

YOUTH SERVICES POLICY

Title: Electronic Monitoring Program (EMP)	Type: C. Field Operations Sub Type: 2. Security Number: C.2.24
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References: ACA Standards 2-7132, 2-7134, 2-7135, 2-7137, 2-7143, 2-7154, 2-7155, 2-7156, 2-7158, 2-7215 (Juvenile Probation and Aftercare Services); YS Policy Nos. A.1.14 “Unusual Occurrence Reports”, C.2.1 “Escapes, Runaways, Apprehensions, and Reporting”, C.4.1 “Furlough Process”, C.4.7 “Escorted Absence”, C.5.2 “Regional Office Duty Officers and Facility Administrative Duty Officers (ADOs) Reporting of Serious Incidents”, D. 10.17 “Probation and Parole Violations”; and the “BI TotalAccess Helpful Guide”	
STATUS: Approved	
Approved By: <i>William A. Sommers, Deputy Secretary</i>	Date of Approval: 11/24/2021

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 set forth policy and procedures regarding the use of electronic monitoring by providing the most appropriate services to youth in the custody of or under the supervision of YS in the least restrictive environment, always being cognizant of public and youth safety

III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Probation and Parole Program Director, Secure Facilities Director, Executive Management Advisor, General Counsel, Director of Education, Regional Directors, Facility Directors and Regional Managers.

Facility Directors and Regional Managers shall ensure that procedures are in place to comply with the provisions of this policy.

IV. DEFINITIONS:

BI TotalAccess – The BI Inc.’s database system is accessible to all staff with a confidential PIN, assigned by BI Inc. This database can be used to research information regarding BI EMP usage.

BI TotalAccess Helpful Guide – An overview of the BI TotalAccess helpful guides regarding EMP equipment, GPS drifts, alerts/notifications and EMP instructions – (refer to the attachment regarding this matter).

Case Manager - A generic term used within a secure care facility to identify members of the counseling profession, e.g., Social Services Counselor, Clinical Social Worker, Program Manager or a treatment team member assigned to manage a youth’s case.

Electronic Monitoring Program (EMP) - The use of electronic technology to monitor the movements of a youth.

EMP Enrollment-Removal Form – A form located in JETS utilized to make requests for EMP installations, removals and field service calls.

Home Confinement/House Arrest/Home Incarceration - A legal confinement of an individual to a residence, rather than a detention center or secure care facility.

Home-Based Services – Installments, Removals or Service Requests completed by the BI Installer at the youth’s home or any other facility not listed as a Probation and Parole Field Office, a documented Detention Center or a Secure Facility.

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

Monitoring Liaison – A Central Office employee assigned as the Monitoring Liaison for the EMP.

Okta – A software program that uses a cloud based identity management system to provide secure user authentication into applications (such as BI TotalAccess) and regulate an employee’s access to any application or device.

Passive GPS - Includes radio frequency receiver, tracking unit and a transmitter.

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

PPS/J – Includes CBS supervisors (Probation and Parole Supervisor/Juvenile).

V. POLICY:

It is the Deputy Secretary's policy that electronic monitoring shall be used to enhance community supervision as an alternative to removing youth from their homes by allowing youth to remain in the community on probation or parole.

In addition, electronic monitoring may be used in YS secure care facilities to monitor youth with a history of runaway or escape behaviors from secure placement, non-secure care placement, or from their parent/guardian, when participating in furloughs.

The primary objective of the EMP in the community setting is to provide a graduated sanction for youth on probation, parole, or in custody in the least restrictive setting. The secondary objective is to provide for the availability of secure beds for more serious and violent youth by placing lower risk youth in the community under close supervision.

It is imperative for both public safety and the credibility of the EMP that there be immediate detection of and response to violations. EMP services shall be capable of providing 24-hour monitoring with the capability of verifying a violation and contacting the appropriate YS personnel when a violation occurs.

VI. PROCEDURES FOR COMMUNITY SUPERVISION:

Allowing a youth to remain in the community may pose a risk to public safety; therefore, care must be taken to ensure that youth assigned to the EMP are appropriate.

PPO/J staff are encouraged to utilize the regional P&P office as the preferred location to have the majority of the installation, removal and services requests fulfilled. Home-based service requests shall be kept to a minimum, when possible. The PPO/J is responsible for monitoring youth on the EMP program.

A. Case Planning

1. Prior to placing a youth in the EMP, the PPO/J shall meet with the Probation and Parole Supervisor (PPS/J) to discuss the youth's needs and make a determination about the youth's participation.

If the youth will be enrolled in the EMP, the PPO/J shall document the consensus of the staffing in a JETS case narrative under the "Special Conditions" heading, and include the expected length of the youth's participation.

2. The length of time a youth is enrolled in the EMP should be guided by the reason for their referral (i.e., court order, graduated sanction, curfew monitoring, etc.) and SAVRY Risk Rating. When using the EMP as a graduated sanction in response to a technical violation, refer to DYS Policy D.10.17 “Probation and Parole Violations”.
3. Youth shall not be enrolled in EMP more than 90 days unless the PPO/J and PPS/J conduct a case staffing and determine there is a need for continued participation. The PPO/J shall document the justification and approval by the PPS/J in a JETS case narrative under “Special Conditions”.

