

DEPARTMENT OF HUMAN SERVICES

EFFECTIVE DATE: November 1, 1977 LATEST REVISION: June 11, 2014

SUBJECT: System of Administrative Orders

I. PURPOSE

The purpose of this Administrative Order is to establish a uniform system for the development, review and issuance of operational policies and procedures, in the form of administrative orders, within the Department of Human Services.

II. SCOPE

This Order has Department-wide applicability

III. DEFINITIONS

The following term, when used in this Order, has the meaning indicated:

Administrative Order means a standard-format document, signed by the Commissioner, which sets forth significant policies, responsibilities and/or procedures governing the operations of the Department of Human Services.

Department means the Department of Human Services, inclusive of all organizational elements and divisions therein.

Division Director means the director of any division within the Department of Human Services.

Subordinate Commissioner means any Deputy or Assistant Commissioner, the Chief of Staff, or any manager directly subordinate to the Commissioner.

Organizational element means a distinct organizational section with the Department of Human Services other than a division, overseen by a Division Director or Subordinate Commissioner.

IV. POLICY

- A. The Commissioner, as Chief Executive of the Department, is the official administrator of this system of Administrative Orders.
- B. Each Division Director and Subordinate Commissioner shall ensure that:
 - 1. Administrative Orders are distributed throughout the division/office;
 - 2. Each recipient of the orders is familiar with the orders' content;
 - 3. Within the division/office, procedures are developed for the implementation of the orders; and
 - 4. All affected personnel adhere to the orders and the applicable division/office procedures.
- C. An administrative order shall be generated when the issuance of standard policies, responsibilities and/or procedures relating to a particular subject is of such impact or scope as to warrant promulgation directly by the Office of the Commissioner. As a general rule, administrative orders focus primarily on policies and responsibilities. While it is appropriate for an order to outline the steps to be followed in implementing a policy or carrying out a particular process, it may be more suitable in the case of lengthy, detailed procedural documents to issue them as circulars signed by the appropriate Subordinate Commissioner rather than as administrative orders. Determinations in this regard will be made by the Office of Legal and Regulatory Affairs.
- D. Primary responsibility for the system of administrative orders has been delegated by the Office of the Commissioner to the Office of Legal and Regulatory Affairs (OLRA). In all cases, OLRA shall have the following responsibilities.
 - 1. Establish and maintain uniform standards for the form, structure, and content of all Administrative Orders.
 - 2. Review all draft Administrative Orders for clarity, consistency, and format with Departmental Policy and compliance with the law.
 - 3. Unless an exception has been specified by the Commissioner, circulate draft orders to the following individuals for review and comment:
 - a. Chief of Staff;
 - b. Deputy Commissioners;
 - c. Assistant Commissioners;
 - d. Division Directors, if appropriate; and,
 - e. others as warranted by the subject of the order.

4. Prepare Administrative Orders for the Commissioner's approval, including incorporation of comments received during executive review
5. Assign order designators and effective dates to approved Administrative Orders and Policy Issuances.
6. Maintain and make publicly accessible an official codification of all currently valid Administrative Orders.
7. Draft Administrative Orders as necessary.

V. PROCEDURES

- A. Administrative Orders distributed by OLRA for internal comment and approval shall be reviewed and returned within 15 business days. Administrative Orders may be subject to shorter approval deadlines at the direction of the Commissioner or OLRA.
- B. All Administrative Orders shall be maintained on the DHS Intranet site and made accessible to all DHS personnel. Administrative Orders may also be made available to the public via the internet.

Jennifer Velez
Commissioner