

## Washtenaw County Community Mental Health

### **POLICY & PROCEDURES – (policy)**

#### **PURPOSE**

Clarify the process for development, format, review, approval and distribution of all agency policies.

#### **POLICY**

- Policy developers review MDHHS, Regional, Washtenaw County, Joint Commission, and contractual standards during policy development.
- Policies are reviewed every three years with the most current version available on the CMH Wiki or other public publishing site.

#### **DEFINITIONS**

County Policy: A policy that establishes standards that are implemented by the Washtenaw County Board of Commissioners or Washtenaw County Administration. County policies do not require approval or adoption by the Executive Leadership Team or the WCCMH Board, and are rolled out to all staff through the County Clerk's office

Governing Policy: A local policy which establishes standards for staff or CMH Board conduct, community involvement, recipient rights, or is a Regional policy, or sets broad guidelines for WCCMH service delivery. Governance policies are reviewed by the Executive Leadership Team and adopted by the CMH Board.

Operations Policy: A local policy which is procedural in nature, having to do with the day-to-day internal operations of WCCMH programs. Operations policies are processed by the WCCMH director, through the Executive Leadership Team, and do not require approval or adoption by the CMH Board

Policy developer: A designated staff assigned to develop, author or edit a policy

Policy Coordinator: A staff person designated by the Director's Office to coordinate the policy development process and to disseminate policies approved by the Executive Leadership Team, Washtenaw County Administration, Washtenaw County Board of Commissioners, or Region.

Executive Leadership Team (ELT) The standing management committee of WCCMH. Its focus and responsibilities include coordination of program operations, planning and review of personnel and budgetary issues, and long and short-range planning. Membership consists of the Director's office (Director, Deputy Director, Director of Operations, Medical Director, Finance Director, Clinical Director, Director of Recipient Rights, Director of Customer Services, Management Analysts), all Program Administrators (MI, DD, YF, PORT, Access, Health and Wellness), and invited guests as operation and planning requires. Previously known as the Clinical Coordination Leadership Team during the 15-17 policy cycle approval.

**STANDARDS**

- WCCMH refers to Washtenaw County Community Mental Health and CMH refers to Community Mental Health for this and all agency policies.
- CMH Board refers to the Washtenaw County Community Mental Health Board of Directors for this and all agency policies.
- This and all policies apply to all programs directly operated by WCCMH and its staff members including students, volunteers and interns, and contracted providers unless otherwise stated in a specific policy.

**PROCEDURE(S)**

*See procedures manual*

**REFERENCES/NOTES**

There are no additional external references, sources or notes for this policy.

**EXHIBITS**

- A. Policy Renewal Notice template
- B. Policy template
- C. Policy update notice template

## Exhibit A- Policy Renewal Notice Template

Hello,

You are receiving this notice because you are the designated review lead for a policy due for renewal within the next 30 days.

The policies you should review and revise include:

- Title of Sample Policy
- [Regional Title of Sample Policy](#) \*

You have a total of 2 attachments related to this policy. You can make your edits directly in the Word documents attached.

**\*Please Note:** this is a regional policy. We cannot make updates to regional policies, only create local CMH addendums as necessary. [Click on the policy title to review it and ensure there is no need for a CMH Addendum.](#)

Please forward your edited policies to me via email no later than one week prior to your assigned due date: **00/00/0000**

- *If there are no edits necessary, please let me know.*
- *If you are reviewing a Regional policy and determine there is no need for a CMH addendum, please let me know.*

Also remember~

- Your edits should be obviously marked either by changing the font (**bold**, *italics*, or **highlighting**) or by using the "showing markup" option. (Find this under the "review" tab in MS Word)
- Consider any MDCH, Joint Commission, Regional Affiliate policies already in place when making your edits.
- Please contact me if you have any questions or will be late with submitting your policy edits.

Thank you,

**PURPOSE**

State basic purpose of policy; desired result or end goal expected to be accomplished with policy.

**POLICY**

- Any notices, guidelines, rules, requirements or standards for policy implementation
- Any other clarifying statements or need to know information

**STANDARDS**

State the applicable requirements that staff, contracted providers, CMHSPs, and providers under one time agreements are held accountable for meeting.

This heading can be deleted if there are no specific standards for the policy.

**DEFINITIONS**

- If applicable, include them under this heading. This heading can be deleted if there are no definitions, or it be noted “There are no additional definitions pertinent to this policy at this time.”
- Definitions should be formatted as follows:

Word: Underlined, followed by a colon and the definition and standard spacing between definitions.

Words in a phrase: Formatting continues as described.

