

YOUTH SERVICES POLICY

Title: Control Centers at Secure Care Facilities Next Annual Review Date: 01/24/2015	Type: C. Field Operations Sub Type: 2 Security Number: C.2.23
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References: ACA Standard 4-JCF-2A-02 and other applicable ACA Standards listed on Attachment C.2.23 (a); YS Policies A.1.7 "Risk Management", A.1.14 "Unusual Occurrence Report (UOR)"; A.2.1 "Employee Manual", B.2.7 "LAMOD Program and Youth Stage Procedures", B.5.1 "Youth Code of Conduct – Secure Care", C.1.17 "Monitoring and Use of SmartZone System (700 and 800 MHz Radios)", C.2.1 "Escapes, Runaways, Apprehensions, and Reporting", C.2.2 "Facility Riot, Significant Disturbance and Hostage Situation", C.2.6 "Use of Interventions – Secure Care", C.2.10 "Safety and Emergency Management", C.2.13 "Key Control Program", C.2.14 "Tool Control Program", C.2.19 "Youth Accountability/Secure Care Facilities", C.2.20 "Youth Transport – Secure Care Facilities"; C.2.21 "Security Manual", and C.5.2 "Regional Office Duty Officers and Facility Administrative Duty Officers (ADOs) Reporting of Serious Incidents"	
STATUS: Approved	
Approved By: <i>Mary L. Livers, Deputy Secretary</i>	Date of Approval: 01/24/2014

I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La.R.S.36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To establish procedures to enable YS secure facility staff manning control centers to maintain uniform effective operations and promote public safety.

III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Director of Investigative Services (IS), Regional Directors, Facility Directors, and YS facility staff who are assigned to control centers. Facility Directors are responsible for ensuring that the uniform procedures outlined in this policy are included in facility Standard Operating Procedures (SOPs).

IV. DEFINITIONS:

Call Outs – A record of authorization for the particular movement of youth for prearranged activities, i.e. school, medical or dental appointments, or other necessary programs. Call outs are compiled from youth names submitted by employees who have set up appointments at specific times with those youth.

Daily Count Form – A form which is used daily to reflect assigned youth to a particular area. Changes in youth location are documented on the “Daily Count Form”. The Control Center Operator shall compare this information to the Master Count Sheet in order to accurately reflect the location of all youth at any point in time. [Refer to YS Policy No. C.2.19 (b)]

Emergency Count – A formal count initiated by a supervisor after unforeseen events such as disturbances, when youth are believed to be missing, after lengthy power failures, following or during inclement weather conditions or other events where the need exists to determine if all youth are accounted for.

Formal Count – An official visual count which is conducted in an organized manner 24 times per day, beginning at midnight, and every hour on the hour thereafter, called in by way of radio or telephone, cleared by the Control Center Operator, and accounts for all youth on the roster. (Formal counts shall be logged in the housing unit’s logbook. All youth movements are to cease until formal counts are completed and cleared.)

Informal Count – A frequent but irregular count made to verify that all youth are present and accounted for when youth are in school, on work details, engaged in daily living activities, recreation or any other location to include housing units. Informal counts are made between all other mandatory counts.

Juvenile Electronic Tracking System (JETS) - The centralized database utilized to track all youth under OJJ supervision custody and to record all case record activity.

Master Count Sheet – A list of all youth and their Client ID# assigned to a particular secure care facility. This list shall be maintained by the Control Center.

Midnight Count Breakdown - A formal visual count of all youth conducted at midnight, broken down by race, and relayed to the Control Center Operator.

Midnight Count Breakdown Form – A form used by the Control Center Operator to document midnight counts. [Refer to YS Policy No. C.2.19 (a)]

National Crime Information Center (NCIC) – A computerized index of criminal justice information (i.e. - criminal record history information, fugitives, stolen properties, missing persons). It is available to federal, state, and local law enforcement and other criminal justice agencies and is operational 24 hours a day, 365 days a year.

