


<b>2751 SYSC ADMINISTRATION</b>	
Chapter: <b>General Administrative Operations</b>	Section: <b>Jurisdictions</b>
	New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: _____ Approved: _____ Effective Date: <b>November 12, 2009</b> Scheduled Review Date: _____
	William W. Fenniman, DJJS Director
Related Statute(s): <a href="#">RSA 621</a> , and <a href="#">RSA 621-A</a> Related Admin Rule(s): _____ Related Federal Regulation(s): _____	Related Form(s): _____ Bridges' Screen(s) and Attachment(s): _____

It is essential to ensure Residential Services, both Committed and Detention Programs within the Sununu Youth Services Center (SYSC), is led by a single qualified facility administrator. The SYSC Administrator is responsible for the functional units that comprise the SYSC and for maintaining a strong relationship with the Director, the Department of Health and Human Services' (Department) direct representative.

<b>Purpose</b>
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The purpose of this policy is to establish the responsibility, authority and qualifications of the SYSC Administrator.

<b>Policy</b>
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- I. **Governing Authority:** The Department of Health and Human Services is the Division's parent organization and governing authority. The Director of the Division reports directly to the Commissioner of Health and Human Services and is the representative of the governing authority. The SYSC Administrator reports directly to the Director.
  
- II. **SYSC Administrator:** The SYSC shall be lead by the SYSC Administrator who is the single administrative officer and as such has the authority and responsibility to lead all functional units of management, which are as follows:
  - A. **Senior Facility Supervisors –** Two Facility Supervisors report directly to the SYSC Administrator and are responsible primarily for the Internal Affairs, Classification, Discipline Hearings, and Admissions.
  - B. **Residential Bureau Chief –** The Residential Bureau Chief reports directly to the SYSC Administrator and is responsible for three Facility Supervisors, Residential staff, and Clinical staff.
  - C. **Medical -** The Health Authority is responsible for all Medical staff and reports to the SYSC Administrator.
  - D. **Education -** The School Principal is responsible for all Education staff and reports to the SYSC Administrator.
  - E. **Maintenance and Facilities –** The Maintenance and Facilities Supervisor is responsible for all Maintenance and Facilities staff and reports to the SYSC Administrator.

- F. Food Services - The Food Services Supervisor is responsible for all Food Service workers and reports to the SYSC Administrator.
- III. SYSC Administrator Qualifications: The SYSC Administrator shall, at a minimum, possess a master's degree in an appropriate discipline, five years of related administrative experience, and demonstrated administrative ability and leadership.
- IV. Policy Implementation: The SYSC Administrator is responsible to ensure the Department and Division's policies are implemented throughout Residential Services. The SYSC Administrator shall ensure that employees have the opportunity to participate in the formulation of policies, procedures, and programs.
- V. Residential Services Goals: The SYSC Administrator shall formulate and review goals for Residential Services at least annually and translate them into measurable objectives.
- VI. Department Head Meetings: The SYSC Administrator shall facilitate Department Head meetings to encourage communication and collaborative problem solving. Meeting should be conducted weekly, but shall at a minimum be conducted monthly.
- VII. Governing Authority Management Meetings: The Director shall facilitate Senior Management Meetings, which will include the SYSC Administrator and Department Heads, to encourage communication and collaborative problem solving. Meetings should conduct Senior Management Meetings weekly, but shall at a minimum be conducted monthly.
- VIII. Two Way Communication: The SYSC Administrator shall ensure a system of two-way communication between all levels of staff and residents is facilitated and maintained through policy, procedure, and practice. They SYSC Administrator and Residential Bureau Chief shall visit the units' living and activity areas at least weekly to encourage informal contact with staff and juveniles and to informally observe living and working conditions.
- IX. Annual Inspection and Review: The SYSC Administrator or designee shall conduct inspections and reviews of SYSC space requirements, operations, and programs. The SYSC Administrator shall ensure the facility's measurable annual goals and objectives are part of the inspection and review process. The process shall result in a written report to be submitted to the Director.
- X. Public Information: The SYSC Administrator shall encourage interaction with the public and media consistent with the Division's Public Information policy. In situations where federal, state, and local legislators, executives, and other components of juvenile justice system make inquiries about operations or specific juveniles they shall be responded to promptly by the SYSC Administrator or designee after consultation with the Director and due regard to privacy protection statutes and Department and Division policy. Any media access granted will be consistent with preserving the residents' rights to privacy, maintaining order and security, and will be consistent with Department and Division policy.
  - A. Areas of Access - Media representatives are not allowed to film or photograph on the Youth Development Campus without express permission. Operations shall direct any media requests to the Director or designee.
  - B. Media Contact - The SYSC Administrator shall be the contact person for routine requests for information.

- C. Protected Information - No information or data shall be released to the media until it has been approved by the Director or designee who will consult with the legal liaison regarding any protected information or data.
  - D. Special Events - All special events media coverage shall be arranged through the Director or designee.
  - E. News Releases - All news releases shall be approved by the Director or designee prior to dissemination.
  - F. Authority to Represent the Division - Only the Director or his designee shall have the authority to speak on behalf of the SYSC Facility.
- XI. Monthly Report: The SYSC Administrator should submit a monthly report to the Director, but shall submit such a report at least quarterly. The report shall include the major developments in each department, major incidents, population data, assessment of staff and resident morale, and major problems and plans for solving them.
- XII. Legal Liaison: The Department shall assign an attorney as the Division's legal liaison who is available for legal assistance as needed.