



**WEST VIRGINIA DIVISION OF ADMINISTRATIVE SERVICES  
AGENCY POLICY STATEMENT**

**SUBJECT: WRITTEN INSTRUCTIONS**

**INDEX NUMBER: 100.00**

**EFFECTIVE DATE: 1 April 2021**

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**PURPOSE:** To establish a coordinated system of written instructions through which the Division of Administrative Services communicates its management philosophy, policies, and procedures to employees and the agency's customers, and the public.

**REFERENCE:** West Virginia Code §15A-2-1 and §15A-2-2.

**RESPONSIBILITY:** Deputy Directors and Assistant Directors are responsible for overseeing the development and enactment of Staff Notices and Job Guides to ensure compliance with this and other Policy Statements.

**CANCELLATION:** Any previous written or verbal instruction on this subject.

**APPLICABILITY:** All employees. This Policy Statement is available for general distribution and is not exempt from Freedom of Information Act requests.

**DEFINITIONS:** The words defined in this section have the meanings given them for purposes of this policy statement.

**Cabinet Secretary:** The Secretary of the West Virginia Department of Homeland Security (DHS).

**Distribution Point:** locations at which a copy of written instructions is maintained and accessible.

**Director, Deputy Director, or Assistant Director:** mean the employees appointed to those positions at the West Virginia Division of Administrative Services (DAS).

**Employee:** Any person who works at any DAS section, unit, or location, including full-time, part-time, temporary, provisional, probationary, and permanent status employees of the State of West Virginia; contractors and their employees.

**Section:** a major organizational component of the agency typically administered by a Deputy Director, or Assistant Director.

**Unit:** an organizational component within a section. A unit may be under the leadership of a manager, supervisor, or lead worker reporting to an Assistant Director, Deputy Director, or Director.

## **POLICY:**

### **I. Policy Statements**

- A. Policy Statements are written directives from the Director, typically based on applicable laws or rules, including federal or state statutes, case laws, legislative rules, professional standards or other regulations, to establish the general principles by which DAS will conduct and manage its affairs.
- B. The order of precedence of written instructions flowing from a Policy Statement are: 1) Director's Policy Statement, 2) Staff Notice, and 3) Job Guide. Staff Notices must comply with applicable policy statement(s). Job Guides must comply with applicable Policy Statement(s) and Staff Notice(s). The Policy Statement takes precedence whenever there is a conflict with Staff Notices and Job Guides.
- C. The Director's Administrative Secretary will categorize, and index Policy Statements by section, as follows:
  - Series 100: General Administration, numbered 100.00 through 199.99.
  - Series 200: Human Resource Services numbered 200.00 through 299.99.
  - Series 300: Purchasing Services, numbered 300.00 through 399.99.
  - Series 400: Fiscal Operations, numbered 400.00 through 499.99.
  - Series 500: Asset and Fleet Management Services, numbered 500.00 through 599.99.
  - Series 600: Justice and Community Services, numbered 600.00 through 699.99
- D. The Director's Administrative Secretary will retain the original, signed copies of all past and current Policy Directives for archival purposes.
- E. Refer to **Attachment #1** for the standard format used for DAS Policy Statements with an explanation of each section within the format.

### **II. Staff Notices: are approved and issued.**

- A. Staff Notices are issued by a Deputy Director or Assistant Director to all employees in a section or unit under their administrative control to set forth the way a Policy Statement is to be implemented within that section or unit, thereby establishing Standing Operating Procedures (SOPs) within that section or unit. Staff Notices

typically provide more specific written instructions than that provided for in a Policy Statement, as well as a means for a Deputy Director or Assistant Director to formulate goals with measurable objectives for the section or unit.

- B. The Director may preclude the issuance of any Staff Notices on a subject when the Policy Statement provides enough direction on a subject. The Director communicates this preclusion in the Responsibility Section of the Policy Statement by listing the word “None.”
- C. Staff Notices shall be in full compliance with the Policy Statement(s) they are intended to supplement. Staff Notices will not simply duplicate verbatim the entire text of a referenced Policy Statement.
- D. Staff Notices shall be formatted in accordance with **Attachment #2**, and categorized and indexed as follows:
  - GA1.00 through GA1.99:           General Administration
  - HR2.00 through HR2.99:       Human Resource Services
  - PS3.00 through PS3.99:       Purchasing Services
  - FO4.00 through BF4.99:       Fiscal Services
  - AM5.00 through AM5.99:       Asset and Fleet Management Services
  - JC6.00 through JC6.99:       Justice and Community Services
- E. Staff Notices should indicate whether supporting Job Guides are necessary.
- F. The Director’s Administrative Secretary will retain the original, signed copies of all past and current Policy Statements for archival purposes. The issuing authority shall retain the original, signed copies of all past and current Staff Notices and Job Guides for archival purposes.

### III. Job Guides

- A. Job Guides are a detailed and sequential list of instructions that must be executed to effectively and efficiently complete a task or task set. Where a Staff Notice provides instruction to an entire section or unit, a Post Order is specific to the work assigned to a specific employee, or group of similarly situated employees in the section or unit. At least one Post Order should exist for every employee in a section or unit.
- B. Job Guides are developed with input from employees, supervisors, and managers within a Section or Unit to develop mutual understanding and ownership. Job Guides

are approved by the Assistant Director, Deputy Director, or Director who controls or supervises the section or unit.

C. Job Guides should achieve the following purposes:

1. Orient new employees to duties, or an existing employee to newly assigned duties.
2. Provide a foundation for on-the-job training to achieve a “3-deep” staff contingency plan for each post in order to maintain Continuity of Operations (COOP) and Continuity of Government (COG).
3. Assist employees, supervisors and reviewing managers in developing performance expectations used in the Employee Performance Appraisal process.

D. At a minimum Job Guides should address the following:

1. In the interest of brevity, in addressing the variety of tasks assigned to a job or position, the Job Guide may refer to an existing resource document that provides some or all the guidance for the completion of a task. Examples include, but are not limited to policies, processes, or procedures enacted by other agencies pursuant to state code, legislative rules, and/or manuals. In such case the Job Guide should identify both the resource and section or subsections within it that are relevant to a task.
2. Identify the section, unit, job or position to which it is assigned
3. Identify the task(s) and list the sequence of steps that must be performed to successfully complete the task.
4. List any equipment or other resources necessary to complete the work assigned to the post.
5. Identify the frequency each a task must be performed, examples include: each transaction, daily, weekly, monthly, quarterly, semi-annually, or annually.
6. Describe the criticality of the task: this develops an understanding of the importance and urgency attached to the task.
7. Identify personal safety concerns, personal protective equipment, and safety measures.
8. Describe any discretion the employee may exercise in completing the task.
9. Identify workflow: the sequence of who, when, and how others are notified or forwarded items requiring further work, review, or approval or other action by them.

E. Refer to **Attachment #3** for Job Guide format.

#### IV. **Other Written Instructions**

A. **Other written instructions in descending order of priority and authority are:**

1. **Letters:** typically addressed to a single individual to address a matter of individual importance. Examples include but are not limited to written communications to elected officials and agencies outside the Department of Homeland Security. Letters to elected officials and agencies outside the Department of Homeland Security must be vetted by the Director and Cabinet Secretary's Office before sending.
2. **Memoranda:** typically addressed to DAS employees or employees in other agencies within the Department of Homeland Security to address matters of mutual, but short-term importance.
3. **Emails:** typically addressed to an individual or group to address a matter of immediate concern.

#### V. **Distribution and Access**

A. **Distribution Points:** The DAS Webmaster will post all DAS Policy Statements, Staff Notices, and Job Guides to the public webpage as a resource for employees and others, unless otherwise instructed by the Director. Employees may download and/or print a copy of written instructions they use frequently in the course of their job but are discouraged from printing all written instructions in order to be resource responsible.

B. **Acknowledgements:** Hand-signed or digital acknowledgements will be developed to document reading and understanding of written instructions in a resource responsible manner. Hand-signed acknowledgement forms will be sent to the Internal Auditor for filing.

VI. **Review Process:** Policy Statements, Staff Notices, and Job Guides should be reviewed annually by the issuing authority to ensure necessary revisions are made, and that unnecessary written instructions are cancelled.

VII. **Rule of Law:** No written instruction shall be interpreted or construed to supersede any applicable federal or state law or regulation. To that end, Policy Statements will be reviewed by legal counsel prior to approval and issuance by the Director. In the case of any inconsistencies, the statutory or regulatory requirements will take precedence over the Policy Statement.

VIII. **Suspension of Rules:** Only the Director, or Deputy Director acting in the Director's absence, may suspend a Policy Statement due to exigent or emergency circumstances.

**ATTACHMENTS:**

- #1 Policy Statement Format
- #2 Staff Notice Format
- #3 Job Guide Format
- #4 Employee Acknowledgement Form

**APPROVED SIGNATURE:**



**Michael V. Coleman, Director**



**Date**



WEST VIRGINIA DIVISION OF ADMINISTRATIVE SERVICES  
AGENCY POLICY STATEMENT

SUBJECT:

INDEX NUMBER:

EFFECTIVE DATE:

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- PURPOSE:** *A statement describing the intent of the Policy Statement.*
- REFERENCE:** *List the applicable references upon which the Policy Statement is based, such as, but not limited to federal or state statute(s), case law, legislative rule, regulation or manual.*
- RESPONSIBILITY:** *Identify who is responsible for enacting Staff Notices(s) to ensure compliance with the Policy Statement. If Staff Notice(s) are not approved for issuance the Director will list "None."*
- CANCELLATION:** *List the previous version of the Policy Statement being cancelled.*
- APPLICABILITY:** *Identify the Section(s)/Unit(s) to which the Policy Statement applies. The Director will list "All Employees" when applicability is universal within the agency.*
- DEFINITIONS:** *List the meaning of words, terms, or phrases necessary to ensure clarity and understanding.*
- POLICY:** *Using standard Roman numeral outline formatting, provide a clear, concise, complete, and accurate description of the Director's policy expectations on the subject matter.*
- ATTACHMENTS:** *List of documents/forms attached to the Policy Statement.*

APPROVED SIGNATURE: \_\_\_\_\_  
Director's Signature Date



WEST VIRGINIA DIVISION OF ADMINISTRATIVE SERVICES

STAFF NOTICE

SUBJECT:

SECTION/UNIT:

INDEX NUMBER:

EFFECTIVE DATE:

**PURPOSE:** *A statement describing the intent of the procedure.*

**REFERENCE:** *List the applicable policy statement, and other reference(s) such as, but not limited to state code, legislative rules, or manuals issued by other state agencies upon which the Staff Notice is based.*

**RESPONSIBILITY:** *Identify who is responsible for enacting Job Guide(s) to ensure compliance with the Staff Notice.*

**CANCELLATION:** *List the previous version of the Staff Notice being cancelled.*

**APPLICABILITY:** *Identify the Section/Unit to which the Staff Notice applies.*

**DEFINITIONS:** *List the meaning of words, terms, or phrases necessary to ensure clarity and understanding.*

**PROCEDURE:** *Using standard Roman numeral outline formatting, provide a clear, concise, complete, and accurate description of the issuing authority's expectation for employees on the subject matter.*

**ATTACHMENTS:** *List of documents/forms attached to the Staff Notice.*

APPROVED SIGNATURE: \_\_\_\_\_  
Issuing Authority's Signature Date



**WEST VIRGINIA DIVISION OF ADMINISTRATIVE SERVICES**

**JOB GUIDE**

**SUBJECT:**

**SECTION/UNIT/POST:**

**INDEX NUMBER:**

**EFFECTIVE DATE:**

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**PURPOSE:** *Identify the task or task set the Job Guide is intended to address.*

**REFERENCE:** *List applicable policy statements, staff notices, manuals, forms, or other references such as state codes, legislative rules, or manuals issued by other state agencies that are applicable to successfully complying with this post order.*

**CANCELLATION:** *List the previous version of the Job Guide being cancelled.*

**PROCEDURE:** *A clear, concise, sequential listing of the actions necessary to be performed to successfully complete the task or task set.*

**APPROVED SIGNATURE:** \_\_\_\_\_  
Issuing Authority's Signature Date



**WEST VIRGINIA DIVISION OF ADMINISTRATIVE SERVICES**  
**EMPLOYEE ACKNOWLEDGMENT FORM – WRITTEN INSTRUCTIONS**

I, the undersigned employee hereby acknowledges receipt of a copy of the West Virginia Division of Administrative Services policy statement(s), staff notice(s), and/or job guide(s) listed below:

I, the undersigned employee acknowledges 1) that the above listed policy statement(s), staff notice(s), and/or job guide(s) are a condition of my continuing employment with the West Virginia Division of Administrative Services; 2) that I understand the effective dates of these policy statement(s), staff notice(s), and/or job guide(s); 3) that I am hereby instructed to contact my immediate supervisor if I have any questions concerning these policy statement(s), staff notice(s), and/or job guide(s); and 4) that all Division of Administrative Services policy statement(s), staff notice(s), and/or job guide(s) will be available on the agency's website, in compliance with Division of Administrative Services Policy Statement 100.00, for viewing at any time.

Employee's Name (Print or Type) \_\_\_\_\_

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

**RETURN TO INTERNAL AUDITOR FOR FILING**