

YOUTH SERVICES POLICY

Title: Juvenile Electronic Tracking System (JETS)	Type: C. Field Operations Sub Type: 5. Monitoring Number: C.5.6
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References: See Attachment (a) - References	
STATUS: Approved	
Approved By: Otha "Curtis" Nelson, Jr., Deputy Secretary	Date of Approval: 04/11/2023

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 the Deputy Secretary's policy regarding the Juvenile Electronic Tracking System (JETS).

III. APPLICABILITY:

This policy applies to all YS employees.

Unit Heads are responsible for ensuring that all necessary procedures are in place to comply with the provisions of this policy.

IV. DEFINITIONS:

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

OTS End User Computing Service Desk – An OTS Tech Support resource found at <https://otssupport.la.so> used as the primary means of requesting tech support for Central Office, Secure Care Facilities and Regional Offices.

Reconciliation Report - A report used to compare sets of records in the JETS database for the secure care facilities to check for possible errors or incomplete youth data, so the facility can make the necessary corrections in JETS.

Unit Head – For the purposes of this policy, the Deputy Secretary, Facility Directors and Regional Managers.

YS Employee - For the purposes of this policy, a YS Employee includes employees, contract providers and interns.

V. POLICY:

It is the Deputy Secretary's policy that an organized system of information storage, retrieval, and review relevant to the youth under the supervision or in the custody of YS be maintained. The JETS is part of an overall decision-making process which relates to youth, operational and planning needs, and implementation and evaluation of programs.

All JETS records shall be up-to-date and readily available to ensure the status of all youth assigned to YS, and to provide for the efficiency and effectiveness of service delivery to the courts, release authorities and outside entities upon request.

Each Unit Head shall develop procedures necessary to ensure that only those with legitimate business and a lawful right to information shall have access to the records pursuant to YS Policies.

The contents, maintenance and access of all youth JETS records shall be in accordance with YS Policies as noted in the "References" [see Attachment (a)].

VI: PROCEDURES

- A. All information contained in JETS shall be confidential, and access to JETS shall be restricted to authorized personnel only (refer to YS Policy A.5.1).
- B. Each Unit Head shall develop procedures to ensure the accuracy of information entered into JETS, and that data entry timelines are adhered to as established in YS Policies for numerous reasons, some of which are noted below:
 - a. JETS data is utilized in YS data collection processes to develop outcomes, analyze trends, identify weaknesses, develop baselines for use in budget projections, decision making, and to set future goals for the agency.
 - b. Reports are developed, maintained and produced by the Data Warehouse in Continuous Quality Improvement Services (CQIS), utilizing in-house data from the JETS.
 - c. Monthly, quarterly and annual JETS reports are compiled and issued throughout the agency for quality assurance purposes.

- d. A youth's assignment, reassignment, release or discharge, SAVRY assessments and reassessments, specialized programming, considerations for recommendation of modification, furloughs, escorted absences, program assignments and completion, placement and supervision levels, all rely on information entered in the JETS in order to formulate reports to the court.
- e. Alerts/detainers/flags may affect a youth's placement, monitoring and services needed.
- f. Information on a particular youth may be released to those persons identified in YS Policy No. B.3.2, pursuant to La. R.S. 15:574.12.
- g. Requests for information on a youth may be received at any time by an individual or another agency.
- h. A youth's record may be subpoenaed at any time.
- i. A youth may have access to specific documentation in his JETS record.
- j. Documentation of individual youth participation in community services, volunteer programs and restorative justice projects is essential to determining a youth's length of stay.
- k. Up-to-date information in JETS plays a significant role in the event of an escape/runaway from a secure/non-secure facility.
- l. Case narratives in JETS document a youth's right to grieve and the action taken as a result of a grievance.
- m. A youth's documented collateral contacts made in the community with identifying appropriate resources such as schools, courts and other state agencies are critical in the overall supervision and monitoring of the case.
- n. A case may be transferred to another region for supervision at any time.
- o. The district attorney and/or the crime victim family or family member is required to be notified of specific occurrences of identified youth in a secure care facility, pursuant to Children's Code Art. 811.1(A) (11).
- p. Eligibility for federal reimbursement to the agency is based on the PPO/J ensuring a parent or financially responsible person completing the FAST I and FAST II assessment forms in JETS; and

- q. Reimbursement from federal funding sources is dependent upon the input of information in JETS;
- C. Issues with the JETS shall be reported via e-mail to <http://otssupport.la.gov> or by phone to (225) 219-6900 or 1-844-219-6900 and the employee's supervisor.

VII. QUALITY ASSURANCE:

Unit Heads are ultimately responsible for ensuring that supervisors continuously review timelines and accuracy of data input of staff under their supervision. The following reports are issued weekly and require immediate action:

- A. CQIS Central Office personnel shall examine on a weekly basis error and exception reports (such as the Issues with Masters, Issues with Petition and similar reports) in the SQL Server Reporting Services Database (located at <http://s-pmdb-ssrs16/lvantiReports/browse/JETSREPORTS>) and reach out to regional offices to collect information of errors and issues with JETS.
- B. CQIS Central Office personnel shall resolve identified issues as expeditiously as possible and forward the Weekly JETS Reconciliation Reports to each Unit Head/designee for review. Required corrections shall be completed within seven (7) working days of receipt of the weekly reconciliation report.
- C. YS employees reviewing or entering data into a youth's record, should report any questionable information to Treatment Director, Regional Manager, Facility Director or Youth Facilities Director - Statewide for review and action, if applicable.

Previous Regulation/Policy Number: C.5.6

Previous Effective Date: 03/31/2022

Attachments/References: C.5.6 Attachment (a) - References April 2023.docx

Juvenile Electronic Tracking System (JETS)

ACA Standards – Standards for Administration of Correctional Agencies

2-CO-1E-01, 2-CO-1E-02, 2-CO-1E-08, 2-CO-1E-09 and 2-CO-1F-08

ACA Standards – Standards for Juvenile Probation and Aftercare Services

2-7075, 2-7076 and 2-7079

YS Policy Nos.

- A.2.62 - Staff/Youth Relationships
- A.3.4 - Parental Contributions – Cost of Care and Treatment
- A.5.5 - Data Warehouse
- A.5.10 - Information Technology (IT) Technical Support
- A.5.11 - Video Conferencing
- 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.2.7 - LAMOD Program and Youth Stage Procedures
- B.2.8 - Transitional Treatment Unit (TTU)
- B.2.12 - Fast Track Program
- B.2.14 - Secure Care SAVRY
- B.2.15 - Substance Use Disorder Treatment Program
- B.2.16 - Assessment and Treatment of Youth Who Demonstrate Sexual Behavior Problems
- B.2.18 - Reintegration Process
- B.2.20 - Non-Discriminatory Services to Lesbian, Gay, Bisexual, Transgender, Intersex, Questioning (LGBTIQ), and Nonconforming Youth
- B.3.1 - Secure Care Youth Records: Composition and Maintenance
- B.3.2 - Access to and Release of Active and Inactive Youth Records
- B.4.1 - Youth Sentence Computation
- B.6.5 - Secure Care Mental Health Screening, Appraisal, and Evaluation
- B.6.6 - Secure Care Mental Health Program
- B.6.8 - Notification to Courts and Parents/Guardians When Youth are Seriously Injured
- B.8.1 - Telephone Usage by Youth and Monitoring of Calls
- B.8.14 - DNA Protocols
- C.1.1 - Death of Youth in Custody, Autopsies, and Burial Expenses
- C.1.3 - Crimes Committed on the Grounds of YS Facilities/Office Buildings and/or Properties
- C.1.7 - Crime Victims Registration and Notification
- C.1.12 - Leisure and Recreation Activities
- C.2.1 - Escapes, Runaways, Apprehensions, and Reporting
- C.2.7 - Youth Drug/Alcohol Testing
- C.2.8 - Youth Visitation in Secure Facilities
- C.2.11 - Prison Rape Elimination Act (PREA)
- C.2.20 - Youth Transport – Secure Care Facilities
- C.2.23 - Control Centers at Secure Care Facilities
- C.2.24 - Electronic Monitoring Program (EMP)
- C.4.1 - Furlough Process
- C.4.3 - Mandatory Reporting of Abuse and Neglect of Youth
- C.5.3 - Quality Assurance Reviews – Central Office Audits, Secure Facilities and Regional Offices
- D.5.1 - Community Based Services Youth Records: Composition and Maintenance
- D.7.1 - Intake Services
- D.8.1 - Social Service Contract Monitoring
- D.9.1 - Placement of Youth in Residential Facilities
- D.9.5 - Service Delivery/Case Management
- D.9.7 - Financial Assessment, Medicaid Eligibility and Parental Contributions
- D.9.10 - Placement in Psychiatric Facilities
- D.10.3 - Assignment of Cases, Reports and Other Activities
- D.10.4 - Community Supervision Classification System
- D.10.5 - Receipt, Security and Disbursement of Funds Collected from Youth – Supervision Fees and Restitution
- D.10.7 - Probation and Parole Supervision
- D.10.11 - Transporting Youth by Community Based Services
- D.10.12 - Use of Interventions – Community Based Services
- D.10.15 - Detention and Location of Youth Pending Secure Assignment
- D.10.17 - Probation and Parole Violations
- D.10.21 - Complaints and Grievances

- D.10.32 - SAVRY – Community Based Services
- D.10.34 - Pending Secure and Non-Secure Placement – Provision of Services While in Detention
- D.11.1 - Predisposition Investigation and Social History
- D.15.1 - Social Services Staff Orientation, Training, and Continuing Education
- D.15.2 - Social Services Youth Case Records
- D.15.3 - Delivery of Treatment and Auxiliary Services