

YOUTH SERVICES POLICY

Title: Video Conferencing	Type: A. Administrative Sub Type: 5. Information Services Number: A.5.11
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References: YS Policy Nos. A.5.10 "Information Technology (IT) Technical Support", B.2.1 "Assignment, Reassignment, Release and Discharge 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", C.2.8 "Youth Visitation in Secure Facilities", C.5.6 "Juvenile Electronic Tracking System (JETS)" and D.10.4 "Community Supervision Classification System"	
STATUS: Approved	
Approved By: <i>James Bueche, Ph.D., Deputy Secretary</i>	Date of Approval: 10/24/2017

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, Executive Management Advisor, Director of Treatment and Rehabilitative Services, YS Family Liaison, Regional Directors, Facility Directors, Regional Managers, and their employees.

IV. DEFINITIONS:

Juvenile Electronic Tracking Systems (JETS) - The centralized database utilized to track all youth in OJJ custody or under OJJ supervision (refer to YS Policy No. C.5.6).

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 through SharePoint. The tab titled "Video Conferencing" on SharePoint shall be used to request approval for Video Conferences. Conferences may be conducted using video conferencing software or the Polycom system. Video Conference requests utilizing Polycom are to also be reviewed and approved by the Polycom Administrator.

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 and will work together to check on the availability of the video conferencing rooms or rooms that have computers with video conferencing software at both the secure facility site and the regional site.
- 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 the youth arrives at the video conferencing room on time. The PPO/J will work to ensure the family arrives to participate in the conference as well. If for some reason the family or youth cannot participate by the time scheduled, both the secure and regional VCCs shall notify all other parties as soon as possible.
- D. Each video conference shall be scheduled a minimum of two (2) weeks prior to the date of the conference.

- E. The VCCs shall be responsible for setting up or verifying connections between the two sites on the specific date and time decided, with 24 hour testing prior to the scheduled 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.)
- 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 conference equipment does not connect, 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 YS/OJJ Helpdesk via telephone at (225) 922-2340, or via e-mail to Polycom.Administrator @La.Gov. (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 VCC at the secure care facility. The VCC shall then contact the youth's assigned facility CM to determine if the youth will be available at the requested time. If the time is agreed upon, the VCCs at the facility and regional office levels shall set up the video conference and report any technical difficulties as described in Section VI above.
- 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 a minimum of two (2) weeks prior to a scheduled court date. The secure care CM shall then immediately email the secure care VCC of the specified time and date of the court hearing.
- B. The VCC shall notify the YS/OJJ technical support staff via the Video Conference scheduling link in SharePoint of the scheduled date and time in order to request their availability in the event of technical difficulties.
- C. The YS/OJJ technical support staff shall then work with the VCC at the facility and at the court to set up connections between the two sites.
- D. The VCC and YS/OJJ technical support staff shall test the system 24 hours prior to the scheduled court hearing.

Previous Regulation/Policy Number: A.5.11

Previous Effective Date: 10/09/2017

Attachments/References: