Catholic Charities Disabilities Services	
Agency Standard and Procedure	
Standard Category	Administration
Standard Title	Agency Written Instructions
Regulations	ADM 2026-01 DRAFT
Original Issue Date	08/21/2017
Latest Revision Date	06/08/2023 07/16/2024 01/24/2025 08/03/2026
Number of Pages	2
Attachments	
Approved by: Paula Warika, Executive Director	Paula Warika

Standard:
Catholic Charities Disabilities Services utilizes a number of written instructions to assist staff in their work. These instructions serve different purposes and need approval from different levels of agency administration.

Definitions:

1. *Standard & Procedures:* A controlling principle used to set direction for the agency. Within a Standard, many will include the steps or tasks to be followed as a consistent and repetitive approach to accomplish the direction set by the standard.

2. *Protocol:* A department approved process that usually shows a step-by-step explanation of how to perform a task.

3. *Guideline:* An agency approved commentary on an issue or topic for which the agency cannot set a clear direction, but which routinely presents itself in the course of our business. Examples include such issues as boundaries, the dignity of risk, individual choice, etc. The purpose of the commentary is to help staff make appropriate judgements when these types of issues present themselves in their day-to-day work.

4. *Contemporaneous:* To meet the minimum billing standards, the daily service notes or checklists must be completed by the end of the day no later than two (2) business days following the date the service was provided. The monthly summary notes must be completed no later than the end of the month following the month of service provision. For Supervised IRAs, business days are considered seven days of the week, Monday through Sunday, as it is a 24 hour service.

Standards Workgroup
The agency will have a Standards Workgroup that will review agency standards and procedures, and guidelines on an ongoing basis to ensure they are current with OPWDD regulations, addendums, guidance, and the current terminology used in the field. The Standards Workgroup will meet on a monthly basis to discuss any changes/updates that are required to existing standards and procedures, and guidelines. After the group approves and makes any necessary changes, the standard and procedure, or guideline, will be sent to the Executive Director, or designee, for final review and

approval. This does not prohibit the Executive Director from approving or writing a standard and procedure, protocol or guideline.

Agency Approval Level

1. Standard and Procedure: Executive Director or Associate Executive Director.
2. Protocol: Program Director or designee.
3. Guideline: Program Director or designee.

Availability

Once approved, all standards and procedures, protocols and guidelines will be posted on the agency website, saved in a public folder on the g-drive, and sent to the Corporate Compliance Officer.

Training

Effective training is implemented based on the content of the standard and stakeholder effected.