

CF OPERATING PROCEDURE
NO. 5-2

STATE OF FLORIDA
DEPARTMENT OF
CHILDREN AND FAMILIES
TALLAHASSEE, May 14, 2008

Publications Management

DEPARTMENTAL ADMINISTRATIVE PUBLICATIONS SYSTEM

1. Purpose. In accordance with the authority provided by Chapter 120, Florida Statutes (F.S.), this operating procedure describes a uniform system for the development and control of administrative publications, including operating procedures and pamphlets.
2. Scope. Administrative publications described in this operating procedure will contain only matters relating to the internal management of this Department. Department statements of general applicability that implement, interpret, or prescribe law or policy, or that describe the practice or procedure requirements of the Department and which affect the substantial interests of those outside the Department, may not be promulgated as administrative publications unless outside of the definition of rule as stated in s. 120.52(15), F.S.
3. Explanation of Terms.
 - a. Signature Element. The “authority” line of the secretary (except on publications signed by the secretary), and the signature, name and title of a manager who has delegated authority for approving administrative publications.
 - b. Comments Matrix. Summary of the reviewers’ substantive recommendations and objections, and the action taken on those recommendations and objections (see appendix H for sample).
 - c. Region/Circuit/Institution/Headquarters Operating Procedure. Identical to a statewide operating procedure, except applies only to the issuing Region/Circuit/Institution/Headquarters office. Region/circuit/institution/headquarters operating procedures must be promulgated in accordance with CFOP 5-2, and may not contradict or supersede the requirements of any statewide operating procedure.
 - d. Operating Procedure (CFOP). Internal management publication containing directive material or specific, detailed instructions.
 - e. Pamphlet (CFP). Internal management publication containing nondirective material that provides efficiency, uniformity, economy, or technical assistance for the implementation of departmental programs or operational objectives.
 - f. Office of Primary Responsibility (OPR). The office that authored the publication and is responsible for reviewing and updating the publication when needed.
 - g. DCFTracker (or DCFT). The web-based application used to route publications for editing, review, and approval.
 - h. “Plain Language” Initiative. Required by Governor’s Executive Order 07-01, the Plain Language Initiative is a directive for State Agencies to communicate in a way that helps readers understand material the first time they read it, so that readers can find needed information, understand the information, and use the information to meet their needs.

This operating procedure supersedes CFOP 5-2 dated September 23, 2002.

OPR: ASG

DISTRIBUTION: B

4. Content of Operating Procedures.

a. The content of an operating procedure:

(1) Clarifies program direction, operating requirements or instructions, operating guidelines or parameters; or,

(2) Describes policy, responsibilities, methods, or schedules for activities; or,

(3) Describes “best” practice or “recommended” practice for departmental employees; and,

(4) Is applicable statewide, and provides as much flexibility and as many options as possible to program managers and direct services staff.

b. An operating procedure may contain (but is not limited to):

(1) Purpose;

(2) Scope;

(3) Authority for promulgating the operating procedure;

(4) Definitions;

(5) Detailed instructions for implementing methods, requirements or standards;

(6) Guidelines for implementing methods, requirements or standards;

(7) Detailed designation of responsibilities for implementation;

(8) Internal administrative requirements which have no application outside the Department;

(9) Training material or information;

(10) Methods, standards, requirements or other information already published (or incorporated by reference) in rule; or,

(11) Recommended practices for implementing methods, standards or requirements.

5. Content of Pamphlets. The content of a pamphlet may include (but is not limited to):

a. A catalog of items;

b. Instructions for using equipment or a computer application;

c. Maintenance instructions or schedules;

d. Schedule(s) of activities or charges, including fee schedules;

e. Instructions for completing a form(s);

f. Methods, standards, requirements or other information already published (or incorporated by reference) in rule;

- g. Training materials or information; or,
- h. Suggested practices for implementing methods, standards or requirements.

6. Responsibilities.

a. Office of Primary Responsibility (OPR). The OPR will:

- (1) Initiate new publications and revise existing publications when needed.
- (2) Review existing publications at least annually, and revise those publications as needed.
- (3) Select, with the concurrence and assistance of the publications coordinator in the Office of General Services (ASG), each publication's distribution code.
- (4) Review each draft publication for content, format, grammar (including "plain language" standards) and organization. Verify that all references to Florida Statutes, Florida Administrative Code, forms, and other operating procedures are up-to-date. If applicable, compare with other operating procedures, and determine what parts of the other operating procedures to revise, supersede, or delete.
- (5) If needed, revise any Department form referenced in the draft publication.
- (6) Use DCFTTracker to route new and revised publications for editing, review, approval and publication.
- (7) Upon publication, maintain the DCFTTracker assignment file in accordance with applicable records retention schedules.

b. Departmental Staff (including region/circuit/institution/headquarters staff). Departmental staff will:

- (1) Review publications promptly when referred, and provide timely written reply using DCFTTracker.
- (2) Upon determining a need for new or revised departmental publications, submit recommendations to the appropriate OPR.

c. Office of General Services (ASG). ASG will:

- (1) Assign each administrative publication a number based on the appropriate numerical subject category prefix (see CFOP 5-3, General Subject Areas) and sequence number within the category.
- (2) Review the final approved publication to verify formatting requirements.
- (3) Arrange for electronic publishing of each approved publication.
- (4) Periodically remind OPRs of the requirement to review publications, and periodically report the status of publications to appropriate senior managers.
- (5) Maintain a "record copy" of each publication in accordance with applicable records retention schedules.

7. Procedures for Promulgating a New Publication or Changing an Existing Publication. The procedures for changing an existing publication are identical to the procedures for promulgating a new publication.

a. Prepare a Draft for Review and Editing. The OPR will prepare a draft in Microsoft Word of the publication for review and editing.

(1) The draft must adhere to the “plain language” initiative, be based on common sense requirements, and be consistent with existing statewide operating procedures (CFOPs).

(2) ASG may require the OPR to revise the draft before beginning review. If necessary, the OPR may contact the Office of Legal Services (OSLS) for assistance with legal issues addressed in the draft.

b. Reviewing and Editing the Draft.

(1) The OPR will use DCFTTracker to send a copy of the draft to all reviewers for comment, and to ASG for editing. Copies may be sent to all reviewers and ASG at the same time.

(a) The OPR will determine which units need to review the publication, and how much time to allow for review. Usually, at least three weeks should be provided for publications receiving Region/Circuit review; more time should be provided for lengthy or complex publications.

(b) Those Headquarters units or Regions/Circuits mentioned in the draft or directly impacted by the procedures mentioned in the draft should be included in the review of the draft publication.

(c) The OPR may determine the extent to which the publication is reviewed, and may elect to limit review as appropriate. However, the approving authority may require review by the Regions/Circuits prior to approval if the draft publication impacts any Region/Circuit operations or procedures.

(d) For Headquarters review, the OPR will send the draft to the Office Director/Program Director. The OPR may recommend that the Office Director/Program Director include specific sub-unit(s) or staff in the review.

(e) For Region/Circuit review, the OPR will send the draft to the Region/Circuit Program Administrator, and send a copy to the Regional Director/Circuit Administrator. For institution review, the OPR will send the draft to the Hospital Administrator.

(2) All reviewers and ASG must use DCFTTracker to provide comments and recommendations (if any) to the OPR within the time frame specified in the Tracker assignment. All reviewers must respond. A reviewer that has no comments or recommendations to make about the draft must provide a “no comments” reply using DCFTTracker.

(3) If the draft publication is substantially changed as a result of the comments and recommendations, the OPR may submit the revised draft for a second round of review.

c. Preparing the Final Draft for Review and Approval.

(1) The OPR will carefully review all comments and recommendations submitted by reviewers, and determine what action (if any) to take on each. After that determination, the OPR will prepare a clean final draft of the publication in Microsoft Word.

(2) The OPR will also prepare a comments matrix summarizing the substantive objections, recommendations and comments submitted by reviewers, and the action taken (if any). The format for the comments matrix is shown in appendix H. If a reviewer fails to provide the OPR with a timely response, the OPR will indicate on the comments matrix that the reviewer “did not reply.”

(3) The OPR will use DCFTTracker to send the final draft and comments matrix to the Office Director/Program Director. The OPR will provide copies of the reviewers’ comments if requested.

(4) The Office Director/Program Director will:

(a) Review the comments matrix and determine that appropriate action has been taken on all substantive objections, recommendations and comments submitted by reviewers; and,

(b) Verify that the publication conforms to plain language, contains common sense requirements, and is consistent with other statewide operating procedures (CFOPs).

(c) Return the publication to the OPR using DCFTTracker with a statement identifying the problem areas and the further action required if the publication does not meet the requirements of paragraphs (a) and (b) above.

d. Legal Review.

(1) When the requirements of paragraphs 7c(4)(a) and (b) have been met, the OPR will use DCFTTracker to send the final draft and comments matrix to the Office of Legal Services (OSLS) for legal review. The OPR will provide copies of the reviewers’ comments if requested by OSLS.

(2) If the final draft passes legal review, the General Counsel (or designee) will indicate this approval in DCFTTracker. If the final draft does not pass legal review, the publication will be returned to the OPR in DCFTTracker with a statement identifying the problem areas and the further action required.

e. Approval.

(1) When legal review has been completed, the OPR will use DCFTTracker to send the final draft and comments matrix to the approving authority named in the publication’s signature element. The OPR will provide copies of the reviewers’ comments if requested by the approving authority.

(2) If the final draft is approved, the approving authority will sign the signature element of the publication, and return the signed final draft to the OPR using DCFTTracker. If the final draft is not approved, the approving authority will return the publication to the OPR using DCFTTracker with a statement identifying the problem areas and the further action required.

(3) If desired or necessary, the Secretary may elect to be the approving authority for any administrative publication. If the OPR is a unit in the Office of the Secretary, the publication may be approved by the Deputy Secretary, Chief of Staff, Executive Staff Director, or Inspector General.

f. Publishing the Approved Operating Procedure.

(1) After the Operating Procedure is approved, the OPR will use DCFTTracker to send the approved version and comments matrix to ASG. The approved version must be in Microsoft Word.

(2) After updating the list of administrative publications and verifying formatting, ASG will have the approved publication posted on the Intranet and Internet.

(3) ASG will notify the DCF Leadership Team when a new or revised publication has been posted on the Intranet/Internet.

(4) The members of the DCF Leadership Team will notify appropriate staff within their respective administrative areas when a new or revised publication is posted on the Intranet/Internet.

(a) For publications with distribution code "A", notice will be sent to Region/Circuit/Institutions, and to all units within the Region/Circuit/Institution.

(b) For publications with distribution code "B", notice will be sent to all units at Region/Circuit Headquarters (and to the Hospital Administrators, if applicable).

(c) For publications with distribution code "X", notice will be sent to the Region's/Circuit's program units/administrative units identified in the "scope" paragraph on the first page of the publication, and to any other units within the Region/Circuit that may need access to the publication.

(5) Only in exceptional circumstances will paper copies be distributed. When paper copies are distributed, ASG will coordinate the ordering and shipping of the copies, but the cost of printing and distributing will be paid by the OPR. Copies will be delivered to Regions/Circuits in bulk shipments for redistribution within each Region/Circuit. ASG will provide Regions/Circuits with advance notice of expected shipments, the number of copies to be received, and the anticipated delivery date.

8. Format for Administrative Publications. Administrative publications must be formatted as shown in appendices A through G to this operating procedure. Paragraph 8c below does not apply to pamphlets, and does not apply to attachments and appendices.

a. Heading for First Page of Publication (see appendices A, B, E and F). The publication's first page must include:

(1) The official designation of the Department.

(2) The word (operating procedure or pamphlet) which designates the publication type and the publication's number assigned by ASG.

(3) The publication's edition date.

(4) The general subject category assigned by ASG.

(5) A short title for the publication.

(6) At the bottom of the first page, the following control elements:

(a) Supersession notice (if applicable). This notice identifies which publications (if any) will be superseded.

(b) OPR.

(c) Distribution code assigned by ASG.

b. Signature Element and Summary (see appendices B, D, E and G).

(1) If an operating procedure is not divided into chapters, the signature element and a “Summary of Revised, Deleted, or Added Material” must appear immediately following the last line of text (not including attachments or appendices). A summary will only be included if the operating procedure supersedes or changes an existing publication.

