ROBERT B. TAYLOR
Chief Probation Officer

COUNTY OF LOS ANGELES
PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY — DOWNEY, CALIFORNIA 90242

(562) 940-2501

May 8, 2008

To: Each Supervisor

From: Robert B. Taylor
Chief Probation Officer

Subject: **TELEPHONE CALLS IN JUVENILE HALL AND CAMPS**

Pursuant to your motion made on April 22, 2008, attached is the Department's Policy regarding providing cost-free telephone access to all juveniles in our custody and care.

If you have any questions, please contact my office.

C: Honorable Michael Nash, Presiding Judge, Juvenile Court
William T Fujioka, Chief Executive Officer
Doyle Campbell, Deputy Chief Executive Officer
Raymond G. Fortner Jr., County Counsel
Justice Deputies

No.:	1166
Issued:	5/01/08
Post Until:	6/01/08

COUNTY OF LOS ANGELES
PROBATION DEPARTMENT

DIRECTIVE

SUBJECT: TELEPHONE CALLS IN JUVENILE HALL AND CAMPS

It is policy of the Probation Department to facilitate telephone calls to all detained minors in juvenile halls and camps to enhance the reunification process.

Reconnecting minors with their families in ways which enhance and increase protective factors is a critical cross-bureau task and an overarching goal for the Department. For the minors housed in detention and camp facilities, this task is especially critical. The process of reconnecting minors in our institutions with their families is accomplished through a variety of case management supports and services that include monitored telephone calls. These monitored calls are an essential case management activity that helps each minor and their families achieve an optimal level of reconnection that affirms a child's membership in his or her family. Structured, monitored and goal-directed telephonic contact is one of the ways our case management activities can facilitate positive communication between minors in our institutions and their families with the goal of reconnecting them and ultimately reunifying them with their families.

Safety and Security requires that Detention Services and Residential Treatment Services staff adhere to all rules and regulations outlined in this Directive.

Calls to other juvenile facilities, victims, witnesses, or anyone specifically restricted by proper authority are prohibited. The Sr. DSO/DPO Caseworker is responsible for restricting such calls and authorizes calls to be made according to the following procedures:

- Minors shall have access to at least one (1) free telephone call per week except for a limited duration while safety and security are a concern.
- Minors may be allowed to complete calls on both the AM and PM shifts. Calls shall be allowed during periods that do not interfere with established programs or with essential health, safety and security procedures.
- All calls, except those to or from the attorney of record, shall be monitored by staff who shall be in close proximity of the minor making a telephone call.

Minors shall also continue to have access, but shall be discouraged to the use of collect call telephones, following the above procedures.

All telephone calls shall be documented in the Juvenile Hall Unit Telephone Log and the Behavior File Record of Supervision (ROS) or the Camp Telephone Log and JCMS. Documentation shall include the following information:

- Minor's name;
- Name and number of person to be called;

- Date and time call was attempted and completed; and
- Name of the staff issuing and monitoring the phone call.

COURT ORDERED TELEPHONE CALLS:

Staff shall adhere to the following procedure when processing court ordered telephone calls:

- Court ordered telephone calls shall be completed on the date ordered by the court;
- The Officer of the Day (OD)/Acting Director (AD) or designee is responsible for notifying building staff/DPO Caseworker that the court has authorized a telephone call for the minor;
- A log shall be maintained in Movement Control (MC)/Camp Office noting the existence of the order, the name of the minor, the name and number of the person to be called, who made the notification to the building, and who in the building received notification;
- Building staff shall record completion of the call in the Behavior File ROS and in the Building Telephone Log, or DPO Caseworker shall record completion of a call in the Camp Telephone Log and JCMS. In addition to the information normally recorded in the log, staff shall also indicate name of person receiving notification of the court ordered call, and the date and time of the completion or attempt; and
- If for some reason the call cannot be completed within 48 hours of the judicial order, the building Supervising Detention Service Officer (SDPO) or Camp AD or designee shall notify the court and request further direction.

Questions or concerns regarding this Directive should be addressed to the Detention Services Bureau Consultant at (562) 940-2523 of the Residential Treatment Services Bureau Consultant at (562) 940-3554.

Robert B. Taylor

Robert B. Taylor
Chief Probation Officer

MANUAL HOLDERS: CROSS-REFERNCE YOUR MANUALS TO THIS DIRECTIVE WHERE APPROPRIATE