

# YOUTH SERVICES POLICY

<b>Title:</b> Youth Accountability - Secure Care Facilities <b>Next Annual Review Date:</b> 09/18/2017	<b>Type:</b> C. Field Operations <b>Sub Type:</b> 2. Security <b>Number:</b> C.2.19
<b>Page 1 of 12</b>	
<b>References:</b> Louisiana Handbook for School Administrators, Bulletin 741, ACA Standards 4- JCF-2A-04 and 4-JCF-2A-05 (Performance-Based Standards For Juvenile Correctional Facilities); U.S. DOJ PREA Standard 115.313; and YS Policy Nos. A.1.4 “Investigative Services”, A.1.14 “Unusual Occurrence Reports”, B.5.1 “Youth Code of Conduct-Secure Care”, B.7.2 “Programs for Post-Secondary Education and Skills Building Incentives – Secure Care” C.2.1 “Escapes, Runaways, Apprehensions and Reporting”, C.2.2 “Facility Riot, Significant Disturbance and Hostage Situation, C.2.13 “Key Control Program”, C.2.14 “Tool Control Program”, C.2.16 “Entrance Posts for Secure Care Facilities (Front, Rear/Back, Pedestrian and Vehicular”, C.2.18 “Perimeter Security for Secure Care Facilities” and C.2.21 “Security Manual –Secure Care Facilities”	
<b>STATUS: Approved</b>	
<b>Approved By:</b> <i>Mary L. Livers, Deputy Secretary</i>	<b>Date of Approval:</b> 09/18/2014

## 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 a system which includes clear and practical procedures to enable YS employees to perform uniform effective operations, while promoting public safety through accurate accountability for the entire youth population of each secure care facility.

## III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Deputy Assistant Secretary, Regional Directors, Facility Directors, and YS secure care employees who participate in the youth count process.

Facility Directors are responsible for ensuring that all necessary procedures are in place to comply with this policy.

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.

**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, 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 Justice Specialist (JJS)** - Provides security of youth and assist in application of clinical treatment in accomplishing the overall goal of evaluation and/or treatment of individuals judicially remanded to a YS secure care facility

**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.

**Off-Campus Movement/Location Form** – A form used to list youth who are scheduled for off-campus movements/locations.

**Operations Shift Supervisor (OSS)** – An employee who is responsible for a range of duties that support management in maintaining a safe secure facility. An OSS 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.

**Round** - A complete and comprehensive inspection tour performed by JJS staff a minimum of every 30 minutes, to provide for the safety of employees and youth.

In housing units, a round shall include the following:

- A visual count/skin count of all youth to ensure no escapes or unauthorized area violations.
- Observations and interactions with youth to assess their mood, see if there are any problems, conflicts or other issues that need attention.
- A visual check of windows in the immediate area where youth are located.
- A visual inspection of video cameras for obstruction.
- A physical check of doors to ensure that they are locked or open, as the situation requires.
- A check to ensure that nothing obstructs visibility of the individual beds in sleeping areas.
- Walk rounds of the area, and note same in the housing unit logbook.
- Avoid keeping a predictable schedule of the rounds which are required in a particular area, in order to prevent the youth from knowing when improper activity will most likely be undetected.
- Ensure areas are clean, safe and in good repair.

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

**School Count Officer** – An employee assigned to the school area responsible for maintaining an accurate count of youth during school hours, and reporting changes to the Control Center Operator.

**Shift Packet** – A packet of information compiled by each OSS which contains relevant documents related to incidents that occurred on a particular shift.

**Shift Report** – A summary of the activities on a particular shift.

***Teacher's Report of Absences Form*** – A form for teachers to use when youth are absent from their assigned classroom.

***Unannounced Supervisor Shift Round*** – A complete and comprehensive inspection tour performed by intermediate or higher level supervisors at certain intervals to provide for the safety of employees and youth.

In housing units, a round shall include the following:

- A visual count/skin count of all youth to ensure no escapes or unauthorized area violations.
- Observations and interactions with youth to assess their mood, see if there are any problems, conflicts or other issues that need attention.
- A check with the Control Center to confirm visual count matches last formal housing unit count reported.
- A visual check of windows in the immediate area where youth are located.
- A visual inspection of video cameras for obstruction.
- A physical check of doors to ensure that they are locked or open, as the situation requires.
- A check to ensure that nothing obstructs visibility of the individual beds in sleeping areas.
- Walk around the area, and note same in the housing unit logbook.
- A visual check of logbook to ensure all required documentation is current and in accordance with post orders.
- Avoid keeping a predictable schedule of the rounds required in order to prevent the youth from knowing when improper activity will most likely be undetected.
- Ensure areas are clean, safe and in good repair.

