



# **LOS ANGELES COUNTY PROBATION DEPARTMENT**

## **CENTRAL RECORDS MANUAL 2008**

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<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>PROCEDURES AT CENTRAL RECORDS</b>	<b>Section Number:</b> <b>CRM-100</b>
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## 101 PURPOSE

This manual describes the procedures and standards for Adult Field Services support staff consistent with the department's mission of enhancing public safety, ensuring victims' rights and effecting positive probationer behavioral change.

Questions, suggestions or requests for clarification concerning procedures in this manual should be referred to the Adult Consultant. The Adult Services Bureau Chief shall approve any and all subsequent changes or modifications.

### **NOTE REGARDING DIRECTIVES AND NOTICES INCLUDED IN THIS MANUAL:**

Listings of Directives and Notices (dating back to 1999) are included in parentheses under the applicable manual sections. Both the Directive and Notice information are included to augment and supplement the material in this manual. However, staff are urged to ensure that both the Directive and Notice content are updated and have not been superseded or rendered obsolete. Any obsolete Directives and Notices included in this manual are solely for informational and historical purposes in order for staff to acquire a general understanding of the changes in and evolution of departmental processes and policies. All of the Directives and Notices listed in this document are available on PROBNET, under the "Directives and Events" navigation link.

The Chief Probation Officer accepts the responsibility to properly train and equip all employees. In addition, nothing in this manual is in any way intended to violate Federal, California State, or Los Angeles County civil or criminal ordinance or code, or any existing or future mutually agreed upon provision of any Memorandum of Understanding or Agreement between the Los Angeles County Board of Supervisors and various Los Angeles County Employee representative organizations.

## 102 INTRODUCTION

The Files Section is responsible for:

- Maintaining all closed and inactive files for juvenile and adult probationers

**PROCEDURES AT CENTRAL RECORDS**

- Mailing files to area offices after processing requests received by telephone, fax, mail or computer generated route slips
- Processing closed files and bench warrant files received from area offices
- Preparing some cases mailed for microfilming and digital imaging.
- Processing all incoming and outgoing county mail
- Entering probationer information into the Digital Imaging Bar Coding System (DIBS)
- Completing a Quality Control check upon the return of each file.

NOTE: The department implemented a NO stripping policy for adult and juvenile files in August 2007.\*

**\* DIRECTIVE 1141: THE “STRIPPING AND DESTROYING” OF ADULT FILES/RECORDS**

**103 ORIGINAL X-NUMBERS**

As of October 1, 1991, new X-Number(s) were no longer assigned to defendants who had an existing X-Number located in APS. Accordingly, X-Number(s) are to be reactivated for existing closed cases located in APS and shall be known as an original (life time) X-Number. New X-Number(s) are to be assigned to new probation cases only.

If an existing X-Number is located on APS and the file has been destroyed, a blank file will be prepared by Central Records and the wording “Use as Original” will be recorded on the front of the folder. This will alert staff that file is to be used as an original and is not a dummy file.

NOTE: New numbered files will have pre-printed X-Numbers. “Use as Original” files will have handwritten X-Numbers and a “Use as Original” stamp.

**Assigning a New PDJ Number**

“Assign Offender ID Number” is used to create a new offender record where none previously existed. This is where the PDJ number is assigned to the minor. When the data is saved, the system checks for matches of the entered data.

If the minor already exists in the system, a message will appear to that effect. Edited information cannot be saved in this screen. If corrections are needed, go to the “Aliases and Other Identifiers” screen or the “Identification” screen to change the data. The PDJ Number can be changed on the “Correct PDJ Number” screen.

**PROCEDURES AT CENTRAL RECORDS**

This screen can be accessed from the Main Menu by selecting “Intake- Assign PDJ.” To complete the PDJ Number change, enter the following information:

- Minor’s *last, first* and *middle* name
- *Suffix*, if there is one (Jr., Sr., iii, etc)
- *Gender* (select from the “List of Values” or LOV)
- *Date of birth*
- *City/town* of birth
- *Country* of birth (select from the LOV)
- *Race* (select from the LOV)
- The *Identifier Source* is assigned by the system, so do not enter the assigned PDJ Number in the *PDJ* field

Review and save the entry.

**104 REACTIVATED ROUTING SLIPS**

Once an X-Number is generated or reactivated on the “DFID” screen, a routing slip will automatically be transmitted to Central Records.

Reactivated routing slips will be given to a designated Clerk in the Closed Files Section. The Clerk will check to see if the file is on microfilm, digitally imaged or on the shelf in the bench warrant or closed files section. If the file has been transferred to microfilm, the Clerk will record the box number and the frame number on the routing slip and give it to a Microfilm Clerk to print the file. If the file has been digitally imaged, the Clerk will access the Probation Enterprise Management System (PEDMS) and print the file. Both microfilm and digital files will be identified with a stamp before being sent to an area office. If the file is on the shelf, the Clerk will pull the file and send it to the appropriate requesting area office.

Central Records will attach the routing slip to the X-Folder, show the X-Folder sent on “DFXD” and mail it to the designated area office.

Upon the arrival of the X-Folder, the area office receiving party must access “DFXD” to show receipt.

**105 DEFENDANT X and PDJ FOLDER LOCATION DATA**

The **defendant X-Folder location** data screen (DFXD) screen allows Probation Officers and Clerks to:

- Locate a defendant’s X-folder in order to identify where it was last held.
- Acknowledge the receipt of an X-Folder.

**PROCEDURES AT CENTRAL RECORDS**

- Indicate that the X-Folder is being sent to another area office.

NOTE: If a file has been transferred to Microfilm or digitally imaged, Central Records staff will code the "DFXD" screen "MC."

To begin the search for an X-Folder location from the Main Menu:

- Type "DF" (Defendant Menu) and press "Enter"
- The "Defendant Menu" (DFDM) will be presented
- Type "XL" (X-Folder location date)
- The "Defendant X-Folder Location Date" (DFXD) screen will be displayed.

To access the "DFXD" screen from a screen with a Jump Field:

- Type "DFXD"
- If you jump to this screen, the X-Number field displays the X-Number of the defendant on the screen you jumped from. You may change the X-Number if you wish to view another defendant record.
- Press "Enter"

If the record is the result of an X-Number consolidation, an asterisk (\*) is displayed prior to the location field data.

If the X-Folder was transferred to microfilm, a double asterisk (\*\*) is displayed next to the "File Loc" on the "Defendant Inquiry" (DFIQ) screen and the "Defendant Probation Data" (DFPD) screen. A "Y" is also displayed in the microfilm field on the defendant identification data (DFID) screen.

**Locating A Specific PDJ File Inquiry**

The Minor's PDJ-Folder Location Data screen (Offender Files Inquiry) allows Probation Officers and Clerks to locate a minor's PDJ-folder in order to identify where it was last held. This screen provides a record of the offender PDJ file at a specific location.

- Access this screen from the Main Menu by selecting "File Management – Tracking PDJ File."
- Enter the PDJ number and press "F8" to execute the query.

**106 SENDING FILES TO AREA OFFICES**

**In order to send an X-Folder** to another location, you must belong to the area office indicated in the most recent record on the screen.



**PROCEDURES AT CENTRAL RECORDS**

- Type “S” into the action field
- Complete the following mandatory fields:
  - Location (area office code)
  - Reason sent code
- Press “Enter”

NOTE: There is always at least one location displayed on the “DFXD” screen. When a new defendant record is set up, the X-Folder location automatically identifies Central Records or the area that generated the X-Number. Both the date sent and received relate to the actual date that the defendant was entered into the system. The reason sent code is “NW” and the description is “new X-Number.”

A chrono entry is made on the “DCID” screen. The following information must be included in a chrono entry:

- Description of file being sent out (Use as Original, X-file, Microfilm or Digital)
- Requestor’s name at the requesting area office or reason why the file is being sent
- What area office the file is being sent to

**In order to send a PDJ-Folder** to another location, you must access the screen from the Main Menu by selecting “File Management – Send PDJ Files.”

Select “From” and “To” work locations from the List of Values.

- When case responsibility has been transferred, the name of the PDJ file to be transferred will appear. Select the name(s) by clicking on the window to the left of the name.
- When names(s) of files have been selected, click on “Record Transmission/Delivery.” All details except Delivery Method will then auto-fill.
- Enter *Delivery Method* and save the entry.

**107 RECEIVING CLOSED FILES**

**To receive an X-Folder at Central Records**, go to the “DFXD” screen.

- Type “R” into the action field
- Press “Enter”

NOTE: Only the most recent X-Folder transfer can be received.

## PROCEDURES AT CENTRAL RECORDS

Based on the last disposition date in front of the file, the Mail Clerk will add five years to that date and record the file's destruction date. The file can then be interfiled in the Closed Files Section of Central Records.

**To receive a PDJ-folder at Central Records**, go to the "Receive Offender Files" screen.

This screen can be accessed from the Main Menu by selecting "File Management – Receive PDJ Files."

- Select the location to transfer the files to from the "List of Values" in the "To Location" field
- To see only files transferred from a specific location, select a value for that field. To see all files to be received, leave the sending location field blank.
- Press "F8" to execute the query
- Highlight a row to select a file
- Complete the following fields in the Allocation Details block:
  - Location:* This field defaults to the "To Location" and cannot be changed
  - Storage:* If the file is to be stored, indicate the exact location of the file
  - Officer:* Select the DPO or SDPO to which case is assigned from the "List of Values"
  - Non-Officer:* If the case is unassigned, select that term from the "List of Values"
- Save the entries

Based on the last disposition date in front of the file, the Mail Clerk will add five years to that date and record the file's destruction date. The file can then be interfiled in the Closed Files Section of Central Records.

### 108 RECEIVING BENCH WARRANT FILES

**To receive a Bench Warrant X-Folder at Central Records**, go to the "DFXD" screen.

- Type in "R" into the action field.
- Press "Enter"

NOTE: Only the most recent X-Folder transfer can be received.

The file can then be interfiled in the Bench Warrant Section at Central Records. **Juvenile Bench Warrants** are retained at the Supervision Area Office.

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## 109 REQUESTING FILES

### **Adult closed files can be requested from Central Records by:**

- Telephone request for no more than three (3) files per call at the following numbers:

(213) 974-9321

(213) 974-9322

(213) 974-9323

- Transmittal must be in numerical sequence by order of the two last digits of the X-Number
- Lettergram must be in numerical sequence by order of the two last digits of the X-Number

NOTE: Will Call File(s) are to be picked up within three (3) working days.

If a requesting area office needs to have a special search done for a file, a Central Records Clerk will indicate "Special Search" on the telephone request. The request is then given to a Files Supervisor.

If APS indicates that the case has been archived, the file should be ordered from the Closed Files Section. The file may have been transferred to microfilm or may have to be pulled from a box or shelf.

### **Juvenile files can be requested from Central Records by:**

- Telephone request for no more than three (3) files per call at the following numbers:

(323) 730-3003

(323) 730-3004

(323) 730-3005

- Transmittal must be in numerical sequence by order of the two last digits of the X-Number.
- Lettergram must be in numerical sequence by order of the two last digits of the X-Number.

NOTE: Will Call File(s) are to be picked up within 3 working days.

**PROCEDURES AT CENTRAL RECORDS****110 FILES SENT TO CENTRAL RECORDS**

**Adult closed files are sent to Central Records on a daily basis from various area offices.**

The following guidelines are to be used when sending adult closed files to Central Records:

- Disposition must be recorded on the front of the X-File. If a disposition is not recorded, the file will be sent back to sending area office.
- The file(s) must be strapped down (fastened tightly so that none of its contents are separated or lost).
- A case file transmittal must be prepared (PROB 1001) in numerical sequence and in order of the two last digits of the X-Number.
- Each file is to be sent via "DFXD" to Central Records with a "CL" code indicating that the case has been closed.

NOTE: If the disposition is not recorded, the file will be sent back to the sending area office.

**Juvenile closed files are sent to Central Records on a daily basis from various area offices.**

The following guidelines are to be used when sending juvenile closed files to Central Records:

- Disposition must be recorded on the front of the X-File. If a disposition is not recorded, the file will be sent back to sending area office.
- The file(s) must be strapped down.
- A case file transmittal must be prepared (PROB 1001) in numerical sequence by order of the two last digits of the X-Number.
- Files are to be sent via the "Paper File Delivery" screen on JCMS so they can be received properly on the "Receive Offender File" screen once the file has been received by Central Records.

NOTE: If the disposition is not recorded, the file will be sent back to the sending area office.

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<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>ADULT X-NUMBER DELETION AND ADULT RECORD DESTRUCTION</b>	<b>Section Number:</b> <b>CRM-200</b>
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	<b>Approved By:</b>  <b>Reaver Bingham, Bureau Chief</b>

## 201 X-NUMBER DELETION

The instructions in this chapter explain the procedures from the initial area office request for deletion to the completion of the processing by Central Records staff.

**To delete an X-Number, Area Office staff must utilize the following procedure:**

1. Go to the TRFM (Transfer Menu) screen and type "CR" (Request to Central Records). The RQCR screen will be displayed. Type "D" into the action code field and then press "Enter."
2. Enter the following values:
  - Requesting DPO/Name (optional)
  - From X-Number (mandatory)
  - Comments (mandatory)
3. Type "PF12" to complete the request. A pop-up window will be displayed. Type "YES" to continue and then press "Enter."

NOTE: The area office making the request must delete all records associated with the defendant except the X-Number (E.G., defendant address, defendant alias, and case count) prior to submitting the request. The request will only allow the deletion of the defendant's X-number on the "DFID" screen by Central Records staff.

