

COUNTY OF HUMBOLDT
DEPARTMENT OF HEALTH AND HUMAN SERVICES
CHILD WELFARE SERVICES

POLICY & PROCEDURE

POLICY NUMBER: CWS 20-01	POLICY TITLE: STANDARDIZED POLICY & PROCEDURE FORMATTING	EFFECTIVE DATE: 01/09/2024
PROGRAM(S): All Programs	REVISION DATES: 01/09/2024	REFERENCES:

OVERVIEW

This policy outlines the procedures used for developing and formatting all CWS Policies and Procedures (P&Ps) to provide employees the tools required to succeed in job performance and deliver a high quality of service to clients.

POLICY

The development or revision of all CWS P&Ps shall follow a standard process and format as described in the following Procedure.

PROCEDURE

1. Prerequisites
 - 1.1. CWS P&Ps are public-facing documents that provide direction related to State/Federally-mandated, complex, and/or permanent processes.
 - 1.2. Guidance to support consistent and efficient completion of tasks which are technical and/or may change over time, (i.e. electronic system navigation, data entry, paperwork processing or routing), will be documented as internal-facing desk guides.
2. Content and Language
 - 2.1. Overview section includes overall summary and cites the authority or reference for Policies based on federal, state, or county law.
 - 2.2. Policy section states the guiding principle behind the policy and procedure.
 - 2.3. Procedure section includes the criteria and general procedures to adhere to the policy.
 - 2.4. Use an active voice in the present tense. For example, the words “provides”, “ensures”, “supports”.
 - 2.5. Use clear, understandable language. Use logical and sequential order.
 - 2.6. State who, how and when to do the task.

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- 2.7. Avoid jargon, abbreviations and acronyms that others may not understand. Acronyms are to be spelled out the first time used.
- 2.8. Use short sentences with appropriate grammar and language. Avoid words that are ambiguous or non-committal such as “should” or “ought”.
- 2.9. Direction is clear, concise, and to the point.
- 2.10. Cross-reference P&Ps when there is overlap; include hyperlink and any related documents.
- 2.11. Use Spell Check.

3. Formatting

- 3.1. This P&P will serve as a template for the development and revision of all CWS P&Ps.
- 3.2. For the footer and summary table, use the following font styles:

POLICY NUMBER: [CALIBRI, 14PT, ALL CAPS]	POLICY TITLE: [CALIBRI, 14PT, ALL CAPS]	EFFECTIVE DATE: [CALIBRI, 14PT, ALL CAPS]
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PROGRAM(S): [Calibri, 12pt, Sentence Case]	REVISION DATES: [Calibri, 12pt, Sentence Case]	REFERENCES: [Calibri, 12pt, Sentence Case]
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- 3.3. For the body of the policy, use the following guidelines:
 - 3.3.1. Use size 12, Calibri font throughout the document.
 - 3.3.2. Use “Justify” format.
 - 3.3.3. Use 1.0 line spacing in the body of the document.
 - 3.3.4. Use 12 point “After” paragraph spacing in the body of the document.

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3.3.5. Use 0.5-inch margins on all edges of the page.

3.3.6. Use number format as shown in this template.

3.3.7. Bold/Italics can be used for emphasis.

4. Accessibility

4.1. "Save as PDF" for final publishing.

4.2. Run Adobe Accessibility checker and correct any outstanding issues prior to publishing.

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