

DEPARTMENT OF HUMAN SERVICES  
DIVISION OF JUVENILE JUSTICE SERVICES  
POLICY AND PROCEDURES

Policy No: 01-11	Effective Date: 08/11/04	Revision Date: 03/22/16
Subject: Community Relations		

**I. Policy Statement**

The Division shall collaborate with allied agencies and strengthen inter-agency, community and legislative partnerships. The Division shall create opportunities to inform and educate the public about Division facilities and programs. A designated Division Public Information Officer (PIO) shall coordinate information and media communication.

**II. Rationale**

Coordination and collaboration with community agencies is important to maintain positive working relationships. Accurate information regarding Division programs and the Mission, Core Values and goals is necessary to improve community awareness and community relations.

**III. Definitions**

“GRAMA” is the Utah State Government Records Access and Management Act, in the Utah Code beginning with Title 63G-2, which establishes rules for the handling of records retained by the Division, including rules regarding any release of such records to the public.

“Public Information Officer” (PIO) is a person employed by the Division for the purpose of providing accurate information in a timely manner, and coordinating media events including releases, advisories, interviews and other news media contacts.

**IV. Procedures**

- A. The Division Director or a designee shall meet regularly with the Board of Juvenile Court Judges, the Department of Human Services Executive Leadership Team, the Utah Commission on Criminal and Juvenile Justice, the Utah Board of Juvenile Justice, the State Office of Education, and private partnerships and representatives of other agencies, as needed.
- B. Division staff shall participate in relevant meetings with state and local Boards of Education, county human services, community councils, citizen groups, and other related agencies, as needed. The Division, as appropriate, will honor requests for staff participation from these groups.

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- C. Program and facility administrators shall meet regularly, and as needed, with representatives of the Juvenile Court, law enforcement, and other allied agencies regarding policy development, service planning and coordination of services.
- D. If a community agency or any person requests that the Division release information which may be protected information such a request will be managed in accordance with Department of Human Services, Public Information Policy 01-06, and in compliance with the Government Records Access and Management Act (GRAMA). The request shall be sent to the Division Records Officer immediately, as requests are time sensitive.
- E. Under the supervision of the Deputy Director and with guidance from the Division Director and Program Directors, Division staff shall conduct community relations activities to inform and educate the public, law enforcement, news media, colleges and universities, courts, and allied agencies of the Division's work, programs and philosophies.
- F. When appropriate, staff may be designated to coordinate community relations activities for a facility or program including, but not limited to, public speaking, presentations, and/or interviews, with the approval of the APD and PD.
- G. In accordance with DHS Public Information Policy 01-06 a Division PIO will coordinate media communication and/or in some cases, authorize a staff to represent the Division with the media. If and when any staff is contacted by the news media, staff shall;
  - 1. Report any contact to their supervisor/APD and the PIO.
  - 2. Report contacts regarding controversial or highly sensitive issues to the PIO by phone.
  - 3. Document voice messages and/or the contact including;
    - a. Time of call
    - b. Deadline
    - c. Contact Information
    - d. Nature of the Call
  - 4. Never discuss or share information off the record
- H. Staff may not represent the Department or the Division without prior APD and PIO approval. Staff cannot discuss matters that are private, protected, or controlled pursuant to Utah law and GRAMA, in accordance with DHS Public Information Policy 01-06.
- I. The Division PIO will coordinate with the Department PIO.

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**V. Continuous Renewal**

This policy shall be reviewed every three (3) years to determine its effectiveness and appropriateness. This policy may be reviewed before that time to reflect substantive change.

This policy has been reviewed by the Board of Juvenile Justice Services and is approved upon the signature of the Director.

  
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Russell K. Van Vleet, Chair  
Board of Juvenile Justice Services

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3/22/16  
Signature Date

  
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Susan V. Burke, Director  
Division of Juvenile Justice Services

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3/22/16  
Signature Date