

2370 SYSC LAPTOP USAGE IN OPEN AREAS

Chapter: **Sununu Youth Services Center**

Section: **Documentation and Records**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **17-58**

Effective Date: **October 2017**

Scheduled Review Date:

Approved:

A handwritten signature in black ink, appearing to read "Christine Tappan".

Christine Tappan, Interim DCYF Director

Related Statute(s): [RSA 621](#) and [RSA 621-A](#)
Related Admin Rule(s):
Related Federal Regulation(s): [45 CFR Parts 160, 162, and 164](#)

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

Everyone deserves to be treated with courtesy and respect. Staff shall represent the Division in a respectful and professional manner, maintaining confidentiality and professional boundaries while completing electronic records. Through mindfulness in staff surroundings when completing documentation staff can work collaboratively with colleagues, youth and their families with honesty and professionalism.

Purpose

This policy defines the use of laptops on the units of the John H. Sununu Youth Services Center (SYSC).

Definitions

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

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

"DHHS" or the **"Department"** means the New Hampshire Department of Health and Human Services.

"DoIT" means the New Hampshire Department of Information Technology.

"SYSC," or the **"John H. Sununu Youth Services Center,"** or the **"Youth Detention Services Unit"** 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.

Policy

- I. Laptops issued to the SYSC Units have been preconfigured by the Department of Information Technology (DoIT) to only allow access to the CourtStream website through the YDC School Domain network for data entry and incident reporting in CourtStream. There is no access to Internet sites outside of BizStream.com.
- II. The laptops do not have access to the DHHS business network or DHHS network printers.
- III. The laptops have Microsoft Word installed for creating reports and checking spelling and grammar.

IV. All other laptop features and functions have been disabled by DoIT for network safety and security reasons because they are being used in SYSC residential areas.

Procedures for Using Laptops on the SYSC Units

- I. Laptops are never to be left unattended under any circumstances.
- II. If a staff has to leave the laptop, they must log-off, shut it down, and secure it.
- III. Youth may never use the laptop under any circumstances.
- IV. Laptops cannot be used in the presence of non-state employees, including youth.
- V. Passwords and login IDs are not to be placed on or near the laptop.
- VI. Staff must use their own login and password. No exceptions.
- VII. Food and liquids are not to be consumed anywhere near the laptop.
- VIII. Laptops must be kept clean. Computer cleaning supplies can be ordered from the stockroom.

Practice Guidance

What do I do if I am having difficulties with the laptop?

- If you have any problems with the laptop functioning, call the NH Support Center at 1-800-835-2379 and report the concerns. A support ticket will be generated for quick resolution of the problem. If you are unsure whether to call the support center, call your supervisor.
- If you have any problems with CourtStream data entry, contact the Bureau of Organizational Learning and Quality Improvement at extension 384 or at extension 374.

This policy states laptops cannot be used in the presence of non-state employees, including youth. Does this mean I can use a laptop in a common area of a unit if youth are on the other side?

- No. Staff must use a laptop in a secure location where youth are not in the area. Any violation of this policy may result in disciplinary action.

I have read and understand the SYSC Laptop Usage in Open Areas policy. _____
Initials

I will abide by the SYSC Laptop Usage in Open Areas policy. _____
Initials

Signature of DCYF employee, contractor/volunteer, or intern Date: _____