

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE PROCEDURE

Date Issued 11/23

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I. APPLICATION:

- ☐ SCCCMHA Board
- ☒ SCCCMHA Providers & Subcontractors
- ☒ Direct-Operated Programs
- ☒ Community Agency Contractors
- ☒ Residential Programs
- ☒ Specialized Foster Care

II. PURPOSE STATEMENT:

St. Clair County Community Mental Health Authority (SCCCMHA) shall allow for flexibility in special circumstances, and individual exceptions in extraordinary circumstances, in the area of agency policies and administrative procedures. This includes all areas **except** agency case records and forms, which are covered by policy #08.003.0005 Electronic Health Record Management.

III. DEFINITIONS:

- A. Policy: A definite course of action adopted for the sake of expediency, facility, regulation/rule, law, etc.

IV. STANDARDS:

- A. SCCCMHA staff and its Provider Network may submit written Request for Policy Exception.
- B. Written determination for Request of Policy Exception shall be completed in a timely manner.

V. PROCEDURES:

- A. Initial Request

Program/Contract Agency Staff

1. Informs Supervisor of the circumstances warranting the need to have an adjustment(s) in policy by completing Request for Policy Exception/Administrative Procedure (form #0232), located on Sage in the Forms Index.

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Supervisor/Contract Manager

2. Completes Supervisor's portion of the Request for Policy Exception/Administrative Procedure (form #0232) and forwards to appropriate Assistant Division Director, (Program Director if contract agency request) or Chief Operating Officer in the absence of Assistant Division Director.

Designated Director

3. Reviews request and after considering appropriate variables, writes a recommendation in applicable section of Request for Policy/Administrative Procedures Exception (Form #0232). Forwards Request for Policy Exception to Chief Operating Officer for final decision.

Chief Operating Officer

4. Reviews request and issues a written determination on Request for Policy Exception (form #0232). Forwards to the staff member the appropriate changes for that single, specific incident with copies to applicable Supervisor, Contract Manager, Assistant Division Director, Program Director, if contract agency, or appropriate Union Chairperson, if applicable, and Policy & Procedures (P&P) Committee Clerical Support.

B. Appeal

Staff Member

1. Submits, if applicable, written appeal to the Chief Executive Officer within five (5) days of receiving response, if not satisfied with the determination of the Chief Operating Office.
2. Sends copies of appeal to Supervisor/Contract Manager, Assistant Division Director, Chief Operating Officer, appropriate Union Chairperson, if applicable and P & P Committee Clerical Support.

Chief Executive Officer

3. Sends final determination in writing to staff member, with copies to Supervisor/Contract Manager, Assistant Division Director, Program Director, Chief Operating Officer appropriate Union Chairperson, if applicable and P & P Committee Clerical Support.
4. Forwards copies, if necessary, of exceptions granted to applicable contract file or applicable employee's personnel file.

P & P Committee Clerical Support

5. Maintains a master file of Requests for Policy Exception.

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VI. REFERENCES:

None

VII. EXHIBITS:

None

VIII. REVISION HISTORY:

Dates issued 07/81, 03/85, 02/87, 04/90, 04/92, 04/94, 05/97, 04/99, 04/01, 04/03, 04/05, 04/07, 04/09, 01/12, 07/13, 07/14, 07/15, 07/16, 07/17, 07/18, 07/19, 07/20, 01/21, 01/22.