B. Enrollment

1. The PPO/J or designee shall complete an “EMP Enrollment-Removal v0.4 Form” form in JETS and forward it the vendor’s email: installer@bi.com.
2. The PPO/J shall utilize the Regional P&P office as the primary location for installation of the EMP equipment.

The PPO/J may request Home-based services when installation in the office is not possible or attempts to do so have been unsuccessful. The PPO/J shall note the request in the Special Instructions section of the “EMP Enrollment-Removal v0.4” form in JETS. The PPO/J shall notify the youth and parent/guardian of the request, and they are required to be at the residence for the installation.

3. The PPO/J shall verify the EMP equipment was installed within two (2) working days of sending the request.

Effective May 2021, PPO/Js will be required to utilize the Okta software system to access TotalAccess. Once a PPO/J has been set up, the login screen should display <https://sso.bi.com> [email mcsreps.helpdesk@bi.com if login assistance is needed – also refer to the Attachment named BI TotalAccess OKTA Login for more help].

Upon verification of installation, the PPO/J shall create the appropriate zones and schedules in the BI Total Access Database (<https://ta.bi.com/TotalAccess/login.aspx>). The zones and schedules should reflect the youth’s designated curfew or house arrest status. Youth on house arrest shall be restricted to their residence when not at work, school, training, treatment or any specific place that is authorized by the court or PPO/J.

4. The PPO/J shall complete the “EMP Offender Participation Agreement” form in JETS. The PPO/J shall review the participation requirements with the youth and parent/guardian. The hard copy with signatures shall be maintained in the youth’s case record.
5. Youth enrolled in the EMP shall be required to do the following:
 - a. Observe the designated curfew;
 - b. Maintain electrical services at the home;
 - c. Make no attempt to remove or tamper with the monitoring equipment;
 - d. Report any equipment malfunction immediately to the PPO/J; and
 - e. Charge the monitoring device for a minimum of two (2) hours continuously each day.

C. Removal

1. The PPO/J shall staff the case with the PPS/J prior to removing a youth from the EMP. The PPO/J shall document the staffing consensus in a JETS case narrative under “Special Conditions”.
2. When removal from the EMP is recommended, the PPO/J or designee shall complete an “EMP Enrollment-Removal v0.4 Form” form in JETS and forward it the vendor’s email: installer@bi.com. If Home Based Services are required for removal, the PPO/J shall note the request in the Special Instructions section of the form.
3. The PPO/J shall verify the EMP equipment was retrieved within 72 hours of sending the request for removal and document in a JETS case narrative under “Special Conditions”.

D. Non-Compliance

The PPO/J shall document all efforts to resolve a youth’s non-compliance with EMP requirements and any action taken in a case narrative within 72 hours of the violation.

1. In the case of a minor non-compliance violation, recommendations could include a verbal warning by the PPO/J, increased visits, or graduated sanction to a more restrictive program/setting.

Examples of minor non-compliance may include the following:

- a. Several unexplained curfew violations; or
- b. Consistently being out of range of the unit for brief period of times, etc.

2. In the case of a major non-compliance violation, the PPO/J shall attempt to make a phone or personal contact with the youth within 24 hours of being notified of the violation to determine the reason for non-compliance.

Examples of major non-compliance may include the following:

- a. Continued curfew violations despite warning;
- b. Not charging or cutting off EMP equipment; or
- c. Absconding from supervision or committing a new offense.

A case staffing shall be held in all instances where a major non-compliance infraction has occurred. Depending on the reason for the infraction, recommendations for possible sanctions could range from a verbal warning by the PPO/J, a “Contempt of Court” being filed, or placement in a more restrictive setting (refer to the Graduated Response Grid Policy D.10.17, “Probation and Parole Violations”).

If a youth has absconded from supervision, the PPO/J shall also follow the procedures outlined in Policy C.2.1 “Escapes, Runaways, Apprehensions, and Reporting”.

E. Service Requests

1. If the youth and/or parent/guardian reports the equipment is not functioning properly, the PPO/J shall complete the “EMP Enrollment-Removal v0.4” form in JETS, and forward the completed form to the vendor’s email address: installer@bi.com. The reason for the service request shall be noted in the Special Instructions section.

NOTE: Each request for enrollment, removal, or service requires a separate “EMP Enrollment-Removal v0.4” form be created in JETS and forwarded to the vendor.

VII. PROCEDURES FOR SECURE CARE FACILITIES:

Youth in a YS secure facility may be enrolled in the EMP when participating in furloughs. The PPO/J is responsible for monitoring youth while on furlough.

A. Enrollment/Removal

1. A **minimum of three (3) working days prior** to the requested date of installation, the PPO/J shall complete the “EMP Enrollment-Removal-v0.4 Form” in JETS and forward to the vendor email: installer@bi.com. The Level of Youth Risk on the EMP form shall be marked High for all youth assigned to a YS secure facility.

