
 <p style="text-align: center;"><b>WEST VIRGINIA DIVISION OF JUVENILE SERVICES</b></p>		<b><u>POLICY NUMBER:</u></b>  <b>156.00</b>	<b><u>PAGES:</u></b>  <p style="text-align: center;">2</p>
<b><u>CHAPTER:</u></b> <b>Administration and Management</b>	<b><u>REFERENCE AND RELATED STANDARDS:</u></b> <b>WV Code Chapter §§ 49-5-16a and 49-5E-1 et seq.</b>		
<b><u>SUBJECT:</u></b> Employee Exit Interviews			
<b><u>DATE:</u></b> April 1, 2015			

### POLICY

It is the policy of the West Virginia Division of Juvenile Services to maintain a mechanism that ensures uniformity when conducting exit interviews with departing employees.

### CANCELLATION

This policy has been reviewed and supersedes Policy 156.00 dated October 1, 2007.

### APPLICABILITY

This Policy applies to all Division of Juvenile Services' employees.

### PROCEDURES

1. All employees who terminate their employment with the Division of Juvenile Services (DJS) will be afforded an exit interview, using a DJS Exit Interview Form (Attachment #1).
  - a. Employee will complete Parts 1 through 4 of the Exit Interview Form.
  - b. Employee shall enter a numeric separation code (Page 2 of Attachment #1) for employee response in Part 1 of the Exit Interview Form.
2. The Facility Superintendent/Director/designee (interviewer) shall complete Parts 5 and 6 on Page 2 of the Exit Interview Form.
  - a. The interviewer shall provide a written narrative of the exit interview in Part 5 of Attachment #1 of this Policy.
  - b. The interviewer shall enter a numeric separation code in Part 5 of Exit Interview Form.

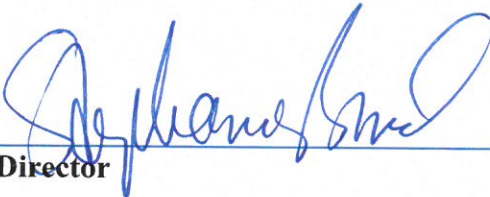
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3. The original completed form is to be forwarded to Central Office and a copy maintained at the facility.
4. The employee shall also be given a Supplemental Exit Interview form (Attachment #2) with a postage paid envelope pre-addressed to the WV Division of Juvenile Services, Attn: Division Director, 1200 Quarrier Street, Charleston, WV 25301.
5. This policy will be adopted in its entirety and the facility will not create an operational procedure.

#### **RIGHTS RESERVED**

The Director reserves the right to modify, suspend or cancel any provision herein in part or entirety, without advance notice, unless prohibited by law.

**APPROVED:**

  
**Director**

  
**Date**

# DIVISION OF JUVENILE SERVICES

## EXIT INTERVIEW

EMPLOYEE INFORMATION – PART 1		
LAST NAME	FIRST	FACILITY
FORWARDING ADDRESS		
CITY	STATE/ZIP CODE	TELEPHONE #
LAST DAY WORKED	SEPARATION CODE (Employee Response)	

EMPLOYEE EXIT INTERVIEW QUESTIONNAIRE – PART 2					
HOW DO YOU RATE THE AGENCY ON EACH OF THE FOLLOWING POINTS? 1 = EXCELLENT 2 = ABOVE AVERAGE 3 = AVERAGE 4 = BELOW AVERAGE 5 = POOR	1	2	3	4	5
FAIR AND EQUAL TREATMENT BY MANAGEMENT					
DEVELOPMENT OF CO-OPERATION & TEAMWORK					
RESOLVING COMPLAINTS AND PROBLEMS					
COMMUNICATION WITH EMPLOYEES					
COMMUNICATION WITHIN YOUR FACILITY					
ON-THE-JOB TRAINING					
WAS ALL TRAINING PROVIDED ADEQUATE					
HOW HELPFUL WAS YOUR SUPERVISOR					
HOW WOULD YOU RATE YOUR EMPLOYMENT EXPERIENCE					
EMPLOYEE REASON FOR LEAVING – PART 3					
If leaving to take another job, where/new employer name?					

