

# EARLY CHILDHOOD SUMMIT 2016

LEARN. SHARE. GROW.



This is How We Do It:  
Developing, aligning,  
and operationalizing  
policies and  
procedures

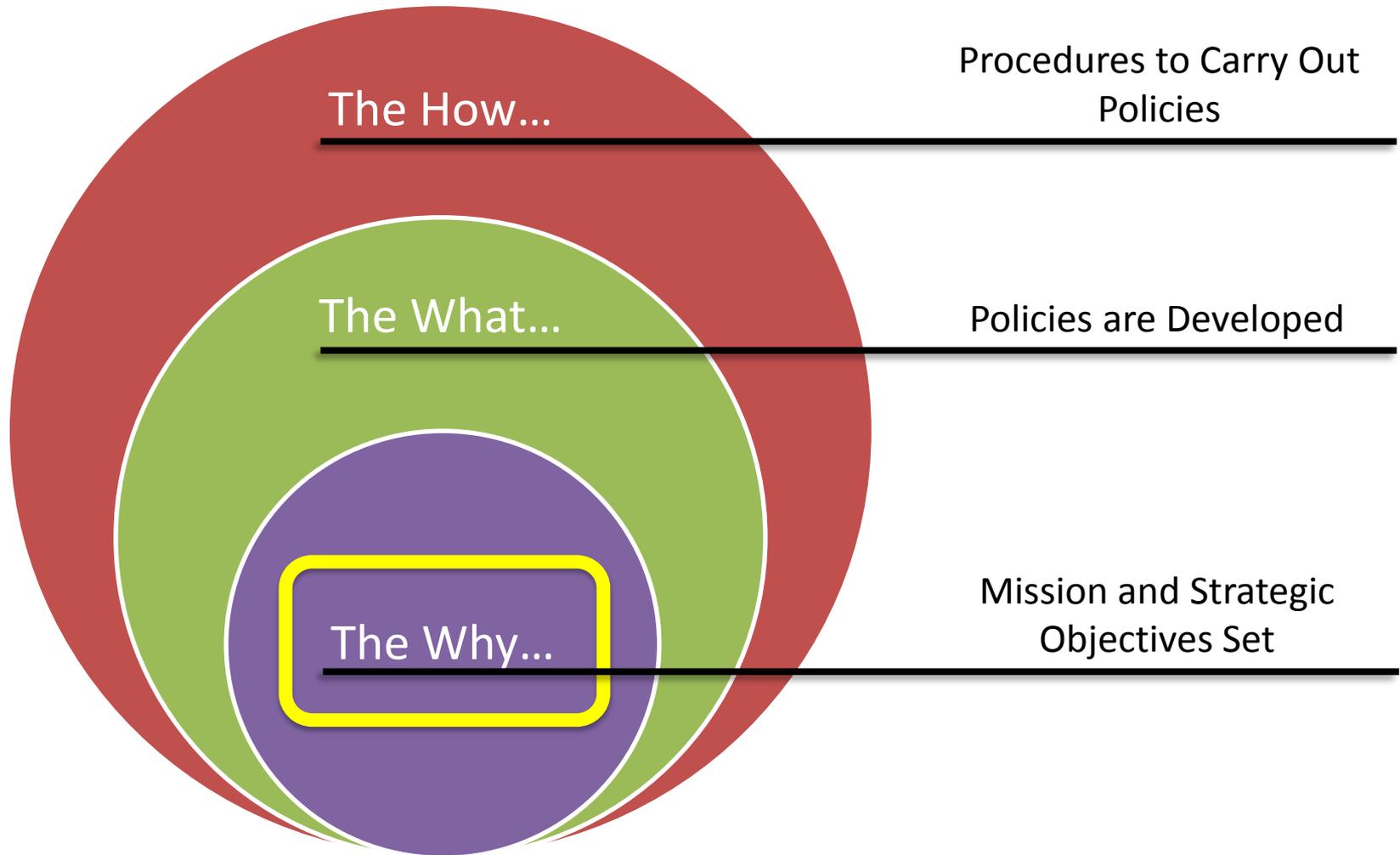
# Meet the Presenters

- Brooke Loiland
  - Quality Assurance Specialist, Children's Health
- Christine Waldbeiser
  - Program Specialist, Family Support and Literacy
- Mona Qafisheh
  - Quality Assurance Manager, Early Learning

# Objectives

- Obtain tools and techniques for developing a policies and procedures manual
- Develop an understanding of how to incorporate Standards of Practice into policies and procedures manuals
- Learn how to effectively operationalize program policy documents

# The Why, What, and How



# Activity: Paper Tearing

1. Take a sheet of paper
2. Close your eyes and fold the sheet of paper in half
3. Tear off the upper right hand corner
4. Fold your paper in half again.
5. Tear of the lower right hand corner.
6. Fold your paper in half.
7. Tear off the upper right hand corner

# The Why...

- Compliance
- Operational Needs
- Managing Risks
- Continuous Improvement
- Human Capital

# Compliance

- Complying with laws and/or regulations
- Documentation of internal control system

# Operational Needs

- What is fundamental to success?
- Consistent performance guided by leadership

# Managing Risks

- Legal protection
- Mitigate the risk of losing a key individual in a critical role

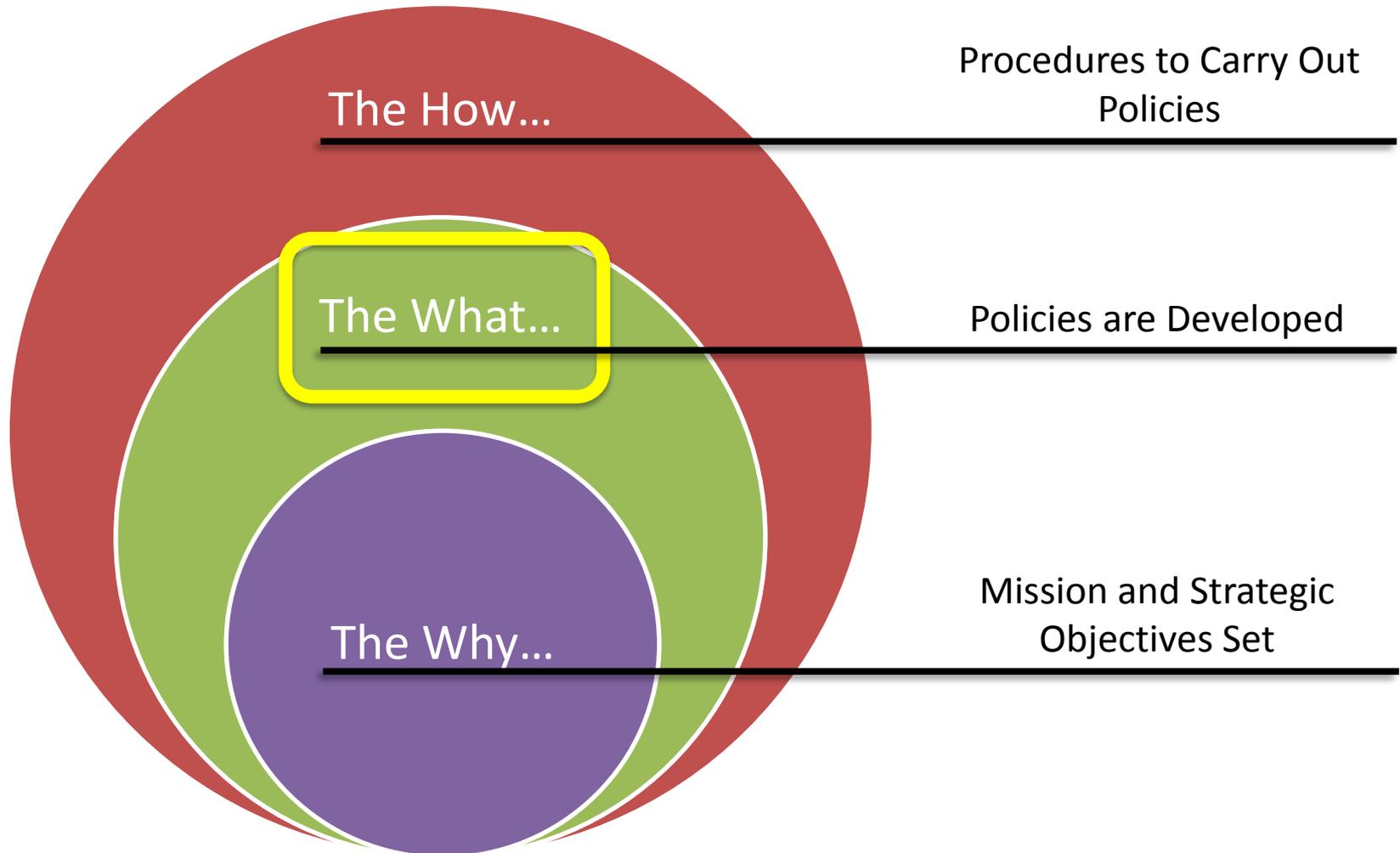
# Continuous Improvement

- Are the objectives being achieved
- Set a foundation for improvement
- Benchmarking

# Human Capital

- Staff have freedom within boundaries
- Understanding of individual and team responsibilities
- Eliminate the “trial and error” approach
- Leverage individuals for success

# The Why, What, and How



# What is a Policy?

“A policy is a predetermined course of action established as a guide toward accepted objectives and strategies of the organization.”

# Writing and Approval Process

1. Write, Edit, Re-write
2. Clarity, Conciseness, and Coherence
3. Professional writing style
4. Make it look good
5. Review and approval process
6. Distribution and training

# Write, Edit, Re-write

- Think
- Analyze
- Research
- Write
- Re-Write

# The Three Cs

- Clarity
- Conciseness
- Coherence

# Professional Writing Style

- Keep it simple
- Think about jargon and acronyms
- Use proper grammar and spell check

# Make it Look Good

- Balance between text and visuals
- Use bullet points (no long paragraphs)
- Leave space (don't overcrowd)

# Review and Approval Process

- Ask for feedback (staff and users of the policy)
- “Living document”

# Distribution and Training

- Distribute and make available to all employees
- Present and discuss the policy

# Policy Template

## POLICY FORM: TEMPLATE TO SHARE

<b>Policy Area:</b>	<b>Subject:</b>
<b>Title of Policy:</b>	<b>Number:</b>
<b>Effective Date:</b>	<b>Page Number:</b>
<b>Approved Date:</b>	<b>Approved by:</b>
<b>Revision Date:</b>	

1. **Rationale or background to policy:** (this area could also be on the back of this page)

It is important to write out why this policy needed to be created. Often when organizations review their policies they wonder where on earth this “came from?” Having a background puts the policy in context so that when reviewing time comes the organization can consider whether in fact it is still necessary for the original purpose. What was the issue/challenge behind creating the policy? Why was it necessary to formulate a policy? Provide an example to make it clear.

2. **Policy Statement:** A simple statement of What is to be accomplished.

3. **Procedures:** List in logical format the steps to take. How to implement the policy.

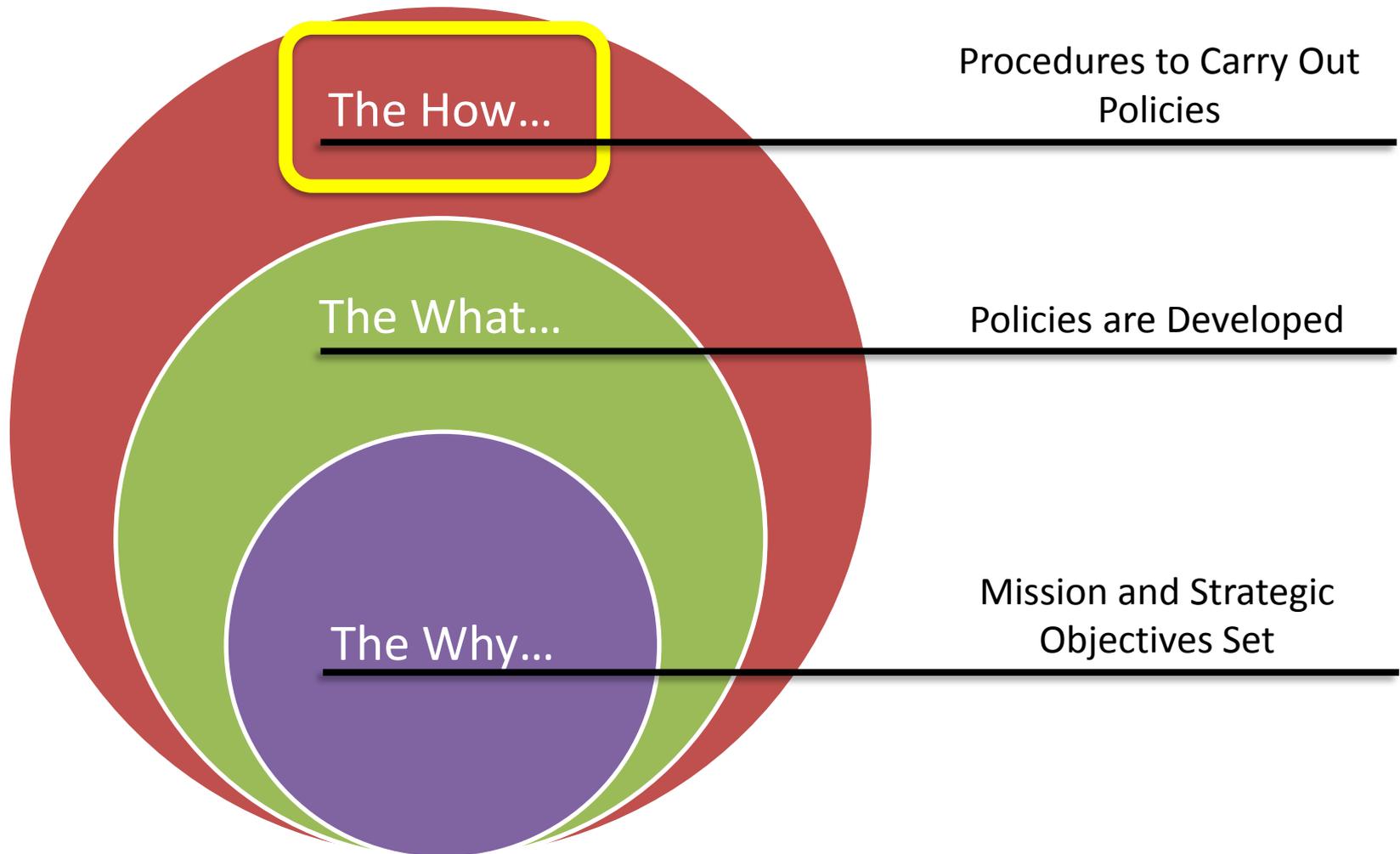
# Activity: Policy Template

- Get into one of three groups:
  - Serve children
  - Serve professionals
  - Serve adult family members

# Activity: Policy Template

- Select one requirement on the sample Standards of Practice
- Complete section 1 and 2 of the policy template
- Use your group mates as resources and sounding boards

# The Why, What, and How



# Policies vs. Procedures



- Are general in nature
- Identify company rules
- Explain why they exist
- Tells when the rule applies
- Describe who it covers
- Shows how the rule is enforced
- Describes the consequences
- Are normally described using simple sentences and paragraphs

