



# Request to Change the DBH Websites Policy

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**Policy** It is the policy of the San Bernardino County (County) Department of Behavioral Health (DBH) that the Public Relations and Outreach (PRO) team review, approve and complete all approved requests to make changes to the DBH websites.

**Purpose** To outline the requirements for DBH website changes. Additionally, to provide clear instruction and time frames in adherence with Department and County guidelines, to assure DBH internet/intranet website changes are:

- Appropriate, and
- Beneficial to the intended users/audiences.

**Definition(s)**

**Internet:** DBH’s public facing website accessible to anyone with an internet connection. The **primary users** of DBH’s public facing website are:

- Members of the public who are in crisis and/or seeking behavioral health services and/or information;
- Existing consumers or existing consumer family member(s);
- Partner agencies seeking program referral information, and
- Contract provider staff.

**Intranet:** DBH’s internal website, accessible to all County employees and contract providers with a VPN. The **primary users** of DBH’s internal website are:

- DBH employees;
- Contract providers, and
- Other County staff/agencies.

**Requirements** Text and other content placed on the public facing website must be current, free from jargon, easy-to-read, relevant and beneficial to its primary intended users/audiences and have applicable Program Manager (PM) and/or Deputy Director (DD) approval prior to submission.

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## Request to Change the DBH Websites Policy, Continued

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**Related Policy  
or Procedure**

**DBH Standard Practice Manual:**

- Guidelines for Promotional, Educational, and/or Informational Materials Policy (BOP3031)
  - DBH Review Panel for Promotional, Educational, and/or Informational Materials Policy (BOP3032)
  - DBH Review Panel for Promotional, Educational, and/or Informational Materials Procedure (BOP3032-1)
  - Web Blast Policy (BOP3045)
  - Web Blast Procedure (BOP3045-1)
  - Request to Change the DBH Website Procedure (BOP3047-1)
  - Control and Organization of the Standard Practice Manual (SPM) Policy (BOP3001)
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**Reference(s)**

- [San Bernardino County DBH Logos](#)
  - [San Bernardino County Logo Standards Sheet](#)
  - [San Bernardino County Style Guide](#)
  - [PRO Easy to Read Style Guide](#)
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