

Division of Public Health Administrative Manual

Chapter:	General Administration
Title:	Management of DPH Policies and Procedures
Current Effective Date:	2/13/07
Revision History:	2
Original Effective Date:	9/13/04

PURPOSE

The purpose of this document is to establish policies and procedures for the administrative functions within the Division of Public Health (DPH). These policies and procedures are consistent with Office of State Budget & Management (OSBM) and Department of Health and Human Services (DHHS) policies and procedures. Administrative functions include those activities which incorporate financial management operations and the support and coordination to enable program management to carry out the program and service goals of the Division.

The DPH Administrative Manual

The Administrative, Local and Community Support Section (ALCS) is responsible for:

1. Establishing and maintaining administrative policies and procedures necessary for the smooth and efficient operation of the Division;
2. Securing input from key users in the development of policies and procedures;
3. Securing Division Director's approval; and
4. Communicating with staff on new and revised material.

Division staff will follow established policies and procedures.

PROCEDURES

Overview

Selected administrative procedures employed within DPH are documented for consistency across the Division and compliance with DHHS procedures. A documented procedure defines how to accomplish the specific process, what forms, if any, to use, and what actions or results to expect. Normally, a procedure is documented if it is used regularly within the Division by any of the employees but often infrequently by any single employee; these procedures are to be performed in the specified manner because others in the Division, the Department or across State government will react and possibly respond to a product of the procedure.

Each procedure document will be formatted as prescribed herein and will be comprised of three main sections: Purpose, defining the need that the document is to satisfy; Policy, describing the higher level purpose of the procedure to be presented in this document; and Implementation, relating the procedure details, process flow and forms. DHHS and/or State policies will be incorporated in the DPH Administrative Manual.

The DPH Administrative Manual is segmented into chapters with an identified Subject Matter Expert (SME) for each subject area. SMEs are:

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ALCS Section Chief

1. General Administration
2. Business Recovery
3. Communications, Liaison
4. Publications
5. Safety
6. Security Coordination
7. Services
8. Miscellaneous
9. Travel, Conferences and Events Policy
10. Training

ALCS Operations Manager

1. Administrative Manual Coordinator
2. Policy Coordination
3. Program Management
4. Records Management
5. Facilities Management

Contracts Manager

1. Contracts
2. Request for Application (RFA) and Request for Proposal (RFP)
3. Performance-Based Contracting and Management

Chief Budget Officer

1. General Accounting
2. Controller's Office coordination
3. Grants Review, Approval, Coordination

Personnel Manager

1. Human Resources

IT Branch Head

1. Information Technology
2. IT Security

Purchasing Manager

1. Purchasing
2. Travel Reimbursement
3. Invoice payment

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distributing any new/revised procedure to reviewers for their review and comment using a control form such as that shown in Figure 1. The owner must address any issues raised by either program staff or the reviewers. After issues are resolved and updates incorporated into the procedure, the procedure will be presented to the Division Director for approval.

Once a procedure document is approved by the Division Director, the DPH Administrative Manual Coordinator in ALCS will incorporate the document into the DPH Administrative Manual, provide copies to holders of hard copy manuals, and have the document made available on the DPH web site.

Division management and ALCS staff will develop a list of offices to maintain hard copies of manuals. Hard copies will be maintained at a current state in specific offices so that staff can use the manuals without having to print individual copies each time they are needed. Users can also access the manuals through the DPH web site to browse and print necessary forms without having to print the entire procedure.

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FORMS

FIGURE 1:

Control Sheet for Approval of a Procedure Document

DPH Administrative Manual Update Review/Approval

To: _____ Date: _____

For: Review ____ Approval ____

Response due: _____

This form is to be used to document and record comments or approvals for proposed changes to the Division of Public Health Administrative Manual. No changes to content or to forms will be put into practice without authorization by DPH management.

Document Name: _____

Version #: _____ Date of draft: _____

Author of the draft: _____ Phone: _____

Results of the Review / Approval:

_____ I approve the document without comment.

_____ I approve the document subject to comment.

_____ Comments are annotated in the document

_____ Comments are on attached paper (____ pages)

_____ I wish to review again after comments are resolved and withhold my approval pending this review. (Document will be returned to you after your comments are integrated.)

_____ I disapprove the document for the following reasons:

Signature: _____ Date: _____

Reviewer / Approver

Return the completed form plus comments to the: DPH Administrative Manual Coordinator
DPH ALCS
1931 Mail Service Center
5605 Six Forks Road
Raleigh, NC 27699-1931

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Version Control of Procedure Documents

The DPH Administrative Manual Coordinator will ensure version control of DPH policies and procedures as indicated by the Current Effective Date of each new release of a policy/procedure. Dates are recorded in the first document header (note the top of the first page of this document) of each document. Note that the initial header contains:

1. Chapter is the name of the portion in the DPH Administrative Manual where this document appears.
2. Title is the name of this document.
3. Current Effective Date is the date that this version of the document was approved.
4. Revision History is a record of the approval dates for previous versions of this document.
5. Original Effective Date is the date the first version of this document was approved.

This is a manual versioning process that requires the DPH Administrative Manual Coordinator to recheck the version history with each new document release.

At the end of each document, a section entitled “Version History” is to be appended. The section is a row-by-row history of the versions of the document beginning with the initial release of the document. Each subsequent row identifies the date and reason for the revision. Note the last section of this document.

Archiving Procedure Documents

For this document, archiving is the retention of superceded versions of a policy/procedure document for a period of time, the DPH Administrative Manual Retention Period. It is the responsibility of the Coordinator to maintain complete and accurate document archives. The archiving capability is to permit ready access to any version of a document released during the retention period. Documents are to be retained in hard-copy (e.g., in a binder) and soft-copy (e.g., a “floppy” or a CD) to assure the availability of one or the other. The DPH Administrative Manual Retention Period is 7 years to ensure the availability of documents for the duration of all contracts and grants.

DHHS Policy Coordination

The ALCS Section of DPH is responsible for coordinating any policy or procedure of DPH that affects DHHS-wide policy or policies between divisions of the Department. The Policy Coordinator assures compliance with the DHHS Policy and Procedures document.

Document History

September 13, 2004: Initial approval of procedure

September 1, 2006: Revision

February 13, 2007: Revision