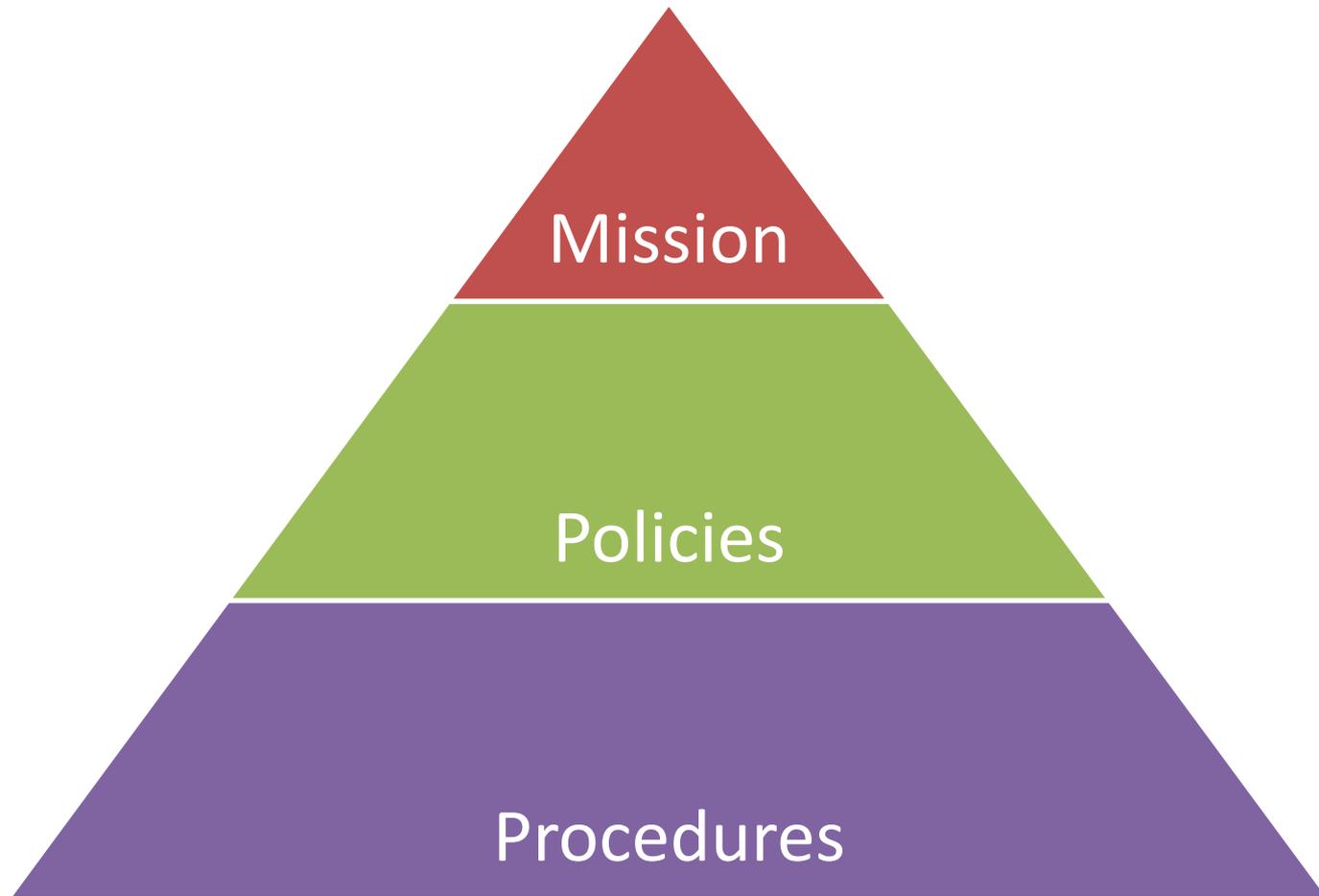


- Identify specific actions
- Explain when to take actions
- Describe alternatives
- Shows emergency procedures
- Includes warning and cautions
- Gives examples
- Shows how to complete forms
- Are normally written using and outline format

