

1.01 Modifying the Administrative Manual of Operating Procedures (AMOP)

Procedure Number:	1.01
Procedure Title:	Modifying the Administrative Manual of Operating Procedures
Original Issue Date:	9/25/15
Revision Date:	7/3/18
Appendices:	1.01 Appendix A – Administrative Procedure Template 1.01 Appendix B – Training PowerPoint Template 1.01 Appendix C – Flow Chart Examples Form 1.01(a) - Request for AMOP
Forms:	
Statutory References:	Wis. Stat. § 59.17(2)
Ordinance References:	None
Department Responsible for Updates:	DAS-PSB
Date for scheduled procedure review:	7/3/2019

1. OBJECTIVE

To outline the process and requirements for creating a new procedure, modifying an existing procedure, and annually reviewing the Administrative Manual of Operating Procedures.

2. DEFINITIONS

- A. AMOP Committee. This group has direct oversight of the Administrative Manual of Operating Procedures (AMOP) Program. Committee members include: 1) County Executive Appointee 2) County Executive’s Office Representative, 3) Department of Administrative Services Deputy Director, 4) Office of Performance, Strategy and Budget Representative, 5) Office of the Comptroller Deputy Comptroller, 6) Department of Human Resources Division Director, and 7) Corporation Counsel Representative.
- B. Content Review. A review by the AMOP Committee to assess the relevancy and appropriateness of a new or revised Procedure and its supporting documents.
- C. Flow Chart. An easily understood visual representation of the key steps in a Procedure.
- D. Impact Review. A review conducted by the Responsible Department to assess the impact of the new or revised procedure on day-to-day operations and existing financial and human resources. The Comptroller, Risk Management, Human Resources, Corporation Counsel, and other applicable departments may review draft Procedures before submittal to the AMOP Committee.
- E. LMS. Learning Management System. An online system to track and assign trainings.
- F. Pending Procedure. A Procedure that has been drafted by the responsible department, reviewed and approved by the AMOP Committee, and posted for public notice and comment.
- G. Procedure. A prescribed set of steps, actions or activities generally needed to obtain consistent results. New or revised Procedures do not require legislative review, but final Procedures must be posted in the online Administrative Manual of Operating Procedures.

- H. Published Procedure. The final and enforceable Procedure published on the online Administrative Manual of Operating Procedures.
- I. Responsible Department. The department or division within the County that is responsible for preparing the appropriate language for new or updated policies or procedures, and for routinely reviewing policies or procedures.

3. PROCEDURE

- A. Requesting a New or Updated Procedure. Any employee or department may request that a Procedure be created, amended or removed. Completed AMOP requests must be submitted four weeks prior to the AMOP Committee. The committee dates and submission deadlines are posted on the AMOP website. All requests shall be submitted to the AMOP Committee at amop@milwaukeecountywi.gov and include:
 - i. Impact Review and all other fields on **Form 1.01(a) – Request for AMOP**
 - ii. Draft Procedure utilizing **1.01 Appendix A – Administrative Procedure Template**
 - iii. LMS Presentation utilizing **1.01 Appendix B – Training PowerPoint Template**
 - iv. Flow Chart referencing examples in **1.01 Appendix C – Flow Chart Examples**Responsible Departments must conduct an Impact Review with relevant departments prior to submittal.
- B. Communications and Training. It is incumbent upon the Responsible Department to communicate Procedures to applicable employees. Although a department may choose to use several communication tools, a PowerPoint presentation is required for each new Procedure. The Responsible Department and AMOP Committee will work with the Department of Human Resources to create an LMS training based on the presentation, load the training module into the LMS system, and assign it to applicable employees.
- C. Content Review and Approval. Upon receiving a request for a new or modified Procedure, the AMOP Committee shall conduct a Content Review of the draft Procedure, LMS Presentation, Flow Chart and Form 1.01(a). The Committee may request additional information from the department submitting the procedure. The Committee may approve, deny or amend procedures.
Department representation is optional; however, outstanding Committee questions may delay approval until the next cycle. At the discretion of the Chair mandatory appearance may be required.
The AMOP Committee will respond within two weeks of the hearing to inform the respective department of 1) Committee approval pending public comment, or 2) a request for content change and resubmission.
- D. Notice Period and Comment. Prior to publishing a Procedure, the AMOP Committee shall post the Pending Procedure for public comment by both: (a) sending an electronic notification of the Pending Procedure using the County's E-Notify system, or a successor notification system, and
(b) posting the Pending Procedure on the online Administrative Manual of Operating Procedures. Unless there is an emergency procedure created under subsection 3(H) below, Pending Procedures shall be published no sooner than 10 business days after posting online.
- E. Publishing a Procedure. After the Notice Period, the AMOP Committee may make changes to the Pending Procedure based on comments received and post the Published Procedure.

Unless otherwise specified, the Procedure will take effect on the date it is published on the online Administrative Manual of Operating Procedures.

- F. Reviewing Published Procedures. The AMOP Committee will review Published Procedures one year from the date they took effect.
- G. Removing a Procedure. The AMOP Committee or the Responsible Department may remove a Procedure at any time.
- H. Exception – Creating an Emergency Procedure. If the AMOP Committee determines that a Procedure is needed to protect public safety or the assets of Milwaukee County, the Procedure may be published on the online Administrative Manual of Operating Procedures and become effective without the Notice Period. After publishing, the AMOP Committee will use its best efforts to provide for a Notice Period in a timely manner.

4. FORMS

The following attached forms are to be used in compliance with this procedure:

Form #	Form Title
1.01(a)	Request for AMOP
1.01 Appendix A	Administrative Procedure Template
1.01 Appendix B	Training PowerPoint Template
1.01 Appendix C	Flow Chart Examples