


BHS Policies and Procedures	
 <p>City and County of San Francisco Department of Public Health San Francisco Health Network BEHAVIORAL HEALTH SERVICES</p>	<p>1380 Howard Street, 5th Floor San Francisco, CA 94103 (415) 255-3400 FAX (415) 255-3567</p>
Policy or Procedure Title: Behavioral Health Services (BHS) Policy and Procedure Development	
<p>Issued By: DocuSigned by: <i>Maximilian Rocha</i> EB51A346C32641B...</p> <p>Maximilian Rocha, LCSW Director of Systems of Care</p> <p>Date: April 6th, 2022</p>	<p>Manual Number: 1.04-02</p> <p>References:</p> <ol style="list-style-type: none"> 1. DPH Policy & Procedure Policy (GAD3) 2. DPH Policies and Procedures – Guidelines

Substantive Revision. Replaces 1.04-02 of January 13, 2015

Equity Statement: The San Francisco Department of Public Health, Behavioral Health Services (BHS) is committed to leading with race and prioritizing Intersectionality, including sex, gender identity, sexual orientation, age, class, nationality, language, and ability. BHS strives to move forward on the continuum of becoming an anti-racist institution through dismantling racism, building solidarity among racial groups, and working towards becoming a Trauma-Informed/Trauma Healing Organization in partnership with staff, clients, communities, and our contractors. We are committed to ensuring that every policy or procedure, developed and implemented, leads with an equity and anti-racist lens. Our policies will provide the highest quality of care for our diverse clients. We are dedicated to ensuring that our providers are equipped to provide services that are responsive to our clients' needs and lived experiences.

Purpose: This policy provides instructions for BHS staff on how to develop or revise policies and procedures; ensure standard format; and inform staff of how policies and procedures are communicated and distributed.

Scope: This policy applies to BHS staff who develop and/or revise policies and procedures.

Policy:

1. Developing New BHS Policies and Procedures:

- a. What is considered a BHS Policy and Procedure?

Any policy or procedure affecting BHS programs (Civil Service and/or Contract) for at least the next year is to be included in the BHS Policy and Procedure Manual. A policy or procedure can cover any aspect of BHS' system of care and should be implemented with an equity lens.

- b. Who Develops and Approves New Policies and Procedures?

A new policy or procedure may be recommended and drafted at any level of the system of care. BHS staff proposes new policies and procedures to a BHS administrative director for discussion. The unit director or designee will be responsible for drafting the new policy or procedure. The BHS unit director or designee is responsible for all BHS policies and procedures. Once drafted, the unit director or policy author brings the new policy or procedure draft to the Policy Committee for discussion. Final approval must be given by the Director of Managed Care or Director of Systems of Care and their signature must appear on the policy or procedure for it to be official.

2. Format

- a. After the policy or procedure has been approved by the Policy Committee but before it is signed by the Director of Managed Care or Director of Systems of Care, it must be sent electronically in its final form to DPH Quality Management Office of Regulatory Affairs for review, assignment of manual number, assurance that standard format is used, preparation for internet posting, and entering the policy or procedure title and date on the BHS policy index page for the DPH web site.
- b. The format of the standard policy or procedure is Attachment 1. The reference item in the header box is used when a policy or procedure is written to implement policies or procedures developed at a higher level (e.g., Department of Public Health, Mayor's Office, Department of Health Care Services, the Federal Government) or references other BHS policies and procedures.
- c. Posting of policies and procedures on the intra- and internet will be in accordance with DPH Net standards and guidelines, and the format for posting will vary accordingly, although the policy content as approved will not be altered.

