Chapter:	Records
Subject:	Youth Records
Section:	5.1
Page:	1 of 2
ODCY Rule:	5180: 2-5-10
COA Standard:	PA-RPM
Revised:	9/16/20; 9/18/20; 2/13/26

NRTC maintains a case record for each youth in out-of-home care which include but not be limited to the documentation as required by Chapters 5180: 2-5-10 of the Administrative Code as applicable to the certified function of the facility. NRTC maintains records for at least seven years after discharge. Youth files are reviewed annually in compliance with ODCY Review of Child in Residential Care tool JFS 01342.

1. A youth's record is established and maintained by the Business Manager. The record includes, but is not limited to the following:
    - Referral information (Court Incident History, social history, mental health assessments, school records, medical history, prior treatment or psychological reports, if applicable)
    - Face Sheet containing demographic and contact information with color photograph and
    - Medical and treatment history including special treatment procedures, allergies or adverse treatment responses
    - Intake paperwork, including signed Medical Consent and Release of Information forms
    - Birth Certificate; Social Security card; immunization records; medical card
    - Physical Exam; Medical/Dental Appointment forms; Prescription & Non-Prescription Medication forms and orders; ongoing medical treatment
    - Phone and Visitation lists
    - Temporary Custody Order and/or documentation of guardianship; Court entries
    - Orders for and results of psychological, medical, toxicological, diagnostic or other evaluations
    - Treatment Reviews, up-to-date assessments, ongoing services
    - Report cards
    - Service Plan
    - Discharge Summary
    - Incident Reports
    - Any written statements as requested or provided by youth regarding their treatment or case planning

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All written documentation required by the rules may be maintained at a central office location except that a copy of each youth's current service plan, a color photograph that shall be updated annually, and current medical records will be kept on the premises of the facility in which the youth is placed.

1. All active files are maintained at NRTC in the office of the Business Manager. A separate file for each youth is also located in the Control and is accessible to staff at all times. This file includes at a minimum:
    - Face Sheet with color photograph
    - Phone and Visitation lists
    - Medical Consent form and copy of medical card, if applicable

An agency that holds custody of a youth and places the youth in a residential facility will provide to the facility copies of all medical, social, legal, educational or other data within fifteen days of placement or upon request of NRTC.

1. This information is provided by the Montgomery County Juvenile Court Probation Officer or the Montgomery County Children Services Case Worker, at the time the youth is referred to NRTC, and it is maintained in the youth's file.

Chapter:	Records
Subject:	Maintenance of Records
Section:	5.2
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ODCY Rule:	5180: 2-5-10; 5180:2-5-13 (A)(20)(21)
COA Standard:	PA-RPM; PDS
Review/Revised:	10/23/19; 9/18/20; 2/13/26

NRTC has a written policy regarding access, confidentiality, maintenance, security and disposal of all records maintained by the facility.

Personnel Records

Access: Access to personnel files is limited to the Director, Business Manager, the administrative assistant, direct supervisory staff and parent agency (MCJC) officials whose duties require an understanding of the background and qualifications of the staff member, and ODCY as requested for audits. Staff members must get permission from the Director to view their files.

Confidentiality: All information in a staff personnel file is considered confidential and may be released only with written consent of the staff member.

Maintenance: Personnel records are maintained by the Director and the Business Manager.

Security: Personnel files are stored in a locked file cabinet in the office of the Business Manager, which is locked after normal business hours. Persons having access to this officer is the Director, managers and administrative assistant.

Disposal: Personnel records must be maintained a minimum of five years after termination of employment, after which time they may be destroyed and properly disposed of. NRTC contracts with Boundless Secure Document Destruction for disposal of private and confidential documents. Documents that are to be destroyed are placed in locked Boundless Secure Document Destruction bins located on the administrative and education wing until they are picked up for disposal.

Youth Records

Access: Youth records may be accessed by NRTC staff, ODCY, and those officials or agencies directly connected with the youth, and then only in the furtherance of the best interests of the child. This includes the youth served or, as appropriate a parent or legal guardian. Outside parties must obtain a release of information form signed by both the youth and legal guardian before any confidential information can be exchanged between NRTC and the requesting party. Request may be denied by the Director if release of the information is deemed harmful. Documentation of the refusals and reasons why it is not in the youth's best interest will be placed in the youth's file.

