


Youth Telephone Usage

Division of Child and Family Services (DCFS)
Juvenile Justice Services (JJS)
Statewide Policy

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| POLICY NUMBER: | DCFS/JJS 500.07 |
| EFFECTIVE DATE: | August 30, 2022 |
| APPROVED BY: | Sharon Anderson, Deputy Administrator – DCFS  |
| DATE: | 8/26/2022 |
| SUPERSEDES: | New Policy |
| APPROVED BY: | Dr. Cindy Pitlock, Administrator – DCFS  |
| DATE: | 8/29/2022 |
| REFERENCES: | NRS 62B.510.10; Documentation Standards (DCFS/JJS 100.13) |
| ATTACHMENTS: | None |

I. SUMMARY

The Division of Child and Family Services (DCFS) Juvenile Justice facilities shall allow youth to make and receive telephone calls with approved family members, other persons, and approved organizations. DCFS recognizes the youths' need for and right to maintain contact with persons outside a state facility and asserts they may do so with a reasonable degree of privacy.

II. PURPOSE

To provide direction for youth telephone communication to and from approved individuals while committed to a state facility.

III. DEFINITIONS

None

IV. APPROVED RELATED INDIVIDUALS

A. The Youth Parole Bureau shall ensure the DCFS web-based case management system for each youth record is updated with all applicable related individuals, including at minimum, relationship; guardianship, if applicable; custody, if applicable; phone number; address; and email, if applicable, for everyone listed.

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1. If a related individual is not to have verbal or physical communication with a youth, this information should be included in the Notes section of the identified Related Individual.

V. OUTGOING CALLS FROM FACILITY

- A. Upon admission to a facility, each youth may telephone one of the following approved related individuals immediately, not to last more than 15 minutes:
 1. Parent
 2. Guardian
 3. Biological child
 4. Attorney
 5. Other adult with whom the youth has established a familial or mentoring relationship, including, without limitation, clergy, caseworkers, teachers, mentors, and other persons, upon approval of the superintendent or their designee.
- B. Facilities may establish days and times for telephone usage.
 1. All direct care staff shall be trained on the facility's telephone usage process.
 2. Scheduled telephone days and times shall be posted in living units.
- C. Facilities may limit the length of telephone calls, but not for punishment reasons, only to allow all youth the ability to make calls during posted hours.
- D. Youths may make collect calls to approved related individuals:
 1. Parent
 2. Guardian
 3. Biological child
 4. Attorney
 5. Other adult with whom the youth has established a familial or mentoring relationship, including, without limitation, clergy, caseworkers, teachers, mentors, and other persons, upon approval of the superintendent or their designee.
- E. Emergency calls may be placed to an approved family member as necessary and does not have to be during posted hours.
 1. Telephone calls may be limited or not available during periods of an emergency where the communication is contrary to safety and security interests of the facility.
- F. Youth may call their attorney at any time.
 1. There are no time limits for calls with attorneys.
 2. Youth shall be afforded privacy for all telephone calls with attorneys.
 3. Staff shall remain outside the room or area for the duration of the call.
- G. Youth may call the PREA Coordinator any time.
 1. There are no time limits for calls with the PREA Coordinator.
 2. Youth shall be afforded privacy for all telephone calls with the PREA Coordinator.
 3. Staff shall remain outside the room or area for the duration of the call.

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- H. Staff shall monitor telephone usage, but not listen in on calls with approved related individuals.
- I. For all outgoing calls:
 - 1. Staff shall look up the Related Individual's phone number, ensure the person is able to have verbal communication with the youth, and then dial the phone number for the youth.
 - 2. Staff shall document each call as a New Activity: Facility Call – Youth Outgoing in the youth's record of the web-based case management system to include Status, Location (facility), Date, Call Start and End Time, Involved Personnel (staff who made the call on behalf of the youth), Involved Parties (all individuals on the call, including the youth). Refer to DCFS/JJS 100.13, Documentation Standards.
 - a. Notes shall be added for all calls (e.g., good call with related individual, youth received news of death in the family, negative interaction with related individual).

VI. INCOMING CALLS TO FACILITY

- A. Youths may receive telephone calls from the following approved related individuals during allowable telephone times:
 - 1. Parent
 - 2. Guardian
 - 3. Biological child
 - 4. Attorney
 - 5. Other adult with whom the youth has established a familial or mentoring relationship, including, without limitation, clergy, caseworkers, teachers, mentors, and other persons, upon approval of the superintendent or their designee
- B. A youth's attorney, advocate, social worker, or assigned Youth Parole Counselor may call into the facility at any time.
- C. Facilities may establish days and times for approved family members to make telephone calls, which shall be made available to them upon admission of their child.
- D. Facilities may limit the length of telephone calls, but not for punishment reasons, only to allow all youth the ability to make call during posted hours.
- E. Youths may receive emergency telephone calls from approved related individuals, as necessary.
- F. Staff shall document all incoming calls as a New Activity: Facility Call – Incoming in the youth's record of the web-based case management system to include Status, Location (facility), Date, Call Start and End Time, Involved Personnel (staff who received the call), Involved Parties (all individuals on the call). Refer to DCFS/JJS 100.13, Documentation Standards.
 - 1. Documentation is required even if the youth is unable to take the call.
 - 2. Messages shall be provided to youth who receive calls, but are unable to take the call, due to programming or other facility activities.

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3. Notes shall be added for all incoming calls, including reason for the call, if applicable, and when youth received the call message, if applicable.

VII. PRIVILEGE VERSUS REQUIREMENT

- A. Youth have the right to have regular telephone calls with the following approved related individuals in accordance with NRS 62B.510.10.
 1. Parent
 2. Guardian
 3. Biological child
 4. Attorney
 5. Other adult with whom the youth has established a familial or mentoring relationship, including, without limitation, clergy, caseworkers, teachers, mentors, and other persons, upon approval of the superintendent or their designee.
- B. Youth shall be permitted the opportunity, during authorized times, to make two telephone calls per week with approved related individuals.
 1. Attorneys, social workers, advocates, and Youth Parole Counselors do not count towards the youth's weekly two telephone call limit.
 2. Youth are not required to make telephone calls but shall be given the opportunity.
- C. Facilities shall not remove the right of two telephone calls per week for punishment.
- D. Facilities may provide additional telephone calls as an incentive for youth.

VIII. STANDARD OPERATING PROCEDURES

- A. The Youth Parole Bureau shall create standard operating procedures consistent with this policy, to include:
 1. Process and position(s) responsible for adding and maintaining Related Individuals in the DCFS web-based case management system for each youth record.
- B. Each facility shall create standard operating procedures consistent with this policy, to include:
 1. Process and position(s) responsible for maintaining Related Individuals in the DCFS web-based case management system for each youth record.
 2. Training process for direct care staff on youth telephone process.
 3. Establishing days/times of telephone calls.
 4. Length of telephone calls.
 5. Identification of rooms/areas for telephone calls.
 6. Telephone documentation procedures, including the identification of responsible staff.
- C. This policy shall be every two years or sooner if deemed necessary.