

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

**CHAPTER FIVE: MANAGEMENT INFORMATION AND RESEARCH
POLICY 5.1: MANAGEMENT INFORMATION SYSTEM**

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I. POLICY:

The Oklahoma County Juvenile Bureau (OCJB) utilizes the Juvenile On-Line Tracking System (JOLTS) to maintain an organized system of data collection and information retrieval. The JOLTS is the repository for all data collected on youth within the state of Oklahoma, providing for information gathering, exchange, and standardization among juvenile probation departments, juvenile detention centers, and human service agencies **(3-JDF-1F-07) (2-7074) (2-7079)**.

The OCJB governs the security of the information and data collection system, including verification, access to data, and protection of the privacy of youth **(3-JDF-1F-01) (3-JDF-1E-08) (2-7078) (2-7141)**.

The Director ensures that the Court Services Department and the Oklahoma County Juvenile Detention Center (OCJDC) establish and maintain policies and procedures for collecting, recording, organizing, processing, and reporting field services data developed for management information purposes and that these policies are reviewed at least annually **(2-7075)**.

II. DEFINITIONS:

- A. **Case Management System (CMS):** The automated management system of the individual treatment and service plan and method for the monitoring and reporting of a youth's progress towards meeting the goals set forth in the plan.
- B. **Individual Treatment and Service Plan (ITSP):** A comprehensive plan of action that is to be followed by the youth and family to address the risk level and needs identified by the comprehensive assessment and evaluation of the youth and his/her parent/legal guardian/custodian. The ITSP is filed within thirty (30) days of the youth's adjudication as delinquent, as authorized by 10A O.S. § 2-2-502. The ITSP may also be referred to as the "probation plan," "case plan," or "treatment plan."

- C. **Juvenile On-Line Tracking System (JOLTS):** As authorized by 10A O.S. § 2-7-905, provides the computerized information system used by the Oklahoma County Juvenile Bureau to track juvenile offenders from arrest to final closure of the case. The Office of Juvenile Affairs is the authorizing authority for access to the information contained in JOLTS. Authorized Oklahoma County Juvenile Bureau employees are provided a unique identification number that allows them access to the JOLTS system **(2-7074) (2-7141) (2-7190)**.
- D. **Youth Level of Service Case Management Inventory (YLS/CMI):** An objective assessment instrument utilized by the officer to gather information from the youth and his/her parent/legal guardian/custodian that is used to assist in determining the level of supervision necessary to address the youth's risk to reoffend and identify the rehabilitative needs to be addressed in the individual treatment and service plan. The YLS/CMI is used to assess the risk and needs of adjudicated youth, as authorized by 10A O.S. § 2-7-501 C. 1. **(2-7130)**.

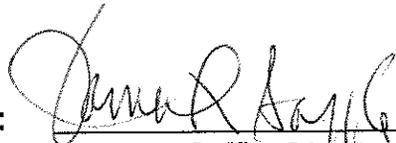
III. PROCEDURE:

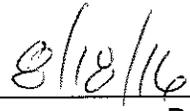
- A. The Oklahoma County Juvenile Bureau's (OCJB) primary management information system, the Juvenile On-Line Tracking System (JOLTS), provides an automated data-based system for tracking juvenile offenders from arrest through final closure of the case and includes information provided by all of the components of the juvenile justice system **(2-7074)**.
- B. JOLTS provides a Case Management System (CMS) to collect, store, and retrieve data collected concerning the youth's risk and needs from the initial assessment through the closure of the case by:
 - 1. Providing an automated system for the determination of the juvenile's risk and needs through the utilization of the Youth Level of Service Case Management Inventory (YLS/CMI);
 - 2. Providing a format for establishing an Individual Treatment and Service Plan (ITSP); and
 - 3. Allowing authorized users to track a youth's progress towards achieving the goals of his/her ITSP throughout the period of supervision.
- C. All information contained in the JOLTS and CMS is confidential **(3-JDF-1E-08) (2-7078) (2-7141)**. New employees may be granted access to the JOLTS only to the extent necessary to perform job-related duties. To obtain approval to use the JOLTS:

1. An employee must obtain the "JOLTS Logon Authorization Form for Non-OJA Employees" from his/her supervisor, complete it, and return it to his/her supervisor;
 - a. This form can be located in the "Share Bureau Forms" by opening "Current Bureau Policy and Procedure" and then "Chapter 5 Management Information and Research" folder.)
 2. Upon approval and signature from the supervisor, the completed form must be submitted to the Office of Juvenile Affairs (OJA) for approval;
 3. Upon approval from the OJA, the employee shall be provided with a unique user id/password, allowing him/her access to the JOLTS.
- D. The confidential data maintained on the JOLTS and CMS may be utilized for the following purposes:
1. Tracking case management and detention center activities for OCJB staff;
 2. Retrieval and utilization of information by law enforcement, criminal justice agencies, human services agencies, and other authorized agencies **(2-7079)**;
 3. Paperless storage and the conservation of resources **(2-7006-1)**;
 4. The facilitation of sound decision-making;
 5. To provide timely responses to juvenile needs and identify effective youth supervision strategies;
 6. To identify additional service needs of the population served **(2-7146)**;
 7. To assist in the development of monthly department/unit statistical reports as well as specialized management reports **(2-7076) (3-JDF-1A-29)**;
 8. To assist in the development and ongoing monitoring and quarterly reporting of department/unit goals and objectives; and
 9. To enhance officer and public safety.
- E. All employees authorized to utilize the JOLTS and CMS are responsible for ensuring the accuracy of the data they enter and shall:
1. Take all necessary steps to ensure that the data entered and maintained is accurate and has been entered into the correct juvenile file **(2-7078)**;
 2. Immediately contact the Administrative Analyst II and/or the OJA Help Desk when a mistake in entering data is made and they are unable to correct it themselves; and
 3. Immediately contact the Administrative Analyst II and/or the OJA Help Desk when existing and inaccurate data is identified and they are unable to correct it themselves.
- F. Supervisory/management reviews of data for accuracy and operational effectiveness are conducted by **(2-7078) (3-JDF-1F-02)**:

1. An ongoing review of daily, weekly, and monthly management and statistical reports produced from the data entered; and
 2. Participating in the establishment of policies and procedures for collecting, recording, organizing, processing and reporting data developed for management information purposes on an annual basis **(2-7075)**.
- G. Supervisors may submit requests for programming changes to the JOLTS and CMS through their chain of command when information needs have been identified for the collection of data that are in line with **(2-7077)**:
1. The OCJB's mission, goals and objectives;
 2. The department/unit's goals and objectives;
 3. The service needs of the population **(2-7146)**; and
 4. The enhancement of public safety.

Approved:


James L. Saffle, Director


Date