Youth Protection: Centralizing a Decentralized Process

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Youth Protection Program Goals

- To provide a centralized point for registration and coordination of the Programs before they begin
- To identify, simplify and streamline the institutional requirements for a Program
- To facilitate required training, background checks, documents, etc., for Program staff

Compliance
Human Resources
Housing
Risk Management
Emergency Planning
UAPD
Grounds
Legal
Bama Dining
Transit
Parking
URec
Title IX
Clery

Step One: Gather the team and make a plan!
Policy Working Group

- Defined scope of Youth Protection Program
- Developed Policy
- Developed supporting reference material
- Coordinated conversations with all areas/divisions of campus to raise awareness and encourage support prior to submitting Policy for approval

Compliance, Ethics, and Regulatory Affairs

- Developed Registration Process
  - Program Registration Form
  - Identified existing documents and resources in use
- Developed Review Process
  - Workflow for submitted registration approval
  - Multi-departmental review and notification
  - Developed document retention procedures and document repository to keep records

Resources Consulted

- UA Internal Audit
- Higher Education Protection Network
- UA Housing
- Office of Legal Counsel
- Various other college and university programs
Youth Protection Program Highlights

Online Registration Form

• Dates
• Description of activities
• Estimated number of participants by age group
• Housing needs
• Accommodations for participants with special needs

Required Attachments

• Emergency Plan
• Liability Waivers
• Housing Agreements/Behavioral Standards
• Agenda
• Parent Package/Communications
• Transportation Plans
• Program Staff List
• Medication Management Plan

Approval Workflow

Form Submit → Risk → HRD → Grounds → CERA

CERA → HR → UAPD → Emergency → Approved

Clergy and Title IX

Step Two:
Implementation
Soft Rollout

- Key departments were invited to participate in the registration process in order to test it before the policy went into effect.
- Participating Departments Included:
  - Athletics
  - Early College
  - Journalism
  - Business
  - Engineering
  - Music
  - Education

Trial Run Stats:
- 51 programs registered
- 1030 background checks complete
- 838 trainings completed
- 1 program staff member declined
- Over 8,000 youth participants
- 3 exhausted FTEs

Solicit Feedback

- Program directors were surveyed about their experiences with registration.
- In-person Survey Results Review sessions were held with program directors and workflow partners.

“Anyone who has never made a mistake has never tried anything new.”

Albert Einstein
### Soft Rollout – Lessons Learned

- Keeping track of training and background check records was very cumbersome and time consuming.
- Program Coordinators weren’t always up-to-speed on what to expect next.
- Many of our standard waivers and emergency plans were not written with children in mind.
- The online form wasn’t flexible enough for our variety of programs.
- Needed a way to keep track of staff who had been trained and checked through other programs.
- Small or new programs needed more help gathering the required documentation.

### Step Three: Ongoing Process Improvement

- Rebuilt the online form to make it more user friendly.
- Created a separate workflow for staff verification.
- Moved training to a different system with easier reporting.
- Worked with IT to combine the data from training and background and match it to staff records.
- Set up a library of pre-written email templates to be sent at certain stages.
- Created templates for waivers, emergency plans, and medical forms that specifically address youth participants.

### Youth Protection 2.0
Updated Workflow
- Added 5 new partners
- Separated Staff Workflow
- Automation

Communication
- Email Campaigns
  - Deans, Directors, Department Heads
  - Budget managers
  - Student group leadership
  - University-wide mailing list
- Ongoing Training
  - "Getting Started" Information Sessions
  - Monthly Special Topic Sessions
  - Departmental Staff Meetings
- Employee news
- Information screens
- Website/Blog posts
- Employee Organizations (Faculty Senate, Professional Staff Association, Office/Clerical/Technical Staff Association)
- Dedicated email address: youthprotection@fa.ua.edu

Youth Protection 3.0
- More staff?
- Improve Automation
- Address Exceptions: IRB, Enrolled Students
- Nurse on call?
- Earlier Documentation Review
- Site Visits
Takeaways

• Collaboration is key!
  • Working group should include reviewers, service providers, and program coordinators.
• Everyone makes mistakes. Own them and learn from them.
• Provide a "penalty free" trial period.
• Always be approachable.
• Consider your bandwidth when planning.
• Allow room for flexibility.