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Reference Number: 100-02-DD

Title of Document: Implementation Procedures for the Electronic Communications System Containing Agency Directives and Policies

Date of Issue: April 29, 1987
Effective Date: April 29, 1987
Last Review Date: November 22, 2011
Date of Last Revision: November 22, 2011 (REVISED)

Applicability: DDSN Central Office, DDSN District Offices, DDSN Regional Centers

DDSN ELECTRONIC COMMUNICATIONS SYSTEM

I. INTRODUCTION

These procedures describe the South Carolina Department of Disabilities and Special Needs (DDSN) system for issuing Commission Policies and Departmental Directives. One purpose of this process is to classify, file and retrieve important Agency policies and directives.

Another purpose of this process is to enhance communication within and outside of the DDSN system relative to procedures, directives, policies, and guidelines. The process minimizes the issuance of conflicting information to agency staff, service providers, consumers and other interested parties.

Directives are maintained in the ServicesShar Directory on the DDSN Central Office File Server. Access to the directives are restricted to key personnel within the Quality Management Division and the Associate State Director-Policy Office charged with the responsibility for the maintenance of these directives. Commission policies and departmental directives are available

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in “read only” format on DDSN’s website, which is available to all DDSN employees, DSN boards, qualified contracted providers, as well as the general public, and can be reviewed, downloaded, or copied from that location.

All applicable entities will receive notification regarding new/revised/obsolete directives, and will have the ability to access them on the DDSN website or via e-mail with attachment(s).

A catalog which lists the directives both by subject matter and by reference number are available on the DDSN website.

Each directive is reviewed at a minimum every three (3) years and updated per the attached procedures. New directives can be issued at any time during the year, and revisions can be made whenever necessary. However, to avoid duplication of efforts, it is recommended that revisions be made during the review process whenever feasible. Revised directives include a brief cover memorandum summarizing any changes.

II. DEFINITIONS

Review Process Every Three (3) Years: A process that occurs every three (3) years whereby all existing Electronic Communication System (ECS) directives are reviewed for relevance, accuracy, and applicability to DDSN’s Service Delivery System.

Commission Policy (CP): A policy or philosophical statement issued by the Commission of DDSN. These policies are presented to the Director, whose duty it is to implement those policies throughout the Agency.

Departmental Directive (DD): A mandate approved by the State Director or DDSN Commission Chairman requiring compliance of applicable Central Office, District Office, Regional Center, DSN Board and Contracted Provider staff.

Directive Manager: The person assigned by the Originator to take primary responsibility for the on-going management and updating of a directive.

Electronic Communication System (ECS) Coordinator: The designated person who is responsible for the assignment of reference numbers; the operation of the three (3) year review process; coordination of the posting of new/revised/obsolete directives onto DDSN’s website; and the updating of the hard copy file, under the direction of the Associate State Director-Policy.

Master File: The ECS Coordinator maintains a hard copy “Reading File” where all original signature directives are located. Duplicate hard copies may be obtained from the master file.

Obsolete: A directive determined by the Originator or Directive Manager to be useless or no longer in effect. Signatures by the Originator and the State Director must be completed prior to making a directive obsolete.

Originator: The person under whose direction the directive was initiated and whose scope of supervision is related to the activities addressed in the directive. This is a senior level Director (Associate State Director, Director of Human Resource Management, or Director of Internal Audit). The Originator's signature is always found on the directive.

Reference Number: A unique number assigned to a particular directive reflecting the general subject matter category, the chronological order of issue within that subject category, and the type of document.

III. CODE NUMBER SERIES FOR SUBJECT CATEGORIES

- 100 General Administrative/ Community Education/Legal
- 200 Finance and Accounting/Community Contracts/Internal Audit
- 300 Engineering/Services and Supplies/IRM
- 400 Human Resource Management
- 500 DDSN Services (entry through discharge) CDSS/STS Advocacy/Training
- 600 Regional Facility Services/Programs
- 700 Home and Community Services/Programs

The above categories are arranged by subject matter, not by current organizational structure. Organizational changes within the Agency should not affect the directive management system, per the above categories. Additional categories may be added as necessary.

A. STEPS FOR ASSIGNING REFERENCE NUMBERS (New Departmental Directives)

These steps will be followed by the ECS Coordinator in assigning a reference number to a directive:

- 1) When a request has been received for a new directive number, the ECS Coordinator, in conjunction with the Originator or Directive Manager and as authorized by the Associate State Director-Policy will determine which of the above categories the new directive falls within (refer to the preceding section entitled "Code Number Series for Subject Categories"). When the subject of the directive applies to several categories, the most appropriate category will be used. When the subject applies to many categories or no specific category, the "100" series will be used.