(2) If an operating procedure is divided into chapters or if the publication is a pamphlet, the signature element and a “Summary of Revised, Deleted, or Added Material” must appear on the first page of the publication following a brief “purpose” statement. A summary will only be included if the publication supersedes or changes an existing publication.

c. Paragraphing (this paragraph is not applicable to pamphlets, and is not applicable to attachments and appendices). Administrative publications must be constructed in a paragraph format.

(1) Identification. All paragraphs must be numbered or lettered (double space after the numbering or lettering; do not tab).

(a) “Notes” may be used if used judiciously.

(b) In specialized circumstances, variations to the paragraph format may be used if approved by ASG before the OPR writes the first draft.

(2) Indentation. Main paragraphs begin at the left margin. Indent each succeeding level of paragraphing one tab stop deeper than the previous level. Tab length must be one-half inch. The levels of paragraphing that may be used are shown in appendices A and C.

(3) Spacing Between Paragraphs. For the text of operating procedures, set the paragraph format for “spacing before” to “12 pt”. Do not skip lines between paragraphs. For attachments and appendices to operating procedures and for pamphlets, the spacing between paragraphs is optional, at the discretion of the OPR.

(4) Content.

(a) Main paragraphs must always carry a caption or title followed by a period (double space after the period; do not tab). The caption must be underlined and the principle words capitalized (do not underline the period following the caption).

(b) Purpose will always be clearly stated in the first paragraph of the publication and scope (if needed) in the second. The third paragraph will contain pertinent references (including authority for promulgating the publication) not otherwise identified in the text (if needed). The next paragraph will contain definitions of terms (or explanation of terms) used that are unfamiliar or not widely used or not clear. Succeeding main paragraphs will have appropriate captions and will tell who does what, when, where, why, and how, if applicable. Subparagraphs may also carry a caption if required for clarity or ease of reference.

(5) When changing an existing operating procedure, the OPR may (if desired) place a vertical line in the left margin alongside revised paragraphs to assist readers in identifying the changed material.

(6) In a lengthy publication, when a major paragraph continues for more than one page, the paragraph number and paragraph title (or abbreviated title) may be placed at the top of each continuation page followed by the word “(continued)” to help the reader identify the text.

d. Chapters. Lengthy operating procedures must be divided into chapters; pamphlets may be divided into chapters.

e. Font. In operating procedures, Arial 11 must be used for the text of the publication. For attachments and appendices to operating procedures and for pamphlets, the font is optional at the discretion of the OPR.

f. Margins. Set the margins at .75 inch for inside and outside margins, .83 inch for top margin, and .66 inch for bottom margin. For headers and footers, set top headers at .33 inch; set page numbers or other footers at .33 inch.

g. Headers. On all pages, except the first page of the publication, put the “edition date” in the upper left corner and the “CFOP” or “CFP” designator in the upper right corner as shown in this publication.

h. Page Numbers. Pages must be numbered at the bottom center of each page.

(1) The table of contents (if included) will be numbered in lower case Roman numerals. No number will appear on the first page of the table of contents. Succeeding pages will be consecutively numbered beginning with “ii.”

(2) If the publication is not divided into chapters, or if the publication is divided into “short” chapters, the text will be numbered in Arabic numbers. No number will appear on the first page of text (unless the first page of text is preceded by a table of contents, in which case the number “1” will appear on the first page of text). Succeeding pages will be consecutively numbered beginning with “2.”

(3) If the publication is divided into “long” chapters, the text of each chapter will be numbered “(chapter number)-(page number).” The first page of each chapter will be numbered “(chapter number)-1.” Succeeding pages of that chapter will be consecutively numbered beginning with “(chapter number)-2.” If the publication includes a table of contents for each chapter, each chapter’s table of contents will be numbered “(chapter number)-i.” Succeeding pages of a chapter’s table of contents (if applicable) will be consecutively numbered beginning “(chapter number)-ii.”

(4) Attachments and appendices will be numbered as described in paragraph j below.

i. Right Justification. Right justification is not permitted.

j. Attachments and Appendices.

(1) An attachment is identified with, and follows, the chapter to which it is attached. An appendix is identified with the entire publication, and follows the last page of text (or the last attachment to the last chapter, if applicable).

