HOW TO WRITE AND REWRITE PROCEDURE MANUAL ITEMS (PMIs)

AUTHORITY:　　Administrative Directive

RESCINDS:　　Procedure Manual Item 1-1-001, dated 12/04/18 Major Revision

FORMS:　　Standard Outline Format　　　　　　　　　　(Attachment A)
　　　　　　　PMI Review Checklist　　　　　　　　　　　(Attachment B)

PURPOSE:　　To provide guidelines for writing, rewriting, reviewing and distributing Procedure Manual Items.

I.　　GENERAL INFORMATION

　　A.　　A PMI describes how to perform a specific task. This differs from Policy Items, which are guidelines explaining why certain procedures are followed.

　　B.　　Avoid quoting or restating policy. Instead, list related policy items by name and number in the REFERENCES section at the end of the PMI.

　　C.　　The procedure should be specific enough so that a person not familiar with the task can do it with minimum additional instruction. A step-by-step outline form is preferable to narrative.

　　D.　　Lists of resources or forms that do not have an assigned form number should be included at the end of the PMI as an attachment rather than within the text.

II.　　PROCEDURE

　　A.　　Reviewing and Revising a PMI:

　　　　1.　　Review the PMI Review Checklist as a guide (See Attachment B).

　　　　2.　　Contact the PMI coordinator via e-mail to request the most current **and properly formatted** version of the PMI. Other versions of a PMI should not be used.

　　　　3.　　Prior to making any changes to the PMI, remove all bolded sections as these reflect changes made during the prior review cycle. If the prior review was a Major Revision, remove "(Major Revision)" listed under "RESCINDS."

　　　　4.　　List the date the PMI was last updated under "RESCINDS." Verify this date by referencing the PMI on ProbNet.

　　　　5.　　Review the document for procedural changes. If there are no procedural changes, notify the bureau secretary via e-mail that the PMI can be recertified, and provide the name of the person recertifying the PMI. The

bureau secretary will then forward it to the Chief Deputy Probation Officer (CDPO) for approval.

6. If the PMI is no longer relevant, notify the bureau secretary via e-mail that the PMI is obsolete and is to be deleted. The bureau secretary will forward to the CDPO for approval and then notify the PMI coordinator.

7. Ensure that all laws, directives, etc., listed under "AUTHORITY" are still valid.

8. Ensure that all procedures and policies listed under "REFERENCES" are still applicable and that the titles are accurate.

9. Ensure that all forms listed under "FORMS" are current and have accurate form numbers and/or hyperlinks. If the form is not assigned a form number note "(Attachment)" next to the form name in place of the form number. In such cases, type "Attachment(s)" at the end of the PMI, above the author's name. **Note hyperlinks are preferred.**

10. When retyping the PMI, all changes and/or additions must be in **bold black print with yellow highlight**. Major revisions are the exception. For major revisions, there is no bolding. Note "(Major Revision)" in the "RESCINDS" section. For information which needs to be deleted, the font will be changed to red with a strikethrough.

    Example: **youth**

B. Writing a New PMI:

1. Contact the PMI coordinator to have a number assigned to the new PMI and to obtain the template for writing a new PMI.

2. Follow the "Format" section listed below in section C.

3. Begin by charting the procedure to ensure that all decision points, action options and outcomes are included.

4. Separate general information about the subject from the step-by-step instructions for completing the task.

5. Present information in logical sequence.

6. If possible, describe each step of the procedure in one or two sentences. The meaning should be clear and concise.

7. Use simple, direct sentences that are in the active tense rather than passive tense.

8. Contact other divisions or areas of service that could be affected by the item and solicit their input. Additionally, provide them with a copy of the updated draft for review and critique.

9. Check citations of policy, legal codes, court orders, directives, departmental standards or other procedures for accuracy.

10. Compare the PMI with the above-listed applicable sources for conflicts or inconsistencies. Seek out supervisory assistance in resolving the discrepancies. If unable to settle the matter, refer the issue through the chain of command for resolution.