**To delete an X-Number, Central Records staff must utilize the following procedure:**

1. Go to the "DFID" screen and type "D" into the action code field. Type the X-Number obtained from the CR06 report and press "Enter."
2. Type "Enter" again and a deletion pop-up window will be displayed. Type "YES" to continue and press "Enter." The following message will appear: "Deletion Pending for X-Number. Added to CR15."

**ADULT X-NUMBER DELETION AND ADULT RECORD DESTRUCTION**

NOTE: After an X-Number is deleted on the “DFID” screen and until the CR15 report is generated, you will receive a “Request for Defendant Deletion Pending” message if you inquire on any APS screen using that X-Number. That X-Number cannot be accessed by any area office.

**202 RECORD DESTRUCTION**

**The record destruction process involves the following three reports:**

- CR02 (Listing of Destructible Marijuana Offense Cases)
- CR08 (Log of Marijuana Destruction Notices Sent)
- CR11 (Notice to Destroy Marijuana Records)

NOTE: CR08 and CR11 are automatically generated when CR02 is produced.

The CR02 is a regularly scheduled monthly report of all cases and counts eligible for destruction. It is intended to aid Central Records in deleting these cases and/or counts from the system.

The CR08 is a log sheet indicating the area offices to which destruction notices (CR11) were sent. Every area office that either supervised or investigated the destructible cases and/or counts is listed on the log). A log is printed for every defendant listed on the CR02 report. If a defendant has more than one case and/or count listed on the CR025 report, a log will print for each case and/or count. This log is maintained by Central Records in order to track the receipt documents received from the area offices.

The CR11 is a regularly scheduled monthly report received directly by the area office on their printer. The report indicates that a specific record meets destruction requirements and instructs the area office to take the appropriate action. A notice is also generated and sent to the Probation Department’s Budget and Fiscal Services Office if the defendant had existing financial obligations. A blank notice is generated and sent to Central Records to be photocopied and addressed to any other agency deemed necessary.

The CR02 (Listing of Destructible Marijuana Offense Cases) is a report scheduled to be generated monthly and sent to Central Records. This report can be accessed by utilizing the following procedure:

- Go to the “APS” Main Menu.
- Type “RP” (Report Menu) and press “Enter.” The Report Menu will be displayed.
- Type “CR” (Central Records Report Menu) and press “Enter.” The Central Records Report Menu will be displayed.

**ADULT X-NUMBER DELETION AND ADULT RECORD DESTRUCTION**

- Type “CRSU” (Destructible Marijuana Offense Case) and press “PF12.” The default printer pop-up window will appear. The printer-ID must be verified to route the CR02 report to the proper location.
- After pressing “Enter,” the following message will display: “Reports APOCR02, APOCR08, and APOCR11 submitted.”

Requests made on “RQCR” (Request to Central Records) for X-Number deletion, X-Number consolidation, record seals, and court case consolidations will appear on the CR06 (Listing of Requests to Central Records) report. This report will be the source document for all transactions completed by Central Records staff after the requests are made by the area offices. The CR06 is a report scheduled to be generated weekly and sent to Central Records. The CR06 report may also be requested by Central Records staff at any time by utilizing the following procedure:

- Go to the “APS” Main Menu.
- Type “RP” (Report Menu) and press “Enter.” The Report Menu will be displayed.
- Type “CR” (Central Records Report Menu) and press “Enter.” The Central Records Report Menu will be displayed.
- Type “RQ” (Requests from Area Offices) and press “Enter.” The Request From Area Offices screen will be displayed.
- Type “PF12.” The default printer pop-up window will appear. The printer-ID must be verified to route the CR06 report to the proper location.
- After pressing “Enter,” the following message will display: “Report APOCR06 submitted.”

Central Records staff will enter the data as requested by the area office staff. All decisions as to what data will be retained and/or deleted are made by the area office staff when the action is requested. Central Records staff does not have the ability to change the action requested.

Area office staff are not authorized to delete an X-Number on the “DFID” (Defendant Identification Data) screen. The delete action can only be completed by Central Records staff after a request has been submitted on the “RQCR” screen.

The CR15 (Listing of X-Number Deletions) is a report scheduled to be generated weekly and sent to Central Records. The CR15 report lists all X-Numbers and any associated pointer X-Numbers deleted by Central Records during the previous week. The CR15 report cannot be requested.

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	<b>Approved By:</b>  Reaver Bingham, Bureau Chief

**301 X-NUMBER CONSOLIDATIONS**

**To request the consolidation of an X-Number, Area Office staff must utilize the following procedure:**

- a. Go to the "RQCR" screen, type "X" into the action code field and press "Enter."
- b. Enter the information obtained for the following values:
  - Requesting DPO/name (optional)
  - From X-Number (mandatory)
  - Into X-Number (mandatory)
  - Sup area office (mandatory if one exists)
  - Sup DPO No. (mandatory if one exists)
  - Comments (mandatory), including the reason for the consolidation
- c. Press "PF12" to complete the request. A pop-up window will be displayed.
- d. Type "YES" to continue and press "Enter."

NOTE: Only area offices associated with the "From X-Number" or the "Into X-Number" may request this action.

**To consolidate an X-Number, Central Records staff must utilize the following procedure:**

1. Upon receipt of the CR06 Report, go to the CRCN (X-Number/Court Number Consolidation) screen, type "C" into the action code field and press "Enter."
2. Enter the information obtained from the CR06 report for the following values:
  - From X-Number (mandatory)
  - Into X-Number (mandatory)
3. Type "PF12" to complete the consolidation. A pop-up window will be displayed.



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4. Type "YES" to continue and press "Enter." The default printer pop-up window will appear.
5. The printer-ID must be verified to route the CR12 (X-Number consolidation report) report to the proper location.
6. After pressing enter, the following message will be displayed: "Consolidation successfully completed, report APOCR12 submitted."

NOTE: The completion of the X-Number consolidation will create an X-Number pointer record for the "From X-Number." If the "From X-Number" is entered in APS, the user will receive the following message: "This defendant has been consolidated into X9999999."

### **302 COURT CASE CONSOLIDATION**

**To request the consolidation a court case, Area Office staff must utilize the following procedure:**

1. Go to the "RQCR" screen. Type "C" into the action code field and press <Enter>.
2. Enter the following values:
  - Requesting DPO/name (optional)
  - From X-Number (mandatory)
  - From court case No. (mandatory)
  - Into X-Number (mandatory)
  - Into court case No. (mandatory)
  - Comments (optional)

NOTE: "From X-Number" and "Into X-Number" must be the same.

3. Type "PF12" to complete the request. A pop-up window will be displayed.
4. Type "YES" to continue and press "Enter." A second pop-up window will appear to permit renumbering of the counts.
5. Renumber the counts as per court order and press "Enter."

NOTE: Case number consolidations are performed only when they are ordered by the court. Parole cases are not consolidated.

**To consolidate a court case, Central Records staff must utilize the following procedure:**

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1. Upon receipt of the CR06 Report, go to the "CRCN" screen. Type "C" into the action code field and press "Enter."
2. Enter the following values obtained from the CR06 report:
  - From X-Number (mandatory)
  - From Court Case No. (mandatory)
  - Into X-Number (mandatory)
  - Into Court Case No. (mandatory)
3. Type "PF12" to complete the consolidation. A pop-up window will be displayed.
4. Type "YES" to continue and press "Enter." The default printer pop-up window will appear. The printer-ID must be verified to route the CR13 (case consolidation report) report to the proper location.
5. Press "Enter." The following message will be displayed: "Consolidation successfully completed, report APOCR13 submitted."

NOTE: The completion of the court case consolidation will create a pointer record for the "From Court Case No." If the "From Court Case No" is entered in APS, the user will receive the following message: "This case has been consolidated into 'BA01234.'" The case status will be displayed as "PC."

### **303 RECORD SEALS**

**To request that a record be sealed, Area Office staff must utilize the following procedure:**

1. Go to the "RQCR" screen. Type "S" into the action code field and press "Enter."
2. Enter the following values:
  - From X-Number (mandatory)
  - From Court Case No. (mandatory)
3. Type "PF12" to complete the request. A pop-up window will be displayed.
4. Type "YES" to continue and press "Enter."

**To seal a record, Central Records staff must utilize the following procedure:**

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1. Upon receipt of the CR06 Report, go to the "CRSU" (Seal/Destroy Records) screen and type "S" into the action code field.
2. Enter the following values obtained from the CR06 Report:
  - X-Number (mandatory)
  - Court Case No. (mandatory)
3. Type "PF12" twice to complete the seal. A pop-up window will be displayed.
4. Type "YES" to continue and press "Enter." The default printer pop-up window will appear. The printer-ID must be verified to route the CR14 (Listing of Destruction/Record Seal) report to the proper location.
5. After pressing "Enter," the following message will be displayed: "Report APOCR14 submitted."

NOTE: The CR14 report displays the data that has been successfully sealed. Central Records will retain this report.

6. Once the system has accepted the data, the following events occur:
  - Sealed records are deleted from the database
  - If the defendant has only one case, the defendant and his or her case are deleted from the database
  - If the defendant has more than one case, only the case being sealed is deleted. No data in the defendant's file is deleted.

### **304 "ZAP" ACTION REQUESTS (RQCR)**

The "ZAP" action will cancel requests from the Central Records request file initiated by the area offices for actions "X," "C," "S" and "D." With the exception of the "Comments" field, identical information must be entered into all fields to complete the "ZAP" action.

**In order to request the "ZAP" action, Area Office staff must utilize the following procedure:**

1. Go to the "RQCR" screen, type "Z" into the action code field and press "Enter."
2. Enter the appropriate values and press "PF12." A pop-up window will be displayed.
3. Type "YES" to continue and press "Enter."

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<b>ADULT X-NUMBER, CASE NUMBER CONSOLIDATIONS AND ADULT RECORD SEALS</b>	

### **305 “ZAP” ACTION REQUESTS (CRCN)**

The “ZAP” action will cancel requests from the Central Records request file initiated by the area offices for actions “X,” “C” and “D.” Action code “S” can only have the ZAP action completed on the “RQCR” screen. With the exception of the “Comments” field, identical information must be entered into all fields to complete the “ZAP” action.

**In order to complete the “ZAP” action Central Records staff must utilize the following procedure:**

1. Go to the “CRCN” screen, type “Z” into the action code field and press “Enter.”
2. Enter the appropriate values and press “PF12.” A pop-up window will be displayed.
3. Type “YES” to continue and press “Enter.”

**LOS ANGELES COUNTY PROBATION DEPARTMENT**

<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>DIGITAL IMAGING BARCODE SYSTEM</b>	<b>Section Number:</b> <b>CRM-400</b>
	<b>Effective Date:</b> <b>08/04/08</b>
	<b>Approved By:</b>  <b>Reaver Bingham, Bureau Chief</b>

#### **401 INTRODUCTION**

Adult and Juvenile Closed files that have been closed for a period of five (5) years from their last disposition date are sent to an outside vendor to be digitally imaged using the Digital Imaging Barcode System (DIBS). Upon return to Central Records and after all documents have been reviewed and approved by a Central Records Clerk, the paper file is destroyed. The digitally imaged files are kept in a database where they can be retrieved and reviewed using the Probation Enterprise Management System (PEDMS).

#### **402 OPENING A BOX IN DIBS**

Every user will need to change his or her password the first time he or she accesses the system. All system passwords expire every 90 days.

The system will time out after 20 minutes of inactivity.

Users have the option of selecting the "Folder Type" to work on or to "Logout" of the system. Supervisors have an additional option called "Maintenance." User and Location information are displayed on the top portion of this screen.

**The Main Menu contains the following three user options:**

1. New Box                      To start incorporating folders into boxes
2. Transmittal                To work with transmittals and, as a supervisory function, reopen closed boxes
3. Pick-up                      To work with boxes ready for pick-up
4. Search                      To search for files previous processed

Users can select to search for information based on:

- X-Number and PDJ- Number
- Court Case Number
- Defendant and Minor's Name

**DIGITAL IMAGING BARCODE SYSTEM**

If a user searches by “Defendant Name,” multiple names may be found. The top portion of the screen will display all names that are similar to the search information entered. The user will select the correct defendant name from the screen.

If a user searches by “Case Number,” multiple names may be found (if applicable). The user will select the correct defendant name” from the screen.

If a user searches by X-Number, a screen displaying all cases for that defendant will be displayed. The user will select the appropriate court case number that they wish to print a Barcode Separator sheet from. Multiple court case numbers may be selected if they all need to have separator sheets printed. Once all relevant court case numbers have been selected, the user must click on the “Generate Barcode” button.

The Barcode Separator sheet that will be printed is displayed and can be reviewed. The user will then have the option of printing the barcode sheet. After the Barcode Separator sheet has been printed, the user will place it in front of the paperwork that belongs to that court case number.

**403 CLOSING A BOX IN DIBS**

A box can be closed either from the “Search” screen or the “Barcode Sheet” screen. The “Close Box” check box must be marked before clicking on the “Print” button.

DIBS will check for any duplicate records that might have been entered while printing the Separator/Face sheet. If it finds a duplicate record, it will re-direct the user to the “Duplicate Records Found” page. If no duplicate record is found, it will take the user directly to the transmittal. All duplicate records should be deleted so that the transmittal sheet produces an accurate count. When no duplicates are found, the “Close Box” button should be clicked.

In order to delete a duplicate record, you will need to provide a reason why you are removing this record from the transmittal sheet. Then click on the “Delete” button and click “OK” to confirm. Lastly, click on the “Submit” button.

**Printing a Transmittal Sheet**

All records that have been entered into this box will be shown with relevant information and presented for review. The default number of copies that will print is two. The maximum number of copies that can be printed is nine.

**DIGITAL IMAGING BARCODE SYSTEM**

One copy of the transmittal sheet will be placed inside the front of the box that is ready to be digitally imaged. Another copy will be placed in a binder for reference purposes.

**Header and Footer Removal Issues for DIBS:**

1. **PROBLEM** - A one page Separator/Face sheet, Transmittal sheet, or Pick-Up ticket will be printed as two pages
2. **CAUSE** - Microsoft Internet Explorer has the Header and Footer enabled and they are printed in the Separator/ Face sheet, Transmittal sheet, or Pick-Up ticket
3. **SOLUTION** - To remove the Header and Footer from the Microsoft Internet Explorer browser, follow the steps listed below:
  - a. Open Internet Explorer
  - b. Click on the Printer Settings Icon (If this icon doesn't exist, please contact ISB Central Helpdesk to have it installed)
  - c. Click on the "Remove" button
  - d. Click on the "OK" to close the dialog box
  - e. Click on the "Close" button to exit the dialog box

To verify the new settings, click on "File" and scroll down to "Page Setup." Make sure that the header and footer are blank and that all margins are set to 0.25 and click on the "OK" button in the pop up window.

**404 TRANSMITTAL MENU**

**The Transmittal Menu contains the following three user options:**

1. Update Transmittal (delete records from open transmittals)
2. Historical Transmittals (reprint and review closed transmittals)
3. Re-Open Closed Box (supervisor access only function)

**Updating a Transmittal In The "Deletion Records" Screen**

A user can search for an Open Transmittal by selecting a date range. A calendar box is made available so that the user can select as wide a range of dates as necessary. If the user knows that the Open Transmittal was created on the day he or she is conducting the search, the "Today" button can be clicked and that date will be populated in both fields.

**DIGITAL IMAGING BARCODE SYSTEM**

A user can also delete records from the Open Transmittal sheet on this screen. It is important to ensure that the correct record is selected so that no information is unintentionally deleted from the Transmittal. All records that are on the Transmittal will be shown. It may be necessary to scroll down the screen in order to find the record that needs to be deleted.

**The following three step process must be utilized to delete records from the Transmittal:**

1. Select the "Box Creation From" and "To Date" of an Open Transmittal sheet and press on the "Delete Records" button next to the "Box Number."
2. Click on the "Delete" button next to the item that is to be deleted.
3. In the text area, enter a reason for deleting that item within the 100 Character space limit and press the "Submit" button.

NOTE: When records are deleted from the Transmittal, they are also removed from the "Update Transmittal" screen.

**Historical Transmittal "Search" Screen**

A user can search for a Closed Transmittal by selecting a date range. A calendar box is made available so that the user can select as wide a range of dates as necessary. If the user knows that the Closed Transmittal was created on the day he or she is conducting the search, the "Today" button can be clicked and that date will be populated in both fields.

**Historical Transmittal "Box Number Selection" Screen**

A user is able to select the Closed Transmittals that they wish to review or reprint from this screen.

**Historical Transmittal "Reprint Transmittal Sheet"**

This screen allows a user to review and/or reprint a selected Transmittal. Reprint information is displayed in red and shows the user's name, employee number and date and time of the reprint. The user may select to reprint the Transmittal or click the "Return" button to go back to the Main View. The default number of copies that will print is two. The maximum number of copies that can be printed is nine.



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### **Re-Open Closed Box “Search” Screen**

A user can search for a Closed Box by selecting a date range. A calendar box is made available so that the user can select as wide a range of dates as necessary. If the user knows that the Closed Box was created on the day he or she is conducting the search, the “Today” button can be clicked and that date will be populated in both fields.

### **Re-Open Closed Box “Number Selection” Screen**

A user can re-open boxes from the “Re-Open Closed Box” screen. It is important to ensure that the correct Closed Box is chosen so that the wrong box is not reopened. All boxes that have been closed and not picked-up will be shown. It may be necessary to scroll down the screen in order to find the Closed Box that needs to be re-opened.

NOTE: When the Closed Boxes are re-opened, they are also removed from this screen.

## **405 PICK-UP TICKET MENU**

**Selecting the “Pick-Up” option from the Main View displays the following four user options:**

- |                          |  |
|--------------------------|--|
| 1. New Pick-Up           | Assign boxes to a batch for a scheduled date   |
| 2. Historical Pick-Up    | Reprint and review past pick-up tickets  |
| 3. Search for Folder     | Review tracking information of a folder  |
| 4. Update Pick-Up Ticket | Remove box from a scheduled pick-up ticket<br>(Available only for user with a supervisor access) |

### **New Pick-Up “Box Selection” Screen**

A user can select the appropriate box numbers to include for pick-up on this screen. Multiple box numbers may be selected. Once the user has selected all box numbers, he or she is to click on the “Next” button.

### **New Pick-Up “Assign Pick-Up Date” Screen**

A user can assign a pick-up date to a batch by selecting a date on this screen. If the user knows that the pick-up is on the day of printing, then the “Today” button

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is clicked and that date is populated in the “Pick-Up Date” field. When the user is finished, he or she is to click on the “Next” button.

### **New Pick-Up “Print Pick-Up Ticket” Screen**

A user can display and review the pick-up ticket to be printed on this screen. The default number of copies that will print is two. The maximum number of copies that can be printed is nine. Once the user is finished reviewing the screen, he or she is to click on the “Print Pick-Up Ticket” button.

### **Historical Pick-Up “Search” Screen**

A user can search for a previous Pick-Up Ticket by selecting a date range. A calendar box is made available so that the user can select as wide a range of dates as necessary. If the user knows that the Pick-Up Ticket was created on the day he or she is conducting the search, the “Today” button can be clicked and that date will be populated in both fields.

### **Historical Pick-Up “Batch Number Selection” Screen**

A user can select the Batch Number of the Pick-Up Ticket to reprint on this screen.

### **Historical Pick-Up “Reprint Pick-Up Ticket” Screen**

This screen allows a user to review and/or reprint a selected Historical Pick-Up. Reprint information is displayed in red and shows the user’s name, employee number and the date and time of the reprint. The user may select to reprint by clicking on the “Reprint” button or clicking on the “Return” button to go back to the “System Menu” Screen. The default number of copies that will print is two. The maximum number of copies that can be printed is nine.

### **Update Pick-Up Ticket “Search” Screen**

A user can search for a Pick-Up Ticket by selecting a date range. A calendar box is made available so that the user can select as wide a range of dates as necessary. If the user knows that the Pick-Up Ticket was created on the day he or she is conducting the search, the “Today” button can be clicked and that date will be populated in both fields.

### **Update Pick-Up Ticket “Batch Number (Pick Up Date) Selection” Screen**

A user can select the batch number that he or she needs to modify on this screen.

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### **Update Pick-Up Ticket “Delete Box Number” Screen**

A user can update the Pick-Up Ticket by selecting the box(es) that he or she needs to remove from the batch in a Pick-Up Ticket. It is important to ensure that the correct box is selected because all deleted box(es) are permanently removed from this screen.

## **406 SEARCHING FOR FOLDERS IN DIBS**

A user can search for a folder in DIBS by entering “X-Number for Adult Probation Folder.” A successful search will display the batch number, box number, creation date and employee name.

You can select to search for information based on:

- X-Number and PDJ- Number
- Case Number
- Defendant Name and Minor’s Name
- JAIN No.
- Box Number

**LOS ANGELES COUNTY PROBATION DEPARTMENT**

<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>QA IMPORT</b>	<b>Section Number:</b> <b>CRM-500</b>
	<b>Effective Date:</b> <b>08/04/08</b>
	<b>Approved By:</b>  <b>Reaver Bingham, Bureau Chief</b>

## **501 INTRODUCTION**

Each file that is sent to Global 360, the vendor that digitally images closed files, is reviewed for quality and assurance purposes.

After each file has been reviewed, a user has the option to either accept or reject the image. Once a file has been accepted, it is automatically stored in the Probation Enterprise Document Management System (PEDMS) database. It is then ready to be accessed and printed.

## **502 QA IMPORT AND REVIEW INSTRUCTIONS**

1. Select "Start Programs," "FYI Enterprise" and "QA Import" or click the "QA Import" icon on the computer's desktop.
2. Select "File" and click "Open."
3. Select "Profile (APF\_Review)" and click "Open."
4. To access the system:
  - a. Enter the user login ID.
  - b. Enter user password.
  - c. Press "Enter" or click the green check mark (Logon to FYI Database).
5. To open an "MSB" file:
  - d. Select "Import"
  - e. Select "Open Batch"
6. Select the appropriate "MSB" file and click "Open." The "MSB" file format is as follows:      PickUpDate-OfficeBoxNo

"MSB" file terms are defined according to the example below:

10212005-CTAPF1

12012005:    "Pick-Up Date" from "Pick-Up Ticket"

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CTAPF1: Office (C), Location (T), Folder Type (AFP), Box No. (1)

7. Click on the “Start Import of Documents” icon.
8. To view files:
  - a. Review each document one page at a time by left clicking on right side of screen and using the “Next Page” icon or the <CTRL>+ <Page Down> buttons.
  - b. To return to previous page, use the “Previous Page” icon or the <CTRL>+<Page Up> buttons.
  - c. Page orientation can be adjusted by rotating the page to the left, rotating the page to the right or flipping the page. To rotate the page to the left, click on the “Rotate Left” icon or <SHIFT>+<F10> and then <L>. To rotate the page to the right, click on the “Rotate Right” icon or <SHIFT>+<F10> and then <R>. To flip the page, click on the “Flip” icon or <SHIFT>+<F10> and then <F>.
9. Once a file has been reviewed, it can either be accepted or rejected.
  - a. To accept a folder/file/packet, click the “Accept” icon. The next folder/file/packet barcoded document will then be displayed.
  - b. To reject a folder/file/packet, a page number and the reason for the rejection must be provided. The following table provides both the format and reference for rejecting documents:

No.	Reject Code	Category	Reason for Reject
1	100	Document	Document speckled
2	101	Document	Extraneous line(s)
3	102	Document	Typewritten/handwritten information or image too light
4	103	Document	Incomplete image/cropped image
5	104	Document	File not broken by 100 pages
6	105	Document	Typewritten/handwritten information or image too dark
7	106	Document	Part of image is blocked
8	107	Document	Part of image is black/dark/torn
9	200	Layout	Document skewed/not centered
10	201	Layout	Document folded over
11	202	Layout	Multiple pages scanned in one
12	203	Layout	Multiple files (with barcode sheets in the correct place) scanned as one file

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13	300	Picture	Picture too dark
14	301	Picture	Picture too light
15	900		Other – (indicate reason for rejection)
For any Reject code under series 800- Box needs to go back to where the box was picked-up			
(Provided: ALL OTHER REJECTS FOR THE SAME BOX HAVE BEEN PROCESSED AND APPROVED)			
16	800	Document	Unintended page included
17	801	Document	Missing barcode sheet (two or more files attached to one barcode sheet)
18	802	Document	Multiple barcode sheets filed together (with files attached)
19	803	Document	Extra barcode sheet attached
20	804	Document	Wrong barcode sheet attached

The following reject terms are defined according to the example below:

Page 12-Codes 100, 101; Page 23-Code 202

- Page 12                      Error found on this page
- -                              (Hyphen) to separate page number and reject reason code
- Code 100, 101              “Reason for Reject” (multiple errors on page separated by comma)
- ;                              (Semi-colon) to separate multiple page errors
- Page number              Error found on this page
- -                              (Hyphen) to separate page number and reject reason code
- Code 202                    “Reason for Reject”

NOTE: All pages must be viewed before rejecting a document. This will minimize the chance that Global 360, the vendor, will have to rescan the file.

- c. To find the page number of a document with a defect, change the view of the document by clicking “Image” and “Thumbnails” on the Menu. This will shrink the viewable size of the document, but will provide the page information. A user can also click on the “Thumbnails” icon,
- d. Once the page number has been found, write it down. Go back to the “One Page” view by clicking on “Image” and “One Page” or clicking on the “One Page” icon to continue viewing the rest of the images.

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- e. Click on the “Reject Document” icon. The user will then be prompted to enter a value into the “Reason for Reject” field. Enter the page number that needs to be edited and why the document was rejected.
- f. If there are multiple reasons for rejection, the user must enter all page numbers and corresponding “Reason for Reject” codes.
- g. Click on “OK.” The next folder/file/packet barcoded document will be displayed.

10. Click on the “Stop Import” icon when stopping a task and/or leaving the computer.

11. Click on “File” and “Exit” to exit the program or click the “X” on the upper right corner of the page.

### **503 QA IMPORT OF RE-SCANNED FILES**

To perform a review of the re-scanned files in QA Import, a user must open the QA Import program and select the appropriate profile for importing before proceeding to the login.

1. To open an “MSB” file:
  - a. Select “Import”
  - b. Select “Open Batch”
2. Find the box containing the files that needed to be re-scanned and click on “Open” or double click on the folder.
3. Select the appropriate “MSB” file and click “Open.” The “MSB” file format is as follows: PickUpDate-OfficeBoxNo\_RS1

“MSB” file terms are defined according to the example below:

10212005-CTAPF1\_RS1

12012005: “Pick-Up Date” from “Pick-Up Ticket”  
 CTAPF1: Office (C), Location (T), Folder Type (APF), Box No. (1)  
 and Re-Scan Attempt with Attempt No. (RS1)

LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>PROBATION ENTERPRISE DOCUMENT MANAGEMENT SYSTEM (PEDMS)</b>	<b>Section Number:</b> <b>CRM-600</b>
	<b>Effective Date:</b> <b>08/04/08</b>
	<b>Approved By:</b>  Reaver Bingham, Bureau Chief

## 601 PEDMS LOGIN AND PASSWORD

To login to PEDMS, enter the information below in the corresponding field:

DSN: PEDMS  
User ID: Employee Number (with an "E" or "e")  
Password: 123456 (initial password)

Every user's password needs to be changed when:

- He or she initially accesses the system
- His or her user password expires every thirty (30) days
- He or she forgets the user password (ISB resets the password)

To reset a user password, follow the steps below:

Field	Instruction
Database Password	
1. Old database password	Enter '123456'
2. New database password	Delete all dots and enter new password
3. Confirm new database password	Delete all dots and enter new password
Signature Password	
4. Old signature password	Enter '123456'
5. New signature password	Delete all dots and enter new password
6. Confirm new signature password	Delete all dots and enter new password

When finished, click on the "Update Passwords" button.

