



Requests to Modify the Standard Practice Manual (SPM) Procedure

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Signed by:
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Purpose To establish structured guidelines for requesting and submitting changes to documents maintained in the Department of Behavioral Health’s (DBH) Standard Practice Manual (SPM), and to outline the process for finalizing and posting requested changes by the Office of Compliance - Policy Management Unit (PMU).

Submitting Requests for New or Revised SPM Documents When a need is identified to revise an existing or develop a new policy, procedure, form, information notice (IN), interim instructional notice (IIN), or protocol, DBH workforce members requesting the change must complete the following actions:

Step	Action						
1	Obtain authorization from the Supervisor to submit the request.						
2	<p>Complete the BOP013 Standard Practice Manual Request Form, located on the DBH Intranet under the Manuals & Forms section, and include the following required information:</p> <ul style="list-style-type: none"> • Complete all fields of the form, <i>except</i> those designated as “For PMU Use Only”; and • Clearly identify the document title and number in the “Title of Request” field. <table border="1"> <thead> <tr> <th>If ...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>The request is for revision(s) to an existing document</td> <td>Indicate the request as a “revision” in the “Scope of Work” field and explain the proposed changes in the “Reason for Request” field.</td> </tr> <tr> <td>The request is to develop a new document</td> <td>Indicate the request as “new” in the “Scope of Work” field and explain the need for the new document in the “Reason for Request” field.</td> </tr> </tbody> </table>	If ...	Then ...	The request is for revision(s) to an existing document	Indicate the request as a “revision” in the “Scope of Work” field and explain the proposed changes in the “Reason for Request” field.	The request is to develop a new document	Indicate the request as “new” in the “Scope of Work” field and explain the need for the new document in the “Reason for Request” field.
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Requests to Modify the Standard Practice Manual (SPM) Procedure, Continued

Submitting Requests for New or Revised SPM Documents, continued

Step	Action
3	Identify the Subject Matter Experts (SMEs) to provide information and assist in developing the requested documents.
4	Provide a target completion date for requested documents. Note: Circumstances during the review process may extend completion beyond the target date.
5	Indicate whether an expedited review is needed. Expedited review may be warranted due to a Corrected Action Plan (CAP), an audit, legislative deadlines, or other urgent matters. Note: Justification for the expedited request is required and must be provided on the request form.
6	Indicate which program(s) will be affected by or will need to reference the document(s).
7	Indicate the Type of Request (e.g., policy, procedure, form, etc.).
8	Indicate whether the requested document(s) will replace or supersede pre-existing document(s); include the title and number of the documents being replaced.
9	Indicate the regulatory/statute reference that prompted the creation or update of the documents, if applicable.
10	Submit the request to the Policy Management Unit (PMU) via email at: DBHPMUquestions@dbh.sbcounty.gov . Note: Attach any supporting information or documentation to support the requested changes or development. To the extent possible, include a draft of the new or revised document being requested.

Submitting Request for Removal of a SPM document

When a policy, procedure, or form is outdated (contains information that is no longer relevant), the individual requesting removal from the SPM must complete the following steps:

Step	Action
1	Obtain authorization from their Supervisor.
2	Complete Standard Practice Manual Request Form (BOP013)
3	Submit the request to the Policy Management Unit (PMU) via email at DBHPMUquestions@dbh.sbcounty.gov . Note: Attach any supporting documentation that may be used for justification of the removal.

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Requests to Modify the Standard Practice Manual (SPM) Procedure, Continued

**Review,
Approval and
Posting
Process-
Policies,
Procedures,
Protocols**

Upon receipt of a request to revise an existing or create a new policy, procedure, or protocol, PMU will complete the following actions:

Step	Action	Standard Review	Expedited Review
1	Review SPM and IN/IINs for existing documents that may be superseded, incorporated, or merged.	Upon receipt of assignment	
2	Initial development and formatting by Specialist	Within 30 days of submission	Within two (2) weeks of submission
3	SME review/Specialist incorporation of edits	10 working days	Five (5) working days
4	Administrative review/ Specialist incorporation of edits (if applicable)	10 working days	Five (5) working days
5	Incorporation of feedback and re-submission to SME if content changes are indicated. If <u>not</u> proceed with step six (6).	10 working days	Five (5) working days
6	PMU Ethics & Compliance Coordinator (ECC) Initial review	10 working days	Five (5) working days
7	Deputy Director/ CCO review	10 working Days	Five (5) working days
8	Incorporation of feedback and re-submission to SME if necessary	10 working days	Five (5) working days
9	PMU Ethics & Compliance Coordinator (ECC) final review	10 working days	Five (5) working days
10	DBH Director review and signature via DocuSign.	Time varies	Time varies
11	Submission to PROS for posting	Up to seven (7) business days	One (1) to three (3) business days
12	After posting, Specialist conducts a follow-up verification to ensure the links go to the correct and current document(s)	Immediate	Immediate

Note: The PMU standard review process may be modified depending on the level of review required, as determined by assigned staff and the Ethics and Compliance Coordinator.

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Requests to Modify the Standard Practice Manual (SPM) Procedure, Continued

Review, Approval and Posting Process-Forms

Upon submission of a request to revise an existing or create a new form the review process will be as follows:

Step	Action	Standard Review
1	Initial development and formatting by Specialist	One (1) to Two (2) weeks
2	SME review	10 working days
3	Incorporation of feedback and re-submission to SME if necessary	Five (5) working days
4	PMU Ethics & Compliance Coordinator (ECC) review	Five (5) working days
5	Deputy Director/ CCO review & approval	Five (5) working days
6	Ethics & Compliance Coordinator (ECC) final review (if DD makes changes)	Five (5) working days
7	Submission to Pro for posting	Up to seven (7) days
8	Submit translation request, if applicable	10 working days standard; may be up to 60 working days

Review, Approval and Posting Process IN, IIN

Upon submission of a request to develop an IN or IIN the review process will be expedited as follows:

Step	Action	Standard Review
1	Initial development and formatting by Specialist	One (1) week
2	SME review	10 working days
3	Incorporation of feedback and re-submission to SME if necessary	10 working days
4	PMU Ethics & Compliance Coordinator (ECC) review	10 working days
5	CCO review	10 working days
6	DBH Director review and signature via DocuSign.	Time varies
7	Submission to Pro for posting	Up to seven (7) days
8	Specialist will develop policy and procedure for IINs.	Will follow policy and procedure review process.

Related Policy or Procedure

- DBH Standard Practice Manual and Departmental Forms:**
- Management of the Standard Practice Manual (SPM) Policy (BOP3001)
 - Standard Practice Manual Request Form (BOP013)

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