11. Attach copies of any unique forms, legal decisions and court orders that are the basis for the procedure.

12. Specify the title or operational unit (not unit number) responsible for actions described in the procedure.
   Example: "Send the _____ to Adult Investigations…" or "Call Custody Intake OD…" not "Send to Unit 000."

13. At the end of the PMI, list related procedure and policy items by name and number. This facilitates research and editing. Ensure that previously referenced PMIs and procedures are still relevant; if they are not, make appropriate changes to update or remove them.

14. To avoid duplication among PMIs that impact multiple functions within the Department, consider whether the procedures outlined in the new PMI can instead be merged into a preexisting PMI.

15. Use charts, lists or other visual aids when possible. Insert examples to illustrate the instructions.

C. Format

1. Margin setting: 0.5" top and bottom, and 1" left and right

2. Use Arial 11 font

3. To assist with formatting, tools such as "view gridlines" and show paragraph markings (¶) may be helpful.

4. Title

   a. The title should be short and accurately reflect the content.

   b. Do not use "Procedure" in the title since all items are considered procedures.

5. Introductory topical headings

   a. AUTHORITY:

      List appropriate Code Sections, County Ordinances or other authorities that mandate, affect or regulate the task.

   b. RESCINDS:

List what item is being replaced or if the item is new.

(1)   "Procedure Manual Item X-X-XXX (old number), dated XX/XX/XX" or

(2)   "New Item"

(3)   If two or more PMIs are consolidated into one, list all PMIs being replaced.

(4)   Indicate (Major Revision) or (Recertified), as appropriate, after the date of the rescinded item. **These updates do not require bolding.**

c.   FORMS:

A copy of relevant forms should be attached to the PMI only, if <u>no</u> hyperlink or form number can be provided.

(1)   List all forms used in the procedure by title <u>and</u> form number. Do not include the revision decimal number.

Example: Case Flow Log   (F057-3059)
(not F057.3059.06)

(2)   If informal forms are used, list the title and attach a copy.

Example:
Custody Computation Time Worksheet   (Attachment)

Using section breaks for attachments may be helpful to avoid linking the headers together.

d.   PURPOSE:

Include a concise statement of what is to be accomplished.

Example: To instruct in the proper use of handcuffs.

6.   Main Body

Executive Management has approved the use of outline format in PMIs (See Attachment A).

7.   Headings

a.   GENERAL INFORMATION (optional)

(1)   Briefly state why the procedure was established.

(2)   Include general guidelines and background as appropriate.

b.   PROCEDURE

(1) In logical sequence, describe how the procedure is completed.

(2) Be thorough; staff not familiar with the task should be able to perform it using the PMI as a guide.

8. References:

List related policies and PMIs by number and title. Look in the Policy Manual and PMI Table of Contents to locate related items.

Example:

REFERENCES:

Procedure: 1-1-A Probation Department Procedures Manual

Policy: A-1 Policy, Procedure and the Law

This directs the reader to related information. When a PMI is revised, this section provides a list of other items that the revision may affect. Ensure that this information is accurate. If there are inconsistencies, notify the Division Director via the chain of command.

D. Routing by Author

1. Submit draft (using red strikethrough for deletions and bold **black font with yellow highlight** for additions) PMI to assigned Division Director (DD) for review and approval.

2. The DD reviews and forwards to the CDPO for review and approval.

3. The CDPO approves the PMI draft and sends to PMI coordinator via the CDPO secretary.

4. PMI coordinator sends PMI(s) from said division to the DD of the Professional Standards Division (PSD) for review. Once PSD reviews and approves the PMI(s), **HR** sends them to **AOCDS and/or OCEA** for review and **to determine if a meet and confer is necessary**.

5. Meet and confer takes place between DD/CDPO and **AOCDS and/or OCEA** (if needed) **with HR present**. Agreed upon modifications are made by the author/DD, to the PMI(s) version that was initially sent to **AOCDS and/or OCEA** for review.