NOTE: The system will time out after 20 minutes of inactivity.

## 602 LIBRARY SEARCH CLASS SCREEN

The Main Menu displays the modules available in PEDMS. Digital Imaging users will only have access to the PEDMS Archival Library.




**PROBATION ENTERPRISE DOCUMENT MANAGEMENT SYSTEM (PEDMS)**

The “Library Search Class” Screen displays the two “Folder Types” that a user has access to view. The two “Folder Types” are APF (Adult Probation Folder) and JPF (Juvenile Probation Folder).

A document can be searched by entering a defendant’s pertinent information. Search criteria fields for the “Folder Types” are:

- Folder Type
- X-Number
- Last Name
- First Name
- Date Created
- Case Number
- Sequence Number
- Capture Date
- Date Created

To search for a document in the PEDMS Library, enter a defendant’s key information and click on  or the “Start Search” button. The screen shows the record(s) retrieved according to the search criteria entered.

## **603 WORKING WITH A DOCUMENT**

### **Opening a Document**

To open a defendant’s electronic document:

1. Click on the yellow folder  button.
2. Click on the image icon  button.

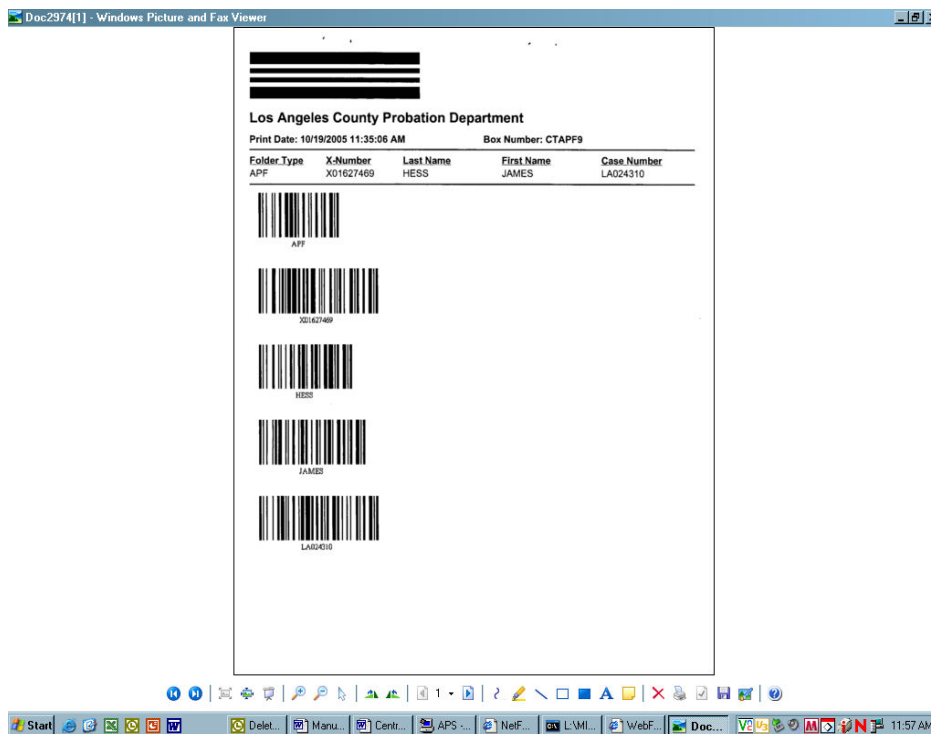
A File Download box with the question, “Do you want to open or save this file?” is displayed. Click on the “Open” button.

### **Viewing a Document**

The scanned image of a document is displayed on the “Windows Picture and Fax Viewer.”

**PROBATION ENTERPRISE DOCUMENT MANAGEMENT SYSTEM (PEDMS)**

*To navigate through the pages:*



1. Click on the “Right Arrow” icon to move to the next page.
2. Click on the “Left Arrow” icon to move to the previous page.
3. Click on the “Bold Left Arrow” icon to go to the first page of the document.
4. Click on the “Bold Right Arrow” icon to go to the last page of the document.

**To Rotate and Zoom in on the Image:**

1. Click on the “rotate” icon the document clockwise.
2. Click on the “rotate” icon the document counter-clockwise.
3. Click on the “plus-zoom” icon on the document.
4. Click on the “minus-zoom” icon to zoom out of the document.

**Closing a Document**

To close the Document Viewer, click on the “X” button at the top right hand corner of the screen.

**Logging Out Of PEDMS**

To logout of PEDMS, click on the “Logout” link.

LOS ANGELES COUNTY PROBATION DEPARTMENT

<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>652 PETITIONS (NEW MINOR AND NEW ARREST IN JAI) PROCEDURES</b>	<b>Section Number:</b> <b>CRM-700</b>
	<b>Effective Date:</b> <b>08/04/08</b>
	<b>Approved By:</b>  <b>Reaver Bingham, Bureau Chief</b>

**PROCEDURES**

1. Go to the "Juvenile Search By Name" (JNAM) screen.
2. Find the name of the minor in question, put an "x" by the correct name and press "F7" twice. The "F7" action takes the user to the "Juvenile Prob/DCFS Inquiry" (PINQ) screen.
3. The "PINQ" screen indicates if the minor has a "PDJ" number (Historical Case Information). If there is no "PDJ," one should be assigned. If minor has a "PDJ," it may be an Active or Reactivated case.
4. Press "F6" twice to get to the "Juvenile Inquiry" screen (JINQ). The "F6" action takes the user to a screen that allows the user to check for personal information, including the arrest record.
5. If no arrest exists and there is a letter "A" after the arrest field, go to the "Juvenile Ajis Prob Mass Update" (JAPI) screen to pull the arrest record. It will automatically download to the "Juvenile Inquiry" (JINQ) screen.
6. If the letter "A" is not found in the arrest record screen, go to the "Prob Ajis Booking Search" (JASS) screen. Follow the same procedures used in the "JAPI" screen.
7. If the arrest cannot be found in "JASS," go to the "Juvenile Ajis Master Index" (JADI) screen. Enter the minor's booking number to find the arrest. Follow the same procedures used in the "JAPI" and "JASS" screens.
8. Go back to the "Juvenile Inquiry" (JINQ) screen and press "F5" twice. The "F5" action takes the user to the "Update Juvenile Info" (JUPD) screen to update all of the minor's personal information such as new addresses, additional date of birth information, etc.
9. The "Juvenile Record Info" (JADD) screen is only used when the minor's case isn't in the system. After doing a "Juvenile Search By Name" (JNAM), the case information, including personal information, arrest information, and area office information, is manually added.
10. Moniker/alias names are both added and updated in the "JAKA" screen.

**652 PETITIONS (NEW MINOR AND NEW ARREST IN JAI) PROCEDURES**

11. If the minor has a case and the arrest isn't in the system, and if "JASS," "JAPI" and "JADI" have no arrest information for the minor, go to the "Add Arrests" (JARA) screen and add the arrest needed.

NOTE: The "Juvenile Search By File Number" (JFIL) screen is used when the minor's booking information cannot be found.

NOTE: The "Juvenile Seal/Consolidation" (SEAL) screen is used when the minor has more than one "PDJ" file or "JAIN" number.

**LOS ANGELES COUNTY PROBATION DEPARTMENT**

<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>653.5 PETITIONS (EXISTING MINORS IN JAI BUT NEW ARREST IN JAI) PROCEDURES</b>	<b>Section Number:</b> <b>CRM-800</b>
	<b>Effective Date:</b> <b>08/04/08</b>
	<b>Approved By:</b>  <b>Reaver Bingham, Bureau Chief</b>

**PROCEDURES**

1. Go to the "Juvenile Search By Name" (JNAM) screen.
2. Find the name of the minor in question, put an "x" by the correct name and press "F7" twice. The "F7" action takes the user to the "Juvenile Prob/DCFS Inquiry" (PINQ) screen.
3. The "PINQ" screen indicates if the minor has a "PDJ" number (Historical Case Information). If there is no "PDJ," one should be assigned. If a minor has a "PDJ," it may be an Active or Reactivated case.
4. Press "F6" twice to get to the "Juvenile Inquiry" (JINQ) screen. The "F6" action takes the user to a screen that allows the user to check for personal information, including the arrest record.
5. If no arrest exists and there is a letter "A" after the arrest field, go to the "Juvenile Ajis Prob Mass Update" (JAPI) screen to pull the arrest record. It will automatically download it to the "Juvenile Inquiry" (JINQ) screen.
6. If the letter "A" is not found in the arrest record screen, go to the "Prob Ajis Booking Search" (JASS) screen. Follow the same procedures used in the "JAPI" screen.
7. If the arrest cannot be found in "JASS," go to the "Juvenile Ajis Master Index" (JADI) screen. Enter the minor's booking number to find the arrest. Follow the same procedures used in the "JAPI" and "JASS" screens.
8. Go back to the "Juvenile Inquiry" (JINQ) screen and press "F5" twice. The "F5" action takes the user to the "Update Juvenile Info" screen (JUPD) to update all minor's personal information such as new addresses, additional date of birth information, etc.
9. The "Juvenile Record Info" (JADD) screen is only used when the minor's case isn't in the system. After doing a "Juvenile Search By Name" (JNAM), the case information, including personal information, arrest information, and area office information, is manually added.

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<b>653.5 PETITIONS (EXISTING MINORS IN JAI BUT NEW ARREST IN JAI) PROCEDURES</b>	

10. Moniker/alias names are both added and updated in the “JAKA” screen.
11. If the minor has a case and the arrest isn’t in the system, and if “JASS,” “JAPI” and “JADI” have no arrest information for the minor, go to the “Add Arrests” (JARA) screen and add the arrest needed.

NOTE: The “Juvenile Search By File Number” (JFIL) screen is used when the minor’s booking information cannot be found.

NOTE: The “Juvenile Seal/Consolidation” (SEAL) screen is used when the minor has more than one “PDJ” file or “JAIN” number.

**LOS ANGELES COUNTY PROBATION DEPARTMENT**

<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>JUVENILE SEALINGS PROCEDURES</b>	<b>Section Number:</b> <b>CRM-900</b>
	<b>Effective Date:</b> <b>08/04/08</b>
	<b>Approved By:</b>  <b>Reaver Bingham, Bureau Chief</b>

**PROCEDURES**

1. Central Records must receive a Minute Order from a Deputy Probation Officer (DPO) requesting to seal a minor's records.
2. A Justice Data Interface Controller (JDIC) Clerk is responsible for completing the requested fields on the Application for Probation (IB). This information can be retrieved from the Court Petition Request to Seal Juvenile Records Minute Order. The IBs are to be completed with the following information:
  - Last Name, First Name, Middle Name or Initial
  - Date of IB Preparation
  - DPO Name
  - Area Office (CAI)
  - Social Security Number (if indicated)
  - Driver's License Number (if indicated)
  - Birth date, Sex, Height, Weight, Hair color, Eye Color, Race
  - Court Case Number
  - Date of Hearing
  - Division or Department
3. The JDIC Clerk will write "MSR" (Motion To Seal Records) in the upper left-hand corner of the IB and run a record check. The white copy of the IB will be attached to the Court Petition Requesting To Seal Juvenile Records and returned to the Supervising Typist Clerk for delivery to the DPO. The green copy of the IB will be given to the Files Supervisor for distribution to the Juvenile Files Section that requested the "PDJ" Folder.
4. The Sealing Clerk must receive the "PDJ" Folder and the Court Petition Minute Order granting the Sealing of Juvenile Records from the DPO. Once received, the Sealing Clerk has the responsibility of completing the Record Court Disposition on the Sealed Records Calendar in the appropriate column using the following codes:
  - "G" (Sealing Granted)
  - "D" (Sealing Denied)
5. The Prob 1011 "Notice to Seal Records" must be sent to the following locations:

**JUVENILE SEALINGS PROCEDURES**

- Area Offices
  - Central Juvenile Hall
  - Computer Services
6. Upon completion of the sealing process, all documents must be placed in the front of the file folder record in "Red" and include the date that the Sealing was denied or granted. Granted case files are stored in locked sealed records drawers and retained for a period of one year. Denied case files are forwarded to the Juvenile Files Section.
7. When processing regular sealing records, the Clerk must check computer records to determine if all information has been deleted from the Juvenile Automated Systems (JAI). One copy of the Letter of Notification must be retained in the file. The original document must be mailed to the following address:
- Eastlake Juvenile Court  
Court Clerk Office, Room J  
1601 Eastlake Avenue  
Los Angeles, CA 90033
8. Effective February 22, 2008, the following address must be used on all sealing documents sent to Downey Headquarters for deletion from the juvenile systems:

Los Angeles County Probation Department  
Information System Bureau  
9150 E. Imperial Highway- Room C144  
Downey, CA 90242  
Attention: Pharyn Lim, Supervisor



**LOS ANGELES COUNTY PROBATION DEPARTMENT**

<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>DEFERRED ENTRY OF JUDGMENT (DEJ) JUVENILE SEALING</b>	<b>Section Number:</b> <b>CRM-1000</b>
	<b>Effective Date:</b> <b>08/04/08</b>
	<b>Approved By:</b>  <b>Reaver Bingham, Bureau Chief</b>

**PROCEDURES**

Per Directive No. 1150- Juvenile Deferred Entry of Judgment

**Probation Sealing Process**

Clerical Staff will adhere to the following upon receipt of the sealing order (Deferred Entry of Judgment - Dismissal and Sealing of Juvenile Records) at the Area Office:

- Remove the minor's identifying data from any control logs or other documents in the office
- Document the minor's successful completion of DEJ in JCMS (see attached instruction or the instructions posted on Probnets>JCMS>DEJ-JCMS Instructions): Case Management> Alerts>Alert Type- DEJ>Alert Subtype- Successful Completion
- Send the "PDJ" file to Central Records/Closed Files.