Off-Campus Movement/Location Form – A form used to list youth who are scheduled for off-campus movements/locations. [Refer to YS Policy No. C.2.19 (d)]

Operations Shift Supervisor (OSS) – A supervisor that is responsible for a range of duties which includes, but is not limited to the following: supports management in maintaining a safe, secure facility; oversees administrative and operational security activities during specific shifts; manages employees during each assigned shift; ensures adequate security coverage; leads count procedures; oversees the custody, supervision and control of secure care youth; manages frontline security employees; assists in controlling youth movement; assists in directing the use and issuance of keys, locks, and security equipment.

Out Count - A record of all youth authorized to be away from their assigned housing unit while being supervised by staff in other locations at the time of a formal count.

School Count – A total number of youth assigned to an educational/vocational class or classroom.

Security Checks – Inspections of gates and doors to ensure that control centers are safe and secure, and checks of assigned security equipment for accountability and to ensure equipment is operational.

Security Equipment – Items used by custody employees to accomplish assigned duties in a safe manner.

Security Manual – A loose-leaf manual or folder which contains procedures on escapes, riots, hunger strikes, disturbances, hostage situations, medical emergencies, notifications of death, emergency evacuation to include transportation, physical plant inspections, youth counts, youth transport, employee work stoppage (staff shortage), chemical agent control, fire control/inspections contraband control, key, tool and equipment control, emergency power and communication, emergency repairs and replacement, emergency situations, including specialized emergency situations, i.e. natural disasters, etc.

Training Records Entry Completed (TREC) - The database used to track training hours of all YS employees.

Trip Ticket - A form required when youth are scheduled to go on a trip off facility grounds (Note: A trip ticket form includes the date, name of assigned drivers(s), vehicle unit number/vehicle license number and whether the vehicle checklist was completed or not, destination, purpose of trip, youth name(s) and Client ID #s, the time out/time in, mileage in, comment section, medication information and approval for the trip.

Unusual Occurrence Report (UOR) - A form/document that must be completed by employees to report incidents or observations of events that may have an impact on any aspect of the agency. UOR forms shall be made available to all employees working all areas at all times. Employees must complete and submit a UOR prior to the end of their tour of duty on the day the incident was observed or comes to the employee's attention in any way. If a UOR form is not available, the employee must use any paper available to him to report the pertinent information. [Refer to YS Policy No. A.1.14 (a)].

UORs may also be submitted by email in any format. The UOR shall be submitted to the Operations Shift Supervisor (OSS) prior to the end of the OSS tour of duty on the date the UOR was completed. [Refer to YS Policy No. A.1.14 (a)]

Youth Movement Form– A form used to record youth movement. [Refer to YS Policy No. C.2.19 (c)]

V. POLICY:

Control centers are considered the “nerve centers” and the operational hubs of YS secure care facilities. Control centers are restricted areas and assigned staff should be flexible in order to respond to changing workloads, as well as receive specific training in the operations of the control centers.

Since the duties performed by control center operators have a critical impact on YS facilities' orderly and secure operations, it is the Deputy Secretary's policy that control centers have uniform effective operations to ensure that YS employees, youth, and the general public are protected.

Youth shall not be allowed in control centers.

VI. PROCEDURES:

A. Facility employees assigned to control centers shall be familiar with the following specific policies:

- A.1.7 Risk Management
- A.1.14 Unusual Occurrence Reports
- A.2.1 Employee Manual;
- B.5.1 Youth Code of Conduct – Secure Care;
- B.2.7 LAMOD Program and Youth Stage Procedures;
- C.1.17 Monitoring and use of SmartZone System (700 and 800 MHz Radios)
- C.2.1 Escapes, Runaways, Apprehensions, and Reporting;
- C.2.2 Facility Riot, Significant Disturbance and Hostage Situation;
- C.2.6 Use of Interventions – Secure Care;
- C.2.10 Safety and Emergency Management;
- C.2.13 Key Control Program;
- C.2.14 Tool Control Program;
- C.2.19 Youth Accountability - Secure Care Facilities;
- C.2.20 Youth Transport – Secure Care Facilities;
- C.2.21 Security Manual – Secure Care Facilities; and
- C.5.2 Regional Office Duty Officers and Facility Administrative Duty Officers (ADOs) Reporting of Serious Incidents.

