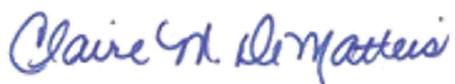


POLICY ON DEPARTMENT OF HUMAN RESOURCES POLICIES – Internal	
DHR INT – Policy #: To be assigned.	Authority: § 9003D. General powers and duties.
Effective Date: May 25, 2022	Revision Date May 3, 2024
Supersedes: September 23, 2021	Signature: 
Application: Department of Human Resources	

1. Policy Purpose Statement

The State of Delaware (State) strives to enhance operational efficiency and promote consistency and compliance with applicable laws, rules, and regulations by following a uniform process for policy development, approval, distribution, and implementation. The Department of Human Resources (DHR) Policies shall be developed, approved, and published in accordance with the standards outlined in this policy.¹

2. Scope

- a. DHR Policies support the State’s mission by establishing clear standards and expectations for management and employee conduct and efficient and consistent delivery of services, promoting compliance with legal standards and an understanding of employee rights and responsibilities, reducing organizational risk, supporting the State’s commitment to diversity and inclusion and focus on trauma-informed care.
- b. Statewide Policies apply to Executive Branch agencies with exclusions listed in Section 6 Exclusions and Exceptions of this Policy. Elected Agencies and Judiciary Members are encouraged to adopt and administer this policy with their employees. may notify DHR’s Division of Talent Management (TM) of such in writing at Employee-Engagement@delaware.gov.
- c. DHR Internal, System, External Policies, and Operating Procedures have specific applications described in this policy.
- d. Selected policies may also apply to visitors, joint employers’ employees, interns, apprentices, volunteers, and casual seasonal employees and should be identified in the scope section of the policy.

3. Definitions and Acronyms

- **Accessibility** – the degree to which an environment, service, or product allows access by

¹ 29 Del C. § 9003D. General powers and duties. (9) To establish and to promulgate such rules and regulations governing the administration and operation of the Department as may be deemed necessary by the Secretary and which are not inconsistent with the laws of this State.

as many people as possible, in particular, people with disabilities.

- **Alternative text** – a textual substitute for non-text content in web pages or documents such as images.
- **DHR Leads** – the DHR representative at an agency assigned to the leadership role for that Agency's HR function who is proficient in DHR policy, procedure, and practice and their Agency's business operations, mission, goals, and objectives.
- **DHR Internet Website** – an online resource containing information on DHR Policies and Procedures and other resources. The [webpage](#) provides access to the State of Delaware's policies and procedures related to human resources and is accessible through any internet connection.
- **DHR Intranet Website** – the DHR's local or restricted communications network that provides access to DHR Internal policies and procedures and is accessible by DHR employees.
- **EO** – Executive Order.
- **External Policy** – a plan or general course of action, implemented by the DHR, having application to Executive Branch employees and State employees external to the Executive Branch (i.e., including school districts, etc.) intended to provide information and instructions for actions, determine decisions, and interpretation of statutes and other standards.
- **Hyperlink** – A link from a hypertext file or document to another location or file, typically activated by clicking on a highlighted word or image on the screen.
- **Internal Policy (INT)** – a plan or general course of action, implemented by the DHR, having application to **DHR employees or a subset of DHR employees** intended to provide instructions for actions, determine decisions, and, where applicable, interpret Merit Rules, Budget and Accounting Manual, Delaware Code, other Policies, generally accepted principles, and other legal standards. The Application field in the Policy Header, the Scope and Exclusion sections lists to whom the policy applies.
- **Operating Procedure (OP)** – an established or prescribed method with steps to be followed routinely for the performance of designated operations or in designated situations that applies to a specific process for a specific cohort of DHR staff and may require statutory authority.
- **Policy Owner** – an SLT member, DHR Lead, or other person who manages or directs a DHR function who is responsible for preparing an applicable document in accordance with the requirements of the policy.
- **Procedure** – a section of a Policy or Operating Procedure (OP) that establishes the method or steps of applying DHR policy or OP regulation.
- **SLT** – Senior Leadership Team as defined by the DHR Secretary.
- **Statewide Policy** – a plan or general course of action, implemented by the DHR, having application to Executive Branch agencies and employees intended to provide instructions for actions, determine decisions, and interpret and apply Merit Rules and other legal standards, including, but not limited to, state and federal laws. The Application field in the Policy Header, the Scope and Exclusion sections lists to whom the policy applies.
- **Systems Policy (SYS)** – a plan or general course of action, implemented by the DHR, having broad application to specific systems' functions used by Executive Branch Agencies or may apply to a broader audience and is intended to provide instructions for actions, determine decisions, and may interpret Merit Rules and other standards. The Application field in the Policy Header, the Scope and Exclusion sections lists to whom the policy applies.
- **Uniform Resource Locator (URL)** – the address or location identifying where a resource such as a document can be found on the internet and the protocol used to access it. For example, <https://dhr.delaware.gov>.