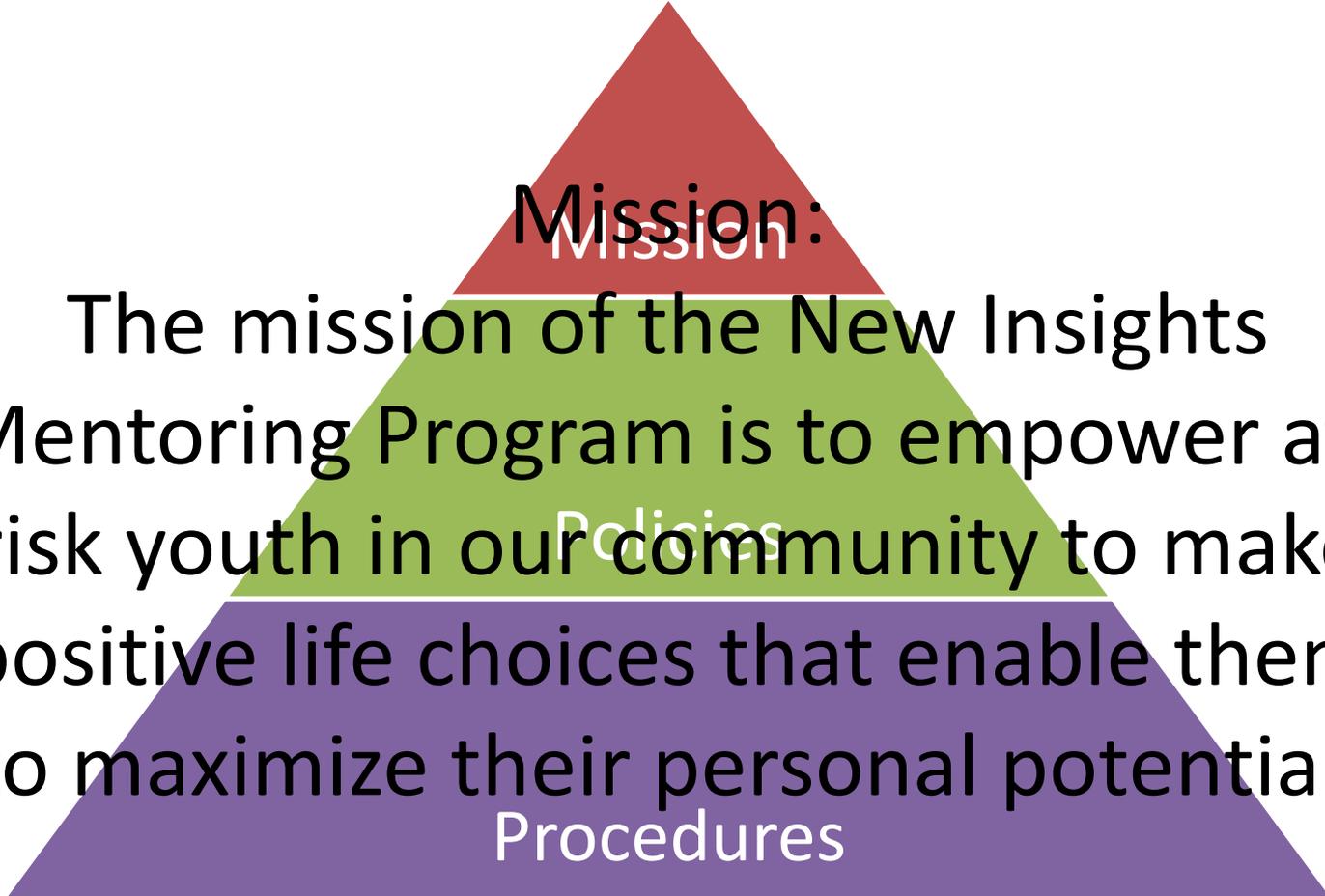
# What is a Procedure?

“Procedures describe exactly how to carry out the policy and contain much more detail.”

