

## 2075 RESIDENTIAL UNIT COMMUNICATION AND DOCUMENTATION

Chapter: **Sununu Youth Services Center**

Section: **Safety and Security**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **19-16**

Approved:

Effective Date: **April 2019**

Scheduled Review Date:

  
Joseph E. Ribsam Jr., DCYF Director

Related Statute(s): [RSA 621](#) and [RSA 621-A](#)

Related Admin Rule(s):

Related Federal Regulation(s):

Related Form(s): **FORM 2054, FORM 2079, and FORM 2371**

Bridges' Screen(s) and Attachment(s):

Everyone deserves to be safe and treated with courtesy and respect. The Sununu Youth Services Center is committed to ensuring information and documentation is accurate and communicated to optimize learning opportunities for committed and detained youth. Effective communication is essential to the safety of the facility and contributes to individualized, clinical and rehabilitative programming for all youth.

### Purpose

This policy establishes procedures for residential unit communication and documentation.

### Definitions

**"CC"** or **"Clinical Coordinator"** means the master level clinical therapist assigned to each youth at SYSC to conduct mental health and behavioral assessment, facilitate individual and family and group therapy, diagnose mental health conditions via DSM5, create Focal Treatment planning for each youth, monitor and report progress to the Treatment Team, the Court, and the Juvenile Parole Board.

**"DAP Note"** means the data, assessment (response), and plan note made by a Clinical Coordinator after an encounter with a youth and/or family.

**"DCYF"** or the **"Division"** means the Department of Health and Human Services' Division for Children, Youth and Families.

**"Residential Unit"** means a distinct living and programming floor within the SYSC characterized by a central common area, bedrooms for youth, youth-only bathrooms, and recreational areas.

**"SYSC"** or the **"John H. Sununu Youth Services Center"** means the architecturally secure juvenile treatment facility administered by the Division for Children, Youth and Families for committed juveniles and detained youth, and for NH youth involved with the NH court system prior to their adjudication.

**"YouthCenter"** means the web-based automated information system used by DCYF staff to document and track information regarding youth committed or detained at the SYSC.

### Policy

I. Unit White Board:

- A. Each Residential Unit shall maintain accurate and timely information on the installed unit white board located within each Residential Unit.

- B. Information shall be updated promptly on the unit white board, including but not limited to the following:
  - 1. Room Number;
  - 2. Youth name;
  - 3. Level;
  - 4. Assigned YC;
  - 5. Assigned JPPO;
  - 6. Trust status;
  - 7. Watch;
  - 8. Chore;
  - 9. Paid job; and
  - 10. Consequence, if applicable.

II. YouthCenter:

- A. All staff shall have access to YouthCenter.
- B. All staff must maintain timely and accurate documentation in applicable reporting sections for each youth.
- C. Information recorded in YouthCenter must include:
  - 1. Youth watches, changes and updates;
  - 2. Incident Reports;
  - 3. Records of discipline;
  - 4. Information about unit youth and various aspects of unit operations;
  - 5. Detailed information about youth behavior;
  - 6. Clinical and rehabilitative services offered and youth's participation or refusal to participate these services;
  - 7. Daily Progress Reports;
  - 8. A Weekly Youth Counselor update for each youth; and
  - 9. Other information such as collateral contacts, activities, DAP notes, and upcoming court hearings.

- D. All staff must review YouthCenter entries for each youth at the beginning of their shift to:
  - 1. Make note of:
    - (a) Any consequences;
    - (b) Changes in trust status; or
    - (c) Upcoming events and meetings including court and juvenile parole board hearings;
  - 2. Prepare for upcoming events by completing required reports and documentation; and
  - 3. Make note of any visits for the youth and ensure documentation of each or any missed scheduled visits.
  
- III. In the event YouthCenter is not available, SYSC staff shall:
  - A. Utilize PDF versions of YouthCenter forms available in the DCYF Forms Manual for printing and hand completion; or
  - B. Utilize communications logs as a backup method of documentation for all other information;
  - C. Record all information on paper forms legibly in ink and include the date, time and the writer's signature or initials; and
  - D. Enter any information recorded on paper into YouthCenter once available.
  
- IV. Completion of Watch Reports:
  - A. Any staff placing a youth on a Watch, shall:
    - 1. Initiate and print the appropriate Watch Report (Form 2054 or Form 2079); and
    - 2. Notify the Supervisor On-Duty, the SYSC Medical Department, and the youth's Clinical Coordinator;
  - B. The Supervisor On-Duty shall ensure the watch is listed on Form 2371 SYSC Shift Summary Report and removed when the watch is lifted;
  - C. Unit staff shall enter the Watch in YouthCenter and on the unit white board;
  - D. Unit staff shall place the Watch Report on a clipboard in the Residential Unit Office;
  - E. Staff assigned to monitor the youth on the Watch shall record the checks on the appropriate Watch Report;
  - F. At the end of each day, the Watch Report shall be placed in the Youth Chart; and
  - G. When the watch is discontinued, the Watch Reports shall be sent to the SYSC Records Department to be placed in the youth's permanent record.