4. Policy

- a. This policy serves to assure that all DHR Policies are:
 - 1) Compliant with applicable laws, rules, and regulations.
 - 2) Effectively communicated and easily accessible.
 - 3) Appropriately reviewed and approved prior to implementation.
 - 4) Consistent and written in comprehensible terms.
 - 5) Reviewed to promote diversity and inclusiveness; and
 - 6) Applied consistently by Executive Branch agencies.
 - 7) Review Policy and Procedures from a Trauma Informed approach.
- b. DHR Statewide Policies shall supersede agency policy on similar HR subject matter unless there is written approval by the DHR Secretary on the agency document.
- c. DHR may implement four (4) types of policies:
 - 1) Statewide
 - 2) Internal
 - 3) Systems
 - 4) External
- d. Every policy must include at least one policy owner, by work title. It is the policy owner's responsibility to develop, revise, and implement the policy.
- e. DHR Statewide, Internal, and Systems policies shall be kept current, shall be signed by the DHR Secretary or designee prior to implementation, and shall be posted on DHR's website. Internal policies and other related documents for DHR managers and staff will be posted on the DHR intranet website.
- f. DHR Statewide, Internal, Systems policies and Operating Procedures shall be formatted in a manner consistent with the Policy formatting template and other DHR templates for associated documents. Agencies may use Forms implemented by the Federal government for State use with Federal programs. Each policy shall have links embedded to related forms and other documents. Agencies on e-STAR may use forms in the Attendance Compliance Tracking (ACT) module when available. Templates are found in the Appendices and Forms Section of this Policy.
- g. Statewide policies shall use the Policy Naming Convention located in the Procedures section of this Policy. EO's, OP's, and other documents that have similar statewide applicability may be included in the Statewide Policy List posted on the DHR internet website and in the policy naming convention.
- h. All Statewide, Systems, and Internal policies are to follow the recommended accessibility guidelines listed in the Procedures section.
- i. A policy shall be written in a clear and concise manner. It should contain sufficient information on the subject without being excessive in length or complexity.

- j. All currently issued DHR Statewide policies and earlier issued versions will be stored in a folder under Talent Management Division.
- k. Statewide policies may require training. Employees shall complete available training within the time frame required.
- l. Employees are to acknowledge each new policy assigned through the Delaware Learning Center (DLC) or other agency means, if eligible, within *90 days* or the specified timeframe.
- m. Specific policies and/or terms in a policy may be superseded by a collective bargaining agreement term, if applicable.
- n. When Statewide policies specify that agencies are provided authority to decide on specified terms in a Statewide policy, any variances to be documented and made known to agency employees by DHR assigned to the Agency.
- o. The DHR Secretary reserves the right to amend, modify, delete, or add any policy at any time in order to meet the needs of the State, in order to comply with the law, or for any other reason the State may determine.
- p. In order to clarify the intent of these policies, each policy shall include the following at the end of each page: "This policy is not intended to create any individual right or cause of action not already existing and recognized under State or Federal law. If there is a conflict with, i.e., the law or regulation and this policy, the law and/or regulation govern."

