



Tennessee Department of Children's Services

Protocol for Communication of Policies and Procedures and Practice-Related Documents: Responsibilities of Managers and Supervisors

Supplemental to: DCS Policy 1.3 Communication-Meetings, Information Sharing Policy Development and Review

DCS Program Directors/Managers or their designees are the owners and subject matter experts of the contents in DCS policies and procedures and other practice-related documents and must ensure that communication, review, interpretation and/or training occurs when new policies/practice documents are formulated or existing policies/practice documents are revised. Employees must be informed and trained on new or revised processes and procedures applicable to their specific duties in order to conduct their jobs effectively and efficiently, and to reduce the likelihood of potential risk factors.

1. During the development stage of a new policy or revisions to an existing policy where practice is affected, the applicable DCS Program Director/Manager must begin developing a training and communication plan on how new/revised policies and procedures and other practice-related documents will be communicated or training conducted. Also the Program Director/Manager must clearly define the applicability of the policies and procedures (*i.e.*, identify all employees or persons who will be specifically affected by the policy, *etc.*) and the monitoring and auditing requirements that will need to be met.
2. When new/revised policies are formulated or existing policies/practice documents are revised, Executive Directors or designees must seek approval from the applicable Deputy Commissioner before the policy can proceed through the review process.
3. The Office of Training and Professional Development and Auditing and Monitoring personnel may be contacted to provide technical assistance in developing a training and communication plan in collaboration with the Tennessee Center for Child Welfare (TCCW) and to ensure compliance with auditing and monitoring procedures and processes.
4. Revised/new policies will be placed on **PREVIEW** on the "**Policies and Procedures**" web page for a maximum of thirty (30) days (or less depending on circumstances) to allow for review prior to implementation. During the thirty (30) day **PREVIEW** period Managers and Supervisors will provide instruction, interpretation and/or training on new/revised policies and procedures and other practice-related documents that are relevant to an employee's position and/or duties (*i.e.*, foster care policies are reviewed with relevant foster care staff; CPS policies are reviewed with relevant CPS staff; JJ policies are reviewed with relevant JJ staff, *etc.*). The review, instruction, interpretation and/or training may be accomplished through a formalized communication process (*i.e.*, meetings, on-the-job training, video-conferences, mentoring with other employees, computer-based training, *etc.*, or a combination of these examples).
5. The Office of Training and Professional Development Liaisons will communicate and coordinate with the Tennessee Center for Child Welfare (TCCW) trainers and DCS program Directors/Managers on any new/revised policies and practice-related documents that may affect the delivery of required training.
6. DCS Program Directors/Managers or designees must provide timely responses to requests for clarifications, technical assistance, training or questions about policies and procedures interpretation and practice ambiguities.

Effective Date: 05/01/10

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Supervisors and/or persons conducting review or training must ensure to document on form [CS-0479 Acknowledgement/Verification of Policy Review and Other Documents](#) the review, interpretation, instruction and training that has been completed on policies and other practice-related documents and ensure employees sign the form to verify they have:

- a) Read and reviewed the applicable policies and procedures and other practice-related documents;
 - b) Been given an opportunity to ask questions for clarification and know who to contact when there are questions about procedures and processes; and
 - c) Received instructions on how to access policies and procedures via the DCS Internet website and/or the location of current DCS policies and procedures manuals and other documents at their worksite office/facility.
7. The performance of Managers and Supervisors on training their employees on applicable policies and procedures and other practice-related documents will be documented on their Job Performance Plan (JPP).
8. Each month the employee will complete form [CS-0724 Employee Monthly Training Roster](#) to document all training [to receive training credit. After completion, the employee will submit form CS-0724 to their Supervisor for approval.](#) After approval, form **CS-0724** must be submitted to the appropriate training coordinators listed below for documentation of training credit to the employee's training record:
- a) Regional Employees – Regional Training Coordinators
 - b) YDC Employees – YDC Training Coordinators
 - c) DCS Group Home Employees – DCS Central Office Training Coordinator
 - d) Central Office Employee – DCS Central Office Training Coordinator
10. Form [CS-0820 Monthly Performance Briefing](#) will be used by Managers and Supervisors to document an employee's comprehension and understanding of policies and procedures and other practice-related documents applicable to their specific job duties.