In non-housing units, a round shall include the following:

- A visual check of tool/key control to ensure documentation is current (refer to YS Policy Nos. C.2.13 and C.2.14).
- A physical check of doors to ensure that they are locked or open, as the situation requires.

***Unusual Occurrence Report (UOR)*** - A form/document which 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. 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.)

**Visual Count** - A visual count of youth where employees must observe a living human body before counting a youth present, and must be certain of seeing flesh and not just a part of clothing or hair.

**Youth Movement** – An escorted movement of one or more youth from one assigned area to another assigned area.

**Youth Movement Form**– A form used to record youth movement.

**V. POLICY:**

Since youth accountability is the very heart of secure care facilities, it is imperative that clear and practical procedures exist to ensure accurate and around the clock accountability for all assigned youth. Youth must be located and identified at any point in time. Facility Directors shall establish and maintain Standard Operating Procedures (SOPs) in accordance with the requirements of this policy and ensure uniformity in youth counts, movements, and count records for public safety at all times. Youth shall not participate in the count process in any way.

**VI. GENERAL POLICY INFORMATION / YOUTH ACCOUNTABILITY:**

- A. YS Policy No. B.7.2 provides youth the opportunity to enroll in post-secondary educational courses, and to acquire employability skills by developing a good work ethic through employment in on-campus and off-campus jobs with pay incentives; and to integrate restorative justice by assessing a percentage of a youth's incentive compensation in order to make payment toward restitution.
- B. YS Policy No. C.2.16 establishes procedures to enable secure facility staff manning front entrance posts to maintain uniform effective operations and promote public safety.
- C. YS Policy No. C.2.18 establishes procedures for secure care facilities perimeter security in order to promote public safety through safe and secure operations on a twenty-four (24) hour/seven (7) day a week basis.
- D. YS Policy No. C.2.2 ensures that secure care facilities develop and maintain all existing Standard Operating Procedures (SOPs) encompassing required security issues.

**VII. GUIDELINES CONCERNING YOUTH ACCOUNTABILITY FOR SOPs:**

- A. Timing

**YS Policy No. C.2.19**  
**Page 6**

1. Formal counts shall be conducted 24 times per day beginning with the midnight count breakdown and every hour thereafter. Each count shall be reported to the Control Center Operator and logged in the housing unit logbook. Out counts shall be reported with the count.
2. Additional counts may be conducted at the discretion of the Facility Director; however, the counts must be consistent and should not interfere with regular scheduled programs or meals.

**B. Master Count Sheets (A list of all youth and Client ID # assigned.)**

1. Employees shall control the count at every stage, from making up and maintaining the Master Count Sheet to accurately taking and recording the count. The Master Count Sheet shall be maintained by the Control Center Operator. Throughout each day, the Control Center Operator shall be advised of moves of any kind, including all movement to/from housing units, housing changes, work assignment changes, hospital admissions, and all other movement.
2. Employees assigned to perimeter gate posts shall keep track of youth movement through the perimeter and notify the Control Center Operator of such movement.
3. Out counts shall be listed separately on the Master Count Sheet by the Control Center Operator. Unit count totals shall be added to the number of out counts to arrive at the total facility count.
4. The Control Center Operator shall advise the Operations Shift Supervisor (OSS) when the official count is in agreement with the Master Count Sheet. Recounts shall be ordered as required when the count does not agree with the recorded number on the Master Count Sheet. Any errors, corrections or other unusual circumstances shall be noted and initialed by the OSS on the Master Count Sheet.

**C. Formal Count Procedures**

1. Formal Counts shall be announced. No youth movement shall be permitted during Formal Counts. (An example of youth movement would be youth moving from the dining hall to a housing unit, or a youth leaving a work detail and moving to a housing unit.)
2. Each unit count shall be documented in the housing unit logbook and called in to the Control Center Operator. The employees who handled the counting shall remain in the area until the facility count is officially cleared by the Control Center Operator.

**D. Emergency Counts**

Emergency counts shall be taken at unscheduled times for reasons listed under the Emergency Counts definition. Youth shall be required to return to their housing unit, when practical. The Master Count Sheet shall be prepared quickly and accurately with verbal or telephone out counts approved by the designated OSS. Emergency counts taken at night shall disrupt youth as little as possible. Emergency counts shall be called in and documented by the Control Center Operator.

**E. Informal Counts**

Informal counts may be taken at any time. Employees are encouraged to do more informal counts to ensure that counts are correct throughout their tour of duty. (Example: In the case of work details, a count is made when the detail assembles for work, at frequent intervals during the work period, and when the detail is dismissed at the end of the work period.)

