

102 DDD ADMINISTRATIVE FORMS AND OTHER WRITTEN MATERIAL

EFFECTIVE DATE: April 26, 2023

REFERENCES: ACOM 404; DES 1-05-03

PURPOSE

To provide a consistent and structured framework for the development, approval, and storage of DDD Administrative Forms and other non-policy, non-procedure written material.

DEFINITIONS

1. "DDD Administrative Form" means any standardized form used only by employees of the Division of Developmental Disabilities (DDD) in the performance of their jobs.
2. "Job Aide" or "Desk Aide" means a tool or device that serves as a reminder or instruction on the implementation and use of a standard work or procedure..
3. "Standard Work" means a documented standardized and discrete process specific to a single work unit.

POLICY

A. DDD Administrative Forms

1. DDD staff shall not utilize or consider for official use any DDD Administrative Form that has not complied with DES 1-05-03, DES 1-05-03-01, and this policy.
2. DDD staff shall not utilize as proof of contract compliance, remedy of a corrective action plan, or in response to any legal or administrative request for official documents any DDD Administrative Form that has not met the requirements of DES 1-05-03, DES 1-05-03-01, and this policy.
3. DDD staff shall follow the process in DDD procedure POL-001-ALL Development or Revision of Division Administrative Forms for all new and revised DDD Administrative Forms.

B. Standard Work

1. DDD staff shall receive approval from the Executive Leader or their designee over the specific functional area prior to utilizing any new or revised Standard Work.
2. Each DDD functional area that utilizes Standard Work shall establish a standard methodology for internal approval of Standard Work and routing to the DDD Policy Administrator or their designee.

3. The DDD leader or their designee of each functional area shall ensure that all Standard Work approved under the specifications of this policy are sent to the DDD Policy Unit for storage and maintenance.

C. Job Aides and Desk Aides

1. DDD staff shall not use any Job Aide or Desk Aide as an official part of their job until it has been approved in writing by the Executive Leader or their designee of the associated functional area.
2. The Executive Leader of the associated functional area or their designee shall send all approved Job Aides and Desk Aides to the DES Policy Unit for storage.

D. Flyers, Pamphlets, and Posters

DDD employees shall reference DES policy DES 1-05-03 and associated DES procedures for the revision, creation, and maintenance of flyers, pamphlets, and posters.

E. Material Intended for Members

DDD staff shall comply with the stipulations of Arizona Health Care Cost Containment System ACOM 404 regarding written materials intended in whole or in part for the use of Members.