

The top half of the cover features a close-up, wavy image of the Tennessee state flag, showing the red field and the blue circle with three white stars.

**TN**

Department of  
**Children's Services**

# Manual for Responding to Electronic Monitoring Alerts

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# Introduction

The Department of Children’s Services (DCS) works diligently to maintain the safety of all youth, families and the community. Youth who wear an electronic monitoring device are only allowed in designated areas in the community and must keep the device charged. Devices are monitored through a central monitoring station, run by the Securus Monitoring Solutions Company named VeriTracks, that generate alerts when youth are out of compliance or if the equipment malfunctions. This protocol outlines the required action steps taken when alerts are received.

## Organizations Monitored

Devices are monitored using Originating Region Identifiers (ORI). DCS ORIs are as follows: Davidson, East, Knox, Mid-Cumberland, Northeast, Northwest, Shelby, Smoky, South Central, Southwest, TN Valley, Upper Cumberland.

## Risk Levels Monitored

<b>Risk Level 1</b> – JJ Probation Non-Violent	<b>Risk Level 5</b> – JJ Aftercare Non-Violent
<b>Risk Level 2</b> – JJ Probation Violent	<b>Risk Level 6</b> – JJ Aftercare Violent
<b>Risk Level 3</b> – JJ Custody Non-Violent	<b>Risk Level 7</b> - Social Services
<b>Risk Level 4</b> – JJ Custody Violent	<b>Risk Level 8</b> - Family Support Services/Family Crisis Intervention

## Events Monitored

The following events are monitored using the event protocols defined herein, unless otherwise noted below:

<b>1. Master Strap Tamper</b> - an alert triggered when the strap has been removed, has pulled loose or there is not a good connection between the strap and device. This can only be corrected by replacing the strap.	<b>4. Battery Alerts</b> – 2.5 hours required to refill <ol style="list-style-type: none"> <li>1. <b>Low</b> – Approximately 10 hours remaining</li> <li>2. <b>Critical</b> – Approximately 4 hours remaining</li> <li>3. <b>Dead</b> - Approximately 30 minutes remaining</li> </ol>
<b>2. Inclusion Zones</b> – Locations where a youth is allowed during specified times	<b>5. No GPS</b> – there is no Service
<b>3. Exclusion Zones</b> – Prohibited locations	<b>6. Message Gap</b> - device is not transmitting information to the system

## Key

Worker	Family Service Worker, Juvenile Service Worker, Juvenile Probation Officer
Parent	Included parent and legal custodian
LE	Law Enforcement
TL	Team leader or supervisor
TC	Team Coordinator
Note	Electronic Monitoring Unit (EMU) documents all actions taken to resolve alerts/issues as an Electronic Monitoring Unit Summary case recording in TFACTS and in addition email the summary to the assigned worker and TL. Workers document all actions taken to resolve alerts/issues as a FSW electronic monitor alert response.

# DCS Procedures Monitoring Alert Notifications

The EMU is responsible for responding immediately when strap tampers, inclusion/exclusion zones, low/critical battery, dead battery, no GPS, or message gap notifications are received from the VeriTracks Monitoring System. The monitoring process is divided into two separate procedures which define what the appropriate responses are DURING business hours and AFTER business hours. Procedures for resolving **Device Issues** are outlined in detail at the end of these two procedural sections.

## Procedures During Business Hours

### 1. Master Strap Tampers

#### Youth Last Tracked Location is School

Action	EMU Response
1	Contact school personnel to find out if they know the whereabouts of the youth.
2	Contact the worker or TL (if worker is unavailable) to report the type of alert received and all actions taken.
3	Document all actions taken to resolve the strap tamper alert.

<b>Action</b>	<b>Worker Response</b>
<b>4</b>	If school is the last tracked location go to the school to replace the strap/monitor. If going to the school is not an option, meet with youth after school. Once the strap/monitor is replaced confirm and close the alert.
<b>5</b>	Document all actions taken to resolve the strap tamper alert.

### Youth Last Tracked Location is NOT School

<b>Action</b>	<b>EMU Response</b>
<b>1</b>	Contact parent to determine where the youth is and if the strap is still attached to the device.
<b>2</b>	If parent reports the youth is with him/her and confirms the strap is still intact, request the parent to video conference or at least send a picture to verify the status of the strap (when possible).
<b>3</b>	If parent cannot be reached or report they do not know the whereabouts of the youth, contact the worker or TL (if worker is unavailable) by phone to notify him/her of the type of alert received and all actions taken to resolve the alert.
<b>4</b>	Document all actions taken to resolve the strap tamper alert.
<b>Action</b>	<b>Worker Response</b>
<b>5</b>	Once notified by EMU that contact cannot be made, contact youth/parent. If parent or youth cannot be reached, visit the youth's approved addresses to locate youth. Once youth is found and strap/monitor is replaced, confirm, and close the alert. Contact law enforcement (LE) for assistance if safety is a concern when going to the home/approved location.
<b>6</b>	If the youth cannot be located, contact the appropriate LE agency to ask for assistance with locating the youth. Provide LE with the address where youth was last tracked. Depending on the outcome of LE assistance, follow next steps outlined in policy: violation report, absconder notification, etc.
<b>7</b>	Document all actions taken to resolve the strap tamper alert.

## 2. Inclusion Zones: Youth Outside Designated Location

### Youth Last Tracked Location is School

Action	EMU Response
1	Go into Veritracks to confirm where the schedule shows the youth should be located. Contact school personnel to see if youth can be located on school premises. If school cannot confirm youth is on school premises, contact parent.
2	Contact the parent to find out if he/she knows the youth's whereabouts. If parent reports that youth is within the allotted zone, continue to monitor youth as needed until the alert clears.
3	If unable to reach the parent, unable to confirm the youth is at his/her appropriate location or there needs to be adjustments to the schedule, then contact the worker or TL (if worker is unavailable) by phone to report the type of alert received and all actions taken. This conversation includes any changes or follow up needed by the worker.
4	Document all actions taken to resolve the inclusion zone alert.
Action	Worker Response
5	If notified by EMU that contact cannot be made with youth or parent, contact youth/parent to discuss whereabouts of the youth. If youth is located, discuss with supervisor next steps needed to address any concerns (e.g., CFTM, violation etc.).
6	Confirm the alert and ensure the alert has closed due to youth being located within inclusion zone perimeters.
7	Document all actions taken to resolve the inclusion zone alert.

### Youth Last Tracked Location is NOT School

Action	EMU Response
1	Call parent and if he/she reports youth is within the allotted zone alert, continue to monitor youth as needed until the alert clears.
2	Contact the parent to find out if he/she is aware of the youth's whereabouts. If unable to reach the parent, unable to confirm the youth is at his/her appropriate location or there needs to be adjustments to the schedule, then contact the worker or TL (if worker is unavailable) by phone to inform them of the type of alert received and all actions taken. Be sure to note any changes or follow up needed by the worker.
3	Document all actions taken to resolve the inclusion zone alert. Include in an email to the worker and TL any recommendations about expansion or adjustment of the inclusion zone.
4	If this is an ongoing issue with the same client, discuss with EMU supervisor to determine next steps.
Action	Worker Response
5	If parent or youth cannot be reached, go to youth's approved addresses to attempt to locate youth. If youth is located confirm the alert and ensure the alert has closed due to youth being

	located within inclusion zone perimeters. Contact LE for assistance if safety is a concern when going to the home/approved location.
<b>6</b>	If youth cannot be located at approved addresses or parent does not know the whereabouts of the youth, or reports a problem then call LE for assistance with locating the youth. Provide LE with the address where youth was last tracked. Depending on outcome of the LE assistance, follow next steps outlined in policy: violation report, absconder notification, etc.
<b>7</b>	If youth is located, make any changes to zones, schedules, etc. as needed.
<b>8</b>	Confirm the alert and ensure the alert has closed due to youth being located within inclusion zone perimeters.
<b>9</b>	Document all actions taken to resolve the inclusion zone alert.

