STANDARD: Written policy, procedure and practice shall require the Community Supervision Agency to provide supervision services 24-hours per day, 365 days per year.

At a minimum, 24-hour supervision must include who to contact (name or office) and how (telephone numbers) for questions or assistance during the regular work day; and names and telephone numbers to contact after hours, on weekends and during holidays for regular and emergency situations. Community Supervision Agencies must ensure that staff, juveniles and families, law enforcement, placements and other juvenile justice partners are made aware of the Agency’s policy, procedure and practice.

DISCUSSION: The Agency may choose to utilize Juvenile Intake and Assessment Services (JIAS), detention centers or law enforcement for implementing this standard.