# Level of Detail



# Level of Detail

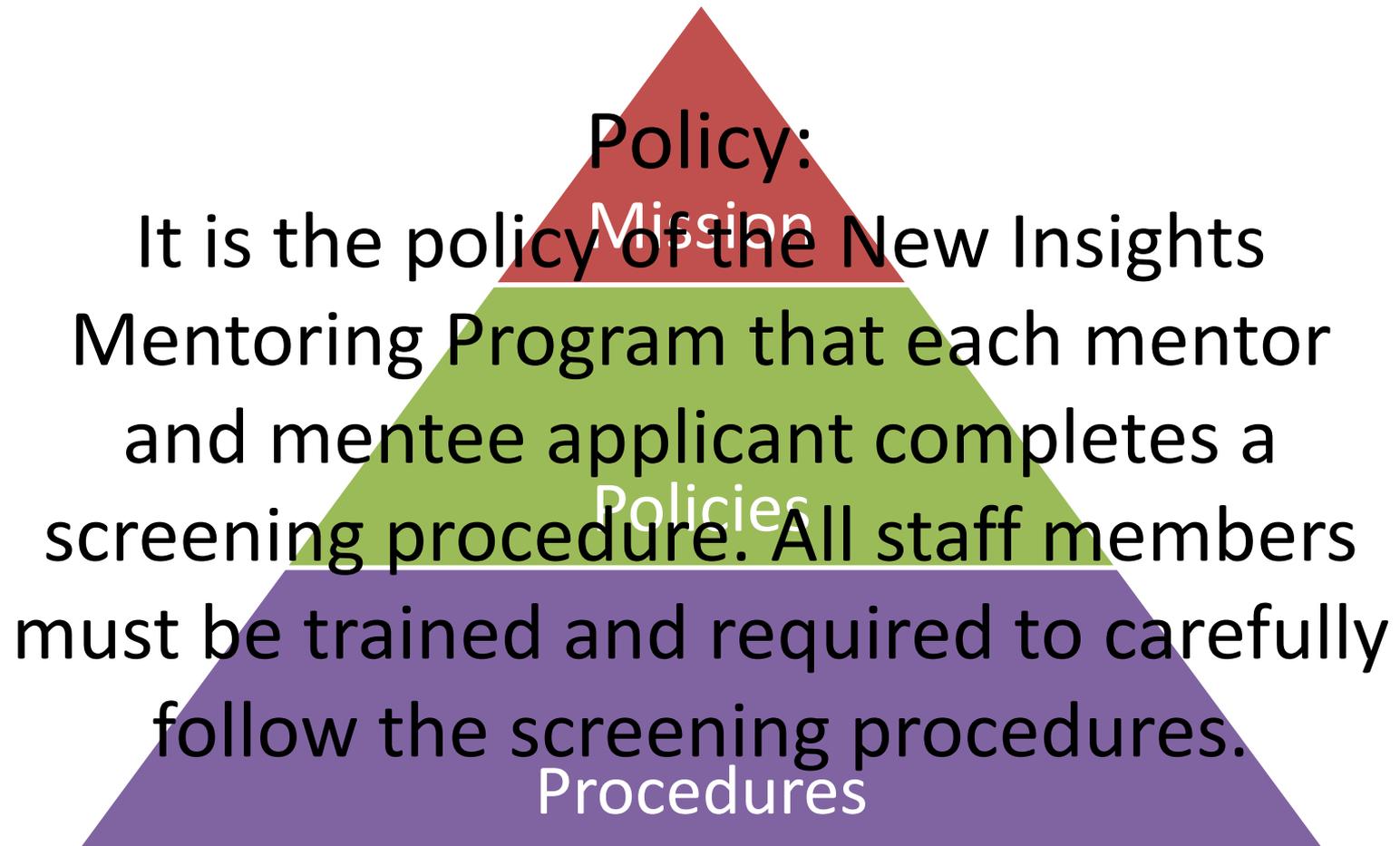


## Mission:

The mission of the New Insights Mentoring Program is to empower at-risk youth in our community to make positive life choices that enable them to maximize their personal potential.

## Procedures

# Level of Detail



# Level of Detail

## Procedure:

At minimum, the following screening procedures are required for mentor and mentee applicants. Program staff must ensure that each applicant completes these established minimum screening procedures:

### Mission

#### Mentor Screening Procedures

- Attend the two-hour mentor training
  - Complete written application
- Check driving record and gain copy of current insurance coverage
- Check criminal history: state criminal history, child abuse registry, sexual offender registry. Same checks must be performed in all states resided in as an adult.

### Policies

- Provide three personal references
  - Complete personal interview

#### Mentee Screening Procedures

- Attend the two-hour mentee training
  - Complete written application
  - Obtain parent/guardian consent
- Complete personal (mentee) interview

### Procedures

# Steps to Writing Procedures

- Determine which tasks need detailed, outlined procedures
- Collect necessary information for each procedure
- Use all information to write clear procedures

# Activity: Policy Template

- Use your policy template to complete section 3

# Large Group Discussion

- One representative from each group share out

# Policy and Procedure Manual

**Generic Mentoring Program Policy and Procedure Manual**

**CUSTOMIZABLE TEMPLATE VERSION**

*Insert your program's graphic here*

Revised September 2007

*Logos here*

How do you know if they are  
working?



