

COMMISSARY - YOUTH LEADERSHIP ACADEMY

- AUTHORITY:** Section 873, Welfare and Institutions Code
Administrative Directive
- RESCINDS:** Procedure Manual Item 3-8-031, dated 01/04/18
- FORMS:** None
- PURPOSE:** To describe a standardized procedure for maintenance and operation of the commissary program machines located at Youth Leadership Academy (YLA).

I. GENERAL INFORMATION

The county approved vendor is responsible for the operation and maintenance of the vending machines located at YLA. The point of contact at YLA is the Assistant Division Director (ADD) and/or Division Director (DD), who oversee all contract services. Access to the vendor for restocking the machines will be on a pre-arranged schedule to minimize disruption in the living units. Commissary machines are for the use of the youth and their visitors at YLA. No staff will be allowed to purchase and/or use the cash cards at any time, except to process refunds from the ADD/Director.

II. PROCEDURE

- A. The County approved vendor is responsible for the operation and maintenance of the commissary vending machines located at YLA.
- B. Parents/guardians will be permitted to purchase a cash card at the time of registration for visiting. Parents/guardians will retain control of the cash cards at all times. Staff will monitor the purchase of the cash cards.
- C. Juvenile Hall cash cards: Whenever a youth is transferred to YLA from Juvenile Hall, staff will check the youth's file for a cash card. If there is a cash card, it will be given to the parents at visiting and shall remain in the possession of the parent.
- D. Use of the Commissary Vending Machines:
1. Assigned Visiting staff will monitor the commissary vending machines during visiting hours.
 2. At the start of each visiting period, the youth will be directed to sit in the visiting area.
 3. Assigned Visiting staff will call out two youth at a time. Youth called out will enter the commissary area and use the vending machines.
 - a. All purchased food and beverage items must be consumed during visiting.

- b. Hygiene items and other non-food items will be bagged and placed in a bin located next to the commissary. These bags will be distributed to the youth after visiting.
- c. Unit staff will be responsible for distributing the bags to the youth.
- d. **Depending on population levels**, excess purchases of hygiene and other non-food items **may not** be permitted. **Any extra hygiene items purchased will be stored in Unit Personals.** Youth may not trade, barter or borrow hygiene items at any time.

E. Commissary Refund:

- 1. In the event a vending machine malfunctions, assigned visiting staff will provide a refund request form to the parent. Staff will collect the card involved (if it is a problem with the debit card) and attach it to the refund request form. Problems with stuck or non-dispensed items will require a claim form to be filled out by the youth's parent. Completed forms will be left for the vendor in an agreed upon location. The vendor will be solely responsible for rectifying the matter noted on each claim form. If a commissary investigation warrants, refunds will be added to the parent's card directly and returned to the parent at the next visiting session by staff on duty. Refunds of product shall be marked with the youth's name and delivered to that youth as soon as the vendor makes the product available.
- 2. Parents may use the cards to purchase extra items the weekend before the youth's release date for the purpose of "zeroing out" their cash card. The parents will take those items home the same day they are purchased. No cash refunds will be given for remaining balances. Cards with a balance that are abandoned or donated to YLA will be forwarded to the ADD/DD, who will maintain them in a secure location. As needed, these cards may be used by youth without visitors and/or resources.

REFERENCES:

Procedures:	3-8-013	Program Schedule Youth Leadership Academy
	3-8-021	Visiting Youth Leadership Academy

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APPROVED BY: