

DEPARTMENT OF HUMAN SERVICES  
DIVISION OF JUVENILE JUSTICE SERVICES  
POLICY AND PROCEDURES

Policy No.: 01-07	Effective Date: 12/05/03	Revision Date: 01-19-16
Subject: Operations Manual		

**I. Policy Statement**

The Division of Juvenile Justice Services staff shall have a clear understanding of their responsibilities in order to properly execute their assigned duties. A current Operations Manual, specific to each Division facility/program, shall be made readily available to staff. Operation Manuals shall be consistent with Division policy and procedures, applicable federal laws, state law, policies of the Department of Human Services, and the Division's Mission and Core Value Statements.

**II. Rationale**

The purpose of this policy is to ensure current Operation Manuals, specific to individual facilities/programs within the Division, are available to staff. Operation Manuals will establish guidelines for directing, and controlling activities of Division staff including staff supervision of, and interactions with, juveniles served by Division facilities/programs.

**III. Definitions**

“Operation Manuals” identify the specific procedures that guide, direct and control operations in Division facilities/programs.

Division “Policy” is a statement of concept, principle, or purpose to guide present and future actions, decisions and procedures.

Division “Procedures” identify a series of steps followed in regular order to implement policy.

**IV. Procedures**

- A. Each Assistant Program Director (APD) shall be responsible to develop and maintain an Operations Manual that accurately reflects specific and current facility/program procedures.
- B. Operation manuals shall be updated annually, in the facility and on the Division's web site by the end of each fiscal year.
- C. Program Directors (PD's) shall review and approve Operation Manuals and subsequent changes.
- D. Operation Manuals shall be consistent with the policies and procedures set forth in the Department of Human Services and the Division of Juvenile Justice

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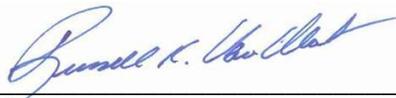
Services. Operational procedures may be more specific than Department and Division policy as indicated by the needs of the program, but may not contradict.

- E. An Operations Manual shall be readily available to staff at the facility/program where he/she is employed, and on the Division's web site.
- F. The APD or a designee shall train new staff on the facility/program operations manual within 30 days of hire. Staff shall sign a statement of understanding to be placed in their personnel file.
- G. The APD or a designee shall train all staff annually and/or as revisions occur to the operations manual. Staff shall sign a new statement of understanding each year to be placed in their personnel file.

**V. Continuous Renewal**

This policy shall be reviewed every three (3) years to determine its effectiveness and appropriateness. This policy may be reviewed before that time to reflect substantive change.

This policy has been reviewed by the Board of Juvenile Justice Services and is approved upon the signature of the Director.



Russell K. Van Vleet, Chair  
Board of Juvenile Justice Service

January 19, 2016

Signature Date



Susan V. Burke, Director  
Division of Juvenile Justice Services

January 19, 2016

Signature Date