communicated to the Division Director through the chain-of-command. The Division Director shall evaluate whether or not the practice merits a request for the revision of the P&P. (S)he shall send a completed form (Attachment A) to the SPPR Section Manager to request the necessary revision.

IV. ATTACHMENTS

A. Request Form: Administrative Policies and Procedures

B. Administrative P&P Format