

LCCS POLICY 120

Agency Policy Development and Revision

Original Issue Date:	7/26/2001
Revision Dates:	12/29/04, 11/3/2010, 7/23/2019
Revision Number:	3
Current Effective Date:	7/26/2001,1/17/05, 12/10/2010, 7/23/2019
Obsolete/Combined Date:	
Reason for Obsoleting/Combining:	
See new Policy #:	

Scope:	Department Managers, Directors and Executive Director
Responsibility:	Manager of Policies/Designee
Purpose:	Provide a forum for the development and revision of agency policies that allows for staff and department feedback prior to implementation.
Legal Cite:	

POLICY STATEMENT

LCCS develops and/or revises agency policies collaboratively with representatives from all impacted departments. Exceptions to this may include the following:

- Policy development/revisions mandated by changes to OAC or ORC that result in rewording or deletion of duties, but not significant changes to specific department procedures.
- Policy development/revisions resulting from Executive Director and/or Agency Board decisions.
- Policy development/revisions to Human Resource policies that are the result of Union negotiations and/or changes in State/Federal law.

LCCS can obsolete and/or combine policies with the approval of the Executive Director as appropriate.

All policies must be approved by the Executive Director.

All policies will be posted on the agency Intranet. **It is the responsibility of all staff to read, understand and adhere to all LCCS policies.**

PROCEDURE - including required timeframes and documentation

Development and Revision of Policies:

The process for the development and/or revision of policies is the responsibility of the Manager of Policies/Designee

Any LCCS employee may identify the need for a new policy or revision of an existing policy. The need for policy development/revision must be reported to the Manager of Policies/Designee prior to any attempt at development/revision. This ensures that key players and pertinent information is included in the policy development process.

Pre-Meeting:

Upon notification of the need for policy development/revision, the Manager of Policies/Designee:

- Determines all departments potentially impacted by the policy;
- Provides the director/manager or designee of the impacted department(s) with information regarding the topic/nature of the policy;
- Within one week of the above notification, the impacted director(s)/ department manager(s) or designee shall notify the Manager of Policies/Designee of other key internal stakeholders that are to be involved in the policy development process;
- The Manager of Policies/Designee schedules meetings with the identified departments/key players within two weeks of determining all necessary key stakeholders in the policy development/revision.

Note: The time frame of the meeting is contingent on availability of key players and complexity of the issues, rules, etc.

Collaborative Meeting:

- The Manager of Policies/Designee facilitates a meeting with the goal of identifying the key elements needed for the development/revision of the policy.
- The Manager of Policies/Designee shares PCSAO Standards for Effective Practice, OAC Rules, ORC Sections, COA Standards, etc., which are relevant to the policy.
- The Manager of Policies/Designee drafts the policy after obtaining necessary guidance and information from the involved department(s).

Post Meeting:

- The Manager of Policies/Designee shares the draft of the policy with members of the involved department(s) within two weeks from the date of the meeting.
- Involved staff provides written feedback/input on the above referenced draft policy and returns this feedback to the Manager of Policies/Designee within two weeks of receipt. If no feedback is received, the development/revision process continues without any feedback.

- The Manager of Policies/Designee evaluates and incorporates feedback as needed within one week of receipt.

Approval Process:

- The Manager of Policies/Designee shares the draft of the policy with directors and department managers.
- Directors and department managers or their designees shall provide feedback to the Manager of Policies/Designee by the identified deadline, not to exceed two weeks.
- If feedback is not received by the deadline, it will be assumed the draft is approved at the director and department manager levels.
- If there are significant discrepancies in the feedback that are unable to be reconciled by the Manager of Policies/Designee, the relevant department staff will be reconvened by the Manager of Policies/Designee to resolve the issues;
- The Executive Director approves the final version of the policy.
- All new policy statements must be approved by the LCCS Board prior to implementation.

