

# YOUTH SERVICES POLICY

<b>Title:</b> Use of Mobile/Portable Communication Devices <b>Next Annual Review Date :</b>	<b>Type:</b> A. Administrative <b>Sub Type:</b> 3. Fiscal <b>Number:</b> A.3.5
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<b>References:</b> LAC Title 4, Part IX. Telecommunications; ACA Standards 2-CO-3B-01 and 2-CO-3B-02 (Administration of Correctional Agencies), 4-JCF-1A-08, 4-JCF-1B-03, 4-JCF-2A-02, and 4-JCF-6A-13 (Performance-Based Standards for Juvenile Correctional Facilities); Division of Administration/Office of Telecommunications guidelines and procedures; YS Policies A.1.8 "Emergency Operations Plan", A.5.1 " Access to, Security of Information Technology Resources and Mobile Devices", A.5.8 "Blackberry Usage", and C.1.17 "Monitoring and Use of SmartZone System (700 and 800 MHz Radios)"	
<b>Approved By :</b>	<b>Date of Approval :</b>

**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 Youth Services (YS) policy regarding the usage of state issued cellular telephones, PDAs, and mobile/portable radios and to provide accountability for their usage by YS employees; to ensure proper use of mobile/portable radios and establish uniform policy regarding statewide monitoring of the SmartZone System to ensure effective communications in the event of searches/apprehensions, unusual incidents or emergency situations .

**III. APPLICABILITY :**

Deputy Secretary, Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Deputy Assistant Secretaries, Facility Directors, Regional Managers and all employees who use state-issued mobile/portable communications devices. Unit Heads are responsible for ensuring that all necessary procedures are in place to comply with the provisions of this policy .

**IV. DEFINITIONS:**

*PDA* - "personal digital assistant" such as a Blackberry™ or Trio™; this term applies to several types of digital communication devices for the purpose of this policy .

*Unit Head* - Deputy Secretary, Assistant Secretary, Undersecretary, Deputy

Undersecretary, Chief of Operations, Deputy Assistant Secretaries, Facility Directors, and Regional Managers.

*YS Central Office* - Offices of the Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Deputy Undersecretary, Deputy Assistant Secretaries, and their support staffs.

V. POLICY:

It is the Deputy Secretary's policy that all state-issued cellular telephone, PDAs, and mobile/portable radio usage be consistent with the Division of Administration / Office of Telecommunications guidelines and procedures, and that effective use of current technology be aligned with this policy to ensure operative means of communication among offices, facilities, and the community in the event of unusual incidents or emergencies.

It is also the Deputy Secretary's policy that state owned vehicles assigned to regional offices of YS have radio capability and a portable or mobile radio to access the State Police 700/800MHz system. Each regional office and facility shall have a base station radio; and usage of all portable/mobile radios shall be in accordance with established law enforcement protocol. It is the responsibility of the Unit Head to ensure functioning access to state law enforcement and homeland security frequencies. In particular, all vehicles used to transport youth shall have radio access to recognized law enforcement frequencies .

VI. PROCEDURES FOR CELLULAR TELEPHONE USE :

- A. State-issued cellular telephone and PDA usage shall be limited to YS business and generally used only when no other means of communication is available. Conversations should be limited in length .
- B. Personal calls on state-issued cellular telephones and other digital communication devices shall be strictly limited to emergency or urgent situations and must be reimbursed to the appropriate unit by the employee. Each employee shall review and sign their respective bill acknowledging the amount of personal costs due and submit a check for reimbursable personal calls. No reimbursement is required when the total plan minutes are not exceeded.
- C. Employees with personal cellular telephone or PDA service may be reimbursed by YS for calls related to state business. Requests for reimbursement must be submitted on a travel expense claim voucher with a copy of the cellular phone bill indicating the business minutes to be reimbursed attached.
- D. State issued cellular phones should be issued to employees who :

1. are transporting youth in a vehicle without a police radio ;
2. are traveling outside the parish in which the regional office is located and are in a vehicle without a police radio ;

3. are duty officers on call on weekends and after hours ; and
4. serve in rural parishes.

State issued cellular phones should not be used for routine matters which can be handled when the employee returns to work .

- E. The Unit Head or designee is responsible for reconciling usage of all cellular telephone and digital communication devices monthly (including verification by the user that the calls are of a legitimate business nature or that reimbursement is being made).
- F. All requests for YS cellular telephone and/or PDA service must be submitted by the Unit Head to the Undersecretary/designee for review prior to forwarding to the Deputy Secretary for approval .

#### **VII. PROCEDURES FOR MOBILE /PORTABLE RADIO USE :**

- A. Radios shall only be used to conduct official state business .
- B. Each Unit Head shall establish procedures regarding the security and assignment of radios issued in their unit. Regional Managers and Facility Directors shall periodically review the use of communication equipment to ensure it is being handled in accordance with this policy and is functional .
- C. Regional Office base station radios shall be monitored at all times during normal office hours, including the approved law enforcement frequencies .
- D. Secure Care facility base station radios shall be monitored 24 hours a day, including the approved law enforcement frequencies .
- E. Employees shall avoid discussing confidential information concerning a youth over the radio since the system is not secure .
- F. All radios shall be entered into the property control system in ISIS .
- G. Any loss, damage, or misuse of communication equipment/devices shall be reported to the Unit Head and the appropriate Deputy Assistant Secretary immediately. A written UOR shall be submitted prior to the end of the reporting employee's tour of duty, with a copy forwarded to the CO Internal Auditor.

#### **VIII. STAFF DEVELOPMENT :**

Employees, as appropriate, shall be trained in the proper use of the telephones and radios, including the use of approved codes and state law enforcement radio communication protocols (see YS Policy C.1.17).

**Previous Regulation /Policy Number :** A-03-005 / A.3.5  
**Previous Effective Date :** 08/30/2000  
**Attachments/References :**