### 3. Exclusion Zones: Youth Is in Prohibited Location

#### Youth Last Tracked Location is School

<b>Action</b>	<b>EMU Response</b>
<b>1</b>	Go into Veritracks to confirm where the schedule shows the youth should be located. Contact school personnel to see if youth can be located on school premises. If school cannot confirm youth is on school premises, contact parent.
<b>2</b>	Contact the parent to find out if he/she knows the youth's whereabouts. If parent reports that youth is within the allotted zone, continue to monitor youth as needed until the alert clears.
<b>3</b>	If unable to reach the parent, unable to confirm the youth is at his/her appropriate location or there needs to be adjustments to the schedule, then contact the worker or TL (if worker is unavailable) by phone to report the type of alert received and all actions taken. This conversation includes any changes or follow up needed by the worker.
<b>4</b>	Document all actions taken to resolve the exclusion zone alert.
<b>Action</b>	<b>Worker Response</b>
<b>5</b>	If notified by EMU that contact cannot be made with youth or parent, contact youth/parent to discuss whereabouts of the youth. If youth is located, discuss with supervisor next steps needed to address any concerns (e.g., CFTM, violation etc.).
<b>6</b>	Confirm the alert and ensure the alert has closed due to youth being located within inclusion zone perimeters.
<b>7</b>	Document all actions taken to resolve the exclusion zone alert.

## Youth Last Tracked Location is NOT School

Action	EMU Response
1	Track the youth's movement in the VeriTracks system to make sure the youth does not remain within the exclusion zone longer than ten (10) minutes. Determine if it is a GPS drift or if the youth is just traveling through the zone temporarily.
2	If the youth remains in the exclusion zone longer than ten (10) minutes and it is determined not to be a GPS drift, then call the parent and ask why the youth is in the exclusion zone area. If parent reports that youth was traveling through the zone in route to another approved location and it can be confirmed that the youth was not physically at the restricted location, continue to monitor youth as needed until the alert clears.
3	If the youth has remained in the exclusion zone and the parent cannot be reached, does not know whereabouts of youth, or reports a problem contact LE. Provide LE with the last tracked address of the youth and be prepared to assist LE if further assistance is needed.
4	Contact the worker or TL (if worker unavailable) by phone to let him/her know LE has been contacted or that youth exited the exclusion zone but worker needs to follow up with youth/parent.
5	Document all actions taken to resolve the exclusion zone alert.
6	If this is an ongoing issue with the same client, discuss with EMU supervisor to determine next steps.
Action	Worker Response
7	If parent or youth cannot be reached, go to youth's approved addresses to attempt to locate youth. If youth is located confirm the alert and ensure the alert has closed due to youth being located within inclusion zone perimeters. Contact LE for assistance if safety is a concern when going to the home/approved location or if there is assistance needed locating the youth.
8	If youth is located, make any changes to zones, schedules, etc. as needed.
9	Document all actions taken to resolve the exclusion zone alert.

## 4. A. Battery Issues: Low Battery

### Youth Last Tracked Location is School

Action	EMU Response
1	Contact the parent by phone to let them know that the monitor needs to be charged when the youth returns home or has access to his/her charger
2	Document all actions taken to resolve the low battery alert.

Action	Worker Response
3	Go into Veritracks to confirm the alert and to verify youth has charged their monitor and that alert has closed.

### Youth Last Tracked Location is NOT School

Action	EMU Response
1	Activate the buzz/vibrate feature on the monitor and call or text parent or youth to instruct him/her to charge the assigned device. If parent or youth comply with request, continue to monitor youth as needed until the alert clears.
2	If parent or youth does not charge the battery after fifteen (15) minutes of the first call (or by the agreed upon timeframe) or are unable to be reached, attempt to call or text all numbers provided for the youth and parent again. If parent or youth is reached and comply with request, continue to monitor youth as needed until the alert clears.
3	If after three (3) attempts to contact the parent the youth has not charged the battery, is unable to be reached by phone, or reports the youth whereabouts are unknown, contact the worker or TL (if worker is unavailable) by phone to report the type of alert received and all actions taken to resolve the alert.
4	Document all actions taken to resolve the low battery alert.