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Section: 5.2

Confidentiality: Information contained in these records will remain confidential and are not communicated to persons outside the facility without written consent.

Maintenance: Youth records are maintained by the Business Manager.

Security: Active records and those terminated within the last year are stored in a locked file cabinet in the Business Manager's office, which is locked after normal business hours.

Older files are stored in a secure area in the future room. Access to the locked files are limited to the Director, managers and administrative assistant.

Disposal: Youth records must be maintained a minimum of seven years after discharge, after which time they may be destroyed and properly disposed of. NRTC contracts with Boundless Secure Document Destruction for disposal of private and confidential documents. Documents that are to be destroyed are placed in locked Boundless Secure Document Destruction bins located on the administrative and education wing until they are picked up for disposal.

Administrative Records

Access: Administrative records (written directives, policy approvals, training payment invoices, etc.) may be accessed by the Director, Business Manager, administrative assistant, or other staff whose duties involve such documents.

Confidentiality: Information contained in these records is considered confidential.

Maintenance: Administrative records shall be maintained in the office of the Director or Business Manager.

Security: Offices containing administrative records are locked after normal business hours. Persons having access to the locked files are limited to the Director, managers and administrative assistant.

Disposal: Administrator directives from the Court shall not be destroyed. All other administrative records shall be maintained a minimum of three years after which time they may be destroyed and properly disposed of. NRTC contracts with Boundless Secure Document Destruction for disposal of private and confidential documents. Documents that are to be destroyed are placed in locked Boundless Secure Document Destruction bins located on the administrative and education wing until they are picked up for disposal.

Chapter:	Records
Subject:	Confidentiality
Section:	5.3
Page:	1 of 1
ODCY Rule:	5101: 2-5-13(A)(20)(21)
COA Standard:	HR 2.04 (c)
Reviewed/Revised:	4/14/10; 8/5/19, 8/19/24

NRTC's written policy protects the confidentiality of information concerning a youth and the youth's family. The policy includes the agency's procedure for disseminating information to a child fatality review board.

Confidentiality

Written or verbal confidential information concerning a youth and the youth's family will be accessible only to NRTC staff or to those officials or agencies directly connected with the youth, and then only in the furtherance of the best interests of the youth. For outside parties, a release of information form must be signed by both the youth and legal guardian before any written or verbal confidential information can be exchanged between NRTC and the requesting party.

NRTC staff is not permitted to discuss case information with others except in accordance with this policy. Information pertaining to a youth's family, social and court history is made available to NRTC staff for the purpose of implementing the treatment program. However, this information remains confidential and is communicated to persons outside the facility.

CFR Board

In the event of the death of a youth at the facility, NRTC shall comply with all procedures regarding disseminating information to a Child Fatality Review (CFR) Board. The Director will submit a summary sheet that contains only information available and reasonably drawn from any record involving the youth that NRTC develops in the normal course of business. On the request of the review board, and at the Director's discretion, NRTC may make any additional information, documents, or reports available to the review board (ORC 307.627).

NRTC will not provide any information regarding the death of a youth to a CFR board while an investigation of the death or prosecution of a person for causing the death is pending unless the prosecuting attorney has agreed pursuant to section 307.625 of the Revised Code to allow review of the death.

Chapter:	Records
Subject:	Use and Security of Computers
Section:	5.4
Page:	1 of 4
COA Standard:	PA-RPM; PA-RPM; PDS
Review/Revised:	9/15/2020; 9/12/2024

NRTC utilizes the Montgomery County Juvenile Court's JCS system and local network for the computerized collection of data compiled on each resident prior to placement, upon intake, upon admission, and throughout the course of placement. County and Facility wide cooperation is critical to effective management and timely decision making and helps prevent or reduce duplication of effort. Employees should share information while respecting the confidentiality and privacy of juvenile records.

An organized system of data collection will provide information to the facility to assist in its decision making responsibilities. The system should be only as complex and sophisticated as the facility's size, complexity and resources warrant. NRTC has policies, procedures and practices that govern access to, and use of our case management system, email, intra-net and internet users for purpose of gathering, entering, organizing, storing, retrieving, reporting and reviewing information in real time.

