

TCHATT Policy Governance

TCHATT Policy

# Purpose

The Consortium has adopted a policy governance process to ensure transparency, fairness, accountability, and responsibility for the statewide administration of the TCHATT program. Consortium policies, proposed by the Consortium’s Administrative Support Entity, UT System (UTS), and approved by the TCMHCC Executive Committee, govern standards that all HRIs are expected to follow. These policies apply specifically to the statewide operation of TCHATT and are not intended to replace individual HRIs' existing internal policies and procedures, but HRI TCHATT policies should not supersede Consortium TCHATT policies. These policies will enable the Consortium to mitigate risks, be explicit about what the expectations are, and identify where HRIs have the flexibility to make their programs their own.

# Scope

This process applies to all issues and policies related to the statewide administration of the TCHMHCC’s TCHATT program. Issues and policies that do not have a statewide impact are outside the scope of this policy and will be handled with UTS, the HRI(s) impacted, and COSH as appropriate.

# Policy

Policy needs will be driven by the identification and assessment of issues that impact the statewide administration of TCHATT. This ensures justification and reasoning for policy adoption.

## Policy Development

Generally, the issue identification and policy development process will involve 10 steps. Each issue will present unique impacts and risks, which will influence the timeline for policy adoption and may require fewer or additional steps and deliverables. Policies that codify the Consortium’s fundamental principles of TCHATT are not based on issues and therefore will not require an issue brief or research.

Policies will be developed through a collaborative approach led by UTS and leveraging the expertise and insight of COSH, Internal Evaluation, and HRIs.

1. An issue is identified by or escalated to UTS or COSH.

*Issues may be identified through monthly status reports, TCHATT leadership meetings, TCMHCC Executive Committee meetings, other regular and ad hoc meetings with HRIs and COSH, external inquiries, family satisfaction reports, and/or program and performance data.*

1. UTS researches the issue with consultation from COSH.

*Issue research involves validating the issue, gathering knowledge about the laws, policies, rules, regulations, and existing practices that relate or contribute to the issue, and obtaining perspectives and feedback from subject matter experts and stakeholders. Collaboration with COSH at this step will ensure a comprehensive understanding of HRI operations and establish a consensus on the impacts and risks of the issue.*

1. UTS prepares an issue brief with recommendations, including a draft policy to address the issue.

*Recommendations are based on issue research and account for impact on program operations, ensuring a balance between the urgency and importance of the issue and what it will take for impacted parties to implement the recommendations. The needs of each HRI will be considered and recommendations and policy will provide flexibility to enable statewide implementation. The UTS Office of General Counsel will advise when there are or may be legal implications.*

1. UTS obtains feedback from COSH and revises recommendations and policy as needed.

*COSH’s feedback will offer insight into how HRIs may react to the recommendations and the support they will need to implement the recommendations, which will challenge or support UTS’ assumptions when preparing the recommendations and may result in revisions. Clinical and technology impacts will also be identified by COSH.*

1. UTS obtains feedback from Internal Evaluation and revises recommendations as needed.

*Internal Evaluation’s feedback will offer insight into data-related impacts, which may result in revisions to the recommendations.*

1. COSH obtains feedback from HRI leaders and UTS revises recommendations as needed.

*HRI leaders will have an opportunity to provide their institutional perspectives, which may result in revisions to the recommendations. HRI feedback will also determine timelines for implementation and account for special circumstances that HRIs need to address to implement recommendations.*

1. UTS requests TCMHCC Executive Committee approval when needed.

*Recommendations that result in significant policy changes that will alter program scope and/or budgets will go before the EC for approval. Policy changes that do not result in changes to scope and/or budget will be provided as informational items to the Executive Committee before the policy’s effective date.*

1. COSH prepares relevant procedures and training materials as needed.

*When needed, procedures to ensure HRI implementation of policies will be developed by COSH. Additional materials such as training videos and presentations will be prepared and delivered to HRIs before the policy’s effective date.*

1. The issue brief, policy, and procedures/training materials are published on the Consortium’s SharePoint site.

*The Consortium’s SharePoint site will include a centralized location for all policy-related materials, which will be accessible to all TCHATT staff.*

1. The recommendations and policy are implemented.

*Additional actions may be needed to implement policy, such as making changes to technology, staffing, or budgets. Implementation dates will account for the time needed to make these changes.*

## Implementation and Review

HRI implementation of policies and procedures may be checked by UTS at regular intervals such as during site visits, as part of corrective action plans when needed, and ad hoc when policy implementation may be impacting program operations. Exceptions for policy implementation may be granted by the Consortium under limited circumstances, such as when an institution’s policies conflict with Consortium policy.

All policies will be reviewed at least biannually and led by UTS. Changes to existing policy may occur when:

* The program is at a critical point in growth or sustainability that has changed or will change program administration or operations.
* External factors, such as changes in legislation, necessitate changes to the program.
* Current policy poses an imminent risk to funding, budgets, or the program’s ability to meet its mission.

Steps 4-10 of the policy development process will be followed to ensure that reviews are carried out collaboratively.

## Deliverables

* Issue brief (UTS) – Background information about the issue, why it requires resolution, recommendations, and rationale.
* Policy (UTS) – Purpose, policy, scope, definitions, related policies, links to other resources, and version history.
* Procedure (COSH) – Step-by-step instructions for the implementation of policy, including screenshots and links to other resources.
* Training materials (COSH) – Presentations, recorded videos, handouts, and other materials that supplement policies and procedures to ensure compliance.

# Attachments

* [Issue brief template](https://utsystemadmin-my.sharepoint.com/%3Aw%3A/g/personal/rjew_utsystem_edu/Ec0Y2hy44stFu899AESzONwB5t8p2xHYZyJALRj6cKTHAw?e=7nchvV)
* [Policy and procedure template](https://utsystemadmin-my.sharepoint.com/%3Aw%3A/g/personal/rjew_utsystem_edu/ERUTE_vPSrxAtkQyCeLybdgBLnXXft2Gjftw0_afa2B4kA?e=eCBw1d)
* [TCMHCC SharePoint site](https://utsystemadmin.sharepoint.com/sites/TexasChildMentalHealthCareConsortium)

# Version History

|  |  |  |
| --- | --- | --- |
| Effective Date | Description of Change | Sections Changed |
| [Date] | New policy | All |