UTAH DIVISION OF JUVENILE JUSTICE AND YOUTH SERVICES POLICY AND PROCEDURES	
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COMMUNITY RELATIONS	
RATIONALE: Maintaining positive working relationships with community agencies is crucial. This is achieved through effective coordination and collaboration. Providing accurate information about the Division's mission, core values, goals, and programs is essential to enhance community awareness and foster stronger relations. *Related Policies, Applicable Standards, Statutes: Government Records Access Management Act (UCA 63G-2); DHHS Policy 06-02 Media and Public Information; 01-02 Records Management and Access*	

Original Effective: August 11, 2004	Revision: June 25, 2025	Next Review Due: June 25, 2028

I. DESCRIPTION

These policies and procedures outline community relations, including coordination with community agencies, informing the public about the Division's mission and programs, and managing media communications through a designated Public Information Officer (PIO). It also defines key terms like GRAMA and PIO, and details specific guidelines for staff interactions with external entities and the media.

II. DEFINITIONS

The following terms are defined for this policy as:

A. **GRAMA:** Title 63G, Chapter 2, of the Utah Code, also known as the Government Records Access and Management Act. GRAMA governs records maintained by state agencies and establishes guidelines related to public access to those records.

B. **Public Information Officer (PIO):** Public Information Officers are designated spokespersons and media coordinators for the department. PIOs are housed in the Office of Public Affairs and Education (PAE), unless granted exemption by the DHHS executive director. PIOs are responsible for working with OUs to

respond to public information and media requests.

III. POLICY

1. The Division Director, or designee, shall meet regularly, and as needed, with the Board of Juvenile Court Judges, Department of Health and Human Services Executive Leadership Team, Utah Commission on Criminal and Juvenile Justice (as directed by the Department Director), Utah Board of Juvenile Justice, Juvenile Justice Oversight Committee, State Board of Education, Utah Council on Victims of Crime and private-sector partners.
2. 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.
3. Staff may be designated to coordinate community relations activities for a facility or program including, but not limited to, public speaking, presentation, or interviews, with the approval of the Assistant Program Director (APD),. Program Director (PD) and PIO.
4. Staff shall not represent the Department or the Division without prior APD, PD, and PIO approval. Staff shall not discuss matters that are private, protected, or controlled pursuant GRAMA, in accordance with DHHS Policy 06-02 Media and Public Information.

IV. PROCEDURE

A. Division staff may participate in relevant meetings with state and local boards of education, county human services, community councils, citizen groups, and other related agencies, as needed.
B. If an allied agency or other person requests non-public information, such a request will be managed in accordance with DHHS Policy 06-02 Media and Public Information, and in compliance with GRAMA. The request shall be sent to the Division Records Officer immediately, as record requests are time sensitive.
C. 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.

D. In accordance with DHHS Media and Public Information Policy 06-02, a Department PIO shall coordinate media communication or in some cases, authorize staff to represent the Division with media. When a staff member is contacted by the news media, the staff shall:
    1. Take the reporter's name, outlet, deadline, and contact information;
    2. Refer the news media to the assigned Department PIO;
    3. Report the contact to their supervisor and APD. When leaving a voice message regarding contact, include information from D.1.
    4. Never discuss or share information "off the record;" and
    5. Report contacts regarding controversial or highly sensitive issues to the PIO and APD in person or by phone.

V. Continuous Renewal

This policy shall be reviewed every three 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 Division of Juvenile Justice and Youth Services Executive Management Team and is approved upon the signature of the Director.



06/25/2028

Brett M. Peterson Director
Division of Juvenile Justice and Youth Services

Signature Date