Implementation Process:

- The Manager of Policies/Designee notifies the Manager of Information Services (and provides an electronic copy of the policy to him/her) when the new or revised policy is ready to be processed for inclusion in the Agency Intranet Policy Manual.
- The Manager of Policies/Designee notifies all staff via e-mail of the new/revised policy and provides a short summary/recap.

Note: Timeframes may be shortened if there is urgency for a policy to be implemented. The Manager of Policies/Designee has discretionary authority to waive the meeting and/or override these procedures with consent of the Director of Support Services or the Executive Director.

Obsoleting/Combining Policies:

Obsoleting Policies:

- Staff may request that a policy be deleted by going through their chain of command.
- The director/manager or designee of the department will notify the Manager of Policies/Designee and provide a reason/rationale for obsoleting/deleting the policy.
- The Manager of Policies/Designee notifies the Executive Director, directors, and department managers of the request to obsolete the policy, and includes the written rationale and any recommendations he or she might have.
- The Executive Director reviews and approves the request prior to the deletion of any policy.
- If approved, the Manager of Policies/Designee notifies the Manager of Information Services that the policy needs to be removed from the Agency Intranet Policy Manual.
- The Manager of Policies/Designee notifies all staff via e-mail that the policy is obsolete and has been deleted from the Agency Intranet Policy Manual.
- If the Executive Director denies the request to obsolete a policy, he/she notifies the Manager of Policies/Designee, who shall inform directors and department managers that the policy

shall remain in effect, and notifies the staff members who made the initial request that the policy will not be made obsolete.

Combining Policies:

- Staff members may request that several policies be combined by going through his/her chain of command.
- The Executive Director, director(s), and department manager(s) receiving the request from a staff member shall notify the Manager of Policies/Designee and provide a reason/rationale in writing for combining the policies.
- If there are no significant changes to the policy statements or procedures, the Manager of Policies/Designee notifies the Executive Director and any impacted director or department manager of the request.
- The Executive Director must approve the request to combine policies before any revision process begins.
- If approved, the Manager of Policies/Designee combines the policies.
- If the combining of policies would result in significant changes to the policy statement and/or procedures, the Manager of Policies/Designee convenes a meeting of key internal stakeholders and follows the procedures for policy development/revision noted in this policy under “Development and Revision of Policies.”
- The Manager of Policies/Designee notifies all staff via e-mail which policies were combined in the Agency Intranet Policy Manual.

CASE PRACTICE GUIDES

Ongoing Policy Review Process

Clearances —When a notification that a rule package is being reviewed is issued by ODJFS, emails are sent to all Directors, Managers and Supervisors of LCCS departments potentially impacted. Any comments regarding the proposed rule changes are inputted to ODJFS directly by LCCS staff through the comment link on the clearance notification page.

Transmittals and Procedure Letters—When a notification that a rule change or procedure letter has been published to the ODJFS electronic manuals internet site is received, emails are sent to all Directors, Managers, and Supervisors of LCCS departments impacted by the change as well as designated clerical staff.

Management staff is responsible for advising the Manager of Policies/Designee of any policies or procedures in their areas that may be affected. The Manager of Policies/Designee also reviews policies to determine if any revisions need to be made as a result of the rules.

Policies Reviewed Every Six Months

Non-rule-driven internal policies, such as those that address ethics, safety, client confidentiality, etc., are reviewed by all staff twice each year on a rotating basis. On or about the first day of each month, the Administrative Secretary sends an LCCS All Users email notifying staff of the policies to be reviewed that month. Department Managers and Supervisors are responsible for ensuring that the policies are reviewed in unit and department meetings and for documenting discussion in meeting minutes.

When the monthly policy review results in an identified need or a suggestion for policy revision, the involved Director or Department Manager notifies the Manager of Policies/Designee, who then initiates the procedure under “Development and Revision of Policies” outlined earlier in this policy.

Review and Revision of Policy Statements

The LCCS Board Services and Programs Committee approves any new policy statements, which are then reviewed for approval at the next full meeting of the Board of Directors.

Any substantive revision to the policy statement of any policy at any time must be approved by the LCCS Board through this process before the change can be implemented.

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