In addition, they are required to have a general working knowledge of all YS Policies, Facility SOPs, Post Orders and ACA Standards.

B. General ACA principles which are common to most facilities are as follows:

- Since control centers are critical to the operations of the facilities, nonessential traffic should be eliminated as it increases the risk of a security breach.
- An emergency key to the control center should be kept in a secure location outside the facility's secure perimeter so that the control center can be opened if the operator suddenly is incapacitated.

- Other critical emergency keys must be kept in an area that is totally secure, as it would do no good to have certain keys in the control center if the control center itself is physically vulnerable, or is in a location where youth conceivably could block staff from accessing the keys.
- Youth should not be assigned to do any work in the immediate vicinity of the control center as this would constitute a great risk. Any maintenance work in the close vicinity, communications devices, emergency equipment, and the key boards are clearly sensitive tasks; therefore youth should not be permitted in this area.

C. Initial steps for assigned employees to take upon reporting to control centers:

1. Meet with the employee on duty to prepare for shift change. Obtain all pertinent information, keys, radio, log books, and any other security equipment from the employee being relieved and document this information in the "Control Center Log Book".
2. Conduct security checks of all security equipment, keys, radio, doors, and any similar item in the area. Ensure that all doors and equipment are secured. Document these checks in the "Control Center Log Book". Report any needed repairs and include work order numbers on the appropriate form to show that the problem was reported.

Refer to YS Policy No. C.2.10 which requires Facility Directors to develop uniform safety and emergency management SOPs in conformity with ACA Standards. Safety and emergency management includes, but is not limited to, inspections, key and tool control.

3. Report any missing equipment to the Operations Shift Supervisor (OSS) and complete an "Unusual Occurrence Report" (UOR) prior to the end of the tour of duty.

D. General overview of duties and responsibilities for employees assigned to control centers:

1. Never leave the post without proper relief or approved authorization.
2. Maintain current Post Orders and document review and the understanding of those orders in the "Control Center Log Book".

3. Know the location of the facility's "Security Manual" (refer to YS Policy No. C.2.21) and be familiar with its contents in order to ensure orderly security practices.
4. Be familiar with YS Policy No. C.2.6 regarding the use of interventions.
5. Document and maintain the "Control Center Log Book" as required. Log the names of anyone who enters and exits the control center. All entries shall be legible and only standard abbreviations shall be allowed. No codes are to be used.
6. Pursuant to YS Policy No. A.1.7, keep the area clean and ready for inspection at all times. Ensure that all cleaning supplies and equipment in the assigned area are secured, maintained, picked up and returned. Conduct a maintenance and safety inspection of the area and report any needed repairs to the OSS on a "Building Inspection Report" or a UOR. Document these actions in the "Control Center Log Book".
7. Immediately correct such things as frayed cords, slip hazards and trip hazards and report them to the OSS. Ensure fire extinguishers remain fully charged and report any discrepancies to the OSS. Complete and submit any discrepancies on a UOR prior to end of the tour of duty.
8. Execute appropriate emergency procedures pursuant to the facility's "Security Manual", and use security devices to summon assistance in emergency situations as required in YS Policies C.2.1 and C.2.2.
9. Report all unusual occurrences, accidents, and similar situations to the OSS immediately and ensure that UORs are properly completed and submitted to the OSS prior to the end of the tour of duty.
10. File documents generated or maintained in the Control Center.
11. Perform any other duties relating to the post as assigned by the OSS.
12. Prepare for shift change by ensuring that all duties are addressed and that all security equipment is in place. Prepare to provide the relief with a verbal report, including all relevant and pertinent information needed for the effective and efficient transfer of responsibility to the oncoming staff.

F. Key Areas of Responsibility for employees assigned to control centers:

1. Youth counts shall be conducted pursuant to YS Policy No. C.2.19.
2. A summary of responsibilities regarding youth counts for Control Center Operators is as follows:
 - Update and maintain “Daily Count Forms”, “Youth Movement Forms” and “Off-Campus Movement/Location Forms” to accurately reflect the location of all youth at all times. (Refer to YS Policy No. C.2.19 for the noted forms.)
 - Record all youth movements on the “Master Count Sheet”. List out counts separately.
 - Initiate and conduct formal counts 24 times per day beginning with the midnight count breakdown and every hour on the hour thereafter. There shall be no deviation from this protocol, unless a formal count needs to be called in for mitigating circumstances.
 - Follow the requirements outlined in YS Policy No. C.2.19 for totaling and verifying all counts received, handling discrepancies in counts, emergency counts, and clearing counts.
 - Immediately enter all movement information into the “Juvenile Electronic Tracking System” (JETS).
3. Monitor Base Unit and radios constantly. Conduct a radio check on a daily basis. Contact the other facilities’ control centers by radio three (3) times per day (once per shift). The date and time, who was contacted, etc. shall be documented in the “Control Center Log Book” (refer to YS Policy No. C.1.17).

Report any malfunctioning of radios and beepers to the appropriate facility staff handling communications to assess the problem and procure a replacement.

4. Monitor cameras which show activities in the housing units, dining hall, gymnasium or other activity areas. Report any unusual, suspicious or potentially harmful activities to the OSS. Complete a UOR whenever it is necessary to alert the OSS prior to the end of the tour of duty.

5. Maintain a current facility telephone number list. Be courteous, pleasant and polite when answering the telephone. Incoming calls shall be routed to the proper location. Take messages in reference to YS business and relay the information to the proper source.

Handle employee absentee calls by recording each non-custody employee absentee call with name, work location, date, time, reason and length of time expected to be absent from work. Notify the proper locations.

All custody employee absentee calls shall be routed to the OSS.

6. Monitor the fax machine by noting any received faxes and notifying appropriate employees of faxes addressed to them.
7. Maintain current visitation rosters for use as necessary.
8. Conduct criminal history checks if certified and required to do so.
9. Enter required information regarding escapes through NCIC, monitor incoming messages and make appropriate notifications, etc. Maintain the files containing NCIC information.
10. Report serious incidents to the appropriate Regional Director as required by YS Policy No. C.5.2.
11. Maintain proper key and tool controls pursuant to YS Policies C.2.13 and C.2.14.

Emergency, restricted and operational keys shall be accurately accounted for at all times. A key inventory shall be conducted once per shift. Document the results of the inventory in the "Key Control Log Book".

12. Issue vehicle keys and trip tickets to employees who have been approved to transport youth on trips. Upon return, ensure that the keys and an accurately completed trip ticket are returned to the Control Center. Document the return of keys in the "Key Control Log Book".
13. Maintain proper control of all assigned security equipment. Sign restraints in and out to custody staff as needed and log same in the "Control Center Log Book".

Handcuff keys shall be signed in and out in the Key Control Log Book pursuant to YS Policy No. C.2.6.

G. Security equipment located at control centers includes the following:

- Handcuff Keys
- Leg Irons
- Restraint Belt
- Facility Keys
- Radios/Beepers/Mobile Telephones and Batteries
- Metal Detectors
- Hoffman 911 Tools
- Flashlights
- Extraction Kits
- First Aid Kits
- CPR Pouches

VII. REQUIRED DOCUMENTATION:

Required documentation includes, but is not limited to the following:

- “Control Center Log Book”;
- “Daily Count Form”;
- “Key Control Log Book”;
- “Midnight Count Breakdown Form”;
- “Off-Campus Movement/Location Form”;
- “Trip Ticket”;
- “Unusual Occurrence Report” (UOR);
- “Vehicle Trip Log”; and
- “Youth Movement Form”.

VIII. STAFF DEVELOPMENT:

- A. All current and new secure care facility employees shall receive training in the Control Center process and procedures pursuant to this policy.
- B. Control Center Operators shall receive specific training in the operations of the Control Centers and shall be required to receive computer, JETS and Lotus Notes database training classes.

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- C. Documented training shall be entered into TREC by the Staff Development Training Specialist.

Previous Regulation/Policy Number: N/A

Previous Effective Date: N/A

Attachments/References: Attachment C.2.23 (a) "Applicable ACA Standards"