

	JUVENILE JUSTICE SERVICES Safety And Emergency Operations	Effective Date: 6/15/10
		Issue Date: 6/15/10
	Title: Client Count and Movement	
	Procedure #: P.5.13	

- 1 **ISSUING AGENCY** CYFD (CYFD)

- 2 **SCOPE** Juvenile Justice Service (JJS)

- 3 **STATUTORY AUTHORITY** NMSA 32A-2-1, 32A-2-2.E

- 4 **FORMS** None

- 5 **APPLICABLE POLICY** **8.14.5.13 CLIENT COUNT AND MOVEMENTS:** JJS maintains a system of strict accountability for assigned clients that includes maintaining an up to date and accurate master roster that accounts for client admissions, releases, transfers, escapes, absences from the facility and transports. On duty staff members are responsible for knowing where clients are at all times through formal and informal counts and continuous visual surveillance.

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- 7 **DEFINITIONS**
 - 7.1 **“Official Count”** refers to a formal count of all assigned clients and their locations that is recorded and processed by the facility control center or security office.
 - 7.2 **“Status Count”** refers to a late night or welfare count of the clients that is recorded in the post log and called into the control center.
 - 7.3 **“Float Count”** refers to an official count conducted at the end of all scheduled client movement. It is designated as a “float count” because the time of the count floats to the time all movement is completed.
 - 7.4 **“Emergency Count”** refers to an unscheduled official count required because of an incident, situation, evacuation or possible escape.

- 7.5 “**Master Roster**” refers to the roster of all clients assigned to the facility, their designated assignment and their current location.
- 7.6 “**Casual Movement**” refers to the monitored but unfettered movement of a client or group of clients from one location to another.
- 7.7 “**Structural Movement**” refers to monitored, uniform and in-line movement of a group of clients from one location to another.

8 CLIENT ACCOUNTABILITY

- 8.1 Accountability and control of client movement is a primary and critical security function.
 - 8.1.1 Each facility superintendent shall ensure a system of official, float and status counts designed to provide up to date information on each client’s location.
 - 8.1.2 Each facility superintendent shall ensure that a system is in place that regulates client movement within the facility and during authorized movement outside the facility.
 - 8.1.3 The control center will maintain accountability and establish the whereabouts of each client through authorizing all client movement at the facility.
- 8.2 The facility superintendent shall implement a system of accountability that ensures direct visual observation during client movement and activity times; and frequent and regular status checks during non-movement and non-activity times.
- 8.3 All client movement shall be under the escort of a staff member or otherwise supervised by a staff member.

9 MASTER ROSTER

- 9.1 As part of the accountability system the facility superintendent shall establish a master roster detailing the housing and room assignment of each client.
 - 9.1.1 No change in client housing or room assignment shall be completed without authorization and updating of the master roster.
 - 9.1.2 Only the unit manager, on-call manager in charge or facility superintendent can approve a housing or room change.
 - 9.1.2 The master roster will be printed daily and made available to all staff, maintained in electronic format for email distribution and be placed on a magnetic or adhesive board for quick visual reference.
- 9.2 Any client movement will be generated by a housing/room change slip. The requesting staff member will complete the slip, obtain an approval signature, and present the slip to the control center which will authorize the move.
 - 9.2.1 All housing/room change slips will be submitted as part of the control center log.
- 9.3 The master roster will be used as the official location of all clients including clients authorized for movement outside of the facility.
- 9.4 All client housing or room changes shall be denoted in the post log.

