

# YOUTH SERVICES POLICY

<b>Title:</b> Video Conferencing	<b>Type:</b> A. Administrative <b>Sub Type:</b> 5. Information Services <b>Number:</b> A.5.11
<b>Page 1 of 4</b>	
<b>References:</b> YS Policy Nos. A.5.10 "Information Technology (IT) Technical Support", B.2.1 "Assignment, Reassignment, and Release of Youth", B.2.2 "Youth Classification System and Treatment Procedures", B.2.3 "Secure Care Intake", B.6.5 "Secure Care Mental Health Screening, Appraisal, and Evaluation", B.8.1 "Telephone Usage by Youth and Monitoring of Calls", C.2.8 "Youth Visitation in Secure Facilities", C.5.6 "Juvenile Electronic Tracking System (JETS)" and D.10.4 "Community Supervision Classification System"	
<b>STATUS: Approved</b>	
<b>Approved By:</b> Otha "Curtis" Nelson, Jr., Deputy Secretary	<b>Date of Approval:</b> 12/14/2023

**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 on how video conferences shall be conducted for the purpose of facilitating contacts between youth and family members, in order to increase family engagement; to facilitate contacts between the Probation and Parole Officer Juvenile (PPO/J) and the youth when necessary; to better assess the needs of the youth and plan for reintegration; and to conduct court hearings thereby reducing the need for extensive travel.

**III. APPLICABILITY:**

Deputy Secretary, Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Probation and Parole Director - Juvenile, Youth Facilities Director - Statewide, Executive Management Advisor, Director of Treatment and Rehabilitation, YS Family Liaison, Regional Administrators, Facility Directors, Regional Managers, and their employees.

**IV. DEFINITIONS:**

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

**PPO/J** - Includes CBS probation officers (Probation and Parole Officer 1, 2 and 3/Juvenile).

**Video Conferencing Software** – A software program installed on a personal computer that encrypts communications to enable secure video conferencing between two or more personal computers. For purposes of this policy, the computers or laptops must be in the inventory of the Office of Juvenile Justice and the video conferencing software must be installed and maintained by OJJ information technology (IT) services.

**V. VIDEO CONFERENCING COORIDNATOR (VCC):**

Facility Directors and Regional Managers shall designate Video Conferencing Coordinator (VCC) staff (1 primary and 1 backup) to coordinate the scheduling for the video conferences. Conferences shall be conducted using video conferencing software

**VI. PROCEDURES FOR SECURE FAMILY VISITATION:**

- A. A family visitation video conference shall be initiated by the Probation and Parole Officer (PPO/J) or the facility Case Manager (CM), depending on the youth's need (refer to YS Policy No. C.2.8). The PPO/J and the facility CM shall communicate to determine possible dates and times of availability for them, as well as the family, during Monday through Friday working hours. After an agreement is reached on possible dates and times, both VCCs shall be contacted for the video conference to be scheduled.
- B. Once scheduled, the staff initiating the video conference (PPO/J or CM) is responsible for notifying the parent/guardian of the date and time and documenting the contact in JETS.
- C. The facility CM shall be responsible for making sure that the youth arrives at the video conference on time.

- D. The VCCs shall be responsible for emailing video conference links to all parties at least 24 hours prior to the scheduled conference time. Family visits may occur once a month and shall last a minimum of 30 minutes, not to exceed 45 minutes. (Longer sessions may be scheduled on a case by case basis.)
- E. Video conferences with approved family members should be in compliance with YS Policy C.2.8, Youth Visitation in Secure Facilities, and YS Policy B.8.1, Telephone Usage by Youth and Monitoring of Calls. If expectations for the video conference are not adhered to by the youth and family, the CM shall give verbal notice to the youth and family and, if necessary, terminate the video conference.
- F. Family visitation video conference sessions shall be documented on a "Family Visitation Contact Note" in JETS by the CM monitoring the visit within three (3) working days of the session.
- G. All family visitation conducted via video conference shall be included in the youth's "Quarterly Progress Report to Court" (refer to YS Policy No. B.2.2).
- H. When the video conferencing software does not work or other technical problems occur, the initiating VCC shall contact the facility IT Technical Support for assistance and, if needed, contact the Service Desk via telephone at (225) 219-6900, or via website at <https://intranet.la.gov/ivanti/SitePages/Ivanti%20Self%20Service%20Guides.aspx>. (Additional information concerning technical support is contained in YS Policy No. A.5.10)

**VII. PROCEDURES FOR CASE PLANNING AND STAFFINGS:**

- A. Pursuant to YS Policy No. B.2.1, a youth's parent(s)/legal guardian(s) shall be involved in case planning and shall be notified of assignment, reassignment and release recommendations resulting from a case staffing. If a parent/legal guardian cannot be physically present at the staffing, attempts shall be made by the Facility CM to engage the parent/legal guardian via telephone or video conference.
- B. If a youth's family and/or the PPO/J are unable to travel to the facility for an initial classification staffing, a teleconference or video conference may be arranged by the facility CM and/or the PPO/J. (Refer to YS Policy Nos. B.2.3 and B.6.5 for additional information.)

**VIII. PROCEDURES FOR COMMUNITY BASED SERVICES VIDEO CONTACTS:**

- A. Video conferences between the youth and the PPO may be scheduled as appropriate to assess the needs of the youth and plans for reintegration. In some cases, the youth may be located in a secure care facility that is not in the same region as the youth's assigned PPO/J; therefore, video conferencing may be a useful tool and can be utilized as needed.
- B. To set up a video conference, the PPO/J shall contact the CM at the secure care facility. The CM shall then contact the VCC and shall notify them of the date, time, and email address for which the video conference should be scheduled.
- C. Youth contacts made via video conferencing shall be documented in JETS within five (5) working days by the PPO/J.

**IX. PROCEDURES FOR VIDEO CONFERENCE COURT HEARINGS:**

- A. The PPO/J shall email the secure care facility CM the date and time of a youth's scheduled court hearing prior to a scheduled court date.
- B. The PPO/J shall communicate with the parent/guardian a minimum of 24 hours prior to the video conference court hearing to insure that they have received notice of the hearing and received the necessary links to join the video conference. If the parent does not have the technology available for the scheduled court hearing, the PPO/J should coordinate with the parent/guardian to insure their attendance is viable.

**Previous Regulation/Policy Number:** A.5.11  
**Previous Effective Date:** 12/01/2022  
**Attachments/References:**