**PROCEDURE(S)**

*This is for reference only. Effective 2012, procedures are no longer included in the policy but are available in a separate procedures manual available on the WCCMH Wiki.*

<b>WHO</b>	<b>DOES WHAT</b>
Policy Developer/Author	<ul style="list-style-type: none"> <li>▪ Prepares a draft policy, following guidelines in “Policies and Procedures”</li> <li>▪ Formats according to attached exhibit and general guidelines                             <ul style="list-style-type: none"> <li>• Uses size 11 Arial font for text</li> <li>• Uses all 1” margins</li> </ul> </li> <li>▪ Submits electronic version of draft policy to policy coordinator for Executive Leadership Team (ELT) review</li> </ul>
Policy Coordinator	<ul style="list-style-type: none"> <li>▪ Sends 30-day notice of policy renewals due to designated Policy Developer</li> <li>▪ Gathers edited policies for ELT review on schedule</li> </ul>

Executive Leadership Team (ELT)	<ul style="list-style-type: none"> <li>▪ Reviews and approves policies or returns to policy author for further development</li> </ul>
Policy Coordinator	<ul style="list-style-type: none"> <li>▪ Records team recommendations for approval or return, and follows up accordingly with policy developer or publishing procedure. <ul style="list-style-type: none"> <li>• Makes edits and updates to policy and publishing site(s) for policies “approved” or “approved with edits”</li> <li>• Returns any policies not “approved” or “approved with edits” to policy developer with ELT recommendations to restart procedure from beginning</li> <li>• Forwards approved governing policies and adopted regional policies to CMH Board Coordinator to be added to CMH Board consent agenda for adoption.</li> <li>• All policies (or reference links where applicable) are published to the Wiki, public website (policies only), and through Relias for staff attestation.</li> </ul> </li> </ul>

**REFERENCES/ NOTES**

- Include any titles, links, or “bibliography” information or reference tools used in developing the policy here.
- Include a list of any specific documents or resources used in policy development. These are typically specific laws, codes or other regulatory basis for establishing a policy and might include:
  1. Legal authorities which mandate policy content and elements
  2. Legal authorities which authorize policy content and elements.
  3. List of other policies or documents used to complete policy revisions
- Indicating “(none)” is acceptable if there are no additional external references, sources or notes for the policy.

**EXHIBITS**

- A. Include any handy templates, or example forms in exhibits
- B. Include any relevant documents in exhibits
- C. Label all exhibits individually for tracking purposes.

Hello,

The Following Update(s) have occurred regarding a CMH policy or procedure.

You are required to log in to your Relias account within the next 30 days to review and attest to the review of these policy updates.

\*Please review the policy (policies) for your own understanding, and direct any questions you might have to your supervisor.

- { (Policy Name), (Policy #00.000) has been **updated** as of (approval date).
- { (Policy Name), (Policy #00.000) has been **newly added** as of (approval date).
- { (Policy Name), (Policy #00.000) has been **archived and is no longer active** as of (approval date).
- { (Policy Name), (Policy #00.000) is a regional policy which has been CMH adopted as of (approval date).
- { (Policy Name), (Policy #00.000) is a CMH Board policy which has been approved as of (approval date).
- {

All policies and procedures are available on the Wiki and in Relias for future reference.

Thank you.

*The following information is from a PDF attachment that will go out with any notice of policy updates.*

**How to meet your Policy & Procedure Review Requirement:**

Log into Relias as you normally would.

On the Current Training tab, locate the current Policy and Procedure Binder

Click the “Take Now” button to launch the policy viewer

### CMH Policy Test Chapter (Non-Recurring Binder)

5 Tips to Create Happier Employees  
*0 hours*

Due 6/22/2017

Take Now

Science of Gratitude and Well Being  
*0 hours*

Due 6/22/2017

Take Now

In the Policy viewer, select the Start button. The policy will open in a new window. Be sure to “allow pop-ups” to see the content.

5 Tips to Create Happier Employees 0 hours

494836 Email Contact: Angela Zander

5 Tips to Create Happier Employees Email Binder Contact

When you have finished reading the document please close the document and continue to the attestation.

Start 5 Tips to Create Happier Employees ▶

Start Attestation Statement

When you are done reading, click the Next button in the original window to get to the Attestation, confirming you are meeting the requirement by reviewing the policy.

Exit Next

**Your content has been launched in a new window**  
[Relaunch](#)

5 Tips to Create Happier Employees - Attestation Statement Exit

*In order to be marked complete for reviewing this document, you must attest below.*

I have reviewed this document and acknowledge that I understand the content, or will ask my supervisor for assistance or clarity should I need it.

**I affirm that my name is ANGELA ZANDER and that I am the person who reviewed this document.**

Submit

Exit

Click the Back button to return to the main page and review other policies in the chapter. You must review all items in the chapter for the review to be complete.



Policies & Procedures

**CMH Policy Test Chapter (Non-Recurring Binder)**

<p>5 Tips to Create Happier Employees <i>0 hours</i></p>	<p>Due 6/22/2017</p>	<p>Take Now</p>
<p>Science of Gratitude and Well Being <i>0 hours</i></p>	<p>Due 6/22/2017</p>	<p>Take Now</p>

You can go back and re-read policies and procedures in Relias at any time by clicking on your Transcript tab.

Policies and procedures are also located on the Wiki by clicking the Policies & Procedures button from the Wiki home page, or by following this direct link:

[https://ewashtenaw.sharepoint.com/sites/CSTS\\_Wiki/Pages/Policies%20&%20Procedures.aspx](https://ewashtenaw.sharepoint.com/sites/CSTS_Wiki/Pages/Policies%20&%20Procedures.aspx)