



Department of Veterans Service
Floyd Veterans Memorial Building
Atlanta, Georgia
30334-4800

April 1, 2014

Executive Management

Department Directive 1.100

SUBJECT: Directives and Manuals as the System for Disseminating Policy and Procedures for Department Operations

OFFICE OF PRIMARY RESPONSIBILITY: Commissioner of Veterans Service

GENERAL:

1. The Department of Veterans Service is organized under the authority of the Constitution of the State of Georgia, at Article IV, Section V, Paragraph 1, and O.C.G.A. § 38-4, the Commissioner of Veterans Service is appointed by the Veterans Service Board for a term of office of four years.
2. The Commissioner of Veterans Service is the chief executive and chief administrative official of the Department of Veterans Service. In order to carry out the duties of the office the Commissioner of Veterans Service issues directions, policies and procedures necessary for the orderly operation of the Department of Veterans Service.
3. Policies and procedures in the form of department directives and manuals will periodically be issued under the authority of the Commissioner of Veterans Service.
 - a. Department directives will outline policy for the operation of various portions of departmental business.
 - b. Some procedures may be provided in directives; however, department manuals will be procedurally oriented and implement policies outlined in directives.
4. Department directives and manuals will be arranged numerically by subject matter or topic. A complete listing of department directives and manuals will be published in an index of department directives, manuals and forms.
5. Department directives and manuals will be published periodically, as needed. Once published, each department directive and manual will be reviewed at least every three (3) years and a change to the department directive or manual will be issued following the review documenting any changes to the publication and the currency of it, which will remain in effect for an additional three (3) years.
6. Changes to department directives and manuals will be published whenever a change to the policies and procedures contained in the documents or changes to procedures contained in the documents are implemented.
 - a. Changes to department directives and manuals are encouraged to be used, rather than complete republication of the department directive or manual.

- b. However, once it has been determined over one-third of a department directive or department manual has been substantively changed, or a department directive or department manual is older than six (6) years from the date of last publication, the department directive or department manual will be revised and republished with the any changes incorporated into the basic document to assure currency of the guidance provided in the document.
7. Department personnel are encouraged to bring policy matters to the attention of their supervisors that may lead to or require the publication of a directive or manual to provide necessary guidance to department personnel for their implementation throughout the department, or in specific areas.
8. Memoranda, emails and other written communications may be used to disseminate policy guidance to department personnel that is short-term in nature, or provided as immediate guidance pending the approval and publication of long-term guidance in the form of a department directive or manual. Department directives or manuals should be approved and published within 60 days of the issuance of memoranda, emails or other written communications related to long-term guidance.
9. The attachment to this directive is the template of how department directives will appear related to style, format, content outline and documentation of approval.

RESPONSIBILITIES:

10. The Commissioner of Veterans Service has overall responsibility for the approval and implementation of department directives. Assistant commissioners of the department are authorized to approve and implement department directives on behalf of the Commissioner of Veterans Service for topics within their respective areas of responsibility.
11. Because department manuals outline procedures contained in department directives assistant commissioners of the department are authorized to approve and implement department manuals for topics within their respective areas of responsibility.
12. Offices of Primary Responsibility for topics will develop the contents for department directives and manuals and will write the documentation and coordinate it through administrative channels for approval and publication.
13. The Assistant Commissioner for Administration, Health and Memorials, or his designee, following approval of the document, is responsible for the publication of department directives, manuals and changes to those documents.
14. The Assistant Commissioner for Administration, Health and Memorials, or his designee, will be responsible for ensuring the completion of the periodic reviews of department directives and manuals.
15. Department personnel are encouraged to bring matters to the attention of their supervisors that may lead to or require changes to the responsibilities outlined in directives and manuals with the goal of improving the guidance provided to department personnel.

PROCEDURES:

16. Department functions with responsibility for a topic will write the department directive or manual and submit it through channels to the respective assistant commissioner for approval and implementation.
17. The Assistant Commissioner for Administration, Health and Memorials, or his designee, will ensure appropriate edits are made to the document, ensure compliance with departmental

style and formatting and submit the document to the approving authority for approval, signature and implementation.

18. When the directive or manual has been approved, the Assistant Commissioner for Administration, Health and Memorials, or his designee, will arrange for printing, publication and distribution to all applicable department offices and functions.
19. Directives and manuals will be filed electronically and in hard-copy in the department's Central Office. Electronic copies of directives and manuals will be posted on the department's website in a separate section for the use of department personnel.
20. Department personnel are encouraged to bring matters to the attention of their supervisors that may lead to or require changes to the procedures outlined in directives and manuals with the goal of improving the guidance provided to department personnel.


PETE WHEELER
Commissioner

Attachment:
As Stated



*Department of Veterans Service
Floyd Veterans Memorial Building
Atlanta, Georgia
30334-4800*

DATE (of approval/publication)

Series (e.g.: Executive Management, Human Resources, etc.)

Department Directive #.# (e.g.: 1.100, 24.109, etc.)

SUBJECT: (title of the directive/manual – should be self explanatory)

OFFICE OF PRIMARY RESPONSIBILITY: (e.g.: Operations Division, Field Operations and Claims, etc.)

GENERAL:

1. (Outline the general policies contained in the directive; show attachments where needed)
2. (You can have as many of these as needed to communicate the policies; the numbers will automatically adjust and increase, as additional paragraphs are added; DO NOT MANUALLY RENUMBER PARAGRAPHS)

RESPONSIBILITIES:

3. (Outline who is responsible for doing what; for example the Commissioner will _____; the Assistant Commissioner for Field Operations and Claims will _____; the Regional Directors will _____; the office managers will _____; Veterans Field Service Officers will _____; etc.; show attachments where needed)
4. (You can have as many of these as needed to communicate the responsibilities; the numbers will automatically adjust and increase, as additional paragraphs are added; DO NOT MANUALLY RENUMBER PARAGRAPHS)

PROCEDURES:

5. (Outline what the procedures are for complying with the directives; try to show the procedures by the positions that are responsible to act; show attachments where needed)
6. (You can have as many of these as needed to communicate the procedures by position; outline all the procedures that are anticipated to occur; the numbers will automatically adjust and increase, as additional paragraphs are added; DO NOT MANUALLY RENUMBER PARAGRAPHS)

FOR THE COMMISSIONER

JOHN Q. DOE
Assistant Commissioner
Area of responsibility

Attachments:
As Stated