

**OKLAHOMA COUNTY JUVENILE BUREAU  
POLICY AND PROCEDURE MANUAL**

**CHAPTER SEVEN - COURT SERVICES –OVERVIEW AND GENERAL  
OPERATING**  
**POLICY 7.1-8 – POLICIES AND PROCEDURES**

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**I. POLICY:**

The written policies and procedures essential to the proper management, review, and monitoring of the operations and programs of the Court Services Unit are set forth in Chapter Seven (7) of the Oklahoma County Juvenile Bureau (OCJB) policy and procedure manual. All policies and procedures of the OCJB are accessible to all employees **(2-7011) (2-7012)**.

**II. DEFINITIONS:**

- A. **Definitions:** Provide an explanation of the terminology and/or acronyms and/or statutory and regulatory requirements used within a policy, if applicable.
- B. **Discovery Request:** A part of the pre-trial litigation process during which one party requests relevant information and documents from the other side in an attempt to "discover" pertinent facts.
- C. **Executive Staff:** Refers to the Director, Chief of Court Services, Internal Affairs Supervisor, Facility Administrator, Human Resources Manager, Business Manager, and Executive Assistant.
- D. **Oklahoma Open Records Act:** As authorized by 51 O.S. § 24 A.1-28, the Oklahoma Open Records Act specifies that all records of public bodies and public officials shall be open to any person for inspection, copying, or mechanical reproduction during regular business hours. This does not apply to records specifically required by law to be kept confidential.
- E. **Policy Statement:** A statement which provides the purpose and guiding principles of the procedures set forth **(2-7012)**.
- F. **Procedure:** The internal management guidelines which implement federal law, state law, American Correctional Association (ACA) standards, policy statements, and other appropriate directives, court rulings, and professional standards.
- G. **Senior Staff:** Refers to the Chief of Court Services, Intake and Diversion Services Manager, Intake Supervisor, Probation Supervisors, Probation Supervisor/Training Manager,

Accreditation/Policy/Records Manager, Programs/Interns and Volunteers Coordinator, Data Analyst II, and Executive Assistant.

- H. **Shared Bureau:** An electronic file containing copies of OCJB policies/procedures and forms/attachments that is accessible on the computer desktop of all employees.

### **III. PROCEDURE:**

- A. Responsibility:
1. The Chief of Court Services is responsible for ensuring that all policies for Chapter Seven (7) are developed, revised, and implemented.
    - a. The Chief of Court Services serves as the primary author for all policies contained within Chapter Seven (7), Section One (1): Overview and General Operations.
    - b. The Intake and Diversion Services Manager serves as the primary author for all policies contained within Chapter Seven (7), Section Two (2): Intake and Diversion Services.
    - c. The Probation Supervisors serve as the primary authors for all policies contained within Chapter Seven (7), Section Three (3): Probation Services.
    - d. The Programs/Interns and Volunteers Coordinator serves as the primary author for all policies contained within Chapter Seven (7), Section Four (4): Programs, Placements, and Transfers.
  2. The Accreditation/Policy/Records Manager is responsible for:
    - a. Ensuring that all policies are in compliance with the American Correctional Association (ACA) standards and proper citations are indicated within the body of the policy in bold;
    - b. Conducting and documenting the results of an annual audit of all policies **(2-7012)**;
    - c. Ensuring that all ACA standard files contain the current policies and procedures;
    - d. Electronic distribution of all policies, as they are issued, to all affected employees **(2-7011)**;
    - e. Ensuring that all policies that are posted on Shared Bureau for Chapter Seven (7) are current and employees are informed of how to access them **(2-7011)**; and
    - f. Maintaining current hard-copy manuals located in the offices of the Chief of Court Services and the

Accreditation/Policy/Records Manager which may be accessed by all employees, in accordance with Policy 1.4, "Policies and Procedures" **(2-7011)**.