- 2) The new directive will receive the next available sequential number and the ECS Coordinator will record that number as issued. There should never be a gap in the sequence of numbers.
- 3) All directives will be circulated for comment via email and on DDSN's website (under proposed directives) for a minimum of 45 calendar days except those directives which have become obsolete.
- 4) Directives that have become obsolete will retain their original reference number, but will have a "Last Review Date" and "Date of Revision" that reflects the date it was reviewed, and the word "Obsolete" inserted beside that date.
- 5) Directives that have been declared "Obsolete" will be removed from the Agency's Website by the ECS Coordinator.
- 6) Directives may be cross-referenced with other directives of similar or related content. Such cross-references shall be determined by the Directive Manager and placed at the very bottom of the last page of a given directive.

B. EXPLANATION OF REFERENCE NUMBERS

Example: 100-01-DD

The first group of numbers in the example above (100) indicates the general category of subject matter addressed in the directive. (The "100" in the example at the top of the page indicates that the directive concerns General Administration/Community Education/Legal issues).

The second group of numbers in the example above (01) indicates the sequential order in which that directive was assigned a number within that subject area. (In the above example, the "01" indicates that this is the first such directive within the category of General Administration/Community Education/Legal issues).

The final alpha characters in the example above (DD) indicate the type of document being issued (i.e., Commission Policy (CP), Departmental Directive (DD)). In the above example, the "DD" indicates that the document is a Departmental Directive.

IV. STEPS FOR HAVING A NEW DIRECTIVE APPROVED

- A. The Originator or Directive Manager will solicit feedback on the new draft directive from appropriate internal reviewers first. Then, the ECS Coordinator will forward the directive to those affected entities via email. The ECS Coordinator will also post the new directive to the DDSN website allowing

sufficient time for feedback to be submitted and incorporated. A minimum of 45 calendar days will be the default. Note: It is the Department's intent to solicit feedback/input from all entities affected by the directive; however, in rare cases the 45 day comment period may not occur due to extenuating circumstances.

- B. The ECS Coordinator will ensure the final directive is then typed in the proper format. The Originator or Directive Manager will write a brief memo explaining the purpose of the new directive.
- C. The ECS Coordinator will secure the required signatures of the Originator and the Agency Director.
- D. If there are entities designated who do not have access to the Internet or email, the Originator or Directive Manager will arrange to have a hard copy mailed to those entities upon written request.
- E. The ECS Coordinator will add the new directive to the Agency's restricted access ServicesShar directory and to the Agency's Website. The ECS Coordinator will electronically notify all affected entities-of the new directive and where the directive can be found on the website.
- F. The ECS Coordinator will then place the signed original hard copy of the directive in the Master File.

V. STEPS FOR THE REVIEW OF DIRECTIVES

- A. The ECS Coordinator will establish review dates every three (3) years for all existing directives.
- B. Approximately two months prior to the review date, the ECS Coordinator will email a copy of the most current directive to the Directive Manager to notify them of the upcoming review.

The Directive Manager will review the directive, distribute for input as needed and notify the ECS Coordinator which of the following applies:

- i) directive will retain the same content;
- ii) directive requires revision; or,
- iii) directive is to be declared obsolete.

Note: It is the Department's intent to solicit feedback/input from all entities affected by the directive.

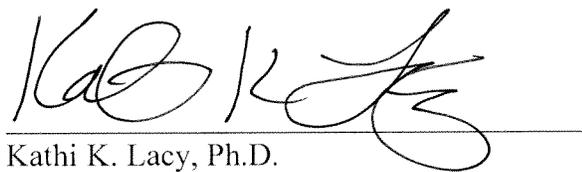
- 1. If the directive is to retain the same content, the Directive Manager will notify the ECS Coordinator via email stating that no changes were made. The Originator must concur with this decision. The ECS Coordinator will then update the

directive indicating “No Revisions” were made. The ECS Coordinator will notify all affected entities via email and also request the DDSN Webmaster to post the directive on the DDSN website under “proposed directives” for the 45 day review.

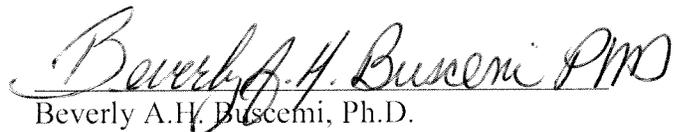
2. If the directive requires revision, the Directive Manager will solicit feedback/input from appropriate reviewers allowing sufficient time for feedback to be submitted and incorporated, normally 45 calendar days. The Directive Manager will write a brief memo outlining any changes. The ECS Coordinator will secure the required signatures from the Originator and the Agency Director. The ECS Coordinator will then forward the revised directive along with a memo explaining the revisions via email to all affected entities. The ECS Coordinator will request the DDSN Webmaster upload the revised directive to the website. The ECS Coordinator will archive the previous directive and place the current revision in the Master File.
3. If the directive is to be declared obsolete, the Directive Manager will notify the ECS Coordinator via a brief memo stating the directive is obsolete. The Originator must concur with this decision. The ECS Coordinator will then archive the directive and request to the DDSN Webmaster that the directive be removed from the DDSN Website and distribute notification that the directive is considered obsolete and no longer in effect (distribution to be determined by the Directive Manager).

VI. THE CORRECT FORMAT

The ECS Coordinator will ensure that the correct format is followed for all directives during the 45 day review period and before signing.



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