



# OREGON YOUTH AUTHORITY

## Policy Statement

### Part I – Administrative Services



*Subject:*

**OYA Customer Service**

*Section – Policy Number:*

**D: Personnel Management – 6.0**

*Supersedes:*

**N/A**

*Effective Date:*

**08/04/2025**

*Date of Last*

*Review/Revision:*

**None**

**Related  
Standards  
and  
References:**

- DAS policies: [107-001-040](#) Enterprise Customer Service Standards
- [50-010-03](#) Maintaining a Professional Workplace
- Enterprise Information Systems (EIS) [E-Government Guidance](#)
- [OYA policies](#): 0-2.1 Professional Standards
- I-A-7.0 OYA Performance Management System
- I-C-10.0 OYA Information Technology Governance Program
- I-D-2.1 Use of Language Services
- I-E-3.1 Publication Management
- [OYA 2024-2026 Strategic Plan](#)

**Related  
Procedures:**

- None

**Policy Owner:**

Deputy Director

**Approved:**

  
Jana McLellan, Interim Director

## I. PURPOSE:

This policy supplements statewide policy DAS 107-001-040 Enterprise Customer Service Standards to ensure OYA is providing quality customer service in daily operations and planning.

## II. POLICY DEFINITIONS:

**Customer:** Any individual internal or external to state government who interacts with a state agency.

**Customer service:** Timely, accessible, equitable, and responsive support-based interactions between agencies and customers.

## III. POLICY:

OYA reinforces an equitable customer service culture by striving to provide universally accessible and responsive communication for its customers. OYA continuously measures customer service various times per year to inform the agency on needed improvements.

#### **IV. GENERAL STANDARDS:**

##### **A. Professional workplace**

OYA staff must communicate with internal and external customers in a professional manner as described in DAS policy 50-010-03 Maintaining a Professional Workplace, and OYA policy 0-2.1 Professional Standards.

##### **B. Inclusive customer access**

OYA staff must provide inclusive customer access by:

1. Complying with the Americans with Disabilities Act (ADA);
2. Complying with Enterprise Information Systems' (EIS) E-Government Guidance;
3. Complying with OYA policy I-D-2.1 Use of Language Services when using language interpretation for individual communication;
4. Complying with OYA policy I-E-3.1 Publication Management when creating publications;
5. Offering universal communication preferences for all customers by making phone, video calls, email, and webform submissions available when possible; and
6. Maintaining agency websites that are as accessible as possible and kept current with relevant information.
  - a) The Communications Office oversees OYA's public website and ensures information posted is reviewed for accuracy on an annual basis.
  - b) Webpage owners must ensure email addresses listed on their webpages are active and responded to as directed below.
  - c) Webpage owners must ensure relevant contact information is current, including:
    - (1) Phone numbers;
    - (2) Walk in office locations (with address(es));
    - (3) Mailing address(es);
    - (4) Operating hours (at least 8:00 a.m. – 4:00 p.m. regular business days); and

- (5) Instructions for scheduling appointments or visitation.

C. Responsiveness

1. Staff must acknowledge receipt of voicemail, text messages, and email (including web messages) within one business day.
2. Staff unable to reply to voicemail and email within one business day must update their voicemail greeting and email autoreply with details about when they will return, and an alternate contact who can provide assistance.
3. Each OYA facility and office support staff manager must routinely review mail procedures to ensure all paper mail is opened, routed, and acted upon within five business days.

D. Customer service strategy

OYA's Executive Team must review the agency customer service strategy listed below at least every biennium for compliance and improvement.

1. Service level goals are developed, measured, and monitored by OYA's Performance Management System. These include:
  - a) Key Performance Measure 14 (youth and families customer service); and
  - b) Process measures:
    - (1) SP 7.3 (IS customer satisfaction);
    - (2) SP 6.3 (work order customer service survey);
    - (3) SP 3.8 (timely response to Reporting Line calls); and
    - (4) OM 15 (employees are engaged).
2. OYA's Performance Management System (as described above) provides data to support informed decisions to improve customer service. Using value- and data-driven decision making is also one of OYA's top six agency objectives documented in its strategic plan.
3. OYA provides opportunities for customer self-service by providing frequently sought information on its internal and public websites based on customer feedback.
4. Staff provide customers live assistance through in-person meetings, video calls, phone calls, or instant messaging when appropriate and available. Availability is publicized on facility/office signage, OYANet, and OYA's public website.

5. OYA provides customers opportunities to provide feedback through a variety of service surveys. Customers may file complaints through the OYA public website or by mail. A phone number (Reporting Line) is also available and monitored on a regular basis for youth safety or civil rights complaints.
6. OYA's Information Technology team monitors the technology needs of its customers (OYA staff and business partners), as reflected in their information technology strategic plan and process measures.
7. OYA staff participate in skill development to improve active listening, communication, problem solving, and overall job knowledge.

Staff new to state service are required to complete a statewide customer service training as part of their new employee orientation.

**V. LOCAL OPERATING PROTOCOL REQUIRED: NO**