

Operational Policy

Policy Subject:	DHS OHA Policy on Shared Service Operational and Administrative Policies		
Policy Number:	DHS OHA-010-001		
Original Date:	September 30, 2013	Last Update:	12/03/2018
Approved:	Kris Kautz, Deputy Director OHA Don Erickson, Chief Administrative Officer DHS		

Purpose

The Department of Human Services (DHS) and the Oregon Health Authority (OHA) are committed to communication and collaboration on operational and administrative policies affecting both agencies. Additionally, both agencies are committed to transparency in their processes. This policy will provide a foundation for the creation of standardized, comprehensive, non-program policies approved by agency leadership and guiding the activities and behaviors of all agency employees.

Description

This policy and its related processes and tools establish a system for the creation, review, coordination and tracking of operational and administrative policies, processes, standards and guidelines. This policy provides a framework and tools for implementation of policy creation, revision and approval. The policy provides clear guidelines and expectations and defines the roles and responsibilities for staff within agency offices and the Shared and Central Services Policy Committee (SCSPC).

Applicability

This policy applies to all DHS and OHA staff including employees, volunteers, trainees and interns. As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rule, and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly. Employees who fail to comply with state or agency policy, administrative rule, or state and federal law may face progressive discipline, up to and including dismissal from state service.

Policy

1. The Shared and Central Services Policy Committee (SCSPC) is responsible for administrative or operational policies intended to apply to multiple programs, a division, multiple divisions, all of OHA, DHS or both. The committee is not responsible for the administrative or operation policy of individual programs such as Child Welfare or the Oregon Health Plan unless those policies cover operations common to other areas.
2. Agency offices shall send operational and administrative policy concepts and new and revised policies to the SCSPC for approval by the committee and signature by the committee’s sponsoring executives.

- a. The committee shall ensure that all submitted concepts are appropriate for development of an operational policy.
 - b. The committee shall foster stakeholder engagement in the development of policy concepts and revisions.
 - c. The committee shall ensure that all policy submittals include all documentation required.
3. The standard for administrative and operational policies is a shared policy for DHS and OHA, with the option for differences in implementation, processes and guidelines.
- a. The committee shall review proposed policies, processes, and guidelines for adherence to agency values and to ensure they fit within writing and style guidelines, including process mapping.
 - b. Policy is a formally adopted directive, principle or statement of action that applies to the employees of an entire program, division, across multiple divisions and programs, OHA, DHS or both and acts as a prescribed guide for and regulator of employee conduct.
 - c. Processes are agency directives governing the conduct of staff. They are a series of progressive and interdependent actions or steps to achieve a particular end and related to a policy. Process should not be part of policies
 - d. Guidelines are official advice or recommendation that should be used by employees unless it is not possible, reasonable, or practical under the circumstances.
 - e. When processes attached to a policy mandate specific behavior those documents serve as an addendum to the policy and are enforceable as a part of the policy, including permitting for the imposition of disciplinary action.
4. Policy owners shall review all operational and administrative policies for possible revision at least once every three years, unless otherwise required for compliance.
5. A policy requiring minimal revision and with all materials submitted as required will complete the review process within 60 days of submission to the committee.
6. The materials submitted to the SCSPC with any operational and administrative policy recommended for adoption, development or retraction shall include a completed form MSC 7460, MSC 7461, or MSC 7462 as appropriate.
7. The SCSPC shall:
- a. Facilitate the adoption, development, or retraction of operational and administrative policies, by providing guidance, training, and support when needed.
 - b. Track and monitor the review and updating of established policies.
 - c. Review revisions made to existing policies.
 - d. Identify experts outside the originating office to review submitted policies.
 - e. Identify areas of concern in submitted policies.
 - f. Approve submitted policies or return to program for additional review or revision.
 - g. Ensure appropriate review by agency leadership.
 - h. Post approved policies.
 - i. Be responsible for the storage and retention of approved policies.
8. The committee shall be responsible for disseminating information about this policy and its implementation to all offices.

References

In addition to the links provided below, employees should also refer to related process maps and protocols, including agency guidelines, departmental or program best practices and program procedure manuals.

Policy History

DHS only policy established 09/30/2013

Joint DHS|OHA policy established 7/18/2014

Policy revised based on structure change 02/06/2017

Policy revised based on agency changes 12/03/2018

To request this policy in another format or language, contact the Publications and Design Section at 503-378-3486, 711 for TTY, or email dhs-oha.publicationrequest@state.or.us.