In an effort to protect and manage a network of computer Systems and computer- related resources available to the Montgomery County Juvenile Court, certain policies and security guidelines are established to which personnel must adhere. The following operational rules will not only allow for ease of use and user participation, but will also protect the integrity of the system.

Security and Confidentiality

Upon hire, all facility staff reviews the MCJC/NRTC Confidentiality Agreement and sign in acknowledgement.

NRTC staff has access to resident data.

The facility will cooperate with other with other juvenile justice systems and human resource agencies in information collection, exchange, and standardization while respecting the confidentiality and privacy of resident records.

Data is secured through firewalls and requires a staff identification and password system, administered by the MCJC-Data Services Department.

Hard Copies of pertinent resident information are maintained in the secure, confidential case records, within the business manager's offices. Youth information sheets are provided for direct care staff and placed in the control room. Case records are marked confidential.

Case records are maintained in accordance with ODJFS Rule: 5101: 2-5-10.

New Users

Only Information Technology (I.T.) staff will have the capability of creating new users for the network. During orientation, staff will be given log-in and password information to access our case management system, email and Kronos system. Staff will be added to NRTC's email distribution list to receive all Staff emails. New staff will receive specific case management and Kronos training by their supervisor during their orientation period.

User Termination or Transfer

Written notification of employee termination or transfer is to be reported to the Court Administrator, whom will forward pertinent information on to I.T. Position changes must be reported prior to the effective date so that system access issues can be addressed by removing JCS login credentials and email accounts will be deactivated.

Unauthorized Programs

Programs that have not been authorized by I.T. may not be installed on the network or any computer directly or indirectly connected to the network. This is to protect systems from viruses that destroy data. Programs installed by Information Technology may not be modified or deleted without approval from I.T. IT staff will monitor security measures on an ongoing basis.

Personal Data

Any data that is not used for NRTC-related business will not be kept on the network servers.

Movement of Computer Equipment

Only Information Technology staffs are authorized to move or relocate computer equipment at NRTC. Movement or relocation of any computer equipment in a department will be permitted only with approval from I.T.

Unattended PCs

PCs logged onto the system should never be left unattended. By leaving a PC unattended, anyone could gain access to the network and have all the rights and privileges that are assigned to the user who is logged in.

Service Requests

Technology support is available through the IT department and can be accessed by sending an email to support@mcjcohio.org describing the problem. IT will then work directly with staff to resolve the issue. The Court's IT department will manage data interruptions, minimize and notify NRTC of planned maintenance interruptions. Information is backed up on Court servers.

Evaluation, Monitoring and Maintenance

Upon review, any required modifications to the information technology system, will be requested through the Court's IT Department. IT is responsible for the day-to-day management and support of the NRTC, the Court's local and wide-access network, personal computers and as well as the JCS, printers and all data bases used within the Juvenile Court and NRTC. Data Service's functions include system development and planning, evaluating and implementing new hardware and software platforms, technical support for this hardware and software, database planning, programming and support, computer and technical training for the use base of the Court and also "Help Desk" support.

~~Software Copyright~~

In accordance with Federal copyright laws, only original, licensed copies of software will be installed on computers.

INTERNET and E-MAIL POLICY

Use of the Internet, **Electronic Mail (E-Mail) and On-line Services** has great potential to enhance the productivity of NRTC employees. The following guidelines serve as the framework for the effective use of electronic sources available to staff. NRTC employees will be held accountable for the use and misuse of the Internet, electronic mail systems, and on-line services.

Guidelines

Use of NRTC's computers and software is provided primarily for business purposes, however, employees may use these computers during authorized breaks, or on their own time for reasonable personal use, as long as it does not interfere with the operation of official NRTC business.

The **Internet** and **Online** services are to be used for business purposes only. Uses that interfere with normal business activities; involving solicitation; are associated with any for-profit business activities; or could potentially embarrass NRTC or the Court, are strictly forbidden. NRTC employees shall not access news groups and/or internet relay chat groups unless they involve approved work related topics.

There is no expectation of privacy on NRTC owned/provided computer resources, which include servers, PC's, workstations, connections, Internet, electronic mail and on-line services. NRTC without notice to NRTC employees, reserves the right to routinely and randomly; monitor, access, disclose and use the contents of materials on or utilizing NRTC owned/provided computer resources.