Action	Worker Response
5	Go into Veritracks to confirm the alert and to verify youth has charged their monitor and that alert has closed.
6	When notified by EMU that the youth/parent cannot be contacted, activate the buzz/vibrate feature on the monitor and call or text parent or youth to instruct them to charge the assigned device. If parent or youth comply with request immediately, then confirm the alert.
7	If parent or youth <b>cannot</b> be reached, go to youth's approved addresses, and instruct him/her to charge the device. If equipment needs to be replaced, the worker obtains a replacement. Once youth charges the battery, the worker confirms the alert and verifies that the alert is closed. Contact LE for assistance if safety is a concern when going to the home/approved location.
8	If parent or youth still <b>cannot</b> be located, contact supervisor for next steps.
9	Document all actions taken to resolve the low battery alert.

## 4. B. Battery Issues: Critical Battery

### Youth Last Tracked Location is School

Action	EMU Response
1	Contact the parent by phone to let him/her know that the monitor needs to be charged when the youth returns home or has access to their charger.
2	Document all actions taken to resolve the critical battery alert.
Action	Worker Response
3	Go into Veritracks to confirm the alert and to verify youth has charged their monitor and that alert has closed.

### Youth Last Tracked Location is NOT School

Action	EMU Response
1	Activate the buzz/vibrate feature on the monitor and call or text parent or youth to instruct him/her to charge the assigned device. If parent or youth comply with request, continue to monitor youth as needed until the alert clears.
2	If parent or youth does not charge the battery after ten (10) minutes of the first call (or by the agreed upon timeframe) or are unable to be reached, attempt to call or text all numbers provided for the youth and parent again. If parent or youth is reached and comply with request, continue to monitor youth as needed until the alert clears.
3	If after two (2) attempts to contact the parent the youth has not charged the battery, is unable to be reached by phone, or reports the youth whereabouts are unknown, contact the worker or TL (if worker is unavailable) by phone to inform him/her of the type of alert received and all actions taken to resolve the alert.
4	Document all actions taken to resolve the critical battery alert.
Action	Worker Response
5	Go into Veritracks to confirm the alert and to verify youth has charged their monitor and that alert has closed.
6	When notified by EMU that the youth/parent cannot be contacted, activate the buzz/vibrate feature on the monitor and call or text parent or youth to instruct him/her to charge the assigned device. If parent/youth comply with request immediately, then confirm the alert
7	If parent or youth <b>cannot</b> be reached, go to youth's approved addresses, and instruct him/her to charge the device. If equipment needs to be replaced, obtain a replacement. Once youth charges the battery, confirm the alert and verify that the alert is closed. Contact LE for assistance if safety is a concern when going to the home/approved location.
8	If parent or youth still <b>cannot</b> be located, contact supervisor for next steps.
9	Document all actions taken to resolve the critical battery alert

## 4. C. Battery Issues: Dead Battery

### Youth Last Tracked Location is School

Action	EMU Response
1	Contact the parent by phone to let them know that the monitor needs to be charged when the youth returns home or has access to his/her charger.
2	Document all actions taken to resolve the dead battery alert.
Action	Worker Response
3	Go into Veritracks to confirm the alert and to verify youth has charged their monitor and that alert has closed.

### Youth Last Tracked Location is NOT School

Action	EMU Response
1	Contact the parent by phone to let them know that the monitor needs to be charged. If parent or youth comply with request, continue to monitor youth as needed until the alert clears.
2	If parent or youth does not charge the battery after ten(10) minutes of the first call (or by the agreed upon timeframe) or are unable to be reached, contact the worker or TL (if worker is unavailable) by phone to inform him/her of the type of alert received and all actions taken to resolve the alert.
3	Document all actions taken to resolve the dead battery alert.
Action	Worker Response
4	Go into Veritracks to confirm the alert and to verify youth has charged their monitor and that alert has closed.
5	When notified by EMU that they cannot contact the youth/parent, contact parent or youth by phone to inform him/her to charge the monitor. If youth complies with request immediately, then confirm the alert and verify that alert closes when battery has charged.
6	If parent or youth <b>cannot</b> be reached, go to youth's approved addresses, and instruct him/her to charge the device. If equipment needs to be replaced, obtain a replacement. Once youth charges the battery, confirm the alert and verify that the alert is closed. Contact LE for assistance if safety is a concern when going to the home/approved location.
7	If parent or youth still <b>cannot</b> be located, contact supervisor for next steps.
8	Document all actions taken to resolve the dead battery alert.