3. Revising Existing Policies and Procedures:

- a. Policies/procedures are required to be reviewed, revised, and/or sunsetted during its five-year life. The DPH Quality Management Office of Regulatory Affairs is primarily responsible for keeping track of when the policies and procedures need to be reviewed. A policy or procedure may be revised before it expires. The policy or procedure manager, usually a BHS unit director, is responsible for its content and for its revision. DPH Quality Management Office of Regulatory Affairs staff will send the notification to the policy or procedure manager (or a designee). They will have no more than one (1) month to respond. Any policy or procedure not re-approved after five years will sunset. Sunset means a policy or procedure is requested to be removed from distribution.
- b. There are three types of revisions: (a.) substantive revisions, (b.) technical revisions, or (c.) sunset. The type of revision being made, and the number and date of the memo being revised and replaced is indicated in the first line of the memo (see attached format).
 1. **Substantive revision** - involves substantial changes in a policy or procedure. This type of revision must be submitted to Subject Matter Experts, including but not limited to DPH staff, Community Based Organizations, service providers, and individuals with lived experience, if applicable, and to the Policy Committee, for

discussion. The policy committee is encouraged to review policy with an equity lens. If the Policy Committee suggests changes, the policy or procedure goes back to the policy manager for these changes, and then is sent to the DPH Quality Management Office of Regulatory Affairs for approval of format. DPH Quality Management Office of Regulatory Affairs staff will forward the revised policy or procedure to the Director of Managed Care or Director of Systems of Care for approval and signature and will arrange for distribution.

2. Technical revision - involves changes in names, phone numbers, or wording that clarifies but does not change procedures. This type of revision is submitted to the DPH Quality Management Office of Regulatory Affairs by e-mail for approval of format. DPH Quality Management Office of Regulatory Affairs will forward the revised policy or procedure to the Director of Managed Care or Director of Systems of Care for approval and signature and will arrange for the distribution.

3. Sunset - the policy or procedure manager is responsible for sunsetting it. A policy or procedure may be sunsetted before it expires. If the policy or procedure is to be sunsetted, the manager notifies the DPH Quality Management Office of Regulatory Affairs staff who makes arrangements for having it removed.

4. Communication and Distribution of New or Revised (Substantive Revisions Only) Policies and Procedures:

- a. When a new or revised policy or procedure has been signed by the Director of Managed Care or Director of Systems of Care, the DPH Quality Management Office of Regulatory Affairs will inform Systems of Care Administrative Manual Holders and programs regarding the new and revised policy/procedure via email.
- b. The new or revised policy or procedure is announced and distributed at monthly Systems of Care Provider's meetings. The policy manager will educate providers about it at this meeting.
- c. The new or revised policy/procedure is posted electronically on the BHS website here: <https://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/CBHSmnuPolyProc.asp>
- d. It is recommended that all BHS programs (Civil Service and/or Contract) and Administrative Manual Holders bookmark the BHS website in order to access a complete catalog of all current policies/procedures.
- e. If a program chooses to maintain the BHS Policy and Procedure Manual in paper form, the Administrative Manual Holders will be responsible for maintaining the most current copy of all policies and procedures as well as regularly printing the "Table of Contents" from the BHS website for the Manual as a reference.
- f. The DPH Quality Management Office of Regulatory Affairs keeps the original signed version. Programs who want to obtain a hard copy of the policy/procedure can contact the DPH Quality Management Office of Regulatory Affairs.

Contact Person: DPH Quality Management Office of Regulatory Affairs

Attachment(s):

Attachment 1: Standard Format

Distribution:

BHS Policies and Procedures are distributed by the DPH Quality Management Office of Regulatory Affairs

Administrative Manual Holders


BHS Programs

SOC Program Managers

BOCC Program Managers

CDTA Program Managers

Attachment 1: Standard Format

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	City and County of San Francisco Department of Public Health San Francisco Health Network BEHAVIORAL HEALTH SERVICES
1380 Howard Street, 5 th Floor San Francisco, CA 94103 (415) 255-3400 FAX (415) 255-3567	
Policy or Procedure Title:	
Issued By:	Manual Number:
Date:	References:

(New Policy; Technical/Substantive Revision. Replaces [manual number] of [date].)

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Purpose:

Scope:

Policy:

Procedure (optional):

Definitions (optional):

Authority (optional):

Contact Person:

Attachment(s):

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