All files stored in NRTC's computers, including all e-mail messages, are the sole properties of the Court/NRTC. Removal or deletion of permanent NRTC records and files from NRTC's computers is prohibited, except as otherwise authorized.

NRTC employees shall not use the Internet, electronic mail, or online services to access, distribute or solicit sexually oriented messages or images.

NRTC employees shall not use the Internet, electronic mail, or online services for operating a business for personal gain, sending chain letters, or soliciting money for religious and political causes.

NRTC employees shall not use the Internet, electronic mail, or online services to disseminate offensive, harassing, vulgar, obscene, or threatening statements, including disparagement of others based on their race, national origin, sex, sexual orientation, age, marital status, pregnancy, disability, and religious or political beliefs.

NRTC employees shall not use the Internet, electronic mail, and online services to distribute or print materials (including articles and software) in violation of copyright or trademark laws.

Use of electronic mail shall be viewed no differently than the use of other NRTC equipment, e.g., telephone, fax or copier.

NRTC employees shall not use the Internet, electronic mail, and online services to provide access to and/or disclosure of confidential information.

NRTC employees shall not use the Internet, electronic mail, and online services to provide access to

public information without following the existing rules and procedures of release of information.

NRTC employees shall not use an Internet, electronic mail, or online service account or signature other than their own.

NRTC employees violating the above guidelines are subject to discipline up to and including termination. Violations of these procedures may also result in criminal prosecution.

Privacy Policy

Montgomery County Juvenile Court utilized its own IT department to manage the Court's and NRTC's website. To access NRTC's website page viewers must go to the County's main site. The Court's website privacy statement is contained directly on the public website for visitors to view.

Chapter:	Records
Subject:	Data Collection, Management and Review
Section:	5.5
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COA Standard:	PA- RPM; PQI
Review/Revised:	12/15/2020; 4/19/2024

NRTC has written policy and procedures for the collection, management and review of data to ensure integrity and reliability. This policy is supported by Nicholas Performance Improvement Plan.

Data Collection:

1. Behavioral data is collected daily by those providing direct care services such as youth specialist and teachers.
    a. Data is recorded on NRTC's Fines Sheets and SCV sheets.
    b. Supervisors review Fine and SCV Sheets daily.
2. Behavioral data is collected weekly and given to a manager for review.
    a. Manager's take individual behavioral data and input in NRTC Weekly Response Sheet
    b. Manager's review youth data for phase advancements, level privileges, trends and additional tiered service needs.
3. Serious Incidents are recorded on CIR's and given to a manager to record on the CIR log sheet.
4. Group and program data is collected by Supervisors, managers and the Building Leadership Team by means of fidelity reports.

Data Management:

1. Data is maintained in the Montgomery County Juvenile Courts JCS system and local network.
    a. The Administrative Assistant is responsible for inputting the data into the JCS weekly after Response Sheets are completed.
2. These systems have assigned securities based on the roles of the individuals and/or their titles.
3. Data can be viewed in the JCS by all staff.
4. Managers are responsible for recording and keeping records of critical behavioral incident.
    a. Logs are kept on restraints and AWOLS on the local drive.
    b. Individual CIRs are kept in youth files.
5. Program data is maintained by the Manager and Director.

Data Review:

1. Youth objective behavioral data is reviewed weekly by all staff through Weekly Response Sheets.
    a. A manager sends out the Weekly Response Sheet to the Director, department managers, clinicians, probation officers, case manager and supervisors.
2. Youth are observed daily and interaction and observations of youth progress are reported during Advance Board and during Treatment Team Meetings.
    a. Advancement Board is made up of the Director, department managers, clinical staff, probation officers, and supervisors. Staff reviews the petition and data presented on the youth for phase advancement.
    b. Treatment Team Meetings are held bi-weekly on all youth and to discuss youth progress, treatment goals, changes in services and needs.
3. Youth may have Court hearings scheduled that require reports and data to be collected and reviewed in a formal setting.
4. CIRs, Restraints and AWOLS are reviewed quarterly for trends and programming and/or training needs.
5. Annual Report information is gathered and given to the Director by the Business Manager to review referral and program completion data.
6. Fidelity reports and program monitoring reports are reviewed by the Building Leadership Team.