5. Procedures

- a. Any SLT or DHR Lead or other person who manages or directs a responsible DHR function may identify the need for a new policy and at least one DHR management representative must agree to serve as the policy owner and be accountable for a policy's implementation.
- b. The Policy owner is responsible for developing a draft policy or revising a current policy as warranted in consultation with key stakeholders. At any time in the drafting process, the Deputy Attorney General (DAG) may be consulted, and a copy of the DAG's opinion/counsel is to be provided to the Policy Owner and the Division of Talent Management (TM) Director for reference.
- c. Employee work title or agency department/section in Policies must be used rather than actual names of individuals as this information may change over time.
- d. No gendered pronouns are to be used.
- e. Accessibility refers to the inclusive practice of unlocking content to people with differing abilities. It is recommended that all policies use the following accessibility guidelines:
 - 1) On document subtitles and headings, capitalize the first letter of each word for ease of visual readability.
 - 2) On images within documents:

- JPEG file format is recommended for images.
 - Use Alternative text (ALT) to describe images or shapes that are important to document.
 - Alternative text should be 180 characters or less.
 - Alternative text is not needed for images that serve only a decorative purpose.
 - Images should have brief descriptions of the photo in the ALT tag. Images might include agency logos, pictures, and signatures (as jpeg files included within the documents). Remember to include the ALT Tag photo description. Examples: “Image of the Great Seal of the State of Delaware,” “Signature of Jane Doe, Deputy Director.”
- 3) On tables:
- Do not create tables using the Draw Table function.
 - Create tables using the Insert Table function.
 - Header rows and a clear table structure are needed to guide screen readers.
 - When possible, avoid leaving cells, rows, or columns blank. Use N/A, No Data, None, or Intentionally Left Blank when needed.
- 4) For a list:
- Create a list using available formatting list or tools.
 - List should not be created using the tab key or space bar.
 - Change bullet shapes as needed using the Define New Bullet feature.
- 5) For hyperlinks:
- Use the hyperlink destination rather than the URL.
 - Hyperlink text by itself must provide enough context to describe where the hyperlink is going. For example, [Department of Human Resources - Home Page \(delaware.gov\)](http://delaware.gov)
 - The hyperlink destination is automatically underlined once embedded and the font will be in a different color than the surrounding text.
- 6) On tagging documents:
- Use custom keywords (Tags) to make documents easily searchable.
 - Use semicolons to separate tags. Using commas will not yield accurate search results.
 - Keep Tags short, generally no more than two words.
- 7) Run the Accessibility Checker in the program you are using to verify your file with a set of rules that identify possible issues and provide tips for making content more accessible.
- f. Statewide, Internal, External, and Systems Policy drafts will be shared with DHR SLT and DHR Leads with the objective of receiving input on its development, if time allows.
- g. Any Statewide, Internal, External, and Systems Policy drafts will be shared with and receive input from TM Director, who will review the proposed policy for form and may arrange for review for legal sufficiency.
- h. A new policy or substantive revision of an existing Statewide, Internal, and Systems Policy requires the approval and signature of the DHR Secretary or designee. External Policies implemented by Statewide Benefits Office may not require the DHR Secretary’s signature. OP’s and attachments (forms, FAQs, supporting documents, etc.) may not require

signatures.

- i. If the Policy owner determines that a proposed revision of an existing policy is minor in nature and does not substantively change the policy, then no further review is required by key stakeholders, the Policy owner may implement the revised policy with a copy to the Employee Engagement section of Talent Management.
- j. Talent Management Division is responsible for determining distribution audience, distribution time frames and requesting dissemination from the DLC.
- k. Once a Statewide, Internal, Systems Policy is finalized, the policy owner or designee:
 - 1) Is responsible for presenting the proposed new or revised policy to key stakeholders including the DHR SLT and DHR Leads.
 - 2) Is responsible for coordinating its distribution to the Cabinet, Non-executive branch agencies, elected offices, etc. through the Office of the DHR Secretary and the DHR Communications Director or their designees.
 - 3) Is responsible for assuring that a policy is electronically published on the DHR’s website through the DHR Talent Management Employee Engagement section and/or the DHR Communications Director.
 - 4) Is responsible for arranging with the DHR Communications section for needed communication(s).
 - 5) Is responsible for arranging with DHR Talent Management a request for its dissemination to and acknowledgment by appropriate parties through the Delaware Learning Center (DLC), if applicable.

DHR Policy Naming Convention	Naming Convention	Comments
Statewide Sections:	DHR-100, 200, 300	
Statewide Policy #101, later versions	DHR -STW-101.2, DHR-STW-101.3	
Statewide Policy #101 Form, later version	DHR-STW-101.3-F	Forms will not have later version numbering, just Effective Date
Statewide Policy #1, original version, FAQ	DHR-STW-101.1-Q	Numbering for FAQ document, not Policy.
Statewide document not listed (<i>i.e.; Reference Guide</i>)	DHR-STW-405.1-RG;	Quick Leave Reference Guide for example will become Leave Reference Guide
Statewide Operating Procedure, original version	DHR-STW-OP-107.1	
Statewide Operating Procedure, later version	DHR-STW-OP-107.2	
Statewide Operating Procedure Form, original OP version	DHR-STW-OP-107.1-F	Forms will not have later version numbering, just an Effective Date

POLICY ON DHR POLICIES	Policy #: To be assigned. Rev. Date: May 3, 2024
-------------------------------	---

Internal Policy #2, original version:	DHR-INT-102.1	
Internal Policy with Form	DHR-INT-102.1-F	Will not have naming for a later version of FORM, just an Effective Date
Systems Policy #1, later version,	DHR-SYS-101.5	
Systems Policy #2, original version Form	DHR-SYS-102.1-F	
Systems Policy #1, original version, FAQ #1	DHR-SYS-101.0-Q	Will not have naming for a later version of FAQ, just a Revised Date.

New document types created that support a Policy will be labeled with SD for supporting document.

6. Exclusions or Exceptions

- Agency Policies that are not within the scope of the Department of Human Resources statewide policies may be implemented by an agency but may not be inconsistent with applicable State, Federal, or other legal standards.
- Policies that have specific guidelines for formatting per Delaware Code.
- The Department of Education (DOE) is responsible for the development of policies in compliance with the Federal Code, applicable State Code, and Title 14 of the Delaware Code and applicable regulations. The agency may substitute authorized policies, their acknowledgment, and training during their Onboarding process.
- Delaware State Housing Authority (DSHA) is responsible for the development of policies in compliance with Federal Code, applicable State Code, and 29 Del. C. §86 and authority in 31 Del. C. § 4013. The agency may substitute authorized policies, their acknowledgment, and training during their Onboarding process.

7. Dissemination and Training

This policy shall be acknowledged by all DHR employees within 30 days of the request from the Delaware Learning Center.

Required policies and training will be distributed through the DLC effective September 11, 2023.

8. Data Reporting

- DHR Leads will be responsible for adhering to any policy reporting requirements.

9. Associated Policy/Regulations/Information

- [DHR Website](#)
- [Government Information Center \(GIC\)](#)
- [How to Make an Accessible Document in Microsoft Word](#)

10. Appendices and Forms

- [DHR Internal Policy Template](#)
 - [DHR Internal Policy Form Template](#)
- [DHR Operating Procedure Template](#)
 - [DHR Operating Procedure Form Template](#)
- [DHR Statewide Policy Template](#)
 - [DHR Statewide Policy Form Template](#)
 - [DHR Statewide Policy FAQs Template](#)
- [DHR System Policy Template](#)

11. Policy Owner

- Division Name: Division of Talent Management
- Policy Owner: Talent Management Director
- Website: [DHR - Talent Management \(delaware.gov\)](#)

This policy is not intended to create any individual right or cause of action not already existing and recognized under State or Federal law. If there is a conflict with, i.e., the law or regulation and this policy, the law and/or regulation govern.