

CHILD PROTECTION SERVICES
STANDARDS FOR EFFECTIVE PRACTICE
STANDARDS FOR ADMINISTRATION

10.2 POLICIES AND PROCEDURES

Council on Accreditation Standards

The Council on Accreditation Standards G3.6 (Governing Body Policy and Oversight Responsibilities); G4.2 (Personnel Policies); and G7.1 (Orientation of New Personnel and Procedures) link to and support Standard 10.2 *Policies and Procedures*.

Administrative Code

The Ohio Administrative Code Rule 5101:2-5-13 (Required Agency Policies) addresses Standard 10.2 *Policies and Procedures*.

I. Philosophy

CFSA's should be directed and managed according to formally documented policies and procedures that are reviewed periodically. They should be consistent with the basic principles of effective service to children and families and should be based on agency's purpose and community's need.

Agency effectiveness will be enhanced and increased with a complete and understandable system of policies and procedures. These should serve as a guide for staff in the performance of everyday duties. Policies and procedures should enhance the understanding of agency mission, save time in decision-making and provide a basis for the use of authority.

II. Outcome

Consistent and effective services are delivered.

III. Evaluation

FACSIS events, CPOE and the Federal Health and Human Services outcomes may be considered when evaluating this standard. In addition, the CFSA may consider the following:

- tracking, evaluating and reporting the extent to which supervisors review policies and procedures with their staff on an annual basis;
- tracking, evaluating and reporting the extent to which policies and procedures are annually reviewed and updated as indicated;
- tracking, evaluating and reporting the extent to which the policies and procedures are followed.

IV. Standards for Implementation

- 1) Each operational and service area of the CFSA should have a clearly articulated purpose from which all policies and procedures flow.
- 2) Each operational and service area of the CFSA should have documented policies and procedures and be managed in accordance with these.
- 3) The CFSA policies and procedures should be consistent with accreditation bodies and Federal and State laws.

- 4) Administrators should systematically provide staff with agency policies and procedures; assure that staff understand new policies and procedures prior to implementation; and periodically check staff's understanding to assure uniformity of application and use (see Standard 10.7, *Staff Orientation and Training*).
- 5) Policies and procedures should be reviewed and updated as required, or at minimum, on an annual basis.
- 6) Policies and procedures should be available to the CFSA board, staff, foster parents, adoptive parents, volunteers, and other interested persons.
- 7) Administrators should create opportunities, both formal and informal, to receive input and feedback on policies and procedures.

V. Financial Implications

Costs associated with the development and maintenance of the agency's Policies and Procedures are as follows:

Initial Development- 1,000 hours @ \$71/hour = \$71,000
Annual Maintenance- 160 hours @ \$71/hour = \$11,360