

YOUTH SERVICES POLICY

Title: Internal Quality Assurance Review	Type: D. Community Based Services Sub Type: 1. Administration and Management Number: D.1.2
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References: La. R. S. 15:827; ACA Standard 2-7013 (Juvenile Probation and Aftercare Services)	
STATUS: Approved	
Approved By: <i>William A. Sommers, Deputy Secretary</i>	Date of Approval: 08/25/2022

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, Youth Facilities Director - Statewide, Probation and Parole Program Director, 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: 08/23/2021

Attachments/References: