



<b>UTAH DEPARTMENT OF HEALTH AND HUMAN SERVICES DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES POLICY AND PROCEDURES</b>		
<b>Policy: 1.24</b>		<b>Page 1 of 3</b>
<b>DIVISION DOCUMENT DEVELOPMENT, REVISION, AND APPROVAL</b>		
<p><b>RATIONALE:</b>  The intent of this policy is to establish consistent standards and procedures for how division documents are developed, revised, reviewed, and approved.</p> <p>Authorizing Code: 26B-6-403  Additional Code: 26B-6-401; 63A-16-209; 63G-3  Rule: R895-14  Forms: NA</p>		
<b>Original Effective:</b> <b>NA</b>	<b>Revision:</b> <b>3/31/2026</b>	<b>Next Review Due:</b> <b>3/31/2029</b>

**I. DESCRIPTION**

This policy provides standards to ensure that all division documents meet professional and consistent standards before public release. This policy supersedes any previous department policy governing this subject matter. It does not supplant any existing federal, state, or department laws/policies to which the department shall adhere.

**II. DEFINITIONS**

The following terms are defined for this policy as:

- A. **Department:** means the Department of Health and Human Services (DHHS).
- B. **Division:** means the Division of Services for People with Disabilities as defined in Section 26B-6-401.
- C. **Division executive leadership team:** means collectively the division director and each assistant division director.
- D. **Division leadership team:** means collectively the division managers who manage supervisors and report directly to a division director or assistant director. The Division leadership team also includes members of the division executive leadership team.
- E. **Office of Procurement and Contract Management (PCM):** means the OU within the Division of Finance and Administration (DFA) that collaborates with the division to ensure efficient procurement, contracts, and rate setting.
- F. **Operational Units (OUs):** means organizational units within the department, including divisions, offices, or standalone operations whose director reports to the department

executive director, a deputy director, or an assistant deputy director.

- G. **Person-centered:** means an approach that places a Person receiving services, their values, needs, and preferences at the heart of the decision-making process. It focuses on treating the Person with dignity and respect.

### III. **POLICY**

#### Scope of documents for review.

- A. All public-facing documents created or revised by the division shall undergo a formal review and approval process.
- B. At a minimum, this requirement applies to administrative rules, contracts, agreements, policies and procedures, forms, training, website content, some communications, manuals, and external presentations.

#### Standards of consistency and accessibility.

- C. All division document development shall be person-centered and use processes that do not create unnecessary barriers for people with disabilities.
- D. Division documents shall adhere to the [DHHS Writing Style Guide](#) and [2026 DHHS Graphics standards guide](#).
- E. Whenever possible, all public-facing written materials intended for the general public shall be written at or below a ninth-grade reading level to ensure accessibility for all Utahns.
- F. Public-facing documents shall meet accessibility standards as required in Section 63A-16-209, and Rule R895-14.

### IV. **PROCEDURE**

#### Division leadership team review.

- A. The author shall circulate the document to the division leadership team for an optional review period.
- B. The author shall provide a typical review period of from 1 to 2 weeks, depending on the length and complexity of the document. Managers may request an accelerated review for time sensitive documents.
- C. During this phase, checkboxes shall be provided for members of the division leadership team to indicate their participation in the optional review.
- D. Division leadership team members may engage other subject matter experts as they choose during the review period.
- E. For time-sensitive communications, the division executive leadership team may bypass the division leadership team review altogether or request an optional same day review.

#### Comment protocol.

- F. Reviewers shall leave comments open within the document for the entire duration of the review period.
- G. Substantive comments may not be resolved until the conclusion of the designated review timeframe. Copyediting suggestions that do not change the meaning of the text may be resolved without further discussion.
- H. If the author does not accept a suggestion from the division leadership team, the author shall provide an explanation for the rejection in a comment response.

#### Progression of review.

- I. Although the leadership review is optional, the document shall not proceed to the next phase until:
  1. the review period has concluded; or
  2. all members of the division leadership team have signed off that they have completed their review.
- J. Following the leadership review, the document shall move to the division executive leadership team for final approval.

#### Final approval.

- K. The division director or their designee shall approve all documents before publication or external distribution.
- L. All public-facing documents are subject to Department Policy 06-05.

#### Governing authorities.

- M. Contracts and procurement documents shall also comply with DHHS Policy 01-04.
- N. Division training materials shall also comply with Policy 1.60.
- O. Administrative rules are governed by the Rulewriting Manual for Utah and the Utah Administrative Rulemaking Act (Section 63G-3).
- P. Website content shall also comply with Policy 1.59.

#### External OU approvals.

- Q. Contracts shall be reviewed informally by section leadership (DHHS Executive Director's Office) before submission to PCM.
- R. Rules shall be reviewed by section leadership (DHHS Executive Director's Office), the division director and the division assigned Assistant Attorney General (AAG) before submission to the DHHS rules coordinator.
- S. For other types of documents, additional external review is at the discretion of the division leadership team and may include the Division of Integrated Healthcare (DIH), the Assistant Attorney General's Office (AAG), Office of Legislative Affairs (OLA), the Executive Director's Office (EDO), PCM, and DFA.