RETURN OF PROPERTY CHECKLIST – PART 4		
I.D.CARDS [ ]	HANDCUFFS [ ]	BADGES [ ]
KEYS [ ]	CREDIT CARDS [ ]	UNIFORMS [ ]
CHITS [ ]	CUFF POUCH [ ]	GLOVE POUCH [ ]
OTHER (Specify) :		
<p><b>I hereby state that I have returned to the Division Manager all PROPRIETARY documents and materials which I had in my possession.</b></p>		
SIGNATURE:		DATE:

Interviewer's Narrative of Exit Interview– PART 5	
<div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px;"></div>	
TRACKING DATA – PART 6	
EMPLOYMENT TYPE	Permanent <input type="checkbox"/> Probationary <input type="checkbox"/> Temp <input type="checkbox"/> Part time <input type="checkbox"/> Summer <input type="checkbox"/>
TYPE OF SEPARATION	<input type="checkbox"/> Voluntary - Attach Resignation <input type="checkbox"/> Involuntary – Attach Documentation
COMPLETED BY: (Print)	REHIRE RECOMMENDED <input type="checkbox"/> Yes <input type="checkbox"/> No (Specify Below)
INTERVIEWER'S ASSESSMENT OF THE REASON EMPLOYEE IS LEAVING:  <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 20px;"></div>	
INTERVIEWER'S ASSESSMENT OF SEPARATION CODE	
SIGNATURE	DATE

### SEPARATION CODES

*VOLUNTARY SEPARATION*

01 – FAMILY REASONS	02 – RETURN TO SCHOOL	03 – MATERNITY
04 – SELF EMPLOYMENT	05 – HEALTH REASONS	06 – MILITARY SERVICE
07 – TRANSPORTATION	08 – PERSONAL REASONS	09 – NORMAL RETIREMENT
10 – EARLY RETIREMENT	11 – MEDICAL RETIREMENT	12 – DEATH
13 – TEMPORARY EMPLOYMENT ENDED		

*DISSATISFACTION WITH (AND DID NOT TAKE ANOTHER JOB)*

14 – WORKING CONDITIONS	15 – TYPE OF WORK	16 – LACK OF PROMOTIONS
17 – COMPENSATION	18 – HOURS	19 – SUPERVISION
20 – OTHER EMPLOYEES	21 – RESIGNED – MUTUAL	22 – LOCATION

*TAKING ANOTHER JOB BECAUSE OF MORE FAVORABLE*

23 – WORKING CONDITIONS	24 – TYPE OF WORK	25 – PROMOTION OPPORTUNITY
26 – COMPENSATION	27 – HOURS	28 – SUPERVISION
29 – FRINGE BENEFITS	30 – POLICIES	31 – LOCATION

*INVOLUNTARY SEPARATION*

32 – PERFORMANCE DURING PROBATIONARY PERIOD

33 – RULE VIOLATIONS

34 – INSUBORDINATION

35 – UNWILLINGNESS TO DO JOB REQUIREMENTS

36 – INABILITY TO PERFORM JOB REQUIREMENTS BECAUSE OF CONDITIONS IMPOSED BY THE AGENCY

37 – SUSPECTED DISHONESTY

38 – MISCONDUCT

39 – EXCESSIVE ABSENCES

40 – EXCESSIVE TARDINESS

41 – EXCESSIVE ABSENTEEISM AND TARDINESS

42 – FAILURE TO REPORT FOR WORK

43 – FAILURE TO RETURN FROM LEAVE

44 – REDUCTION IN FORCE

West Virginia Division of Juvenile Services  
Employee Supplemental Exit Interview Questionnaire

Name: \_\_\_\_\_

Facility: \_\_\_\_\_

Date: \_\_\_\_\_

1. How would you rate the safety and security policies and procedures at this facility?

☐ Excellent    ☐ Good    ☐ Somewhat good    ☐ Poor

2. How adequately does staff follow safety security procedures in this facility?

☐ Excellent    ☐ Good    ☐ Somewhat good    ☐ Poor

3. Within the last six months, have you feared for your safety in this facility?

☐ Yes    ☐ No

4. How safe or dangerous do you feel this facility is for staff?

☐ Very safe    ☐ Safe    ☐ Unsafe    ☐ Very dangerous

5. How safe or dangerous do you feel this facility is for the youths?

☐ Very safe    ☐ Safe    ☐ Unsafe    ☐ Very dangerous

6. How many times have you been involved in a restraint during the last six months?

\_\_\_\_\_

7. Have you practiced a fire drill at this facility in the last six months?

☐ Yes    ☐ No

8. In your opinion, what would make this facility safer?

(Circle all that apply)

