

# YOUTH SERVICES POLICY

<b>Title:</b> Policy and Correspondence Distribution <b>Next Annual Review Date:</b> 08/05/2017	<b>Type:</b> A. Administrative <b>Sub Type:</b> 1. General <b>Number:</b> A.1.1
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<b>References:</b> ACA Standards 2-CO-1A-05, 2-CO-1A-07, 2-CO-1A-14, 2-CO-1A-16, 2-CO-1A-17, 2-CO-1A-18, (Administration of Correctional Agencies); 4-JCF-6A-08, 4-JCF-6A-15, 4-JCF-6D-02 (Performance-Based Standards for Juvenile Correctional Facilities); and 2-7009, 2-7011, 2-7012 (Juvenile Probation and Aftercare Services)	
<b>STATUS: Approved</b>	
<b>Approved By:</b> <i>Mary L. Livers, Deputy Secretary</i>	<b>Date of Approval:</b> 08/05/2015

## 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 formal procedures for the creation, revision and dissemination of YS policies and correspondence.

## III. APPLICABILITY:

All employees of YS.

Facility Directors are responsible for the distribution and communication of all new or revised YS Policies to facility staff without access to the Lotus Notes Database or the OJJ Website.

Furthermore, pursuant to YS Policy No. C.1.6, Facility Directors are responsible for communication, when appropriate, to visitors, youth and youth's parents/guardians through Facility Standard Operating Procedures (SOPs).

## IV. DEFINITIONS:

***Continuous Quality Improvement Services (CQIS)*** - The CO performance based and results-driven competency and efficiency management system.

***Facility Directors*** - Managers of the YS secure care facilities located throughout the state.

***Regional Director*** – The Deputy Assistant Secretary responsible for the oversight of all functions and operations of the Community Based Services Regional Offices and the secure care facility in their assigned Region.

**Regional Managers** - Managers of the YS Regional Offices located throughout the state.

**Unit Head** – Deputy Secretary, Facility Directors and Regional Managers.

**YS Central Office** - Offices of the Deputy Secretary, Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Deputy Assistant Secretary, General Counsel, Regional Directors, and their support staff.

**YS Employee** - For the purposes of this policy, a YS Employee includes employees, contract providers, visitors, volunteers or interns.

## **V. POLICY:**

It is the Deputy Secretary's policy that rules and policy statements governing the activities of the Office of Juvenile Justice (OJJ), which are of a continuing nature, be distributed as YS policies. This shall provide all employees with orderly, concise and easily understood instructions regarding their duties and responsibilities.

## **VI. PROCEDURES:**

### **A. Policies**

1. The "Policy Development, Revision and Annual Review" form [see Attachment A.1.1 (a)], shall be used for the following purposes and shall be submitted to the Chief of Operations/designee:
  - a. Suggestions for new policies;
  - b. Revisions to existing policies;
  - c. Suggestions for new forms and/or attachments;
  - d. Revisions to existing forms and/or attachments;
  - e. Suggested major changes to an existing policy (with draft strikethrough of policy attached); and
  - f. Annual policy review.

If an amendment to a policy or an attachment is needed that does not require revisions to the entire policy, upon approval by the Deputy Secretary, only the amended page(s) or the attachment shall be distributed according to VI. A. 3. below.

2. As necessary, drafts of policies shall be forwarded via email to the CQIS Administrative Program Director who shall review the draft and forward it to the appropriate central office staff for review and comments.

Upon receipt of comments, CQIS shall develop a draft policy and forward it for review/approval by the appropriate Central Office staff prior to forwarding to the Chief of Operations and Deputy Secretary for final approval.

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3. New and revised policies and amendments shall be distributed as follows:

- a. Electronic transmission from Continuous Quality Improvement Services (CQIS) to the email address: "OJJ-Entire", advising that a policy, including applicable forms and attachments, has been approved/revised and is available in the Policy Database in Lotus Notes.

Facility Directors shall ensure that the policies are made available by posting or distributing to employees who do not have computers or email access. A policy manual shall also be maintained and accessible to all employees at all times.

- b. When policy changes affecting services to the youth are made, Group Leaders/Case Managers shall inform the youth of the changes during groups and/or individual counseling sessions, and document such on a "Weekly Contract Progress Note" in JETS within seven (7) working days. The YS Policies affecting the youth, shall also be maintained in each housing unit and made available to youth at all times.
- c. Electronic transmission of approved/revised policies from CQIS to the contracted health care provider (CHP) staff at the YS secure care facilities.
- d. Electronic transmission of approved/revised human resources policies from CQIS to the Public Safety Services Human Resources (PSS/HR) Director.
- e. Electronic transmission of approval/revised ORM/Sedgwick Claims Management Services, Inc. policies from CQIS to designated staff in the Employee Relations Division of PSS/HR .
- f. Electronic transmission of approved/revised policies converted to Adobe Acrobat Reader from CQIS to PSS Information Technology Services for placement on OJJ's website @ <http://www.ojj.la.gov/>.
- g. Policies may be provided to other interested parties upon request via electronic transmission (email or fax) or referral to the OJJ website.

4. It is each supervisor's responsibility to ensure policy implementation and to provide necessary training for all employees and youth affected.

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5. The "Training Required and Receipt Required Chart" [see Attachment A.1.1 (c)] shall serve as a reference to assist staff and supervisors with ensuring all required training is completed per policy, as well as required confirmation of receipts of policy. The chart shall be updated and distributed quarterly by CQIS.
6. A reference for identifying specific policy subjects can be found on the "YS Policy Index" [see Attachment A.1.1 (b)]. The index shall be updated and distributed quarterly by CQIS.
7. All forms and applicable attachments shall be implemented and revised through policy.

**B. Annual Reviews:**

1. Policies shall be submitted annually for review to all YS employees through an electronic submission, unless one of the following conditions applies:
  - a. Applicability does not apply to a specific unit; or
  - b. Purview is beyond YS.

Annual review notices shall be distributed a minimum of two (2) weeks in advance of the "Next Annual Review Date" noted on the policy.

Comments/suggestions shall be submitted to the CQIS Administrative Program Director for review prior to being forwarded to the appropriate Section Head/Unit Head for approval.

Upon approval by the Section Head/Unit Head, the policy shall be submitted to the Chief of Operations and the Deputy Secretary for their review and approval using the "Policy Development, Revision and Annual Review" form.

**C. Instructional Memorandums:**

1. Memorandums of an administrative nature that relate to single events, or are short-term in nature, or otherwise do not qualify under Section V - Policy and are issued from YS Central Office, shall be issued by the Deputy Secretary and addressed to the Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Deputy Assistant Secretary, General Counsel, Section Heads, Regional Directors, Facility Directors, and Regional Managers as appropriate.
2. Memorandums of general interest to all YS employees shall be addressed to all YS Employees from the Deputy Secretary.

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3. It is the responsibility of the Deputy Secretary, Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Deputy Assistant Secretary, General Counsel, Section Heads, Regional Directors, Facility Directors and Regional Managers to disseminate, discuss, and if necessary, provide training for all YS employees affected by instructional memorandums.

**Previous Regulation/Policy Number:** A.1.1  
**Previous Effective Date:** 06/16/2014



**Attachments/References:**

A.1.1 (a) Policy Review Form 08-15.docx



A.1.1 (b) Policy Index 06-30-15.docx



A.1.1 (c) Training-Receipt Chart 08-15.doc