10 CLIENT COUNT

- 10.1 Each facility will conduct at least four official counts per day and each shift will conduct at least one count. Each day, the swing shift will conduct an additional float count at the end of all scheduled client movement.
 - 10.1.1 The on-call manager in charge can call for an additional official count, known as emergency count, anytime there is a suspected need.
- 10.2 The youth care specialist conducting the official counts will record results on approved count forms.
 - 10.2.1 Count forms will be delivered directly to the control center in hard copy or sent via electronic mail.
 - 10.2.2 Call in counts are not acceptable for official counts. Count forms must be received and recorded by the control center during all official counts.
 - 10.2.3 Clients on approved “out-counts” will be recorded as away from the facility, designated by type of location [court, hospital, furlough, detention etc] and confirmed as counted through telephone or physical confirmation checks.
 - 10.2.4 The control center staff member will record all counts and out-counts on the facility’s daily count sheet, confirm the accuracy of the count, and clear the count.
- 10.3 Unless emergency movement is authorized by the control center, there shall be no client movement during official counts.
 - 10.3.1 Clients can be counted in their respective housing, program or service area based on the facility or unit schedule.
- 10.4 Only youth care specialist are authorized to conduct official counts.
- 10.5 Status counts are to be conducted each hour between the hours of 10:00 pm and 5:00 am for all posts holding clients at the facility; and each hour regardless of time for each post holding clients outside of the facility.
 - 10.5.1 Status counts are direct verbal confirmation to the control center that the client(s) assigned are visually accounted for in the designated location.
- 10.6 When conducting counts, staff must be sure they are counting an actual client, confirm which client and confirm the client is in the right location as specified by the count slip.
 - 10.6.1 Any staff member that fails to conduct a count by visually verifying the client’s presence at the time of the count may be subject to disciplinary action up to and including dismissal.
- 10.7 Emergency counts should be taken anytime there is doubt as to the whereabouts of any client and after any facility emergency or perimeter alarm activation. The procedure for an emergency count shall be the same as an official count.
- 10.8 In the event that there is a discrepancy in a count, the control center will call for a recount to be conducted. A recount shall include a complete recount of all areas.
 - 10.8.1 If the second count is accurate, a third verifying count will be conducted. No count shall be cleared until all discrepancies are resolved.
- 10.9 Clients will not be allowed to participate in counting other clients and are only expected to cooperate during counts.

- 10.10 The daily count sheet completed by the control center, detailing all the counts conducted during the previous day shall be submitted as part of the 10:00 pm to 6:00 am [graveyard] shift control center log.
 - 10.10.1 The 10:00 pm to 6:00 am control center staff member shall make a new daily count sheet at 12:00 am each day for use during the day.
- 10.11 All counts and count numbers shall be denoted in the post log.

11 CLIENT MOVEMENT

- 11.1 The facility superintendent shall maintain a perpetually running report on all client movement within the facility.
 - 11.1.1 The perpetually running report shall maintain the up-to-date master roster identifying all clients in custody and denoting their assigned physical location, inclusive of housing assignments/moves, work assignments, court appearances, admissions, transfers, transports, hospital stays, home visits, releases, and/or other types of movement.
- 11.2 All movement of clients must be approved to the control center with the current location, destination, escorting staff and number of clients reported.
 - 11.2.1 The movement shall not commence until authorized by the control center.
- 11.3 The control center shall not approve group movement of clients unless all security perimeter entrances and other points of entrance and exist are confirmed secured.
- 11.4 The control center shall not approve any client movement while vehicles, heavy equipment or other apparatus capable for penetrating the perimeter fence on in the security compound unless the movement is approved in advance by the by the shift supervisor or on call manager in charge.
- 11.5 Both individual and group movements shall be accomplished in an orderly fashion.
 - 11.5.1 Depending on the nature of the movement, the staff member supervising the movement can decide if structured movement or casual movement is most appropriate.
 - 11.5.2 The unit manager can predetermine if structured or causal movement is most appropriate based on scheduled events. If the type of movement is predetermined, the staff member supervising the movement must adhere to the direction provided by the unit manager.
 - 11.5.3 Structured movement, or straight line single file or columned movement shall always be used when multiple units or groups of clients are moving simultaneously.
- 11.6 Youth care specialists are the primary staff responsible for client movement, however all staff will understand and adhere to this client movement procedure.
 - 11.6.1 The facility superintendent, based on the client(s) involved, the nature of the movement and the training of the staff involved, can approve staff outside of the youth care specialist series to supervise client movement on a case by case basis.

12 CONTINUOUS QUALITY IMPROVEMENT.

- 12.1 The facility superintendent, in conjunction with the Professional Development Bureau, shall ensure that all staff receives training on conducting counts and the supervision of client movement.
- 12.2 The facility superintendent shall ensure that each post responsible for client counts or movement has step by step instructions on the completion of the duties listed in the post order.
- 12.3 Any recounts, noted movement violations or other indications of failure to adhere to this procedure or respective post order shall require a corrective action plan.
 - 12.3.1 The corrective action plan shall be designed to promote a consistency in effort that both staff and clients can rely. It should move toward eliminating mistakes in judgment or action by staff and demonstrating to clients an efficient and effective accountability system.

13.



APPROVED: _____

Dorian Dodson, Cabinet Secretary

Children, Youth and Families Department