2. The vendor shall be at the secure facility on recurring days scheduled for Thursdays and Fridays to fulfill all furlough installation requests. If a youth's furlough is scheduled for any day other than Thursday or Friday, the assigned PPO/J must submit the EMP Enrollment form and have the youth transported to the nearest regional P&P office for the installation at least 24 hours prior to the scheduled furlough start date.

The PPO/J must have the youth transported back to the secure facility immediately after the installation is complete.

3. The PPO/J shall verify the EMP equipment was installed and create the appropriate zones and schedules in the BI Total Access Database which should reflect the youth's designated curfew or house arrest status.

The EMP equipment must be installed and the zones/schedules entered in the BI Database prior to the youth leaving the secure care facility. The EMP equipment shall not be removed prior to returning to campus.

4. The Case Manager shall complete the "EMP Offender Participation Agreement" form in JETS and review the EMP requirements with the youth and parent/guardian prior to leaving the campus. The hard copy with the youth and parent/guardian's signature shall be placed in the youth's Master Record under Clip VI.
5. The Operations Shift Supervisor shall remove, inventory and temporarily store the EMP unit in the Control Center upon the youth's return to the facility.

The PPO/J shall complete the "EMP Enrollment-Removal v0.4 form" in JETS, requesting the EMP removal and forward it to the vendor's email: installer@bi.com.

6. If the youth does not return the accompanying charger and/or beacon, the PPO/J shall be responsible for retrieving the missing equipment from the youth's home until the equipment is picked up by the vendor.

C. EMP System Alerts

When a youth on furlough violates the EMP, the following shall occur:

1. The vendor shall immediately notify the PPO/J via telephone with simultaneous e-mail notifications to the Facility Director, Deputy Director, Assistant Director, Regional Manager, assigned PPO/J, Secure Facilities Director and Regional Director.

2. The Regional Office Duty Officer shall attempt to secure the youth's last known location from the vendor and contact the youth and parent/guardian.
3. If after speaking with the parent/guardian and Regional Manager it is determined a services request is needed, the Regional Office Duty Officer shall notify the vendor.

Once the alert has been resolved, the Duty Officer shall notify the Regional Manager, Facility Director, Deputy Director, Assistant Director, Secure Facilities Director and appropriate Regional Director.

4. If the youth is believed to have absconded, the Regional Office Duty Officer shall follow notification procedures outlined in YS Policy C.2.1 "Escapes, Runaways, Apprehensions, and Reporting" and YS Policy C.5.2 "Regional Duty Officers, and Facility Administrative Duty Officers (ADOs) Reporting of Serious Incidents".
5. The Regional Office Duty Officer shall complete a UOR on EMP Alerts for youth on furlough (Refer to YS. A.1.14 "Unusual Occurrence Reports").

VIII. ENROLLMENT/REMOVAL OF STAFF FROM SENTINEL DATABASE ACCESS

- A. The Regional Managers or designated PPO/J staff from each regional office shall be responsible for requesting enrollment or removal of staff from the BI TotalAccess database access upon new hire or termination as follows:
 1. The Regional Manager shall thoroughly complete the "Officer Enrollment Form" (refer to attachment);
 2. The officer's regional office location and the assigned regional office number must be specified on the form;
 3. The form shall be authorized by the Regional Manager in the "Comments" section; and
 4. The "Officer Enrollment Form" shall be submitted electronically to BI Monitoring Customer Service @ mcsreps.helpdesk@bi.com or faxed to (765)778-5760.
 5. A request shall be forwarded immediately for terminated employees or those no longer employed with the agency. "TERMINATED" or "REMOVAL" must be written across the top of the form prior to submitting it to BI Monitoring Customer Service.

IX. STAFF DEVELOPMENT:

- A. Regional Managers shall be required to submit a request for Software Webinar training to the monitoring liaison. The vendor is only capable of delivering remote group training, via webinar, at scheduled times. (see Software Training attachment for detailed instructions).
- B. Equipment online training can be taken as often as needed via the "Online Training System" in the BI TotalAccess database.
- C. New Probation and Parole staff shall be required to complete the webinar training within 30 days of hire to fulfill EMP related duties.
- D. Training from the vendor, via scheduled Group Webinars, shall be requested through the monitoring liaison by the Facility Director or Regional Manager.
- E. All training shall be documented and forwarded for input into LEO. YS Policy No. A.2.24 contains information about the level and amount of training needed based on the employee's job assignment and responsibilities.

Previous Regulation/Policy Number: C.2.24

Previous Effective Date: 10/29/2020

Attachments/References: Equipment Training Instructions (confidential) (2021)
Officer Enrollment EForm (confidential) (2021)
ExacuTrack One Product Guide (confidential) (2021)
BI TotalAccess Software Training Instructions (confidential) (2021)
BI Total Access OKTA Login (confidential) (2021)