**F. Midnight Count Breakdown**

1. The Midnight Count Breakdown shall be conducted at midnight. The employee working the housing unit shall count and report the number of youth by race in the area to the Control Center Operator and document that information in the housing unit logbook. The count shall be recorded and cleared by the Control Center Operator using the "Midnight Count Breakdown Form" [see Attachment C.2.19 (a)], which shall become a part of the Shift Packet prepared by the OSS.
2. The Shift Report/Shift Packet shall be distributed to the Facility Director, Investigative Services (IS), Safety Office, Staff Development for training purposes, Legal Programs, and any other staff or offices as deemed appropriate by the Facility Director. The original packet shall be maintained in the Legal Programs Office. A copy of the completed "Midnight Count Breakdown Form" shall be filed in the Control Center.

**VIII. GENERAL YOUTH ACCOUNTABILITY INFORMATION FOR SOPs:**

- A. The primary responsibility for conducting counts falls on employees supervising the youth at the time counts are being conducted.
- B. Employees shall be familiar with procedures for conducting counts in various locations and the possible causes of inaccurate counts.

## YS Policy No. C.2.19

### Page 8

- C. Anytime an employee relieves another in a housing unit, a formal count shall be made and documented in the housing unit logbook. If there is a discrepancy in the count, the Control Center Operator and the OSS shall be immediately notified.
- D. The Control Center Operator shall maintain “Daily Count Forms” [see Attachment C.2.19 (b)], “Youth Movement Forms” [see Attachment C.2.19 (c)] and “Off-Campus Movement/Location Forms” [see Attachment C.2.19 (d)], and is responsible for updating these forms to accurately reflect the location of all youth at any point in time. These movements include on and off facility-ground movements, reassignments, trips, transfers or any other action that affects a youth’s location.
- E. Counts do not end until the Control Center Operator has officially announced that the count has been cleared. Youth movement shall cease from the time the formal count begins until it is cleared.
- F. Formal and Emergency counts shall be documented in the log book for the particular location. Employees assigned to any area where a logbook is maintained are responsible for ensuring that all counts are properly logged. Any youth movement shall be logged whether the movement is to or from the area. Employees assigned to housing units shall ensure that the location of any absent youth is known and recorded in the unit log book. Employees must be able to account for all youth on the roll for each area at all times.
- G. Counts conducted after dark must be made with enough light to actually see the youth being counted.
- H. Youth shall be visually counted individually and not by roll call.
- I. Employees shall stress to youth the importance of counts.
- J. Youth shall never take part in the actual count process.
- K. Formal counts should be made with two employees when available. One employee should observe youth movement while the other counts to prevent youth from changing location during the count.
- L. All counts during rounds a minimum of every 30 minutes shall be documented in the housing unit logbook.



**IX. PROCEDURES FOR ACCOUNTABILITY: (Refer to Section X for School Counts.)**

- A. Formal counts of youth shall be taken every hour/on the hour throughout all shifts to ensure that the number and location of all youth assigned is accounted for.
- B. Any employee that places a youth in out count status shall be responsible for maintaining custody of the youth until the count has cleared. In the event the count does not clear for that reason, the OSS shall be responsible for locating the youth and authorizing the out count.
- C. The OSS and the employee who failed to place the youth on out count status or failed to maintain custody of the youth while on out count, shall immediately complete a UOR and submit it to the Facility Director.
- D. Any exceptions or discrepancies in counts shall be reported and resolved immediately.
- E. As youth movements occur, they shall be reported to the Control Center Operator. These movements shall be documented on the "Youth Movement Form" by the Control Center Operator. The "Youth Movement Form" shall be filed in the Control Center at the end of the Control Center Operator's tour of duty.
- F. Youth assigned to work details outside the perimeter fence shall be counted at the Front Gate and the number of youth reported to the Control Center Operator. This information shall be logged on the "Off-Campus Movement/Location Form" by the Control Center Operator, and shall be filed in the Control Center at the end of the Control Center Operator's tour of duty.
- G. Following written prior notification of youth trips or furloughs to the Control Center Operator and the Front Gate, and prior to departing the facility, the employee assigned to the Front Gate shall count each youth and verify the information on the trip ticket, etc., and shall submit the out counts to the Control Center Operator before the trip is clear to exit the facility grounds. If there are any discrepancies in the information received or discovered, the employee assigned to the Front Gate shall notify the OSS and the Control Center Operator.

These off-campus movements shall be recorded on the "Off-Campus Movement/Location Form". Examples of off-campus movements are court trips, medical trips, furloughs, or any other possible placement or movement.

When notification is received from the Front Gate (upon exit and again when the youth returns to the facility), the Control Center Operator shall immediately enter the movement information into the Juvenile Electronic Tracking System (JETS).

- H. A count of all youth working details on facility grounds (i.e. yard, laundry, dining hall, maintenance, etc.) shall be called in to the Control Center Operator upon assignment of the youth to the detail in order for the Control Center Operator to complete the "Youth Movement Form". Youth shall remain with the detail supervisor until the count clears. The Control Center Operator shall be notified immediately of any youth released from a work detail and informed of the youth's new location.
- I. The Control Center Operator shall total and verify all counts received, and shall notify the OSS when the count is cleared.
- J. During emergency counts, youth shall be required to return to their housing units, when practical. In the event that an emergency necessitates youth movement prior to count clearing, the movement shall be reported to the Control Center Operator and the OSS.

**X. PROCEDURES FOR SCHOOL COUNTS:**

- A. The Louisiana School Compulsory Attendance Law is enumerated in the Louisiana Handbook for School Administrators, Bulletin 741.
- B. Teachers are responsible for maintaining daily attendance in the school roll books.
- C. School employees who are responsible for supervising youth assigned to an educational class or classroom shall complete a "Teacher's Report of Absences Form" [see Attachment C.2.19 (e)] at the beginning of each class period. The form shall be filled out completely and given to the employee or treatment staff member assigned to that classroom or area of the school.

That employee shall ensure that the form is delivered to the School Count Officer. Youth shall not be allowed to deliver the form. All youth assigned to the school must be accounted for at each formal count. The School Count Officer shall report any discrepancies or problems to the Control Center Operator, the School Principal and the OSS. All employees involved shall complete a UOR. It shall be the responsibility of the OSS to clear the count.

- D. Informal counts shall be taken by all employees (teachers, para-educators and YS employees) working in the school during each school day.

- E. The "Teacher's Report of Absences Forms" shall be maintained in the school office.
- F. When a youth is removed from school programming due to violations/consequences as outlined in YS Policy No. B.5.1, the School Count Officer must be notified and the information shall be logged in the school's log book by an employee working in the school. Notation shall also be made on the appropriate roster to show that the youth has been removed from programming. The School Count Officer shall advise the Control Center Operator of the location of the youth at the time of removal. Youth shall not be removed from school except for extenuating circumstances.

**XI. PROCEDURES FOR REQUIRED ROUNDS:**

**A. JJS Rounds**

Assigned JJS staff shall complete rounds on the housing units a minimum of every 30 minutes.

**B. OSS Rounds**

- 1. OSS' shall conduct one (1) round in each housing unit per shift to which they are assigned.
- 2. OSS' shall complete no less than one (1) round per day in non-housing units.

**C. Directors' Rounds**

- 1. Facility Directors, Deputy Directors or Assistant Directors shall each complete no less than one (1) round per week in each housing unit on both the first and second shifts, excluding weekends and holidays or individual vacations. Exceptions may be approved on case-by-case basis by the Assistant Secretary.
- 2. At a minimum, the Facility Directors, Deputy Directors and Assistant Directors shall each conduct a minimum of one (1) round per month in each housing unit on the third shift.
- 3. The Facility Directors, Deputy Directors and Assistant Directors shall complete no less than one (1) round per week in non-housing units.

**D. All rounds conducted in housing units shall be documented in the housing unit logbooks. Details of rounds and findings shall be noted and initialed by the employee making the rounds.**

- E. All rounds conducted in non-housing units shall be documented in the shift packet. Details of rounds and findings shall be noted and initialed by the employee making the round.

**XII. REPORTING REQUIREMENTS FOR UNUSUAL OCCURRENCES AND/OR DISCREPANCIES IN OFFICIAL COUNTS:**


- A. When a formal count does not agree with the Control Center Operator's Master Count Sheet, a UOR shall be generated by employees involved and/or those employees responsible for the discrepancies. The UOR shall be submitted to the OSS by the end of the employee's tour of duty.
- B. Should there be a reason to believe that a youth is missing, an emergency count shall be conducted to determine who and how many youth are missing. When an emergency count is conducted and the youth is not found, the procedures outlined in YS Policy No. C.2.1 shall be followed.



**XIII. STAFF DEVELOPMENT:**



- A. All new secure care facility employees shall receive training on this policy within 90 days of hire, and annually thereafter.
- B. All current secure care facility employees shall receiving training on this policy upon approval, and annual thereafter.
- C. Documented training shall be entered into the "Training Records Entry Completed" (TREC) database at the unit level.

**Previous Regulation/Policy Number:** C.2.19

**Previous Effective Date:** 05/12/2014

**Attachments/References:**  C.2.19 (a) - Midnight Count Breakdown May2014.docx

 C.2.19 (b) - Daily Count Form May2014.docx  C.2.19 (c) - Youth Movement Form May2014.docx

 C.2.19 (d) - Off Campus Movement Loc Form May2014.docx  C.2.19 (e) Teacher Absentee Sheet May2014.docx