

Chapter: Administration  
Subject: Channels of Communication  
Section: 1.8  
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COA Standard: PA-AM 4.01, 5; PQI  
Review/Revised: 12/10/20; 3/10/21

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NRTC has a written policy, procedure, and practice that provide instruction for channels of communication at all levels within the facility and in community and stakeholder collaboration.

To operate in an efficient and consistent manner, appropriate channels of communication will exist between departments, juveniles, and staff. To accomplish this goal, NRTC shall have regular meetings between the Director and all department managers/supervisors and between department managers/supervisors and their supervisory staff.

These meetings shall be conducted at weekly in order to provide a regular flow of information regarding policies, procedures and program activities. Regular, open communication throughout the entire organization is vital to program success.

1. A series of meetings shall be held at various levels and intervals within the Juvenile Court organization and facility. The meetings will occur as follows:
  - a. Director's Meeting: Senior Leadership Team is a meeting with the Board, the Montgomery County Juvenile Court, Other Department Directors, will occur weekly, as possible.
    - i. The purpose of this meeting is to allow Juvenile Court Directors to share information regarding policies and procedures and program activities.
    - ii. NRTC Director meets with the Board during this meeting and other times as needed.
  - b. NRTC Department Managers: The Director will meet with the Department Managers weekly, as possible. This includes the Business Manager; Program Manager, Operations Manager, Education Building Coordinator and contracted managers as necessary.
    - i. The purpose of this meeting is to convey information from the Director's meeting, share information regarding program activities.
    - ii. Managers in supervisory roles will meet with their staff weekly, as possible.
  - c. Building Leadership Team: Staff Participation meets at least monthly.
    - i. The purpose of the meetings will be to discuss program policies and procedures; discuss planning and activities for residents; discuss concerns or issues; and disseminate new or revised policies to staff.
    - ii. Building Leadership Team reviews agenda items and information discussed in Court Leadership Team meetings.
  - d. Court Leadership Team: Court-wide identified representatives of each facility participate in monthly meetings.
    - i. The purpose of this meeting is to share and gather information regarding our Multi-Tiered Support System and continued efforts in system integration.
  - e. Treatment Team Meetings: NRTC staff and clinical team will conduct case staffing meeting at least bi-weekly on current residence or more often as deemed necessary.

- i. The purpose of the meetings will be to discuss treatment planning, progress

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and activities for residents; discuss concerns or issues; and upcoming needs.

- f. Stakeholder Meetings: These meetings consist of formal and informal meetings where discussion takes place in a collaborative, purposeful manner to ensure ongoing partnerships including, quality improvement, long-term planning and risk management;
  - i. County Commissioner Meetings
  - ii. Quarterly Provider Meetings
  - iii. Advisory Boards
  - iv. Licensure Meetings
- 2. NRTC's Performance and Quality Improvement plan incorporates recommendations of Leadership Teams, advisory/stakeholders/community partners and staff.
- 3. NRTC both receives and reports back to stakeholders information regarding Performance and Quality Improvement.
- 4. The Director and/or designated individual have the right to exclude any item that may not be appropriate for discussion in a meeting forum.
- 5. Attendance is mandatory for all staff meetings, unless the following applies:
  - a. The employee is on approved leave (vacation, sick leave, military leave, AWL, etc.);
  - b. The employee is unable to attend due to work responsibilities of which are necessary to the on-going operation of NRTC.
- 6. Documentation of Meetings
  - a. Meetings will be documented with agenda, attendance, and minutes and/or notes maintained with the Director or designee.