## 5. No GPS – no service

### Youth Last Tracked Location is School

Action	EMU Response
1	Contact the parent by phone to let him/her know that the monitor is having issues getting service while the youth is at school. Inform him/her that it should clear when youth leaves current location but if not, he/she may be instructed to follow troubleshooting protocol.
2	Email the worker and TL to inform them that there is a no GPS alert, as this may require follow up by the worker.
3	Document all actions taken to resolve the no GPS alert.
Action	Worker Response
4	Go into Veritracks and confirm the alert. Continue to follow up as needed until the no GPS alert closes.
5	Document all actions taken to resolve the no GPS alert.

### Youth Last Tracked Location is NOT School

Action	EMU Response
1	Call parent to confirm the youth’s current location, if youth is with parent then assist by going through troubleshooting procedures.
2	Call technical support to trouble shoot the alert and provide recommendations on how to resolve it if initial procedures are not effective.
3	If parent reports that youth is under his/her supervision, but the alert is unable to resolve and/or technical support recommends new equipment, send an email to the worker and TL advising them of the alert and all actions taken so that they can continue to work on resolving the alert.
4	If parent does not call back within 30 minutes of contact attempted and the no GPS alert has not cleared contact the worker or TL (if worker is unavailable) by phone to inform him/her of the type of alert received and all actions taken to resolve the alert.
5	Document all actions taken to resolve the no GPS alert.
Action	Worker Response
6	Go into Veritracks and confirm the alert. Continue to follow up as needed until the no GPS alert closes.
7	If notified by EMU that they <b>cannot</b> contact the parent, contact parent by phone to confirm the location of the youth. If contact is made with the parent and he/she reports the youth is at the designated location and under his/her supervision, then assist him/her with troubleshooting procedures.

<b>8</b>	If parent or youth <b>cannot</b> be reached, go to youth's approved addresses, to verify youth's whereabouts and if located assist with troubleshooting protocol. If equipment needs to be replaced, obtain a replacement. Contact LE for assistance if safety is a concern when going to the home/approved location. Go into Veritracks and confirm the alert, continue to follow up until the no GPS alert closes.
<b>9</b>	If parent or youth still cannot be located, contact supervisor for next steps.
<b>10</b>	Document all actions taken to resolve the no GPS alert

## 6. Message Gap – not transmitting information

### Youth Last Tracked Location is School

Action	EMU Response
<b>1</b>	Contact the parent by phone to let him/her know that the monitor is having issues transmitting information while the youth is at school. Inform him/her that it should clear when youth leaves current location but if not, he/she may be instructed to follow troubleshooting protocol.
<b>2</b>	Email the worker and TL to inform them that there is a message gap alert, as this may require follow up by the worker.
<b>3</b>	Document all actions taken to resolve the message gap alert.
Action	Worker Response
<b>4</b>	Go into Veritracks and confirm the alert. Continue to follow up as needed until the message gap alert closes.
<b>5</b>	Document all actions taken to resolve the message gap alert.

### Youth Last Tracked Location is NOT School

Action	EMU Response
<b>1</b>	Call parent to confirm the youth's current location, if youth is with parent then assist by going through troubleshooting procedures.
<b>2</b>	Call technical support to trouble shoot the alert and provide recommendations on how to resolve it if initial procedures are not effective.
<b>3</b>	If parent reports that youth is under his/her supervision, but the alert is unable to resolve and/or technical support recommends new equipment, send an email to the worker and TL advising them of the alert and all actions taken so that they can continue to work on resolving the alert.
<b>4</b>	If parent does not call back within 30 minutes of contact attempted and the message gap alert has not cleared, contact the worker or TL (if worker is unavailable) by phone to inform him/her of the type of alert received and all actions taken to resolve the alert.
<b>5</b>	Document all actions taken to resolve the message gap alert.
Action	Worker Response