**Central Records/Closed Files Clerical Staff will:**

- Receive and timestamp the DEJ Dismissal and the Sealing Order.
- Verify that the minor's record has been sealed via the Juvenile Automated Index (JAI) system.
- Stamp the Sealing Order using the Rubber Stamp Notification. The Rubber Stamp Notification states the following: "This record has been sealed by the Probation Department per court order under the Provisions of Section 793 C W&I."
- Sign and date in the area below the Rubber Stamp Notification.
- Return the DEJ Dismissal and the Sealing Order to the court listed in the box ("Superior Court of California, County of Los Angeles" Attention: Court Clerk).
- Place all documents regarding the DEJ offense, including a copy of the Sealing Order, in a sealed envelope and secure it inside of the "PDJ" file.

**Sealed DEJ records may be destroyed after five years.**

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<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>JUVENILE CONSOLIDATIONS</b> <b>PROCEDURES</b>	<b>Section Number:</b> <b>CRM-1100</b>
	<b>Effective Date:</b> <b>08/04/08</b>
	<b>Approved By:</b>  <b>Reaver Bingham, Bureau Chief</b>

**PROCEDURES**

Requests received by the JAI system are sent from various area offices by telephone or mail for the consolidation of two or more JAI numbers and "PDJ" numbers.

A Clerk researches JAI and "PDJ" numbers to determine that they belong to one minor. The Clerk then prints out all screens of the JAI (s) numbers (s) that must be deleted.

NOTE: After deleting the numbers, the Clerk must check the "PDJ" entry log book to cross out the deleted "PDJ" number and the minor's name.

After the JAI numbers and "PDJ" numbers are consolidated, the Clerk must print two copies of the "PINQ" screen. One copy must be retained in the office and one copy must be forwarded to Maria Salas in the Information Systems Bureau (ISB) located at Downey Headquarters.

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<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>JUVENILE UNCONSOLIDATIONS PROCEDURES</b>	<b>Section Number:</b> <b>CRM-1200</b>
	<b>Effective Date:</b> <b>08/04/08</b>
	<b>Approved By:</b>  <b>Reaver Bingham, Bureau Chief</b>

**PROCEDURES**

Unconsolidations are done only when there is an active (Department of Children and Family Services) DCFS court number and an active "PDJ" number at the same time. The following procedures must be followed to process unconsolidations:

1. Check "PINQ."
2. If there is active DCFS JAIN number, it must be verified to determine if it is still active.
  - a. If the number has been terminated, enter the information and do not unconsolidate.
  - b. If the number is active, follow the commands below in the order listed:
    - Print "PINQ"
    - Print "JINQ"
    - Print "JARU"
    - Print "JPDD"
3. JADD the 2<sup>nd</sup> JAIN
  - a. Name, characteristics, date of birth information, parents' names and AKA(s) must be exactly the same in both JAINS.
  - b. The LA number should only be in the 602 JAIN.
  - c. Entries must be made in the "JUPD" screen designating 602 or 300 with the user's initials and date. JAIN must be cross referenced.
4. Return to 1<sup>st</sup> JAIN
  - a. Entries must be made in the "JUPD" screen designating 602 or 300 with the user's initials and date. JAIN must be cross referenced.
  - b. All 602 or 300 arrests must be removed.
  - c. Delete any other information deemed appropriate for removal.
5. Both JAINS must be double checked for accuracy.

**LOS ANGELES COUNTY PROBATION DEPARTMENT**

<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>VIDEO CONFERENCE</b>	<b>Section Number:</b> <b>CRM-1300</b>
	<b>Effective Date:</b> <b>08/04/08</b>
	<b>Approved By:</b>  <b>Reaver Bingham, Bureau Chief</b>

**1301 INTRODUCTION/PURPOSE AND BACKGROUND**

The mission of the Los Angeles County Justice Inmate Video Conferencing System (JIVCS) is to use the latest current video conferencing technology to facilitate necessary communication by staff of the Probation Department, Public Defense and Alternate Public Defender with inmates housed in Los Angeles County Jail facilities.

The JIVCS is a multi-agency program that includes the Probation Department, Sheriff's Department, Public Defender, Alternate Public Defender and the Internal Services Department under the auspices of the Information Systems Advisory Body (ISAB). The system brings together three criminal justice agencies that have a shared need for direct personal interviewing of inmates in the L.A. County Jail system.

Los Angeles County's experience with video conferencing technology was initiated in 1993 and was made possible by an award from the Mobile Source Air Pollution Reduction Review Committee (MSRC) and the South Coast Air Quality Management District (SCAQMD). The grant funds were authorized under AB2766+ and came from motor vehicle registration fees distributed under an air pollution reduction work program developed by the MSRC and approved by the SCAQMD. Since the initial implementation, the system has been expanded county wide through the use of various funding resources including an additional award from the MSRC and the SCAQMD in 2000.

The program uses a specialized and state of the art video conferencing system specifically designed for the criminal justice environment. Custody Video Workstations and Office Workstations are available at the following locations:

**Jail Facilities:**

Men's Central Jail	5 units
Twin Towers	10 units
Century Regional Detention Facility	1 unit
Pitchess Detention Center	
-North County Correctional Facility	3 units
-PDC/North Facility	4 units
-PDC/South Facility	1 unit
-PDC/East Facility	2 units

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**Public Defender Offices:**

Airport	1 unit
Compton	1 unit
Foltz Criminal Justice Center	2 units
Lancaster	1 unit shared with Probation
Long Beach	1 unit
Norwalk	1 unit
Pasadena	1 unit
Pomona	1 unit
San Fernando	1 unit
Torrance	1 unit
Van Nuys	1 unit shared with Probation

**Alternate Public Defender Offices:**

Hall of Records	1 unit
Lancaster	1 unit
Norwalk	1 unit
Pomona	1 unit
Airport	1 unit
Compton	1 unit
Long Beach	1 unit
San Fernando	1 unit

**Probation Department Offices:**

Centinela	1 unit
Central Adult Investigations	2 units
Compton	1 unit
Crenshaw	1 unit
Firestone	1 unit
Foothill	1 unit
Harbor	1 unit
Long Beach	2 units
Pomona	1 unit
Rio Hondo	1 unit
Santa Monica	1 unit
Valencia (8/1/08)	1 desk top unit

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## **Courthouse**

The Lynwood Regional Justice Center has 2 units that are shared by the Public Defender, the Alternate Public Defender and the Probation Department.

The objectives of the Justice Inmate Video Conferencing System are to:

- Increase jail security
- Increase staff safety
- Reduce inmate transportation
- Reduce vehicle trips and travel costs for the Probation Department, the Public Defender's Office and the Alternate Public Defender's Office
- Improve air quality
- Enhance productivity of the entire justice system through the use of video conferencing technology

Project administration is the responsibility of the Information Systems Advisory Body (ISAB). The initial capital cost of equipment was funded by a grant and supplemental costs are funded by ISAB and the participating partners. The yearly operating expenses and expansion, which include scheduling software, network, ISDN, IP, training, maintenance, equipment and software upgrades, and Internal Services Department (ISD) labor costs, shall be shared jointly by each of the participating agencies. Each department is responsible for its own JIV CS staffing. However, the Probation Department will provide supplemental scheduling and administrative services as needed.

All participating agencies have agreed that privacy and confidentiality of video conferencing communications between an attorney and his or her client will be honored and maintained. There will be no attempt by any of the participating agencies to invade the attorney-client privilege or compromise the intended confidentiality of video conferencing communications. The Video Conferencing System hardware and software have been designed to maintain the highest levels of security and privacy.

## **1302 GENERAL RESPONSIBILITIES**

- ISAB and its designated representative(s) are responsible for systems administration and the overall coordination between the three user departments as well as other service providers within and outside of the County.
- To ensure optimum use of the system, each department must provide support staff that is available at all times.
- Each Department must designate a Department System Manager and an alternate(s). These individuals will have the authority to represent their

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respective departments on matters affecting JIVCS and to act as a liaison with the other departments when problems arise.

- Each Department must designate a representative for the Video Conferencing Steering Committee. He or she will be responsible for daily administrative project needs and requirements, including updating the roster of Site Coordinators and alternates.
- Each Department must designate a Site Coordinator and an alternate. These individuals will oversee the operation of JIVCS at their designated site and act as a liaison with the Department System Manager when problems arise.
- Each Department must designate a Scheduler and alternates who will provide scheduling services for staff. At the most locations, the Site Coordinator will also be the Scheduler.
- The Probation Department, the Public Defender's Office, and the Alternate Public Defender's Office are responsible for the allocation of time on JIVCS, subject to and in coordination with the available personnel and security constraints imposed on and by the Sheriff's Department.
- The Probation Department and the Public Defender's Office are assigned blocks of time on JIVCS when the JIVCS system is being shared by both departments. The Probation Department will use the JIVCS system from 8:00 a.m. to 12:30 p.m. The Public Defender's Office will use the JIVCS system from 12:30 p.m. to 5:00 p.m. Both departments can use the JIVCS system from 5:00 p.m. to 6:00 p.m.
- The time schedule does not preclude application by one department for use during the other's prescribed time period in any emergency situation. The application will be managed by the Site Coordinator for each department.
- Any user problems (i.e. inmate not at video unit at the appropriate time or video equipment not working) shall be reported to the location's Site Coordinator and documented in a Trouble Report (See Appendix B). The Site Coordinator must attempt corrective measures on site (i.e. calling the jail facility Site Coordinator to find out why the inmate is not present at the video unit, handling minor equipment issues by resetting/restarting the video unit or adjusting the sound or camera angle). Ongoing equipment problems must be reported to the HELP DESK. If the HELP DESK is called, the Ticket Number must be noted on the Trouble Report for follow-up. If the problems(s) is not resolved or is of a repetitive nature, the Site Coordinator must notify the Department System Manager.
- Any misuse of the equipment or violation of JIVCS policies and procedures must be reported to that Department's System Manager. Each Department is responsible for reviewing allegations of misuse and violations of JIVCS policies and procedures. They are also responsible for imposing any required disciplinary actions.

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## 1303 USER GUIDELINES

- Authorized JIVCS users in the Public Defender's Office and the Alternate Public Defender's Office include attorneys, investigators and paralegals. Authorized users in the Probation Department are Deputy Probation Officers. Any additional authorized users must be decided upon by the Video Conferencing Steering Committee.
- Each Department is responsible for entering its users into the scheduling software so that appointments can be scheduled for that specific staff member.
- Users are responsible for checking usual sources for any changes in an inmate's status/location and any posted notices regarding lockdowns or equipment problems prior to making a video conference call.
- Users are responsible for appearing at the JIVCS terminal at the time requested with all materials necessary to properly complete an interview in a timely and expeditious manner.
- If a Sheriff's Deputy fails to have an inmate ready at the scheduled time and place, the user should report this to his or her Site Coordinator. The Site Coordinator must then contact and advise the Jail Site Coordinator of the situation in an effort to facilitate the interview. The user should complete a Trouble Report to officially document the problem and submit it to the Site Coordinator.
- If a user's interview cannot be conducted or completed in the allotted time, the user can schedule another appointment to complete the interview. Every user must allow the next user to start his or her interview on time. However, if there is no subsequent conflicting interview scheduled from any other location, the interview may be continued during the next 30 minute block.
- When a video interview has been completed, the user must **disconnect** the call and secure the video conferencing unit area.
- The Sheriff's Department is responsible for maintaining a roster of all scheduled interviews that were completed and all interviews scheduled but not conducted or completed.
- A Sheriff's Deputy will indicate what occurred by checking one of the following options:
  - ☒ Completed as scheduled
  - ☒ Inmate unavailable due to change in location
  - ☒ Inmate could not be located
  - ☒ Medical
  - ☒ Court
  - ☒ Lock-Down (Discipline/Security Concerns)
  - ☒ DPD/APD/PO failed to appear
  - ☒ Equipment not working
  - ☒ Other- explanation required



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- For all interviews not conducted or completed, the Sheriff's Department must provide the cause by indicating the reason from the provided list. If "Other" is indicated, a complete and concise explanation is required in the "Comment Box" on the roster. These rosters must be forwarded by county mail to the System Administrator every Friday upon completion of the last JIVCS interview.
- The Sheriff's Department Site Coordinator must receive the Inmate Interview Roster twice daily, each morning by 7:15 a.m. (for interviews occurring between 8:00a.m. and 12:00p.m.) and again by 11:30 a.m. (for interviews occurring between 12:30p.m. and 6:00p.m.). The Sheriff's Department Site Coordinator must verify all inmate locations. Notice of any change in an inmate's location must be faxed, emailed or telephoned to the Scheduling System Coordinator. If time allows, the Scheduling System coordinator must then communicate the change to the appropriate Department Site Coordinator. This change will necessitate rescheduling the interview.
- Notification is not required for last minute cancellations. If an inmate is not present within 10 minutes after the scheduled interview start time, it should be assumed that it is due to Sheriff's Department operational issues (i.e. medical, lock down, security) and the inmate cannot be made available.
- Whenever an interview terminates early, the next scheduled interview may begin if both the next scheduled user and the next scheduled inmate are present at the terminal. The Sheriff's Deputy will keep the inmate at the Video Conferencing Unit for the duration of the scheduled interview time block.
- The Public Defender's Office, the Alternate Public Defender's Office and the Probation Department are responsible for canceling a previously scheduled interview using the JIVCS scheduling system software as soon as the time conflict is discovered. Last minute cancellations due to unexpected conflicts (i.e. a court appearance took longer than anticipated) are encouraged but not mandatory.
- The Public Defender's Office, the Alternate Public Defender's Office and the Probation Department are responsible for providing their own interpreters when needed.
- Standard documents and/or forms that need to be completed by inmates must be supplied to the Sheriff's Department in advance. Other documents that need to be signed must be FAXED to the inmate's location the day before the interview. A Sheriff's Department employee must FAX the signed copy back to the originating agency and mail the original to the originating agency by county mail. It is the policy of the Probation Department that users must verify any forms to be signed by the inmate are present at the interviewee site in advance. A supply of 909 "Reporting Instructions to Inmate" forms must be kept at each jail facility.

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- If the JIVCS system is not operable during the time of a requested interview, the user must report this to his or her Site Coordinator and may reschedule the interview for a later time.
- All users must adhere to the scheduling requirements as outlined in this manual.

## 1304 INSTRUCTIONS

### Print Report:

To print a report from “Rendezvous,” go to “Reports” and click on the “LA Daily Video Schedule.” The area office list must be separated from the jail list.

### The jail appointment list must be faxed to the following numbers:

Lynwood Base CRDF	(323) 415-7718
Men’s County Jail	(213) 626-5961
Twin Towers	(213) 229-0173
Pitches Detention Center East	(661) 294-1264 (661) 295-8033
Pitches Detention Center NCCF	(661) 257-0741
Pitches Detention Center North	(661) 257-2367
Pitches Detention Center South	(661) 295-8863

### The area office appointment list must be faxed to the following numbers:

Centinela	Director	(323) 757-4099
Crenshaw	Head Clerk	(323) 296-3042
Compton, Harbor, Long Beach, Santa Monica	Lisa Frances	(562) 435-8523
ESFV, Pasadena, Lancaster Van Nuys	Patricia Webb	(626) 568-1914
Firestone	Head Clerk	(323) 583-0189
Pomona, Rio Hondo,	Darryl Ramsey	(562) 908-0575

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Riverview, San Gabriel

## Pretrial

Sr Investigator Aide

(213) 380-4974

Three copies of HOR Probation must be printed. The first copy is for the user, the second copy is for the supervisor and the last copy is for the alternate.

### After Faxing:

Once all the jail site reports have been faxed and received by the jail facilities, they must be ordered by page number and placed in the Jail Log Section. If any reports were not received after the first fax attempt, a second attempt to fax the reports must be made. If any reports are still not received, then the jail site(s) must be contacted and notified about the problem. The jail site(s) will provide another fax number to use.

All area office reports must be ordered by page number and placed in the Area Office Log Section.

All confirmation reports must be stapled together and placed in the Miscellaneous Section.

## Changes and Cancellations:

Once the reports have been faxed and received, the Sherriff's Deputies will check the schedules. If there are any changes or cancellations, they will call to notify. Changes or cancellations must be highlighted and the reason for cancellation or change must be written down. If there is a change or cancellation, the Scheduler for that area office must be notified of the change. For example:

“Good Morning, this is \_\_\_\_\_ from Video Conferencing. Your video conference, scheduled for   (time)   at   (jail site)  , has been cancelled. The Site Coordinator is \_\_\_\_\_. The inmate booking number is \_\_\_\_\_ and his or her last name is \_\_\_\_\_. The reason for this cancellation is that the inmate will be in court.”

NOTE: Document the name of the person that was notified of the cancellation or change.

**CAI/HOR Office:**

If there is a change or cancellation in the CAI/HOR office, the necessary change or cancellation must be made on the copy retained, the copy on the window, and the copy that was given to the supervisor or alternate.

**VIDEO CONFERENCE****Late Appointment/No-Shows:**

If a DPO requests that the jail be called to bring out an inmate, it means that the inmate is late. Call the jail site and notify them that the inmate is not there. Provide them with the following information:

- The time of the interview
- RM or Module number
- Inmate's booking number
- Inmate's name

After determining the reason that the inmate is late, that information must be given to the DPO. To determine the reason for lateness or a no show and get an inmate in, several call attempts may be required. That is ok. Jail sites can be contacted as many times as necessary.

**Add-Ons:**

The system must be checked at 11:00 a.m. everyday for PO/PD/APD add-ons. Go to reports and click on "LA Daily Video Schedule," but do not print all of the pages. Compare the area office reports from the morning to what is on the screen. The appointments that are on the screen but not included in the morning's report are the add-ons. Scan each page carefully, print each page with add-ons and highlight the add-ons with a pink highlighter.

Note the following example: A PO from HOR created an add-on appointment for 2:00 p.m. for an inmate at NCCF. It is clearly an add-on because there was no 2:00 p.m. appointment in the morning report. Print the current page that the appointment is on and highlight the add-on with a pink highlighter.

When finished checking all the area offices for add-ons, the morning jail sites report must be checked following the same procedure. Using the previous example, a yellow highlighter would be used to highlight that 2:00 appointment on the NCCF. When finished checking the jail sites, compare the area office add-ons and the jail sites add-ons for consistency. When finished matching the add-ons, review the jail sites report and separate the add-ons that need to be faxed from the ones that need to be called. The add-ons that need to be faxed must be circled by pen and have "add-on" written next to them prior to faxing. Lynwood CRDFC, Twin Towers, and all the Juvenile Halls are facilities that need to receive faxes. The rest of the facilities can be called. Document both the time of the call and the name of the deputy that was called and informed of the add-ons.

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## 1305 INTERNAL SERVICES DEPARTMENT

If a problem occurs with the video conference units, please call the Internal Services Department at (562) 940-3305. Enter your employee number and press "1" to open a ticket. Introduce yourself (i.e. This is \_\_\_\_, Video Conference Coordinator from CAI. We have a problem with the video conference unit located at \_\_\_\_\_. The monitor is not working, there is a problem with the audio, etc). The ISD technician will issue a ticket number, Document that ticket number and send an email to the Schedulers to notify them of the problem. It is your responsibility to report any and all problems with video conference units located in jail sites, juvenile halls and the Probation Department's area offices. If a Deputy calls from a jail site and reports a problem with a video conference unit, it is important to document exactly what is wrong with the video conference unit and the module or room number that the video conference unit is located in. If a problem occurs with the scheduling software, contact Rochelle Newble at (562) 403-6672.

## 1306 CONTACTS

### Probation Department Schedulers:

#### Scheduler

#### Area Offices

Velissa Mallard-Williams (CAI)  
Phone Number (213) 893-0258

Alhambra  
CAI  
Centinela  
Crenshaw  
East LA  
Firestone  
Pretrial  
Kenyon Juvenile Justice Center  
North East Juvenile Justice Center

Patricia Webb  
Phone Number (626) 356-5560

Pasadena/Foothill  
Van Nuys/ESFV  
Lancaster/Antelope Valley

Darryl Ramsey  
Phone Number (562) 908-3181

Pomona  
Rio Hondo  
Riverview  
San Gabriel Valley

Lisa Frances  
Phone Number (562) 491-6533

Long Beach  
Compton (South Central)  
Harbor  
Santa Monica

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**Jail Locations and Contacts:**

<u>Jail</u>	<u>Telephone Number</u>	<u>Fax Number</u>
Men's Central Jail 441 Bauchet Street Los Angeles, CA 90012	(213) 974-4924 (213) 974-4926	(213) 626-5961
Twin Towers Correctional Facility 450 Bauchet Street Los Angeles, CA 90012	(213) 893-5100	(213) 229-0173
Century Regional Detention Facility 11750 S. Alameda Street Lynwood, CA 90262	(323) 357-5145	(323) 415-7718
North County Correctional Facility 29340 The Old Road Castaic, CA 91384	(661) 295-7836	(661) 257-0741
Pitches Detention Center East Facility 29310 The Old Road Castaic, CA 91384	(661) 295-8815	(661) 294-1264 (661) 295-8033
Pitches Detention Center South Facility 29330 The Old Road Castaic, CA 91384	(661) 295-8805	(661) 295-8863
Pitches Detention Center North Facility 29320 The Old Road Castaic, CA 91384	(661) 295-8840	(661) 257-2367

**Lynwood CRDF's** contact person is Custody Assistant Aguinaga William. His phone number is (323) 568-4617. If there is a late inmate or if the inmate is a no show, call Deputy Janette Leo at (323) 568-4616. The Watch Commander's number is (323) 568-4505. The main number is (323) 568-4500. Add-ons are faxed to this location.

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There are two phone numbers for **Men's County Jail**. If there is a late inmate or if the inmate is a no show, call (213) 974-4926. To add-on or cancel an appointment, call (213) 974-4924.

The main number for **Twin Towers** is (213) 893-5100. The Watch Commander's numbers are (213) 893-5162 and (213) 893-5163. To cancel an appointment, call the main number and ask for the specific module number. The phone number for the transfer center is (213) 893-5160 and the contact person is Mr. Garufi. Add-ons are faxed to this location.

**Pitches Detention Center East's** contact people are Custody Assistant Cantillano Mioviana and Custody Assistant Razzano Glenda. To add-on or cancel an appointment, call (661) 295-8816 and ask for Inmate Services.

**Pitches Detention Center NCCF's** contact person is Deputy Douglas Hammer. To add-on or cancel an appointment, call Deputy Hammer at (661) 295-7836. The main number for NCCF is (661) 295-7800.

**Pitches Detention Center North's** contact person is Custody Assistant Gurnett Scott. To add-on or cancel an appointment, call (661) 295-8840 and ask for Inmate Services. If there is a late inmate or if the inmate is a no show, call the number and ask for the specific module (housing location North 1, 2, 3, 4).

**Pitches Detention Center South's** contact person is Deputy Serrano. The phone number is (661) 295-8805.

If there are any problems with the Public Defenders, please call Joanne Rotstein at (213) 974-3036 or the appropriate assigned Scheduler at the Public Defender's Office. If there are any problems with the Alternate Public Defenders, please call Marissa Beck at (213) 893-1024

Appointments made for the Hospital Module at County Jail are made in the same way that regular video conferencing appointments are made for MCJ. There are no video conferencing appointments for the Twin Towers medical facility.

#### **Juvenile Hall Locations and Contacts:**

<u><b>Juvenile Hall</b></u>	<u><b>Telephone Number</b></u>	<u><b>Fax Number</b></u>
Barry J. Nidorf 16350 Silvert Street Sylmar, CA 91342	(818) 364-6872	(818) 364-5536
Central Juvenile Hall 1605 Eastlake Avenue Los Angeles, CA 90033	(323) 226-6504	(323) 227-9307

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Los Padrinos (562) 940-6047 (562) 658-3302  
7285 East Quill Drive  
Downey, CA 90242

Challenger Memorial Youth Center (661) 940-4011 (661) 940-4021  
5300 W. Avenue 1  
Lancaster, CA 93536

The **Barry J. Nidorf Juvenile Hall** contact person is Ms. Arevalo. Her phone number is (818) 364-6872. Her alternate is Ms. Valescaz. Her phone number is (818) 364-6811. The main phone number is (818) 364-2011.

The **Central Juvenile Hall** contact person is Mr. Love Chris. His phone number is (323) 226-6504. Add-ons must be faxed to (323) 276-1968.

The **Los Padrinos Juvenile Hall** contact person is Mrs. Woodard. Her phone number is (562) 940-6047. Add-ons must be faxed to (562) 803-5497.

## 1307 SCHEDULING AT JAIL SITES

### Pitches Detention Center NCCF

The following locations are considered "South Siders" and require the booking of both Rooms 1 and 2 when scheduling at these specific permanent housing locations:

- NCCF 800's (all 800's)
- 721 through 729's (721, 722, 723, 724, 725, 726, 727, 728, 729)
- 711-712

The following locations require the booking of only one room (either Room 1 or 2) when scheduling these permanent- housing locations:

- 511-514, 516-519, 521-524, 526-529
- 611-614, 616-619, 621-624, 626-629
- 712-714, 716-719

The following locations require the booking of Room #900 when scheduling these permanent housing locations:

- 911-913, 915, 921-923, 926-928

Do not book in 2 rooms if the permanent housing numbers do not require it.



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### **Pitches Detention Center East**

The housing locations in Pitches Detention Center East can be scheduled for either Room 1 or 2. For appointment purposes, there is no difference between the rooms.

### **Pitches Detention Center North**

The housing location NORFNO-1 can only be scheduled in Module 1.

The housing location NORFNO-2 can only be scheduled in Module 2.

The housing location NORFNO-3 can only be scheduled in Module 3.

The housing location NORFNO-4 can only be scheduled in Module 4.

### **Pitches Detention Center South**

All the housing locations require only one room (Room 1).

### **Lynwood - CRDF East**

Inmates housed in Modules 1300, 1400, 2100, 2200, 2300 and 2400 have been designated to use the video conference machine located in Module 2100.

Inmates housed in Modules 3100, 3200, 3300 and 3400 have been designated to use the video conference machine located in Module 3100.

### **Lynwood - CRDF West**

Inmates housed in Modules 1600, 1700, 2500, 2600, 2700 and 2800 have been designated to use the video conference machine located in Module 2700.

Inmates housed in Modules 3500, 3600, 3700 and 3800 have been designated to use the video conference machine located in Module 3700.

Video conferences cannot be scheduled for inmates housed in CRDFCEM3 because they are on house arrest or inmates housed in CRDF2 because they are still in processing.

### **Men's County Jail**

The below listed Modules at MCJ are "high powered," "escorts" or "k-10" inmates and should only be scheduled in Module 1, Module 3 or Module 4. Modules 1, 3

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and 4 have immobile chairs. They are bolted down for security purposes and used to handcuff the “high-powered” inmates.

- 2300
- 2500
- 2700
- 2904
- 3100
- 3300
- 3301
- 3500
- 3700
- 4500
- 4600

Modules 1700 and 1750 can only be scheduled in Module 1700.

OUTP700 and OUTP8000 can only be scheduled in Module 2.

The following housing locations can be scheduled in Modules 1, 2, 3 and 4:

- 2100
- 2101
- 2200
- 2201
- 2400
- 2500
- 2600
- 2701
- 2800
- 2900
- 3200
- 3201
- 3400
- 3600
- 3800
- 3801
- 4300
- 4400
- 4700
- 4800
- 5100
- 5200

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- 5300
- 5400
- 5500
- 5550
- 5600
- 5700
- 5800
- 6050
- 9100
- 920
- 9300
- 9400
- 9500

### **Twin Towers**

The following housing locations are considered part of **Twin Tower North**:

<u>Housing Location</u>	<u>Will Require Module Number</u>
131, 132	131
141, 142	141
151, 152	151
161, 162	161
171, 172	171

The following housing locations are considered part of **Twin Tower South**:

<u>Housing Location</u>	<u>Will Require Module Number</u>
241, 242	241
251, 252	251
261, 262	261
271, 272	271

## **1308 TROUBLE SHOOTING**

If problems occur with the scheduling software system, contact Internal Services Department employee Rochelle Newble at (562) 403-6672 and report the problem to your Site Coordinator.

If problems occur with a video conferencing unit, verify the call information and/or hang up and redial the video call.

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If the problem persists, report the problem to the Site Coordinator with the following information:

- Interviewer site location
- Time and date
- Nature of the problem(s)
  - a) Is the power on?
  - b) Does the call connect?
  - c) Is the far site unable to hear you or are you unable to hear the far site?
  - d) Is the far site unable to see you or are you unable to see the far site?

The Site Coordinator must contact the Customer Help Desk at (562) 940-3503 and provide the following information:

- Your name and telephone number
- Site location
- Nature of the problem(s)

The Site Coordinator must obtain a “Trouble Report” number from the Help Desk for future reference. Technical support should respond to the request within 4 hours.

## **1309 ADDITIONAL INFORMATION**

The JIVCS committee has tested a new software system purchased from Time Trade Development. This software is designed to allow any user access to schedule his or her own appointments. System and/or software update information will be updated to this manual as it becomes available and is instituted.

**LOS ANGELES COUNTY PROBATION DEPARTMENT**

<b>Subject:</b>  <b>CENTRAL RECORDS MANUAL</b>  <b>ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES</b>	<b>Section Number:</b> <b>CRM-1400</b>
	<b>Effective Date:</b> <b>08/04/08</b>
	<b>Approved By:</b>  Reaver Bingham, Bureau Chief

**1401 ADULT FIELD SERVICES BUREAU RESPONSIBILITY**

It is the responsibility of the Adult Field Services Bureau to improve existing procedures in order to produce on-time, quality reports while minimizing overtime expenditures.

The procedures detailed in this chapter provide an equitable means of distributing the workload while minimizing overtime expenditures. These procedures must be initiated when the number of investigations exceeds the office's capacity for regular assignments. Cases that need to be farmed-out must be referred to the Adult Investigations Coordinator using the process described in this chapter.

**1402 PURPOSE**

- Reaffirm that the assignment process is a clerical function.
- Establish, clarify and standardize policies regarding case assignment between offices.
- Standardize, to the extent possible, procedures regarding case assignments between offices.
- Develop and publish "Policies and Procedures" specific to the assignment process.

NOTE: The Probation Department requires that all court reports must be delivered to their designated courts by 12 p.m. at least two days prior to the related court hearing.

**1403 CASE ASSIGNMENT TIME EXPECTATION**

Case assignment must be completed within 6 working hours. A completed case assignment is defined as the process from the receipt of the referral from the court to the DPO assignment regardless of court date.

**ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES****1404 RECORD CHECKS**

- All offices must ensure that DPOs run their own record checks.
- The DPO is responsible for determining the accuracy of the information.
- The DPO is responsible for accurately reporting the information from the record check.

**1405 CONTINUANCES**

- Continuances must be avoided.
- Cases must be assigned to a DPO (not an SDPO) irrespective of the date the referral is received.
- If a referral is received in the office on or after the dictation deadline due date, every effort must be made to complete the investigation.

**1406 SDPO SUPPORT**

- SDPOs are expected to handle all DPO questions and concerns relative to the assignment process.
- The SDPO must assist in interpreting minute orders.
- The SDPO must, promptly and accurately, update information on the DPO maintenance screen (POMT) for each DPO assigned to his or her unit. (i.e. Vacation (VAC)) Updates must be done in a timely manner so that the Assignment Clerk is aware of an individual DPO's scheduled time off.
- The SDPO is responsible for clarifying any ambiguous minute orders. He or she must work directly with the Clerical Supervisor to resolve problems related to the assignment of investigation referrals.
- SDPOs must email or fax the Adult Investigation Coordinator any DPO schedule changes and/or updates that need to be processed on the POMT screen. This does not include vacation (VAC) time, but does include ILL< FAM (family leave), TMP (temporary assignment), JUR (jury duty), DPOs on Special assignment, etc).
- The SDPO must receive notification from the Assignment Clerk of any cases assigned on or after the dictation deadline date.
- The SDPO must not reassign cases.
- The SDPO must add TRN.

**1407 FARM-IN/FARM-OUT DEFINED**

The purpose of farming cases is to distribute workload as evenly as possible. The Assignment Coordinator will track the number of cases assigned to each Investigation DPO in the Bureau and farm/assign cases to those who are low relative to the prevailing level of assignment. For the purpose of tracking case

**ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES**

assignment numbers, APS displays case assignment level in points. It is critical that the Assignment Coordinator balances workload within each worksheet.

- The minimum standard is six cases per week. The actual number of cases assigned will vary depending upon the referral rate from the courts and may exceed six cases.
- The absence of the D.A. Packet must not prevent the immediate assignment of cases.
- On the Investigation Case Data (ICSD) screen, the sending office must indicate whether a D.A. packet is currently available or has been requested.
- The sending office is required to immediately forward the requested D.A. packet upon receipt. Farmed-out cases must be in the receiving office within 24 hours of notification.
- The sending office must indicate the date received and the method of delivery on the Defendant Chrono Information Data (DCID) screen.

The following 14 Adult Area Offices must be monitored every day:

- SGV (San Gabriel Valley)
- SM (Santa Monica)
- RIO (Rio Hondo)
- ESFV (East San Fernando)
- ESFVAV (Antelope Valley-Sub Office)
- ESFVVL (Valencia- Sub Office)
- SC (South Central)
- FO (Foothill)
- PV (Pomona)
- HA (Harbor)
- HA/Inglewood
- LB (Long Beach)
- ELA (East L.A.)
- CAI (Central Adult Investigations)

The Adult investigations Coordinator must determine which area offices are available to accept farm-in cases for the weeks when cases beyond the sending office capacity are due in dictation. The AI Coordinator needs to ensure that the number of cases as reflected by points are close to/within the same level for all area offices and must telephone or email the available offices to inform that farm-in cases will be sent. A Farm-in/Farm-out Log must be kept for any transaction done daily. An ICSA log was developed and is used to help guide the Assignment Coordinator with indicating how many times the ICSA screen was monitored. At minimum, the ICSA screen must be monitored every 15 minutes.

**ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES**

For record keeping purposes, a copy of the ICSA screen must be kept on every transaction. This practice is beneficial to the Assignment Coordinator whenever there are problems with a case.

The following cases must be farmed-out: HS (Health and Safety), VC (Vehicle Code), PC496, PC4530, PC4532, PC12020BC and PC12031BC. Most of the time, other charges are farmed-out because the area office is full or already high in points.

**Bench Warrant Pick-Up (BWPU) cases must not be farmed-out unless necessary.** If it is necessary to farm out a BWPU case, it will most likely happen at the end of the quarter as a result of overtime. **Walk-ins should not be farmed-out. To the extent possible, murder cases (PC187) must not be farmed-out.**

**Farm-out cases from area offices that are high in points**

If an area office gets a lot of cases on a consistent basis, cases with future court dates should be farmed-out so that the points of that area office will be equitable with the rest of the area offices.

Farmed-out cases must be directed to the nearest area office.

- ESFV, ESFVAV and ESFVVL
- SC, Long Beach and Harbor
- CAI, ELA and RIO
- Foothill and Santa Monica
- SGV and Pomona

**99.9% of P & S cases require an interview. Pre-Plea cases don't necessarily require an interview.**

**NOTE: All referrals MUST be entered into APS before farm-out procedures are initiated.**

**1408 FARM-OUT/ SENDING OFFICE RESPONSIBILITIES**

- The Assignment Clerk must immediately notify the Assignment Coordinator upon receipt of referral. DO NOT WAIT FOR THE D.A. PACKET!
- The Assignment Coordinator must be notified of each case received on or before the dictation deadline due date.
- The Assignment Coordinator must determine the office for assignment. In most instances, any case received for assignment on or after the dictation



**ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES**

deadline due date will be retained by the office unless otherwise determined by the Bureau Chief.

- The Assignment Coordinator must verify the capability of another office to accept a farm-in case.
- Both the sending and receiving offices must be notified within 60 minutes.
- If any cases have future court dates, those packets can be mailed to the receiving area office. Packets must be hand delivered if there is not enough time for the cases to be mailed, especially if the dictation due dates of the cases are getting close. If case delivery is time sensitive and cannot be made within a 24 hour time frame, the cases must be faxed.
- The Assignment Clerk must transfer the case to the receiving area office immediately by APS.

**1409 FARM-IN/ RECEIVING AREA OFFICE**

- After the farm-in packet has been received, the Assignment Clerk must immediately assign the case to a DPO using standard procedures. He or she must also give notice of the assignment to the DPO by providing a copy of the ICSD screen. The assignment must be completed within the business day that the case was received.

NOTE: A DPO's caseload number should be on the copy.

**1410 ADULT INVESTIGATION CASE ASSIGNMENTS (REFER TO DIRECTIVE NO. 730, ISSUED 10/22/98)**

An Adult Investigation case remains accountable to the workload of the DPO responsible for the initial report until a final disposition of the case is made by the court resulting in either sentencing of the defendant, dismissal or termination of proceedings. During the interim, requests from the court for an additional report must be assigned to the same DPO without additional points. The DPO must consult with the SDPO for case clearance and guidance regarding the scope of information that should be provided in the report(s).

There is no statute of limitations on this procedure. The only criterion for consideration is the availability of the DPO as indicated on the APS/POMT screen. If the initial DPO is not available, the case must be reassigned for the full point value.

**ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES****1411 ASSIGNMENT OF ADULT INVESTIGATION CASES - ROLE OF THE ADULT INVESTIGATION ASSIGNMENT CLERK (REFER TO NOTICE NO. 1322, ISSUED 8/26/03)**

Is it the responsibility of the Adult Investigation Assignment Clerk at each area office to ensure that all investigation referrals from the court are immediately entered into APS and assigned to an investigator as soon as possible. Any delays may impact the assignment of subsequent referrals. Referrals are assigned to investigators on a rotating basis subject to DPO availability to accept cases. The assignment of new cases is determined by an individual DPO's cumulative point count for a given week and/or quarter. The Assignment Clerk is also responsible for working with the Assignment Farm-in/Farm-out Coordinator to move overflow cases from one area office to another.

The Assignment Clerk must only report to his or her immediate supervisor, the Head Clerk, and the Office Director to ensure the efficiency and accuracy of the job he or she performs.

**DPOs are not permitted to directly question the Assignment Clerk regarding any issues related to the assignment of investigation cases.** If there are any questions regarding the assignment of a case, the number of points given for a case, the time available to complete an investigation or any other issues related to the assignment of a case, the DPO must only confer with his or her SDPO, Office Director or the Adult Consultant. Failure to adhere to these guidelines may result in disciplinary action.

It is the responsibility of the Clerical Supervisor to communicate any information and/or resolutions directly to the Assignment Clerk.

**1412 ICSA SCREEN**

All cases entered into the system will be displayed on the ICSA screen. By the end of each day, the Assignment Coordinator must ensure that all cases have been assigned. If any cases have not been assigned by the end of each day, the Assignment Coordinator must remind the Assignment Clerk to do so.

If there are cases that are on the ICSA screen (e.g. Prop 36 cases) that do not belong to Adult Investigations, the Assignment Clerk must be contacted and notified of the case. It is the responsibility of each area office to ensure that there are no other cases from other offices on their ICSA screen except for those that they have entered.

**ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES****1413 NEW DEPUTY PROBATION OFFICERS**

New DPOs are usually placed on “Special Assignment” for 6 weeks. This may vary at the discretion of the Director. The SDPO will inform the AI Coordinator of any reduced or “special” assignments in writing. It is important to note the dictation week that this occurs in because APS will show those DPOs as being on “Special Assignment: for the entire quarter beginning with that date.

