

## YOUTH SERVICES POLICY

<b>Title:</b> Internal Quality Assurance Review	<b>Type:</b> D. Community Based Services <b>Sub Type:</b> 1. Administration and Management <b>Number:</b> D.1.2
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<b>References:</b> La. R. S. 15:827; ACA Standard 2-7013 (Juvenile Probation and Aftercare Services)	
<b>STATUS: Approved</b>	
<b>Approved By:</b> <i>James Bueche, Ph.D., Deputy Secretary</i>	<b>Date of Approval:</b> 07/10/2018

### I. **AUTHORITY:**

Deputy Secretary of Youth Services as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

### II. **PURPOSE:**

The objectives of the review are to determine the extent to which each Regional Office complies with agency policies and ACA Standards; identify and resolve problems within the Region; identify strengths and weaknesses; monitor service delivery to youth and families, and propose solutions; and realign responsibilities to provide services more efficiently.

### III. **APPLICABILITY:**

The Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Executive Management Advisor, Regional Directors and Regional Managers.

Regional Managers are responsible for ensuring all necessary procedures are in place to comply with this policy.

### IV. **DEFINITIONS:**

**Quality Assurance Review** - a systematic review and report by a Region of its activities to determine compliance with agency policies, and ACA Standards.

**V. POLICY:**

At least annually, the Regional Manager shall conduct an internal review of all Community Based Services (CBS) programs and the operations of the Regional Office.

**VI. PROCEDURES:**

The Regional Manager shall:

- A. Establish an internal review schedule;
- B. Assign regional personnel to conduct the internal review;
- C. Establish a format for the internal review process;
- D. Formulate an action plan for any identified deficiencies or needs; and
- E. Submit a report of the internal review findings and action plan to the Regional Director.

**Previous Regulation/Policy Number:** D.1.2

**Previous Effective Date:** 07/01/2013

**Attachments/References:**