



Administrative Policies and Procedures: 1.2

Subject:	Organizational Charts, Succession Rosters, Directories and Development of Annual Report and Strategic Plan
Authority:	TCA 37-2-411, 37-5-105(3), (4)(A), 37-5-106, 37-5-112
Standards:	ACA: 4-JCF-6A-02; 4-JCF-6A-05; COA: PA-AM 2.04 (f), 3.04, 5.04, 6.01(c), 6.03 (a), 7.01, 7.02; PA-PQI 1.01, 1.02, 1.03, 3.01, 3.02, 3.03, 6.03; PA-ETH 1.03; PA-FIN 2, 3; PA-HR 2, 5.03, 5.04; DCS Practice Standards: 2-203, 2-204; 8-306
Application:	To All Department of Children's Services Employees

Policy Statement:

Each Department of Children's Services Facilities, Regional Offices, and Central Office division shall maintain a written description and organizational chart that reflects the structure of the unit and shall keep a current succession roster to ensure that an appropriate staff member is designated to assume control in the event of an emergency or an unexpected absence of the assigned authority. All units shall ensure that there is a timely response to communication and inquiries.

DCS shall publish an annual report on the operation of the department and services and programs under its supervision, and a strategic plan shall be developed that provides performance measures and standards for each program for which a budget request shall be provided.

Purpose:

Organizational charts, succession rosters, written descriptions of DCS functions and the development of Annual and Strategic plans will provide a clear administrative picture to reflect the grouping of functions, span of control, lines of authority, orderly channels of communication, provide reports on operations, services, programs, and performance and outcomes under the department's supervision.

Procedures:

A. Organizational charts	<ol style="list-style-type: none"> By July 1 of each year, the manager of each DCS facility, Regional Office and Central Office division must submit to the appropriate Deputy Commissioner, an updated, written description and organizational chart reflecting the structure of his/her unit, grouping similar functions, services, and activities into administrative sub-units. Each DCS Deputy Commissioner or designee will review and approve the organizational chart and written description for his/her division and forward a copy to the DCS Director of Human Resources or designee within seven (7) working days of receipt.
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	<ol style="list-style-type: none"> 3. The organizational chart must illustrate that a single administrator who is in charge of all DCS personnel, volunteers, and all programs and activities connected with the unit, heads the unit. 4. The Administrator of each Facility, Regional Office, and Central Office division will update his/her annual written description and organizational chart as often as necessary with the approval of the appropriate Executive Director, who will forward a copy of the revised organizational chart to the DCS Director of Human Resources within seven (7) working days of receipt.
<p>B. Succession rosters</p>	<ol style="list-style-type: none"> 1. All Directors, Superintendents and Regional Administrators must: <ol style="list-style-type: none"> a) Develop succession rosters and submit them to the appropriate Executive Director for approval on an annual basis or as frequent as significant personnel changes occur. b) Ensure that the succession rosters are maintained in an appropriate specified location. c) Be accessible to staff in crisis situations. 2. All succession rosters must contain, in descending order the: <ol style="list-style-type: none"> a) Position title; b) Employee name; and c) Work telephone number, and, if appropriate, cellular phone numbers and other telephone numbers as applicable. 3. The succession roster must consist of at least three (3) positions (names) unless the size of the section precludes this number. 4. Administrators may choose to have a succession roster that lists home phone numbers; if so, the administrator must ensure that the roster is maintained in a secure location. 5. All Executive Directors must maintain succession rosters in their respective offices and must provide copies of the rosters to the Public Information Officer and to other staff deemed appropriate. These rosters must be updated annually or as often as personnel changes occur.
<p>C. Development of Annual report and Strategic Plan</p>	<p>The Division of Performance and Quality Improvement must:</p> <ol style="list-style-type: none"> 1. Develop and publish a comprehensive annual report by January 31 of departmental programs and statistics as set forth by Tennessee Code Annotated (<i>TCA 37-5-105 (4)(A)</i> and <i>TCA 37-2-411</i>). 2. Develop and maintain a strategic plan each July 1 that articulates how the department will achieve desired performance outcomes and where the department will concentrate its efforts during the period covered by the plan. The strategic plan will be updated timely and will include a status report on

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	<p>implementation strategies and identify new priority issues that have developed since the release of the plan.</p> <p>3. Submit copies of the Annual Report and Strategic Plan, as appropriate, to the Governor’s office, legislature, departmental units, juvenile courts, law enforcement, public defender’s and prosecutor’s offices, detention centers and other appropriate interested parties and agencies.</p>
<p>D. Telephone coverage</p>	<p>1. Each Central Office Division, Facility, Regional/field Office must ensure that telephones are covered between the hours of 8:00 a.m. and 4:30 p.m. (local time), Monday through Friday. Central Office phones must be covered from 7:00 a.m. Central Time until 5:00 p.m. Central Time.</p> <p>2. Regional Administrators and DCS Facility Managers must establish procedures for coverage of telephone calls at each work site/division.</p> <p>3. Each work site must ensure that there is a timely response to inquiries from the public and other agencies.</p> <p>4. The DCS Director of Human Resources or designee must maintain and update the departmental telephone directory as needed.</p>

<p>Forms:</p>	<p><i>None</i></p>
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<p>Collateral documents:</p>	<p><i>None</i></p>
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<p>Glossary:</p>	
<p>Term</p>	<p>Definition</p>
<p>Succession roster:</p>	<p>A roll or list of personnel showing the order or rank within an organization.</p>