<b>6</b>	Go into Veritracks and confirm the alert. Continue to follow up as needed until the message gap alert closes.
<b>7</b>	Document all actions taken to resolve the message gap alert.
<b>8</b>	If notified by EMU that they cannot contact the parent, contact parent by phone to confirm the location of the youth. If contact is made with the parent and he/she reports the youth is at the designated location and under his/her supervision, then assist them with troubleshooting procedures.
<b>9</b>	If parent or youth <b>cannot</b> be reached, go to youth's approved addresses, to verify youth's whereabouts and if located assist with troubleshooting protocol. If equipment needs to be replaced, obtain a replacement. Contact LE for assistance if safety is a concern when going to the home/approved location. Go into Veritracks and confirm the alert, continue to follow up until the message gap alert closes.
<b>10</b>	If parent or youth still <b>cannot</b> be located, contact supervisor for next steps.
<b>11</b>	Document all actions taken to resolve the message gap alert.

### **Device Issues for All Alerts During Business Hour**

<b>Action</b>	<b>EMU Response</b>
<b>1</b>	If parent reports that the monitor is not charging, there is damage to the monitor, the strap is not in place or although the strap is still in place the worker needs to change it so the alert will close then <b>follow this script</b> : Ask the parent to provide a plan of supervision until contact can be made by the worker to coordinate a meeting with the youth to change out charger/monitor.
<b>2</b>	Contact the worker or TL (if worker is unavailable) by phone to report the situation so that a plan can be made to change out charger/monitor.
<b>3</b>	Document all actions taken to resolve the alert.
<b>Action</b>	<b>Worker Response</b>
<b>4</b>	Once contacted by EMU about a device issue, contact the parent to develop a plan to ensure the battery/monitor is replaced as soon as possible but no later than end of the working day.
<b>5</b>	Contact supervisor to discuss plans to replace the device.
<b>6</b>	Go to youth's home/approved location to replace device immediately. If the device cannot be replaced immediately, the TC contacts the JJ Statewide Director for approval of a later time.
<b>7</b>	Once equipment is replaced, confirm the alert, and verify that alert has closed now that battery has been charged.
<b>8</b>	Document all actions taken to resolve the alert.

# Procedures After Business Hours

**Note:** In addition to the procedures below for the EMU and on-call worker, the assigned worker is responsible for confirming all electronic monitor alerts generated for supervised youth.

## 1. Master Strap Tamperers

Action	EMU Response
<b>1</b>	Contact parent to determine where the youth is and if the strap is still attached to the device.
<b>2</b>	If parent reports the youth is with him/her and confirms the strap is still intact, request the parent to video conference or at least send a picture to verify the status of the strap (when possible).
<b>3</b>	If parent cannot be reached or report he/she does not know the whereabouts of the youth, contact law enforcement to inform them of the type of alert received and all actions taken to resolve the alert.
<b>4</b>	Contact the on-call worker by phone to notify him/her that law enforcement has been contacted.
<b>5</b>	Document all actions taken to resolve the strap tamper alert.
Action	On-call Worker Response
<b>6</b>	If notified by EMU that LE has been contacted about a youth being out of compliance, contact on-call supervisor for guidance and next steps
<b>7</b>	Document all actions taken to resolve the strap tamper alert.

## 2. Inclusion Zones: Youth Outside Designated Location

Action	EMU Response
<b>1</b>	Track youth in Veritracks system to make sure that youth continues to proceed outside of inclusion zone and that it is not a Global Positioning System (GPS) drift.
<b>2</b>	Call parent and if he/she reports that youth is within the allotted zone, continue to monitor youth as needed until the alert clears.
<b>3</b>	If parent cannot be reached or reports that he/she does not know the whereabouts of the youth, call LE and provide them with the last tracked address of the youth and be prepared to assist LE if further assistance is needed.
<b>4</b>	Contact the on-call worker by phone to let him/her know LE has been contacted.
<b>5</b>	Document all actions taken to resolve the inclusion zone alert.
Action	On-call Worker Response

<b>6</b>	If notified by EMU that LE has been contacted about a youth being out of compliance, contact on-call supervisor for guidance and next steps
<b>7</b>	Document all actions taken to resolve the inclusion alert.

