

700.0 Rural Services Policy Development and Revision Process

700.1 Policy Approval Clearance Record

<input type="checkbox"/> Rural Services Policy	This policy supersedes:	Number of pages in Policy: 12
<input type="checkbox"/> Mental Health Policy	n/a	
<input type="checkbox"/> Developmental Services Policy		
Review by Representative from the Office of the Attorney General:	Date:	Date Policy Effective:
n/a	n/a	07/19/2011
Rural Services Director Approval Signature:	Date:	Policy Lead:
<i>Barbara Legier</i>	07/19/2011	Barbara Legier

700.2 Statement of Purpose

700.2.1 Policy Statement: Rural Services policies will be developed and revised in compliance with Federal and State Statutes and Regulations and Division policy within designated timeframes.

700.2.2 Purpose:

- A. Rural Services, together in genuine partnership with families, communities and other governmental agencies, provides support and services to assist Nevada's adults, children and families with mental health or developmental disabilities in reaching their full human potential. Rural Services recognizes that the people of Nevada and their families are our future and they thrive when they:
 - 1. Live in safe, permanent settings.
 - 2. Experience a sense of sustainable emotional and physical well being.
 - 3. Receive support to consistently make positive choices for themselves and their families.
- B. Rural Services is responsible for the initiation and development of policies for the rural areas of the state within jurisdictional boundaries.
- C. This policy serves as instruction on the development and revision of all Rural Services policies.

700.3 Authority

NRS 435
 NAC 435

1102.4 Unique Definitions and Acronyms

700.4.1 Rural Clinics: Now known as Rural Services, Mental Health Services

700.4.2 Rural Regional Center: Now known as Rural Services, Developmental Services

700.4.3 Rural Services: Rural Services includes Mental Health Services and Developmental Services under the umbrella of Rural Services within the Division of Mental Health and Developmental Services.

700.5 Procedures

700.5.1 Charters initiate the policy development process. Charters will be developed according to the following procedure:

- A. The charter outlines the parameters of the policy, its purpose, issue statement, desired outcomes and participants. The charter, upon completion by the policy lead, is forwarded to MARS for approval. Upon approval, the policy lead may proceed in convening the policy work group. Please refer to Attachment RS700A Charter.

700.5.2

Policies will be developed collaboratively, utilizing the policy template, Attachment 700B, according to the following procedure:

- A. Policy development will involve input from representatives of all DS offices or MH Center/satellite offices, as appropriate and representatives from Rural Services Administration or management as outlined in the policy development charter.
- B. Prior to finalization by the policy team, the policy lead has the responsibility to ensure adequate opportunity to provide feedback has occurred. The draft policy must be submitted to supervisors, center management teams and other staff for review and comment. Once comment has been received and reviewed by the team, agreed upon changes must be incorporated into the policy. It is then ready for the next step in the approval process.
- C. Final drafts of policies, with all typos, grammar, and formatting issues resolved will be presented to MARS for feedback and input.
- D. MARS will review the intent and clarity of the policy, provide feedback or approve and forward to the Agency Director.
- E. The Agency Director will either approve the policy or return it to MARS or the policy lead for further revision.
- F. Agency Director approved policies will be disseminated based on the Rural Services Clearance Procedure and posted on the website. Upon approval of a policy, an implementation plan, Attachment 700C, will immediately be developed and submitted to MARS for approval. The implementation plan must be executed in a timely manner by the policy lead to ensure all appropriate staff are trained on the policy and that it is understood through pre-post testing or other identified methodology. Understanding of the policy is achieved by attaining a score of 70% on a post test. Measurement of the understanding of a policy when using an other identified methodology must be approved by the CPM II.

1102.5.3

Formatting

- A. Policies are written using the format outlined in this document. If a section of this policy format has a heading that is not applicable to the policy, the policy lead deletes the heading. For example, if there are no tools and forms, this can be removed. Applicable sections are as follows:

- .0 Policy Name
- .1 Policy Approval Clearance Record
- .2 Statement of Purpose
- .3 Authority
- .4 Unique Definitions and Acronyms
- .5 Procedures
 - .5.1 Title: Narrative...
 - .5.2 Timelines
 - .5.3 Tools & Forms
 - .5.4 Rural Services Jurisdictional Adjustments

.5.4.1 Modified Procedures

.5.4.2 Modified Timelines

.5.5 Documentation

.5.6 Supervisory Responsibility

.7 Policy Cross Reference

.8 Attachments

B. Headers and Footers will be consistent for all policies and attachments as follows:

Header, upper left hand side of page, in 8 font:

Division of Mental Health and Developmental Services

Rural Services

Footer, lower left hand side of page, in 8 font:

Date Approved:

Date Updated & Approved:

Footer, center of page, in 8 font:

Page X of XX

C. Examples of Attachments:

1. Forms

2. Tools

D. All policies will follow these formatting guidelines:

1. Document narrative font will be Arial, font size 10

2. All main headings will be in bold, Arial, font size 11,

3. Any tables will be Arial, font size 8

4. Sub headings will be in bold, Arial, font size 10

5. If bullets are needed, the format will be as follows:

###.5 Procedures

###.5.1 _____

A. _____

1. _____

▪ _____

700.5.4 Individual Section Instructions:

A. Policy Approval Clearance Record Instructions: This record includes the following information in all policies:

1. Designate whether or not the policy is a Rural Services policy or if it is a Mental Health Policy; or a Developmental Services Policy.

- Rural Services policies are agency policies that outline practices for Rural Services, both mental health and developmental services. Mental Health policies do not apply to Developmental Services and Developmental Services policies do not apply to Mental Health.

- If the policy supersedes any previous policies, these policy numbers & titles would be listed in this section.
- The number of pages in the policy.
- The name of the policy lead responsible for the policy development or revision.
- Review by the Deputy Attorney General is general noted as n/a if no consultation occurred. If review occurred, note “yes” and indicate the date or date range, as applicable.
- The policy effective date is the projected date of completion of the implementation plan.
- The policy approval date is the date of the Agency Director’s signature.
- Use this clearance record in your document:

<input type="checkbox"/> Rural Services Policy <input type="checkbox"/> Mental Health Policy <input type="checkbox"/> Developmental Services Policy	This policy supersedes:	Number of pages in Policy:
Review by Representative from the Office of the Attorney General:	Date: MM/DD/YYYY	Date Policy Effective: MM/DD/YYYY
Rural Services Director Approval Signature:	Date: MM/DD/YYYY	Policy Lead: Barbara Legier

- B. Statement of Purpose Instructions:** This section includes a policy statement followed by a written description of the overall purpose of the policy.
1. **Policy Statement:** This is a short statement the outlines the overall policy **goal**.
 2. **Purpose:** This is a written description of the overall purpose of the policy, including the **reason** for the policy.
- C. Authority Instructions:** This section lists the Division policy, federal or state laws, statutes or regulations that give the authority for the policy to be in place.
- D. Unique Definitions and Acronyms Instructions:** This section defines any keywords in the policy document that are unique to the policy. The Definitions Policy contains a list of all standard keyword and terms used in policy. It is important to use the same terminology in the Definitions Policy for consistency and ease of understanding. Also define any acronyms in this section that are unique to the policy. Definitions and acronyms are to be consistent from policy to policy. Any definitions not included in the definitions policy must be added to it.
- E. Procedures Instructions:** This section defines procedures related to the implementation of the policy, outlines the policy statement or purpose with more clarity, and may include timelines or forms related to the policy. Timelines and forms should be included in the following format:
1. **Timelines:** Use the following table format when identifying timelines related to the policy.

Table ###(Policy Number).1: Timelines for “XYZ” Policy

Requirement and policy section number	Deadline	Starting Date	Responsible Party	Actions to be Taken

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- The above title should be used to ensure a unique number for all tables in the Policy Manual.
 - If more than one table is needed in a section the policy table number is consecutive. (Table 0000.1; Table 0000.2)
2. **Forms, Tools and Attachments:** Include the instructions for any forms and tools related to the policy in this section. Insert a cover page after the policy before each form, tool and attachment. Each cover page will have the following information added to it in the center of the page: RS ####A: Name of Form, Tool or Attachment. Place all blank forms, tools and Attachments behind the cover page. All forms, tools and attachments must have a footer that includes:
- Number and name of the policy
 - Approval date (MM/DD/YYYY)
3. **Rural Services Jurisdictional Adjustments:** This section outlines the area differences that impact action to be taken by Developmental Services offices, or Mental Health Centers/satellite offices based upon staffing levels, staff qualifications or geographic issues impacting timelines. The following areas are included in this section:
- **Modified Procedures:** This section outlines what the office/center must do to develop modified policies to meet their special needs.
 - **Modified Timelines:** This section outlines applicable timelines that must be met to be in compliance with the overall Rural Services policy.
 - Timelines under this section are those the office/center must meet in order to be in compliance with the Rural Services policy.
 - Offices/centers must use the approved form(s), tool(s) or attachment(s) found in the procedures section of this policy in their exact form. These forms may not be modified.
4. **Documentation:** This section outlines what documentation must be done in case files and/or AVATAR/DSNEXT to be in compliance with the Rural Services policy.