(2) Attachments must be identified numerically (e.g., Attachment 1 to Chapter 3, Attachment 2 to Chapter 3, etc.). Appendices must be identified alphabetically (e.g., Appendix A to CFOP ???-??, Appendix B to CFOP ???-??, etc.).

(3) For attachments, the attachment identifier (for example, Attachment Z to Chapter 5) will be the page “number” for the first page. This “number” will appear in the lower right corner of the page. Succeeding pages will be consecutively numbered at the bottom center of each page beginning “AZ-5-2.”

(4) For appendices, the appendix identifier (for example, Appendix X to CFOP ???-??) will be the page “number” for the first page. This “number” will appear in the lower right corner of the

page. Succeeding pages will be consecutively numbered at the bottom center of each page beginning "X-2."

k. Index. A subject index is recommended for a lengthy operating procedure that is divided into chapters. If included, the subject index will appear as the last appendix of the entire publication. Subjects will be listed alphabetically along with the paragraph number where the subject can be found. The index should be sufficiently comprehensive to facilitate locating all major sub-topics of the subject covered by the publication. The index will be listed in the operating procedure's table of contents as the last appendix of the document, and lettered accordingly.

I. Records Management. All administrative publications will:

(1) Define (from a program standpoint) the composition of the records created in the course of carrying out the activities described in the publication.

(2) Reference retention schedules for all records defined in accordance with paragraph (1) above.

(3) Include suggestions on how soon inactive records may be transferred to off-site storage, and specify when those records may be destroyed.

BY DIRECTION OF THE SECRETARY:

(Signed original copy on file)

MELISSA P. JAACKS
Assistant Secretary for
Administration

SUMMARY OF REVISED, DELETED OR ADDED MATERIAL

This operating procedure has been updated to reflect the Department's current organizational structure, the current formatting requirements for publications, and the current procedures for approving and publishing administrative publications.

FORMAT FOR DCF OPERATING PROCEDURE (without chapters)

CF OPERATING PROCEDURE
NO. ???-??

STATE OF FLORIDA
DEPARTMENT OF
CHILDREN AND FAMILIES
TALLAHASSEE, Date(lower case)

Subject Area (centered and lower case)

TITLE (CENTERED AND UPPER CASE)

- [illegible]

OPR: OFFICE SYMBOL

DISTRIBUTION: This element usually takes only one or two typewritten lines.

FORMAT FOR DCF OPERATING PROCEDURE (with chapters) – Table of Contents Format

CFOP ???-??

CF OPERATING PROCEDURE
NO. ???-??STATE OF FLORIDA
DEPARTMENT OF
CHILDREN AND FAMILIES
TALLAHASSEE, Date(lower case)

Subject Area (centered and lower case)

TITLE (CENTERED AND UPPER CASE)

Usually in one or two sentences, briefly describe the purpose of the operating procedure.

BY DIRECTION OF THE SECRETARY:

NAME IN CAPITAL LETTERS
Title in Lower Case for
Approving Authority**SUMMARY OF REVISED, DELETED, OR ADDED MATERIAL**

Do not include this element unless the operating procedure supersedes or changes a publication. If applicable, summarize briefly and concisely what has been changed, deleted or added.

CONTENTS (if desired, begin table of contents on next page)

Paragraph

Chapter 1 - GENERAL

Purpose	1-1
Scope	1-2
References (or "Authority")	1-3
Definitions (or "Explanation of Terms")	1-4
Xxxxxxxx	1-5
Xxxxxx	1-6

Chapter 2 - TITLE IN CAPITAL LETTERS

Xxxxx xx xxxxxxxx	2-1
Xxx xxxxxxxx xxxxx xx xxxxxxxx	2-2
Xxxxxxx xxxxx	2-3

(Continue "table of contents" in space available.)

(If additional "contents" pages are required, consecutively number these pages at the bottom center of each page with a lower case Roman numeral beginning with "ii.")

(Beginning on page "ii" of the table of contents, put the "edition date" in the upper left corner and the "CFOP" designator in the upper right corner of each page.)

The "supersession notice" (if applicable) goes here.

OPR: OFFICE SYMBOL

DISTRIBUTION: This element usually takes only one or two typewritten lines.

FORMAT FOR DCF OPERATING PROCEDURE (with chapters) – Chapter Format

CFOP ???-??

GENERAL

FORMAT FOR DCF OPERATING PROCEDURE (without chapters) – Last Page of Text Format

CFOP ???-??

text of publication continued from previous page. And more words words words words words words words words
words words words words words words words words words words words words words words words words words
words words words words words words words words words words words words words words words words words
words words words words words words words words words words words words words words words words words
words words words words words words words words. Until finally, the last line of the text of the publication.

BY DIRECTION OF THE SECRETARY:

Title in Lower Case for
Approving Authority

Do not include this element unless the operating procedure supersedes or changes a publication. If applicable, summarize briefly and concisely what has been changed, deleted or added.

page number

FORMAT FOR DCF PAMPHLET

CFP ???-??

CF PAMPHLET
NO. ???-??STATE OF FLORIDA
DEPARTMENT OF
CHILDREN AND FAMILIES
TALLAHASSEE, Date(lower case)

Subject Area (centered and lower case)

TITLE (CENTERED AND UPPER CASE)

In one or two paragraphs, describe the purpose and intent of the pamphlet. These paragraphs do not need to be "numbered" or "labelled" (but may be if the author wishes).

The pamphlet, except for the first page illustrated here, may be written in any "paragraphing" format the author desires. Except for paragraphing, the author must follow all other format requirements listed in paragraph eight of this operating procedure.

Begin the pamphlet's table of contents (if applicable) on the next page. Consecutively number the pamphlet's table of contents with lower case Roman numerals beginning with "ii."

BY DIRECTION OF THE SECRETARY:

NAME IN CAPITAL LETTERS
Title in Lower Case for
Approving Authority**SUMMARY OF REVISED, DELETED, OR ADDED MATERIAL**

Do not include this element unless the operating procedure supersedes or changes a publication. If applicable, summarize briefly and concisely what has been changed, deleted or added.

The "supersession notice" (if applicable) goes here.

OPR: OFFICE SYMBOL

DISTRIBUTION: This element usually takes only one or two typewritten lines.

FORMAT FOR REGION/CIRCUIT/INSTITUTION/HEADQUARTERS OPERATING PROCEDURE

OP ???-??

HEADQUARTERS (REGION NAME/CIRCUIT #/INSTITUTION NAME)
OPERATING PROCEDURE
NO. ???-??

STATE OF FLORIDA
DEPARTMENT OF
CHILDREN AND FAMILIES
CITY, Date(lower case)

Subject Area (centered and lower case)

TITLE (CENTERED AND UPPER CASE)

(The format for the text of a Region/Circuit/Institution/Headquarters
operating procedure is identical to the format for the text of a DCF
statewide operating procedure.)

The "supersession notice" (if applicable) goes here.

OPR: OFFICE SYMBOL

DISTRIBUTION: This element usually takes only one or two typewritten lines.

[illegible]

SAMPLE FORMAT FOR COMMENTS MATRIXCFOP ???-??: Summary of Substantive Comments by Reviewers and Action Taken by Author

<u>Reviewer</u>	<u>Comment(s)</u>	<u>Action Taken by Author</u>
Office symbol(s) of headquarters office(s) and/or name(s) of Region(s) or Circuit number(s)	1. Briefly summarize reviewer's comments. 2. List each comment separately. 3. List substantive comments, objections or recommendations only. Do not list spelling or grammar corrections. 4. Consolidate identical or nearly identical comments to avoid duplication.	1. Summarize the action taken by the author on each comment. 2. Summarize why a recommendation was not adopted. 3. Summarize what was done to satisfy objections.

(Use "landscape" orientation if desired.)

(Continue until all substantive comments have been listed. Use additional sheet(s) if necessary. Include following two categories to account for all reviewers.)

Office symbol(s) and/or name(s) of Region(s) or Circuit number(s)	1. Submitted reply indicating "no comments," or reply raised no substantive issues.	N/A
--	---	-----

N/A

Office symbol(s) and/or name(s) of Region(s) or Circuit number(s)	1. Did not reply.
--	-------------------