

# Process for Reviewing and Updating the Operational Guidelines

## Division of Developmental Disabilities (DDD) Operational Guidelines

The DDD Operational Guidelines represent the Division's commitment to provide a statewide system of services and supports that is efficient and effective. By establishing and documenting reasonable practices and procedures, ADMH-DDD is ensuring all stakeholders (DDD Staff and provider network) have details needed to perform their role in service delivery consistently, effectively, and efficiently. The Operational Guidelines Manual is also an effort to ensure practices and procedures are performed consistently across all regions. It is expected as our service delivery system evolves, these guidelines will also continue to evolve. All Stakeholders are encouraged to review and provide comment on proposed Organizational Guidelines when 'presented' for review and also encouraged to propose topics where needed procedures may be of benefit.

### Development of Operational Guidelines:

1. DDD Associate Commissioner and Executive Staff will review Administrative Code 580-5-30 annually to determine if modifications are warranted.
2. DDD Associate Commissioner and Executive Staff will review ADMH-DDD Policies annually to determine if modifications are warranted.
3. DDD Operational Guidelines are developed to document Operational procedures for HCBS Waiver administration, oversight and provider guidance.
4. Content identified for DDD Operational Guidelines are assigned by the DDD Associate Commissioner to the DDD Executive staff responsible for the service area to draft proposed operational procedures.
5. Operational Guidelines include the following information:
  - a. Authorized signature
  - b. Date Issued
  - c. Topic and Title
  - d. Transmitting type: New, Change, Clarification, Executive Letter
  - e. Who the OG applies to
  - f. What waiver the OG applies to
  - g. Effective, Revision, Expiration Dates
  - h. OG number
  - i. References (ADMH policy or administrative code or other state/federal regulations)
  - j. Statement
  - k. Purpose/Intent
  - l. Definitions
  - m. Procedure/Explanation
  - n. Training and Communication Plan

- o. Stakeholder Engagement prior to Approval (Yes or No)
  - p. Author
- 6. DDD Associate Commissioner and Executive Staff review existing guidelines as needed, but no less than biennially, for necessary revisions.
- 7. The internal Operational Guidelines Committee (OGC), which consist of the DDD Associate Commissioner and Executive Staff, review and approve proposed revisions and/or the inclusion of new guidelines monthly.
- 8. Once approved by the internal committee (OGC), the Operational Guidelines are presented at provider meetings for stakeholder comment.
- 9. Stakeholder comments are considered by the OGC and approved revisions are made to the Operational Guidelines for final approval.
- 10. Final Operational Guidelines with noted changes are posted to the ADMH website <https://mh.alabama.gov/provider-operational-guidelines-manual/> as 'presented' along with the date of the provider meeting.
- 11. The Operational Guidelines Manual will be published once a quarter and is also posted to the ADMH website <https://mh.alabama.gov/provider-operational-guidelines-manual/> as 'published'.
- 12. An internal review of the Operational Guidelines will be conducted as needed or biennially.