- **Case File Documentation (paper):** This type of documentation is for items that must be included in paper format in the individual's permanent case record.

Table RS####: Case File Documentation for XYZ Policy

File Location	Data Required

- **AVATAR/DSNEXT Documentation (electronic):** This type of documentation is for items that must be included in AVATAR/DSNEXT for the individual's permanent case record.

Table RS####: AVATAR/DSNOW Documentation for XYZ Policy

Applicable UNITY Screen	Data Required

5. Supervisory Responsibility: This section outlines what is expected of supervisors to be in compliance with Rural Services policy.
- F. Policy Cross Reference Instructions: This section lists the policies and/or charters that the current policy is in relation to or provides additional information about the current policy. In addition, policies listed in the cross reference section may need to be adhered to in order for the current policy to be in compliance.

700.6 Attachments

700.6.1 RS700A Charter

700.6.2 RS700B Policy Template

700.6.3 RS700C Implementation Plan

Attachment RS700A Charter

CHARTER

SUBJECT:

Purpose for this charter:

What issue has occurred resulting in the need for this charter?

The group to oversee the work: The Agency Director and MARS team will review all submissions by the work group and provide commendations for change and/or approval.

What are the desired outcomes of this policy?

What are the measurable outcomes of this policy?

What are the commitments to the work?

Number of meetings, frequency, length:

Staff to participate:

External stakeholders, (advisory board member, DAG, parent, client) if necessary, to participate:

Work Activities:

Time Limits: As delineated below

Outcome	Action steps to achieve outcome	Method of Measurement	Due Date
1.	1.a 1.b 1.c	1.a 1.b 1.c	1.a 1.b 1.c
2.	2.a 2.b	2.a 2.b	2.a 2.b
3.			
4.	4.a 4.b	4.a 4.b	4.a 4.b

Attachment RS700B Policy Template

####.0 Policy Title

####.1 Policy Approval Clearance Record

<input type="checkbox"/> Rural Services Policy	This policy supersedes:	Number of pages in Policy:
<input type="checkbox"/> Mental Health Policy		
<input type="checkbox"/> Developmental Services Policy		
Review by Representative from the Office of the Attorney General:	Date: MM/DD/YYYY	Date Policy Effective: MM/DD/YYYY
Rural Services Director Approval Signature:	Date: MM/DD/YYYY	Policy Lead:

####.2 Statement of Purpose

####.2.1 Policy Statement:

####.2.2 Purpose:

####.3 Authority

Federal (as applicable)
NRS (as applicable)
NAC (as applicable)
Other (as applicable)

####.4 Unique Definitions and Acronyms

####.4.1 Keyword: Definition (Place definitions in alphabetical order)

####.5 Procedures

####.5.1 Title: Narrative...

A. Narrative...

1. Narrative...
 - Narrative...

####.5.2 Timelines

Table ###.1: Timelines for "XYZ" Policy

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken

####.5.3 Forms, Tools, Attachments

####.5.4 Rural Services Jurisdictional Adjustments

####.5.4.1 Modified Procedures

####.5.4.2 Modified Timelines

####.5.5 Documentation

A. Case File Documentation (paper):

Table RS####: Case File Documentation for XYZ Policy

File Location	Data Required

B. AVATAR/DSNEXT Documentation (electronic):

Table RS####: AVATAR/DSNOW Documentation for XYZ Policy

Applicable UNITY Screen	Data Required

####.5.6 Supervisory Responsibilities: Supervisors will provide in-service training to ensure all staff understands the requirements of this policy and its procedures. Supervisors will revisit this policy periodically, but no less than annually for recommendations for improvement or additions.

####.6 Policy Cross Reference

####.6.1 Policies:

####.7 Attachments

####.7.1 RS####A Name

####.7.2 RS####B Name

Attachment RS700C Implementation Plan

POLICY IMPLEMENTATION PLAN

Policy: #### Name

Outcome	Action steps to achieve outcome	Person Responsible for Step	Due Date	Method of Measurement
1.	1.a 1.b 1.c		1.a 1.b 1.c	1.a 1.b 1.c
2.	2.a 2.b		2.a 2.b	2.a 2.b
3.				
4.	4.a 4.b		4.a 4.b	4.a 4.b