- B. Creation and Revision for Policy/Procedure:
1. All employees may submit a proposal for new or revised policy and procedure through their chain of command **(2-7009)**.
    - a. Employee proposals for policy/procedure within Chapter Seven (7) shall be reviewed by the Court Services Senior Staff.
    - b. Employee proposals for any policy/procedure outside of Chapter Seven (7) shall be submitted through their chain of command to the Chief of Court Services, who shall determine if a review for consideration should occur by the Executive Staff.
    - c. Any employee who submits a proposal shall receive a written decision as to the action(s) being considered and/or the approval/disapproval of the proposal.
  2. Revisions to a policy/procedure within twelve (12) months of the effective date may be issued as an addendum.
    - a. Addendums shall identify the specific section and/or citation within the policy that has been revised and shall be utilized when minor revisions are necessary prior to the annual review date.
    - b. If significant change or review is required, the policy shall be revised and reissued in its entirety.
- C. Format Requirements **(2-7012)**:
1. All OCJB policies and procedures shall utilize uniform headings, footers, formatting, font and type size, outline formatting, numbering, and identification system.
    - a. "Traditional Outline," Attachment A, provides the preferred outline template and demonstrates the established formatting preferences outlined herein.
    - b. Headers shall be enclosed in a text box which shall include the Chapter Number and Title, the Policy Number and Title, and the total number of pages, with all text capitalized in Tahoma 12pt. bold font.
    - c. Footers shall utilize the "Grid" option, with all text in Tahoma 8 pt. font, and contain all information specified in III. D. 2., below.
    - d. All text used in the body of the policy shall be written in Tahoma 12 pt. font.
    - e. The "Justify," option shall be utilized for all text alignment.

- f. The numbering and identification system shall follow the requirements outlined in III. D., below.
  - g. All policy/procedure shall follow an outline of I. Policy, II. Definitions (if applicable), and III. Procedure. The font of these titles shall be capitalized, underlined, and bold.
  - h. All defined terms shall be alphabetized, written in bold font, and separated from their definitions using a colon.
  - i. All definitions shall be gathered from the official Chapter Seven (7) glossary. New terms and definitions shall be added to the glossary upon issuance of a policy.
- D. Section Numbering and Identification System for Chapter Seven (7) Policy/Procedure and Forms **(2-7012)**:
- 1. The section and numbering system for policy/procedure contained within Chapter Seven (7) shall be as follows:
    - a. Chapter Seven (7), Section One (1) shall be reserved for all Court Services policies that fall within the broad category of "Overview and General Operations" and shall be numbered as 7.1-1 forward.
    - b. Chapter Seven (7), Section Two (2) is reserved for all Court Services policies that fall within the operational responsibilities of the Intake and Diversion Services Unit (IDSU) and shall be numbered as 7.2-1 forward.
    - c. Chapter Seven (7), Section Three (3) is reserved for all Court Services policies that fall within the operational responsibility of the Probation Services Unit (PSU) and shall be numbered as 7.3-1 forward.
    - d. Chapter Seven (7), Section Four (4) is reserved for all Court Services policies which fall within the operational responsibility of the Programs/Interns and Volunteers Coordinator or other administrative staff and shall be numbered as 7.4-1 forward.
  - 2. All policies contained in Chapter Seven (7) shall contain a footer that identifies the month and year of the creation/revision of the policy/procedure and indicates if the issuance or revision effectively deletes any other policy.
- E. Attachments and Forms:
- 1. Whenever possible, all attachments/forms referenced within a policy/procedure shall be contained within that policy/procedure and be reproducible.
  - 2. All attachments/forms shall contain a header, which identifies the policy associated, and a footer, which identifies

- the policy associated and the month and year of the creation/revision of the attachment/form.
3. Employees submitting proposals for the revision or creation of any attachment/form shall follow the requirements outlined in III. B. **(2-7009)**.
  4. All Attachments contained within a policy/procedure shall be cited using the following format:
    - a. "Title," Attachment #.
      - i. Attachment #'s utilize capitalized alpha lettering.
- F. Referencing Other Policies and Attachments within a Policy:
1. When referencing requirements within a policy that are specified in another policy, the following format shall be utilized:
    - b. As authorized by Policy Chapter-Section-Number, "Title," and will include the specific citation in its entirety.
  2. When referencing attachments within a policy that are contained within another policy, the following format shall be utilized:
    - a. Utilizing "Attachment Title," Attachment #, of Policy Chapter. Section-Number, "Title."
- G. Review Process for Policy/Procedure within Chapter Seven (7):
1. All new and revised policies shall be submitted to the Court Services Senior Staff for content and format review **(2-7009)**.
  2. The Accreditation/Policy/Records Manager shall review all new and revised policies to ensure compliance with the ACA standards and that the standards are listed in bold font and properly cited within the content.
  3. All new and revised policies that require a legal sufficiency review shall be submitted to the Assistant District Attorney assigned to the OCJB to provide legal assistance **(2-7022)**.
  4. All new and revised policies that implement a significant change impacting the work requirements of employees shall be reviewed by affected employees for input prior to implementation **(2-7009)**.
- H. Process for Obtaining Exceptions to Policy/Procedure **(2-7009)**:
1. Any employee requesting an exception to a policy/procedure contained within Chapter Seven (7) shall submit a written request through their chain of command to the Chief of Court Services.
  2. Any employee requesting an exception to a policy/procedure not contained within Chapter Seven (7) shall submit a

written request through their chain of command to the Director.