More staff

Training

Safety equipment

Less overcrowding

Other

9. If other, please specify:

\_\_\_\_\_  
\_\_\_\_\_

10. I received the training I needed to perform my job.

☐ Agree    ☐ Somewhat agree    ☐ Somewhat disagree    ☐ Strongly disagree

Employee Exit Interviews

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Attachment #2

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11. The training I received while in this facility has improved my job skills.  
☐ Agree      ☐ Somewhat agree      ☐ Somewhat disagree      ☐ Strongly disagree
12. What type of training do you feel the facility staff needs?  
\_\_\_\_\_  
\_\_\_\_\_
13. How would you rate the support and guidance you receive from your supervisor?  
☐ Excellent      ☐ Good      ☐ Fair      ☐ Poor
14. How would you rate the fair and equal treatment by management:  
☐ Excellent      ☐ Good      ☐ Fair      ☐ Poor
15. The opportunity I had to recommend changes in how security is done at this facility is:  
☐ Excellent      ☐ Good      ☐ Fair      ☐ Poor
16. Communications between all areas (i.e., direct care, clinical, education, administration, health, food service and maintenance) at this location are:  
☐ Excellent      ☐ Good      ☐ Fair      ☐ Poor
17. I received the information I need to perform my job effectively.  
☐ Strongly Agree      ☐ Agree      ☐ Disagree      ☐ Strongly disagree
18. I knew what my job expectations were:  
☐ Strongly agree      ☐ Agree      ☐ Disagree      ☐ Strongly disagree
19. Complaints and problems were resolved in a timely manner.  
☐ Strongly agree      ☐ Agree      ☐ Disagree      ☐ Strongly disagree
20. I was satisfied with my job.  
☐ Strongly agree      ☐ Agree      ☐ Disagree      ☐ Strongly disagree
21. I was able to provide input in the development and follow through of youths' individual treatment / service plans.  
☐ True      ☐ Mostly true      ☐ Mostly untrue      ☐ Not true at all      ☐ Not applicable
22. The programming in this facility (school, counseling, other programs) helps resident understand what they need to do to succeed when they return home.  
☐ True      ☐ Mostly true      ☐ Mostly untrue      ☐ Not true at all      ☐ Not applicable
23. How would you rate the orientation of youths when they first arrive?  
☐ Excellent      ☐ Good      ☐ Fair      ☐ Poor      ☐ Not applicable

24. How would you rate the health services for youths?  
☐ Excellent      ☐ Good      ☐ Fair      ☐ Poor      ☐ Not applicable
25. How would you rate educational programming for youths?  
☐ Excellent      ☐ Good      ☐ Fair      ☐ Poor      ☐ Not applicable
26. How would you rate training, daily communications and follow through at this location regarding suicide prevention?  
☐ Excellent      ☐ Good      ☐ Fair      ☐ Poor      ☐ Not applicable
27. How would you rate training, daily communications and follow through at this location regarding PREA / zero tolerance of sexual abuse and harassment?  
☐ Excellent      ☐ Good      ☐ Fair      ☐ Poor      ☐ Not applicable
28. The manner in which various facility areas (i.e., direct care, clinical, education, administration and health) work as a team in developing and following through on youths' treatment / service plans is:  
☐ Excellent      ☐ Good      ☐ Fair      ☐ Poor      ☐ Not applicable
29. Do staff members show residents respect:  
☐ Yes      ☐ Sometimes      ☐ No
30. Are the staff good role models?  
☐ Yes      ☐ Sometimes      ☐ No
31. Do staff seem to genuinely care about the residents?  
☐ Yes      ☐ Sometimes      ☐ No
32. Do staff use force only when they really need to?  
☐ Yes      ☐ Sometimes      ☐ No
33. Does the facility use incentives and rewards to influence youths' behaviors?  
☐ Yes      ☐ Sometimes      ☐ No
34. Do staff give more positive comments than negative comments to youth?  
☐ Yes      ☐ Sometimes      ☐ No
35. Do staff treat residents fairly?  
☐ Yes      ☐ Sometimes      ☐ No
36. Is the behavior management system (including privileges, rules, consequences and appeals process) clear and understood by staff and youths?  
☐ Yes      ☐ No

37. Do staff have the authority to discipline youth appropriately?

☐ Yes

☐ No

38. Do staff have the authority to reward youth appropriately?

☐ Yes

☐ No

39. Do staff members talk with youths about the youth's families and other supportive people?

☐ Yes

☐ Sometimes

☐ No

Employee reason for leaving:

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If to take another job, what job and where?

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Additional comments:

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