### 3. Exclusion Zones: Youth Is in Prohibited Location

<b>Action</b>	<b>EMU Response</b>
<b>1</b>	Track the youth's movement in the VeriTracks system to make sure the youth does not remain within the exclusion zone longer than ten (10) minutes. Determine if it is a GPS drift or if the youth is just traveling through the zone temporarily.
<b>2</b>	If the youth remains in the exclusion zone longer than ten (10) minutes and it is determined not to be a GPS drift, then call the parent and ask why the youth is in the exclusion zone area. If parent reports that youth was traveling through the zone in route to another approved location and it can be confirmed that the youth was not physically at the restricted area, continue to monitor youth as needed until the alert clears.
<b>3</b>	If parent cannot be reached, does not know whereabouts of youth, or reports a problem, contact LE. Provide LE with the last tracked address of the youth and be prepared to assist LE if further assistance is needed.
<b>4</b>	Contact the on-call worker to let him/her know LE has been contacted.
<b>5</b>	Document all actions taken to resolve the exclusion zone alert.
<b>6</b>	If this is an ongoing issue with the same client, discuss with EMU supervisor to determine next steps.
<b>Action</b>	<b>On-call Worker Response</b>
<b>7</b>	If notified by EMU that LE has been contacted about a youth being out of compliance, contact on-call supervisor for guidance and next steps
<b>8</b>	Document all actions taken to resolve the exclusion zone alert.

### 4. A. Battery Issues: Low Battery

<b>Action</b>	<b>EMU Response</b>
<b>1</b>	Activate the buzz/vibrate feature on the monitor and call or text parent or youth to instruct him/her to charge the assigned device. If parent or youth comply with request, continue to monitor youth as needed until the alert clears.
<b>2</b>	If parent or youth does not charge the battery after fifteen (15) minutes of the first call (or by the agreed upon timeframe) or are unable to be reached, then attempt to call or text all numbers provided for the youth and parent again. If parent or youth is reached and comply with request, continue to monitor youth as needed until the alert clears.

<b>3</b>	If after three (3) attempts to contact the parent but youth has not charged the battery, is unable to be reached by phone, or reports the youth whereabouts are unknown, contact LE. Provide LE with the last tracked address of the youth and be prepared to assist LE as needed.
<b>4</b>	Contact the on-call worker by phone to let him/her know that LE has been contacted.
<b>5</b>	Document all actions taken to resolve the low battery alert.
<b>Action</b>	<b>On-call Worker Response</b>
<b>6</b>	If notified by EMU that LE has been contacted about a youth being out of compliance, contact on-call supervisor for guidance and next steps
<b>7</b>	Document all actions taken to resolve the low battery alert.

#### 4. B. Battery Issues: Critical Battery

<b>Action</b>	<b>EMU Response</b>
<b>1</b>	Activate the buzz/vibrate feature on the monitor and call or text parent or youth to instruct him/her to charge the assigned device. If parent or youth comply with request, continue to monitor youth as needed until the alert clears.
<b>2</b>	If parent or youth does not charge the battery after ten (10) minutes of the first call (or by the agreed upon timeframe) or are unable to be reached, then attempt to call or text all numbers provided for the youth and parent again. If parent or youth is reached and comply with request, continue to monitor youth as needed until the alert clears.
<b>3</b>	If after two (2) attempts to contact the parent but the youth has not charged the battery, is unable to be reached by phone, or reports the youth whereabouts are unknown, contact LE. Provide LE with the last tracked address of the youth and be prepared to assist LE as needed.
<b>4</b>	Contact the on-call worker by phone to let them know that LE has been contacted.
<b>5</b>	Document all actions taken to resolve the critical battery alert.
<b>Action</b>	<b>On-call Worker Response</b>
<b>6</b>	If notified by EMU that LE has been contacted about a youth being out of compliance, contact on-call supervisor for guidance and next steps
<b>7</b>	Document all actions taken to resolve the critical battery alert.