The POMT screen cannot be updated with this information in advance. APS only allows the Assignment Coordinator to update the POMT screen in the week that the DPO is scheduled to begin his or her “Special Assignment.” APS will not allow a user to update to the previous dictation week(s).

- The number of cases assigned to a new DPO will depend on the Office Director and SDPO. Case assignment could occur as follows: 1st week: 1 case, 2nd week: 2 cases, 3rd week: 3 cases, 4th week: 4 cases, 5th week: 4 cases and 6th week: 4 cases. Some area offices will start training a DPO with 3 cases per week.
- Uncomplicated cases are generally assigned to new DPOs (i.e. a brand new case with few victims).
- Any call from a DPO should be directed to the Supervisor.

**1414 ON “SPECIAL” DEPUTY PROBATION OFFICERS**

SDPOs should notify their Clerk and the AI Coordinator about the DPO being on “reduced intake.

NOTE: The POWS screen will display a “y” highlighted in pink to indicate that the DPO is on “Special Assignment.”

Points System:

The points system is still used by the AI Coordinator as a way of viewing workload distribution in APS. DPO workload is actually the number of hours worked in any given workweek. In some cases, points may not reflect this and the assignment may have to be adjusted. This results in the DPO receiving fewer points for the week. This occurs because some cases or other work issues have required the DPO’s time and the DPO has met or exceeded his or her 40-hour workweek.

With the authorization of the Director, SDPOs may reduce a DPO’s cases in any week. This is reflected in APS as a reduction in points for that week. The SDPO must notify the AI Coordinator of any reduction in writing.

**ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES**

Points reflect cases at the following rates for Regular Intake:

Bench Warrant Pick-up @ 2.5 points-> CAI  
 Post Sentencing/Pre-Plea @ 5.0 points-> CAI  
 Investigation Supplemental @ 0.0 points

NOTE: 0.0 points does not reflect 0 hours and investigation supplementals may require an adjustment of the weekly assignment as a result.

EDP reports are not tracked by points.

**1415 AVAILABILITY CODE/AVAILABILITY DESCRIPTION/POINTS**

AFT	Week After Leave	0.0
BFR	Week Before Leave	0.0
CMP	Compensatory Overtime	29.0
FAM	Family Leave	29.0
ION	Illness One Day	
ITW	Illness Two Days	
ITH	Illness Three Days	
IFR	Illness Four Days	
ILL	Illness (Original Value)	29.0
JFR	Jury Duty Four Days	22.0
JON	Jury Duty One Day	5.5
JTH	Jury Duty Three Days	16.5
JTW	Jury Duty Two Days	11.0
JUR	Jury Duty Five Days	29.0
MAT	Maternity Leave	29.0
MIL	Military Leave	29.0
OTH	Other	29.0
PON	Personal One Day	
PTW	Personal Two Days	
PTH	Personal Three Days	
PFR	Personal Four Days	
PER	Personal Five Days	
SIO	Spcl Ill One Day	
SIT	Spcl Ill Two Days	
SIH	Spcl Ill Three Days	
SIF	Spcl Ill Four Days	
SJF	Spcl JRY DTY Four Days	25.0
SJH	Spcl JRY DTY Three Days	22.0
SJO	Spcl JRY DTY One Day	17.0
SJT	Spcl JRY DTY Two Days	20.0
SPO	Spcl Pers One Day	

**ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES**

SPT	Spcl Pers Two Days	
SPH	Spcl Pers Three Days	
SPF	Spcl Pers Four Days	
SVO	Spcl Vac One Day	
SVT	Spcl Vac Two Days	
SVH	Spcl Vac Three Days	
SVF	Spcl Vac Four Days	
STO	Spcl Trn One Day	
STT	Spcl Trn Two Days	
STH	Spcl Trn Three Days	
STF	Spcl Trn Four Days	
TMP	Temporary Assignment	29.0
TON	Training One Day	
TTW	Training Two Days	
TTH	Training Three Days	
TFR	Training Four Days	
TRN	Training (Original Value)	
TRN	Training Leave (block week)	29.0
VAC	Vacation Leave	29.0
VON	Vacation One Day	
VTW	Vacation Two Days	
VTH	Vacation Three Days	
VFR	Vacation Four Days	
VAC	Vacation (Original Value)	
VCT	Nt Counted Office Stat	0.0
YES	Available	0.0

The SDPO and Office Director of a given area office are responsible for emailing notification of any DPO related changes that need to be updated in the POMT screen to the Coordinator. This enables the Assignment Coordinator to update the POMT screen accurately. The POMT screen should not be updated unless a request to update POMT has been received.

NOTE: When the POMT screen is updated promptly, it will alert the Assignment Clerks not to assign any cases to a DPO who is not available.

**1416 HOW TO UPDATE THE POMT SCREEN**

Example:

Current User Area Office:	LB
JUMP:	Type POMT >Enter
DPO NO:	Type the DPO Workload No. >Enter

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For Action, Type "V" and press "Enter." The area that displays "AVAIL" will be highlighted. Use the Availability Codes to Change the column that displays "AVAIL" to the new update on the specified date. Then press "Enter." (See Availability Code/Descriptions)

**1417 REASSIGNMENT OF CASES**

If a DPO already has 30.0 – 32.0 points, the Assignment Clerk will not be able to reassign a case to him or her. It is the responsibility of the Assignment Clerk to contact the Assignment Coordinator and make the necessary changes to reassign the case or override the 30- point limit.

In APS:

1. From "Area"
  - Type in the Area Office
  - Tab to "JUMP," type DFIQ (Defendant Inquire) and press "Enter"
2. On DFIQ
  - Type the X-number and press "Enter"
  - Tab to "JUMP," type IMTA (Investigation Assignment Maintenance) and press "Enter"
3. Action: Type "R" and press "Enter"
  - Tab down to the "DPO Number" line and enter the DPO workload number of the new DPO that the case is being assigned to
4. The bottom of the screen should display the phrase "Successfully Reassigned"

**1418 ADDING POINTS TO A DEPUTY PROBATION OFFICER'S CASELOAD**

There are times that the points for a specific case will not appear on the CTRD screen. This could be because the case may have been entered incorrectly or there may have been updates made to the case which caused data loss. The SDPO or the Assignment Clerk must call the Assignment Coordinator and have the points added to the system.

In APS:

1. From "Area"

**ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES**

- Type in the Area Office
- Tab to “JUMP,” type CTRD (Court Report Data System) and press “Enter”
- Type in the X-Number and press “Enter”

2. In the Action Field:

- Type “W” and press “Enter”
- The Workload Points will be displayed and highlighted
- Add the necessary points and press “Enter”

**1419 ASSIGNING CASES TO A DEPUTY PROBATION OFFICER FROM THE ICSA SCREEN**

If need dictates, the Assignment Coordinator, can help assign cases. This is an available option if the Assignment Clerk is not available and the case(s) needs to be assigned or the SDPO wants the case(s) to be assigned immediately.

In APS:

1. From “Area”

- Type in the Area Office
- Tab to “JUMP” and type ICSA

2. In ICSA

- Type the court case number or put an “S” next to the case number that needs to be assigned
- Press “PF6”
- Tab down to the DPO number and type the DPO workload number of the DPO being assigned to the case
- Type “PF12”

3. At the bottom of the screen, “Has Been Successfully Assigned To” should be displayed and the DPO’s workload number and name should be indicated.

Assignment Clerks cannot assign additional cases to a DPO that has reached 32.0 points. In that instance, the Assignment Coordinator will have to assign the case(s). The Assignment Clerk needs to contact the Assignment Coordinator to inform him or her of the cases that must be assigned.

**ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES****1420 INVESTIGATION ASSIGNMENT FARM-OUT CONTROL (IFOA) SCREEN**

The Investigation Assignment Farm-Out Control (IFOA) screen can be accessed through the APS screen. The IFOA screen enables users to see the farm-outs and farm-ins done every week.

Accessing the IFOA screen:

- In the APS screen, type in the Area Office and then type "IFOA" in the "JUMP" field
- "YEAR" – Type in the year
- "Quarter" – Type in the quarter (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> or 4<sup>th</sup>)
- "Week" - Type in the week that must be located (there are 13 weeks in every quarter)

**1421 ASCOT PROGRAM - NOTICE 1468**

The ASCOT Coordinators must ensure that ASCOT DPOs receive 5 cases every week, an average of 1 case per work day. A **yellow asterisk (\*)** beside the DPO's name signifies that he or she is an ASCOT DPO.

The Assignment Coordinator is responsible for checking the weekly points of all the ASCOT Deputies and entering the information in a log. This must be done every Monday. The ASCOT Coordinators generally call the Assignment Coordinator to verify that all the DPOs have received their 5 cases. The Assignment Coordinator should also help the ASCOT Coordinators to look for cases by calling the area offices to ask if they have any cases that came from an ASCOT court. Since all the area offices have ASCOT officers, the Assignment Clerks should be able to tell which cases came from an ASCOT court.

ASCOT DPOs are entitled to receive case load relief at the rate of one case per day. ASCOT officers are assigned Pre-Plea cases unless otherwise assigned by their supervisors. They should not be assigned Bench Warrant Pick-Up cases.

ASCOT DPOs do not have points, so the Assignment Clerks will only see the number of cases assigned.

To update POMT to show that a DPO is with ASCOT, type "V" in the "Action" field and press "Enter." Once the "SPC TYPE" is highlighted, type "A" and press "Enter."



LOS ANGELES COUNTY PROBATION DEPARTMENT	CRM-1400
<b>ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES</b>	

As of July 1, 2008, the ASCOT Coordinators are:

Elwarder Silas	HA/Inglewood Norwalk, Downey/Whittier	Office: (310) 419-5189 Cell: (310) 501- 9133
Robert Laich	Burbank East San Fernando Valencia East San Fernando Antelope Valley	Office: (661) 974-7221
Yvonne Wilbert	South Central Long Beach	Office: (310) 603-7891 Cell: (310) 883-5497
Caroline Pettway	Pomona Pomona/Citrus El Monte SGV	Office: (909) 469- 4540 Cell: (323) 243- 8317
Jennifer Lumpkins	Santa Monica/Airport Beverly Hills East San Fernando Valley VanNuys	Office: (310) 419-6733 Cell: (213) 213-1073
Diane Williams	Central	Office: (213) 893-0464
Leon Alberts	Central East Los Angeles Foothill San Gabriel Valley/Alhambra	Office: (213) 974-9023 Cell: (213) 503-7954

#### **1422 TOTAL AVAILABLE DEPUTY PROBATION OFFICERS**

The total number of available DPOs in each area office is monitored quarterly. This number varies because there are always changes in the area offices due to retirement, change of assignment, family leave, illness, vacation, pay location 99, etc.

The Total DPOs Log contains the area offices, the number of DPOs assigned to the area offices, and the 1<sup>st</sup> to the 13<sup>th</sup> quarter dates indicated.

The Adult Coordinator is responsible for checking all the area offices every Monday and recording the information on the log. At the end of every quarter, a copy of the log must be submitted to the Investigation Oversight Director. The Adult Coordinator must retain a copy of the log at all times.

**ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES****1423 DEPUTY PROBATION OFFICERS THAT TRANSFER TO ANOTHER AREA OFFICE**

When Investigation DPO's transfer from one assignment to another with Adult Investigation, the respective SDPO's will ensure that the DPO receives the appropriate number of cases for the workweek of the transfer. Transfers should occur at the beginning of a workweek so that the transition does not split a workweek.

If it is necessary to transfer during the middle of a workweek, the Assignment Coordinator will assign points so that the total for the DPO for the workweek is accurately reflected. If the transfer occurs in the middle of a workweek, the Coordinator will use "Special" to show the reduction of assignment on each caseload number so that the combined caseloads show the appropriate total of actual cases assigned for the workweek.

**1424 DEPARTMENT HOLIDAY REMINDER NOTICE**

The Assignment Coordinator is responsible for preparing the Probation Department's "Holiday Reminder Notice." This notice pertains to all the holidays of the county of Los Angeles, including court holidays. This is prepared in advance for a particular month when there is a holiday.

This notice is prepared in order to allow the required minimum of 10 court days for the preparation and delivery of reports. A minimum of 10 court days are requested when ordering 14 day court reports.

2 to 3 weeks before the holiday, submit a copy of the notice to the Alternate Coordinator. It must then be mailed to the courts. The information must also be forwarded to the SDPO.

**1425 CASE ASSIGNMENT HISTORY (CSHA)**

The Case Assignment History screen can be reached by typing "CSHA" into the "JUMP" field. Enter the defendant's name and press "Enter."

This screen provides instruction on:

- Which office and DPO had the first assignment of the case
- The number of different DPOs that have had the case
- Which office and DPO had the last assignment of the case
- The employee number of the person who entered the case

**ADULT INVESTIGATOR COORDINATOR ASSIGNMENT PROCEDURES****1426 OTHER ASSIGNMENT COORDINATOR FUNCTIONS**

- Responds to the inquiries of the Bureau Chief, the Investigation Oversight Director and the SDPOs about farm-in/farm-out and other related functions.
- Responds to all the inquiries from the Directors, SDPOs, Head Clerks, STC Clerks and Assignment Clerks from the area offices
- Receives special projects from the Bureau Chief, and the Investigation Oversight Director

**1427 TELEPHONE ROSTER**

The Adult Investigations Coordinator is responsible for updating the “Assignment Clerk/Supervising Typist Clerk/ Head Clerk” telephone roster whenever there is a change on the Assignment Clerk or Alternate Assignment Clerk’s desk. A copy is emailed to the Adult Investigations area offices and directed to Head Clerks, STC Clerks and Assignment Clerks. Copies should also be provided to the Directors and SDPOs.

The Information System Bureau is responsible for creating the new workloads for area offices.