

Milwaukee County Department of Health and Human Services Delinquency and Court Services Division PROTOCOL	Reviewed: 07/09/15 By: DP <hr/> Last Revision: 00/00/00 By: XX	Section: ADMINISTRATION	Protocol No: 001	Pages: 1 of 2
<input checked="" type="checkbox"/> Delinquency and Court Services Division <input checked="" type="checkbox"/> Children's Court Services Network <input checked="" type="checkbox"/> Purchase of Service Agencies	Effective Date: 07/01/2015	Subject: Policy & Procedures Implementation Protocol		

I. POLICY

It is the policy of Delinquency and Court Services Division (DCSD) that operations are governed by the comprehensive process of developing and implementing processes and protocols that speak to specific guidelines and procedures associated with carrying out essential operations. This comprehensive process is outlined in this policy.

II. PROCEDURE

With consideration for internal staffing and department operational needs, as well as to support external stakeholder relationships, the following steps are taken to develop and implement policies and procedures in the DCSD:

1. Development – Management Staff
 - a. Management will draft policy and procedures with Administrative approval
 - b. Solicitation and incorporation of Administrative Management team feedback (allow one week)
 - c. Solicitation and incorporation of Supervisory Management team feedback (allow one week)
2. Approval – Administrator
 - a. Administrator will have the final review
 - b. Incorporation of any final administrative changes/suggestions
 - c. Final Administrator approval and signature
3. Filing – Administrative Assistant
 - a. Upload signed original PDF copy to the shared 'H Drive' in the *DCSD Policies and Procedures 2013 Forward* folder, the *Public* folder and to the DCSD website
 - b. File signed original in Master Binder – located in/with Quality Assurance (QA)
4. Distribution – Clerical Staff
 - a. Staff count will be taken using the most recent DCSD staff directory to identify and verify all staff are accounted for
 - b. Signed original will then be copied and inserted into sheet protectors for distribution to staff
 - c. Policies are sorted and distributed by team - verify all teams are included, i.e. Administrative Management (including specialty roles), Clerical staff, Human Service Worker Supervisors, etc.
 - d. For providers, policies and acknowledgement forms will be distributed, submitted and tracked via email correspondence with QA staff.

5. Staff Receipt of the Policy and Training

Team Leaders, which includes all staff in a supervisor role, are responsible for the following:

- a. receiving the policies distributed by clerical
- b. reviewing and acquiring understanding of the policy
- c. training their respective team on the policy and addressing any concerns
- d. securing the signature acknowledgement page from staff after distributing the policy
- e. filing the staff sign-off page in the employee file
- f. addressing any concerns with staff as it relates to the roll-out and implementation of the policy
- g. documenting any concerns in the employee's file
- h. submitting their own signature page to their supervisor for filing and any needed discussion

6. Tracking and Review – Quality Assurance Staff

- a. Policy issuance and revision needs are tracked by the QA department
- b. Policies are reviewed annually for revision and updating needs.

III. ACCESS and POLICY STORAGE

For Employees:

All policies will be maintained for access at any time on the employee common (“public”) drive on the Milwaukee County shared network under Quality Assurance (QA) DCSD Policies and Procedures.

The following will be stored:

- Policies and Procedures – sorted by the year the policy was issued (e.g. 2013, 2014, etc.)
- Policy and Procedure Cover Sheet Page
- Policy and Procedure Table of Contents Page

For Managers:

All policies will be maintained for access at any time on the manager common (“H”) drive on the Milwaukee County shared network in the folder titled: *DCSD Policies and Procedures 2013 Forward*.

The following will be stored:

- Policies and Procedures – sorted by the year the policy was issued (e.g. 2013, 2014, etc.)
- Policy and Procedure Cover Sheet Page
- Policy and Procedure Table of Contents Page
- Policy and Procedure Employee Signature Page

For the public and other stakeholders:

All policies, table of contents as well as signature/acknowledgment pages will be uploaded to the Milwaukee County DCSD website located at:

<http://county.milwaukee.gov/Delinquency&CourtS7764.htm>

Reviewed & Approved By: _____

B Thomas Wanta

B. Thomas Wanta, Division Administrator