

1056.0.0 COUNTY OFFICE OPERATIONS

1056.1.0 Purpose

1056.1.1 The purpose of this policy is to establish uniformity in the operation of the DHS county office utilizing established DHS policy and local county office procedures. It is designed to promote team work, clarity of understanding of the authority and responsibilities of the DHS County Administrator and the responsibilities of other county office/departmental staff.

1056.1.2 This policy is intended to describe only those duties of the DHS County Administrator which relate to operational/administrative procedures within the county office. It is not intended to be in conflict with any Federal law or jeopardize funding streams. Any County Administrator's actions authorized by this policy that are in conflict with State or Federal law will not be implemented at the county level. These situations will be brought to the attention of the Department Director through the Director, Division of County Operations (formerly titled the Division of Program Operations) for appropriate action.

1056.2.0 Scope

This policy is applicable to all divisions of the Department of Human Services. All twenty-four hour facilities/institutions are exempt from this policy.

1056.3.0 Responsibility

1056.3.1 The Director of the Department of Human Services has assigned the Director, Division of County Operations in consultation with all other Division Directors, the overall responsibility for development of this policy and for development of the implementation procedures in support of this policy.

1056.3.2 All supervisory staff in the county office will work together to assure compliance with this policy. The DHS County Administrator will have the responsibility and authority to manage operations in the county office as outlined in this policy. Program divisions will continue to provide direction to their county staff regarding program policies and procedures. However, all county office staff, including program division staff, will be accountable to the County Administrator on matters which are not program specific.

1056.3.3 The DHS County Administrator will have the authority to initiate the disciplining of county based supervisors and other program staff in certain situations, who by their actions/ inactions interfere with the authorized duties and responsibilities of the County Administrator. It is expected that nearly all conflicts/differences of opinion will be resolved verbally at the county level. In those rare cases where written disciplinary measures are required, the County Administrator will refer to DHS Policy 1026 for appropriate guidance.

1056.4.0 Policy

As the Department Director's representative at the local level, the DHS County Administrator is responsible for the daily operation of the DHS County Office which includes the following:

- A. Resolves Conflicts/Problems within the County;
- B. Ensures Appropriate Disposition of Complaints;
- C. Coordinates County Staffing;
- D. Ensures Timely Response to Initial Requests for Services or Information;
- E. Acts as Advocate for DHS Services and Programs;
- F. Facilitates Multi-Divisional Service Issues;
- G. Performs Resource Development Activities;
- H. Conducts DHS Management Team Meetings;
- I. Conducts DHS Staff Meetings;
- J. Establishes Clerical Assignments;
- K. Develops Local Volunteer Resources for the Department;
- L. Coordinates Departmental Planning at the County Level;
- M. Maintains County Office Procedure Manual;
- N. Requests the Acquisition of New/Expanded Office Space;
- O. Maintains Existing Office Space;
- P. Coordinates Public Educational Activities;
- Q. Handles County Office Maintenance and Operations Activities;
- R. Requests the Acquisition of/Maintains County Office Telecommunications Systems and Activities;
- S. Accounts for Inventory;
- T. Handles Local Cash Accounts;

- U. Develops/Maintains Office Coverage Plan;
- V. Administers Inclement Weather Policy;
- W. Prepares/Coordinates Local Emergency and Disaster Plan;
- X. Maintains Case Files;
- Y. Monitors Information and Referral System;
- Z. Disseminates Departmental Policy;
- AA. Conducts County Office Orientation

1056.5.0 Operating Procedures

The Division of County Operations shall develop and issue implementing procedures necessary to comply with this policy. Any changes or modifications to the procedures will be made by the Division of County Operations, after having solicited review/comment from all Divisions of the Department.

1056.6.0 Originating Section

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