#### 4. C. Battery Issues: Dead Battery

Action	EMU Response
1	Activate the buzz/vibrate feature on the monitor and call or text parent or youth to instruct him/her to charge the assigned device. If parent or youth comply with request, continue to monitor youth as needed until the alert clears.
2	If parent or youth does not charge the battery after ten (10) minutes of the first call (or by the agreed upon timeframe) or are unable to be reached, then contact LE. Provide LE with the last tracked address of the youth and be prepared to assist LE as needed.
3	Contact the on-call worker by phone to let him/her know that LE has been contacted.
4	Document all actions taken to resolve the dead battery alert.
Action	On-call Worker Response
5	If notified by EMU that LE has been contacted about a youth being out of compliance, contact on-call supervisor for guidance and next steps
6	Document all actions taken to resolve the dead battery alert.

#### 5. No GPS- no service

Action	EMU Response
1	Call parent to confirm the youth's current location, if youth is with parent then assist by going through troubleshooting procedures.
2	Call technical support to trouble shoot the alert and provide recommendations on how to resolve it if initial procedures are not effective.
3	If parent reports the youth is under his/her supervision, but the alert is unable to resolve and/or technical support recommends new equipment, send an email to the worker and TL advising them of the alert and all actions taken so that they can continue to work on resolving the alert.
4	If parent does not call back within 30 minutes of attempted contact and the no GPS alert has not cleared or he/she report the youth's whereabouts are unknown, contact LE. Provide LE with the last tracked address of the youth and be prepared to assist LE as needed.
5	Document all actions taken to resolve the no GPS alert.
Action	On-call Worker Response
6	If notified by EMU that LE has been contacted about a youth being out of compliance, contact on-call supervisor for guidance and next steps
7	Document all actions taken to resolve the no GPS alert.

## 6. Message Gap – not transmitting information

Action	EMU Response
1	Call parent to confirm the youth's current location, if youth is with parent then assist by going through troubleshooting procedures.
2	Call technical support to trouble shoot the alert and provide recommendations on how to resolve it if initial procedures are not effective.
3	If parent reports that youth is under his/her supervision, but the alert is unable to resolve and/or technical support recommends new equipment, send an email to the worker and TL advising them of the alert and all actions taken so that they can continue to work on resolving the alert.
4	If parent does not call back within 30 minutes of contact attempted and the message gap alert has not cleared, contact LE. Provide LE with the last tracked address of the youth and be prepared to assist LE as needed.
5	Document all actions taken to resolve the message gap alert.
Action	On-call Worker Response
6	If notified by EMU that LE has been contacted about a youth being out of compliance, contact on-call supervisor for guidance and next steps
7	Document all actions taken to resolve the message gap alert.

### Device Issues for All Alerts After Business Hour

Action	EMU Response
1	If parent reports that the strap is not in place, there is damage to the monitor or although the strap is still in place the worker needs to change it out so the alert will close then <b><i>follow this script</i></b> . Ask the parent to provide a plan of supervision until contact can be made by the worker to coordinate a meeting with the youth to change out strap/device.
2	Contact the on-call worker by phone to notify him/her of the situation so a plan can be made to change out strap/monitor.
3	Document all actions taken to resolve the alert.
Action	On-call Worker Response
4	Once contacted by EMU about a device issue, contact parent immediately to obtain more information regarding the device issues. Then develop a plan to replace equipment as soon as possible.
5	Contact on call supervisor to discuss plans to replace the equipment.

6	Go to youth's home/approved location to replace equipment immediately. If the equipment cannot be replaced immediately, the Team Coordinator (TC) contacts the JJ Statewide Director for approval of a later time.
7	Document all actions taken to resolve the alert.

**EMU Requests:**

- The EMU worker may contact the appropriate worker when there is an issue that requires immediate local intervention such equipment replacement, law enforcement notification/assistance, etc.
- The EMU supervisor has discretion to transfer ongoing action steps regarding specific alerts when the unit needs assistance with managing a high volume of alerts.

**Note:** The assigned JSW documents all LE assistance in the LE Assistance Tracking Spreadsheet. Refer to DCS Policies [31.2 Responsibilities Regarding Runaways, Absconders and Escapees, Protocol for Reporting Runaways, Absconders and Escapees](#) and [13.6 Response System for Violations and Positive Behavior](#) for cases involving violations and/or absconder issues.