

YOUTH SERVICES POLICY

Title: Monitoring and Use of SmartZone System (700 and 800 MHz Radios)	Type: C. Field Operations Sub Type: 1. General Number: C.1.17
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References: ACA Standards 2-CO-3B-01 (Administration of Correctional Agencies), and 4-JCF-1B-03 (Performance-Based Standards for Juvenile Correctional Facilities); GOHSEP Policy No. 09-003 "Interoperable Channels and Talkgroups Policy" amended January 27, 2010; YS Policy Nos. A.1.8 "Emergency Operations Plan" and C.2.1 "Escapes, Runaways, Apprehensions, and Reporting"	
STATUS: Approved	
Approved By: <i>James Bueche, Ph.D., Deputy Secretary</i>	Date of Approval: 06/24/2019

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 uniform policy concerning statewide usage and monitoring of the SmartZone 700 and 800 MHz Project 25 System (700/800 radios) at YS Central Office (CO), secure care facilities and regional offices.

III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Executive Management Advisor, CO Emergency Operations Manager, Regional Directors, Facility Directors and Regional Managers. The CO Emergency Operations Manager, Facility Directors and Regional Managers shall ensure that written procedures are in place to comply with the provisions of this policy.

IV. DEFINITIONS:

GOHSEP - Governor's Office of Homeland Security and Emergency Preparedness. The agency responsible for coordinating the State's efforts throughout the emergency management cycle to prepare for, prevent where possible, respond to, recover from and mitigate against to lessen the effects of man-made or natural disasters that threaten our State.

Interoperable Channels and Talk Groups - A statewide communication system which purpose is to provide first responders and key decision makers from various agencies and jurisdictions a real-time means of direct interoperable communications.

Office of Youth Development (OYD) - A prior name for Youth Services (YS).

Statewide Interoperable Executive Committee (SIEC) - A committee that was delegated governance of the statewide communications system.

Subscriber Unit - A state agency (Youth Services) which subscribes to the statewide communication system for direct interoperable communications.

Training Records Entry Completed (TREC) - The database used to track training hours of all YS employees at some secure facilities.

V. POLICY:

It is the Deputy Secretary's policy that Central Office, secure care facilities and regional offices maintain the ability to be in constant communication via the Project 25 SmartZone System (700/800 radios). Each unit shall have access to 700/800 MHz radios, and shall monitor 24 hours per day/seven (7) days per week the appropriate sub-frequency indicated below:

Secure Care Facilities –

- OJJ – Acadiana (AKA – JCY)
- OJJ - Bridge City
- OJJ - Swanson (Note: Swanson has additional tactical lines.)
- OJJ - SCYC (Swanson Center for Youth @ Columbia)

Regional Offices -

- OJJ - Alexandria Regional Office
- OJJ - Baton Rouge Regional Office
- OJJ - Hammond Regional Office
- OJJ - Lafayette Regional Office
- OJJ - Lake Charles Regional Office
- OJJ - Monroe Regional Office
- OJJ - Natchitoches Regional Office
- OJJ - New Orleans (AKA – Metro) Regional Office
- OJJ - Shreveport Regional Office
- OJJ -Tallulah Regional Office
- OJJ -Thibodaux Regional Office

Central Office –

- OJJ – Admin

VI. PROTOCOL:

To provide interoperability among first responder agencies at the local and state level, only plain English language shall be used when communicating on any interoperability talkgroup or channel. In order to avoid confusion or misunderstanding, codes or signals, etc. are not to be used on these talkgroups or channels.

VII. MONITORING OF TALKGROUPS/EAVESDROPPING:

All local, state and interoperable talkgroups are designated for either day-to-day or emergency operations. YS staff who are not directly involved in an event or incident should not monitor (eavesdrop) on those talkgroups, due to the potential to tie up multiple repeaters and add unnecessary congestion on the statewide system resulting in busy radio signals. As such, these interoperable channels and talkgroups are to only be utilized for first responder agencies directly involved with the response.

VIII. PROCEDURES FOR USE/PROGRAMMING OF RADIOS:

- A. The CO Emergency Operations Manager, Facility Directors and Regional Managers are responsible for the programming of assigned radio channels, testing and proper utilization of radios. (Refer to Section IX. PROCEDURES FOR TESTING RADIOS for further information.)
- B. Any additional programming or utilization of radios shall be coordinated with the CO Emergency Operations Manager and Regional Directors.
- C. Misuse of assigned radios or use of radios outside the requirements of this policy may be cause for disciplinary action.

IX. PROCEDURES FOR TESTING RADIOS:

- A. Secure Care Facilities
 1. Each facility's control center shall conduct radio testing on a daily basis.
 2. Each facility's control center shall contact the other facilities' control centers randomly utilizing their radios.

3. All radio testing shall be documented by control center staff in the unit log book, indicating the date/time, who was contacted, and if the contact was successful or unsuccessful.

B. Regional Offices

1. Regional Managers shall ensure that regional staff test radios on a daily basis.
2. Regional Managers shall facilitate internal radio testing utilizing assigned radio frequency with region staff on a monthly basis.
3. All radio testing shall be documented by the Regional Manager/designee on a designated log.

C. Secure Care Facilities and Regional Offices Unified Testing

1. Each Facility Director and Regional Manager shall be responsible for conducting unified radio testing on a quarterly basis.
2. All radio testing shall be documented by each facility's control center staff in the unit log book and by each Regional Manager/designee on the region's designated log.

D. Central Office

The CO Emergency Operations Manager shall facilitate radio testing with Executive Team members on a quarterly basis. Radio testing shall be documented on a designated log and maintained by the CO Emergency Operations Manager.

E. Annual Testing

The CO Emergency Operations Manager shall facilitate annual testing of all YS radios by May 1st of each year. The annual radio testing shall be documented on a designated log and maintained by the CO Emergency Operations Manager.

X. PROCEDURES FOR AN ESCAPE:

In the event of an escape from a secure care facility, the Assistant Secretary or the Regional Directors shall instruct staff as to which radio frequency shall be used during the efforts to apprehend the youth. Other instructions shall follow depending on circumstances which may arise during the apprehension efforts.

XI. PROCEDURES FOR A STATEWIDE EMERGENCY:

The CO Emergency Operations Manager serves as the liaison between YS and GOHSEP for statewide emergencies. When the CO Emergency Operations Manager is advised of such an emergency, staff shall be instructed accordingly, including the circumstances of the emergency and which radio frequency shall be used during the emergency. Other instructions shall follow depending on circumstances which may arise during the state of emergency.

XII. STAFF DEVELOPMENT:

- A. All YS staff assigned a radio shall attend annual training on programming, usage, monitoring and testing. The training shall be facilitated by the CO Emergency Operations Manager and shall be documented on an attendance training roster and entered in TREC.
- B. Training shall also be required on an as needed basis as requested by the CO Emergency Operations Manager, Regional Directors, Facility Directors or Regional Managers.
- C. All YS new hired secured care/CBS staff assigned a radio shall attend orientation training. The training shall be facilitated by the CO Emergency Operations Manager and shall be documented on an attendance training roster and entered in TREC and Louisiana Employees Online (LEO).

XIII. ADDITIONAL INFORMATION:

Additional information may be found on GOHSEP's website gohsep.la.gov/ABOUT/UNIFIED-COMMAND-GROUP/Interoperability-Subcommittee/LWIN.

Previous Regulation/Policy Number: C.1.17

Previous Effective Date: 6/19/2018

Attachments/References: