



**Arkansas Department of Human Services  
Division of Youth Services**

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**POLICY NUMBER:** 7001.05.09**PAGES:** 3

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**SUBJECT:** Information Systems-Surveillance

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**APPROVED BY:****DATE:**12/17/11

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**RELATED STANDARD:****RELATED AR CODE:****RESOURCE:** DHS Policy 1053 & 1054**Written by:** Barry Rowland

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- I. POLICY:** The Division of Youth Services (DYS) will have in place a surveillance system at designated residential facilities to record video and audio of juveniles in DYS custody and of staff in the performance of their duties related to these juveniles. The video and audio records collected by the system will be stored and safeguarded and disposed of in accordance with DHS Policy 1059 – Confidential Materials: Collection – Storage – Disposal. Release, publication or dissemination of Departmental information and materials is covered under DHS Policy 1053 – Freedom of Information.
- II. APPLICATION:** DYS Staff, DYS Facilities and Contracted Provider Staff as applicable.
- III. DEFINITIONS:** See DYS Glossary Policy for definitions.
- IV. PROCEDURES:**
- A. DYS Central Office Tech Support:
1. View and playback audio and video from each camera/microphone location daily to ensure proper working order of surveillance equipment in the field.
  2. Maintain stored media. All video and audio recordings created by the system will be maintained for a minimum of 30 days before being destroyed. All records designated by the DYS Director or his designee to be kept will not be overwritten. Such records will be maintained in the system according to existing DHS and DYS policies and procedures related to confidential materials and Freedom of Information.
  3. Responsible for auditing, archiving & disposal of stored media. All auditing, archiving and disposal of video and audio media from the ESS will be according to existing State of Arkansas statutes, and DHS and DYS policies and procedures applicable to confidential materials and Freedom of Information.
  4. DYS Tech Support will incorporate training and orientation programs for those designated to review surveillance video.
- B. Internal Affairs Unit (IAU) Staff:
1. When necessary, access the ESS for video of incidents which require review upon certain criteria set by DYS Executive Staff.

2. All IAU reviews of video and audio created by the system will be documented as to the date, time, and results of the review.
  3. Request for creation of incidents on portable media for review by State Police is handled through the DYS Information Systems Coordinator.
- C. DHS and DYS Executive Management:
1. At random and at their discretion DHS and/or DYS Executive Management staff may conduct 'real-time' monitoring of events at any site.
  2. At random and at their discretion DHS and/or DYS Executive Management staff may initiate a review, assessment, or security review of video and audio materials maintained within the system.
- D. Facility Management/Administrative Staff:
1. At random and at their discretion facility management staff may conduct 'real-time' monitoring of events at the facility site.
  2. At random and at their discretion facility management staff may conduct a review of video and audio materials maintained within the system.
- E. DHS Office of Systems and Technology Staff:
1. Maintain surveillance system configuration. This will include user access, network updates and group policy on site surveillance servers as well as the retention of recorded video for 90 days with onsite server storage. Additions of new cameras will also have to be handled by this group.
- F. Network and LAN Support personnel shall:
1. The technicians from DYS support will maintain the network and LAN support for the surveillance system.
- G. Monitoring Station Locations
1. Designated users at the sites will have access to PCs at this location to review and playback video and audio from their facility site only.
- H. Authorized Users
1. The Authorized Users of the DYS Surveillance System are designated by DYS Executive Staff and also have specific rights and privileges:
    - a. DHS OST Staff for Administration
    - b. DYS Tech Support for Maintenance
    - c. Contracted Providers and Facility Directors or designees for review of only the facility they are associated with.
    - d. DYS IAU staff for investigation of incidents
- I. SANCTIONS
1. Any Contractor employee found to have tampered with or by inaction found to have allowed tampering with the system equipment by employee(s), staff member(s) or juvenile(s) placed at the facility will be subject to DYS contract sanctions regarding DHS Assets and DHS Facilities, Limitations on Use. If such employee or staff member is certified as an approved operator of the system such tampering will result in all rights and privileges to the system being permanently revoked. All damage or harm resulting to the system by any Contractor as the result of

such tampering will be subject to DYS Contract Sanctions regarding DHS Assets and DHS Facilities, Limitations on Use. DHS employees will be subject to disciplinary actions as found in current DHS Policies and Procedures.

2. Any employee or staff person who is found to have gained unauthorized access to the system or by inaction found to have allowed an employee, staff member, or a juvenile placed at the facility to gain unauthorized access to the system will be subject to DYS Contract Sanctions regarding DHS Assets and DHS Facilities, Limitations on Use. If such employee or staff member is certified as an approved operator of the system such unauthorized access will result in all rights and privileges to the system being permanently revoked. All resulting damage or harm resulting from such unauthorized access will be subject to DHS Contract Sanctions regarding DHS Assets and DHS Facilities, Limitations on Use. DHS employees will be subject to disciplinary actions as found in current DHS Policies and Procedures.
3. Any Contractor who uses, or by willful inaction allows to be used, the ESS equipment in an unapproved or unauthorized manner will be subject to DYS Contract Sanctions regarding DHS Assets and DHS Facilities, Limitations on Use. DHS employees will be subject to disciplinary actions as found in current DHS Policies and Procedures.
4. If, through random monitoring or playback mode, Contractor views and/or overhears an incident, Contractor must report said incident as defined by the DYS Contract with the facility regarding Incident Reporting and Investigations. System errors and problems must be reported to the system service/maintenance contractor or System Administrator within an hour of discovering said errors or problems. All willful or unintentional failures to report such errors and problems will be subject to DYS Contract Sanctions regarding DHS Assets and DHS Facilities, Limitations on Use. DHS employees will be subject to disciplinary actions as found in current DHS Policies and Procedures.
5. Failure to properly maintain the surveillance system equipment according to the technical manuals provided with said equipment will be subject to DYS Contract Sanctions regarding Assets and DHS Facilities, Limitations on Use. DHS employees will be subject to disciplinary actions as found in current DHS Policies and Procedures.