



Request to Change the DBH Websites Procedure

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Purpose

To provide guidance to San Bernardino County (County) Department of Behavioral Health (DBH) staff regarding the appropriate steps to request changes to the DBH website(s) (internet and intranet) and to ensure the DBH website(s) remain consistent with Department and County standards, and ensure published content is beneficial to intended users/audiences.

Procedure

The following table outlines the steps for staff to request changes to the DBH website:

Step	Action
1	DBH program staff must obtain approval from their respective appropriate Program Manager (PM) and/or Deputy Director (DD) to request changes be made to the DBH website.
2	Requester will submit a ticket through the Public Relations Internet website, <ul style="list-style-type: none"> • Click on the link for Website Update, • Complete the electronic ticket with all required information fields, and • Click Submit.
3	Designated PRO staff reviews request within five (5) business days. If request meets PRO review/approval, PRO will complete all approved website updates. PRO reserves the right to make final determination of the most appropriate placement of requested content unless there is a Department of Health Care Services (DHCS) mandate or contractual requirement regarding placement, which must be provided to PRO within the initial ticket submission.
4	Designated PRO staff will: <ul style="list-style-type: none"> • Notify requesting staff with a cc to PM or DD that the request has been completed via response to initial ticket submission to PRO, and • Close out the ticket as "completed".

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Request to Change the DBH Websites Procedure, Continued

**Related Policy
or Procedure**

DBH Standard Practice Manual:

- Guidelines for Promotional, Educational, and/or Informational Materials Policy (BOP3031)
 - DBH Review Panel for Promotional, Educational, and/or Informational Materials Policy (BOP3032)
 - DBH Review Panel for Promotional, Educational, and/or Informational Materials Procedure (BOP3032-1)
 - Web Blast Policy (BOP3045)
 - Web Blast Procedure (BOP3045-1)
 - Request to Change the DBH Website Policy (BOP3047)
 - Control and Organization of the Standard Practice Manual (SPM) Policy (BOP3001)
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Reference(s)

- [San Bernardino County DBH Logos](#)
 - [San Bernardino County Logo Standards Sheet](#)
 - [San Bernardino County Style Guide](#)
 - [PRO Easy to Read Style Guide](#)
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