Youth Protection:
Centralizing a Decentralized Process

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Compliance, Ethics, and Regulatory Affairs

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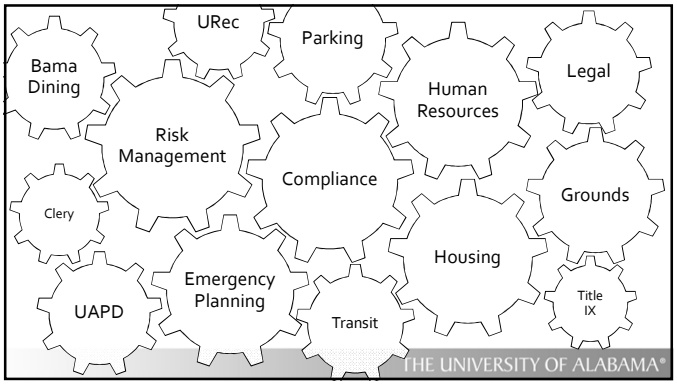
Youth Protection Program Goals

- 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



Step One:
Gather the team and make a plan!

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Policy Working Group

Included representatives from:

- Academics
- Athletics
- Housing
- Administration

- 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

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- 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

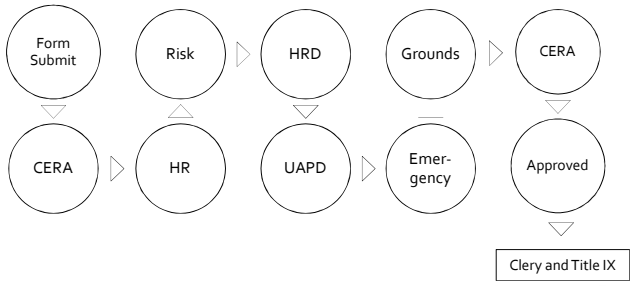
Online Registration Form

- 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



Step Two: Implementation

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Soft Rollout

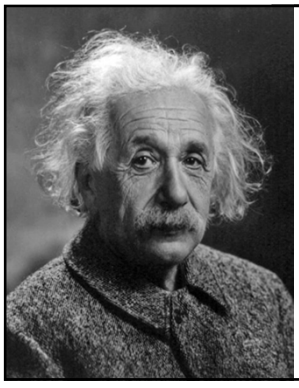
- Key departments were invited to participate in the registration process in order to test it before the policy went into effect.
- Participating Departments Included:
  - Athletics
  - Early College
  - Journalism
  - Business
  - Engineering
  - Music
  - Education

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

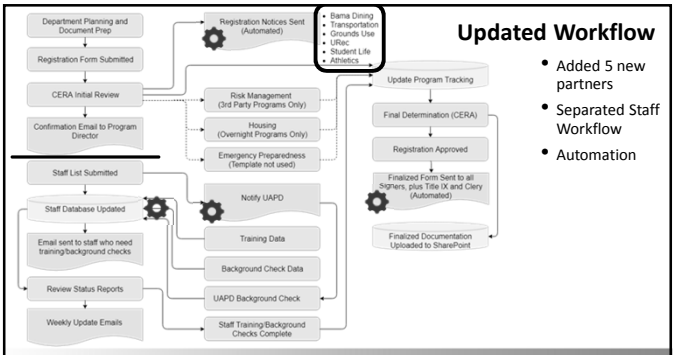
- Keeping track of training and background check records was very cumbersome and time consuming.
- Program Coordinators weren't always up-to-speed on what to expect next.
- Many of our standard waivers and emergency plans were not written with children in mind.
- The online form wasn't flexible enough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

Step Three:
Ongoing Process Improvement

Youth Protection 2.0

- 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.

Updated Workflow



- Added 5 new partners
- Separated Staff Workflow
- Automation

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Communication

- Email Campaigns
  - Deans, Directors, Department Heads
  - Budget managers
  - Student group leadership
  - University-wide mailing list
- Ongoing Training
  - "Getting Started" Information Session
  - 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

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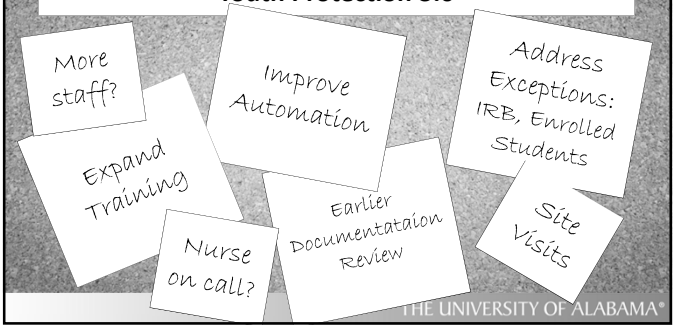
Youth Protection 3.0



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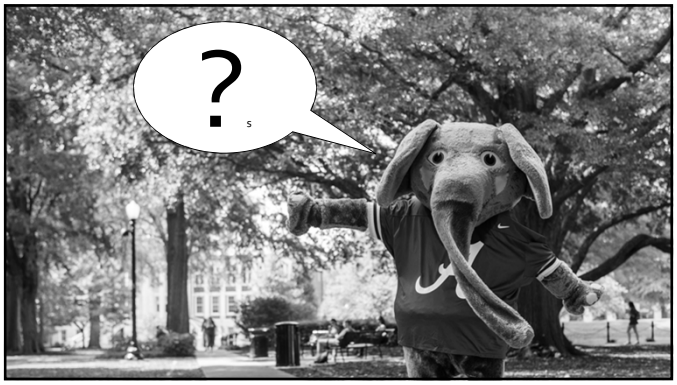
Takeaways

- 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.

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