3. Requests for exceptions to policy/procedure shall be reserved for special events and/or circumstances and/or temporary issues and/or one time occurrences/events.
4. The Chief of Court Services shall ensure that the requesting employee receives written notification of the decision to grant or deny the exception.
5. The Accreditation/Policy/Records Manager shall maintain documentation of granted exceptions to all policy/procedure contained within Chapter Seven (7).

I. **Training (2-7010) (2-7011):**

1. The Chief of Court Services shall ensure that all employees receive training and instruction related to policies and procedures.
2. All supervisors/managers within the Court Services Department shall ensure that policy/procedure and its interpretation are communicated to their employees **(2-7011)**.

J. **Distribution and Location of Policy/Procedure (2-7011) (2-7012):**

1. As authorized in Policy 1.4, "Policies and Procedures," printed policy/procedure manuals shall be maintained and accessible in the following locations:
  - a. The Chief of Court Services' Office;
  - b. The Accreditation/Policy/Records Manager's Office;
  - c. All Probation Supervisor's Offices; and
  - d. The Intake and Diversion Services Manager's Office.
2. Probation Supervisors and the Intake and Diversion Services Manager shall be responsible for the maintenance and accessibility of the policy/procedure manuals located in their offices.
3. The Accreditation/Policy/Records Manager shall ensure that:
  - a. Printed policy/procedure manuals are accessible and located in the Chief of Court Services and Accreditation/Policy/Records Manager's offices;
  - b. Electronic copies of all new and revised policies and procedures are distributed to all employees; and
  - c. Electronic copies of all current policies and procedures are maintained on the Shared Bureau.

K. **Annual Audit (2-7012):**

1. The Accreditation/Policy/Records Manager shall ensure that an annual audit of all OCJB policies and procedures is conducted and documented.

2. Each primary author, as specified in III. A. 1. a-d, shall conduct an annual audit of the policy/procedure and attachments for which they are responsible for to **(2-7045)**:
  - a. Evaluate the operational effectiveness of the policy/procedure as well as the resources they are required to maintain;
  - b. Add and/or delete any new or unnecessary requirements; and
  - c. Evaluate if any changes should or can be made to improve job satisfaction, if applicable.

L. Historical Documents:

1. The Accreditation/Policy/Records Manager ensures that any Chapter Seven (7) policy/procedure that is deleted or revised is permanently retained in a manner that makes it readily retrievable for the following purposes:
  - a. Investigations;
  - b. Responding to Open Records Act requests; and/or
  - c. Responding to Discovery Requests during the process of litigation.

Approved:

  
J'me Overstreet, Chief of Court Services

11/5/15  
Date

Attachment:

Attachment A, "Traditional Outline"

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**CHAPTER NUMBER – CHAPTER NAME – SECTION NAME**

**POLICY Chapter Number. Section Number-Policy Number – "TITLE"**

**PAGE 1 OF Number of Total Pages**

**I. POLICY:**

Policy Statement.

**II. DEFINITIONS:**

A. **Term:** Definition.

B. **Term:** Definition.

**III. PROCEDURE:**

A. Main Point (**ACA Citation**):

- 1. Subordinate point (with attachment), "Title," Attachment #.
  - a. Subordinate point related to III.A.1.
  - b. Subordinate point related to III.A.1. (leading into a list):
    - i. List item (citing another policy), as authorized by Policy #.#-#, "Title;"
    - ii. List item; and
    - iii. List item (citing attachment in another policy) Attachment # of Policy #.#-#, "Title."
  - c. Subordinate point related to III.A.1 (citing statute), as authorized by ## O.S. § #-#-###.
    - i. Subordinate point related to III.A.1.c.
      - (a) Subordinate point related to III.A.1.c.i.
        - (1) Subordinate point related to III.A.1.c.i.(a)

Approved: \_\_\_\_\_

Name, Title

Date

Attachments:      Attachment A, "Title"  
                                 Attachment B, "Title"