6. The DD sends the revised PMI (with attachments, if applicable) in final draft format (red strikethrough items have been deleted and additions/changes are in bold **black** font) to the CDPO secretary, who will log it for tracking purposes. The CDPO will review and return the PMI to the PMI coordinator via the CDPO secretary.

7.   The PMI coordinator will convert the PMI and attachments to PDF format and send via e-mail to the DD for signature. The DD will digitally sign the document and return the document to the PMI coordinator **for posting.**

8.   **The PMI coordinator will provide the DD a copy of the previous SB 978 highlighted PMI (to be used as a guide) and the final word version of the updated PMI via email. The DD will highlight in green all information that needs to be redacted on the final word version PMI. If there are no redactions, the DD will add "NO REDACTIONS" in red font above the PMI title on the final word version PMI and return to the PMI coordinator**.

9.   **The PMI coordinator will convert the final word/SB 978 version to PDF and redact all the green highlight and send via e-mail to the DD for signature. The DD will digitally sign the document and return the document to the PMI coordinator for posting**.

E.   Finalization of PMIs

1.   The **PSD DD** will notify **AOCDS and/or OCEA** as needed.

2.   The official procedures are posted electronically via ProbNet and a Procedural Update Memo e-mail is distributed to all users via Outlook.

REFERENCES:

Procedures:	1-1-A	Probation Department Procedure Manual
Policies:	A-1	Policy, Procedure and the Law
	A-2	Upholding Departmental Philosophy and Principles

Attachments

P. Suzuki-Johnson

APPROVED BY:

<u>STANDARD OUTLINE FORMAT</u>

<u>Page Numbering</u>:

1. Page 1 is not numbered.
2. Page 2 and subsequent pages are numbered (i.e. P. 2, P. 3) below item number on the top right corner of the page.
    (Outline form never has an "A" without a "B" or a "1" without a "2".)

TITLE

AUTHORITY:
RESCINDS:
FORMS: (Include form numbers. Write "attachment" for unique items with no form numbers)

PURPOSE:

I.   GENERAL INFORMATION (optional)

        A.
        B.
                1.
                2.
                        a.
                        b.
                                (1)
                                (2)
                                        (a)
                                        (b)
        C.

II.   PROCEDURE
        A.
        B.
        C.
                1.
                2.
                        etc.

REFERENCES:

        Procedure(s): X-X=XXX   Title
        Policy(ies):   X-X   Title

Attachments

Author's name

APPROVED BY:

PMI REVIEW CHECKLIST

Item		Correction or Revision	
Item No.		(No Correction required)	(Correction required)
Date		Yes	No

1. Does the title clearly reflect the overall content of the manual item?

2. Should this manual item be retained and not combined with another related one or deleted entirely?

3. Have conflicts or inconsistencies with policies, other procedure manual items in any departmental procedure books, performance standards, legal codes, directives or court orders been corrected?

4. Are related departmental policy and procedure items listed at the end by title and number?

5. Have all listed forms, procedures, court orders, policies and codes been verified as current and accurate?

6. Are the addresses, telephone numbers or room numbers still correct?

7. Is general information separated from step-by-step instructions for accomplishing the task?

8. Is the information presented in logical sequence?

9. Are sentences and paragraphs concise?

10. Has outline form been used?

11. Has the format set out in PMI 1-1-001 been followed?

12. Is the item clear? Does it make sense?

13. Are copies of unique forms, relevant legal decisions, court orders, memos, directives or legal codes attached or quoted?

14. Is the item well organized? Is information on each topic in one place?

15. Have other divisions or services that might be affected by this item been consulted?

16. Does the item indicate the individual (by title) or operational unit responsible for the actions described in the procedure?

17. Are times and locations relevant to operating procedures included?

18. Should the item include provisions for handling emergencies which may occur in carrying out the procedure?