# Time to Review and Update

- Accidents or higher failure rates
- Staff questions on 'normal operations'
- A feeling of general confusion
- Inconsistency in job performance
- Increase in stress levels
- Increasing complaints
- Changes in funding requirements and program model expectations

# Closing

How will you begin the work of creating a policy and procedure manual for your organization?

Or

How will you align and operationalize your current policy and procedure manual to meet funding requirements and program model expectations?

# References

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[qa@azftf.gov](mailto:qa@azftf.gov)



[azftf.gov](http://azftf.gov)

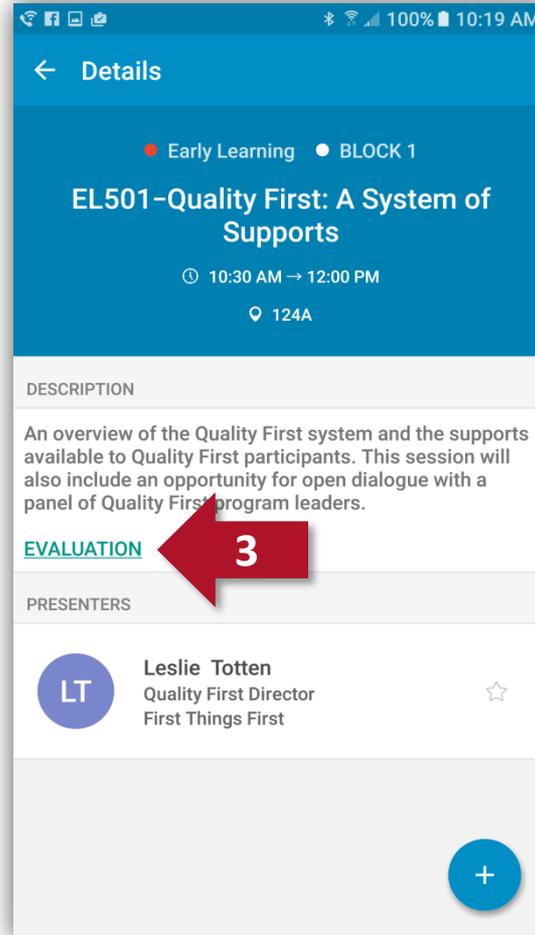
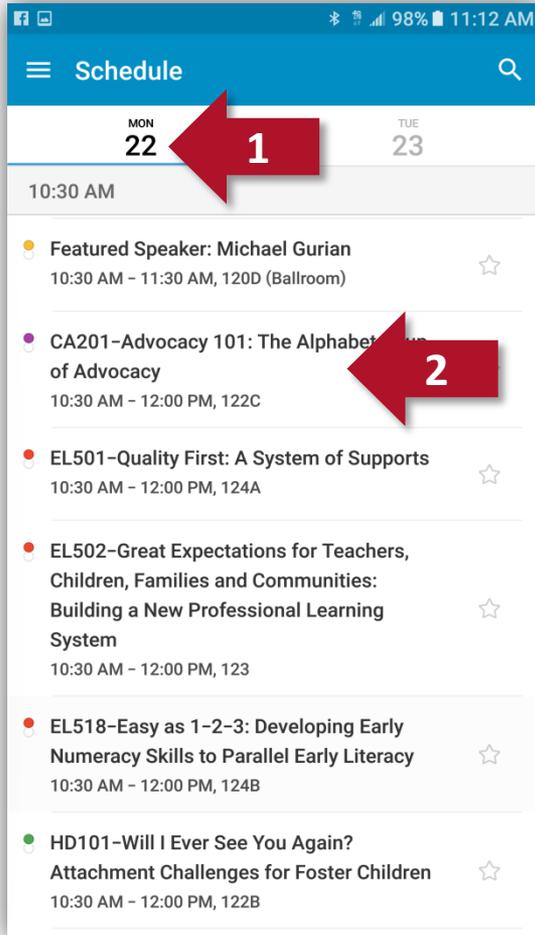


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/AZFirstThingsFirst

# Complete the Breakout Session Evaluation on the Mobile App



# Template

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