



LOS ANGELES COUNTY PROBATION DEPARTMENT

MANAGEMENT SERVICES MANUAL 2008

TABLE OF CONTENTS

100 BUREAU OVERVIEW AND ADMINISTRATION

- 101 INTRODUCTION
- 102 MSB MANUAL ORGANIZATION
- 103 MSB MANUAL HIGHLIGHTS
- 104 MSB ORGANIZATION CHART
- 105 BUREAU JOB FUNCTIONS

200 INSTITUTIONAL SERVICES

- 201 INTRODUCTION
- 202 INSTITUTIONAL PERSONNEL
- 203 SERVICES DIRECTOR
- 204 CLERICAL SUPPORT
- 205 PERSONAL PROPERTY UNIT
- 206 PAYROLL UNIT
- 207 PERSONNEL UNIT
- 208 LAUNDRY
- 209 HOUSEKEEPING
- 210 ADMINISTRATIVE SECURITY
- 211 SECURITY IDENTIFICATION BADGE
- 212 LIAISON RESPONSIBILITY
- 213 GENERAL/ROUTINE MAINTENANCE
- 214 WORK ORDER PROCEDURE FOR JUVENILE HALLS
- 215 NON-EMERGENCY REQUESTS
- 216 ROUTING OF WORK ORDERS
- 217 EMERGENCY REQUESTS
- 218 ROUTING THE MAINTENANCE REQUEST
- 219 EXTRAORDINARY REQUESTS AND MAINTENANCE EXCEPTIONS
- 220 EXTRAORDINARY AND BUILDING MAINTENANCE EXCEPTIONS
PROCESS FOR OBTAINING ESTIMATES
- 221 PROCESSING SERVICE REQUEST FORMS
- 222 OBTAINING AN "A" NUMBER
- 223 PLANNED SERVICE INTERRUPTIONS
- 224 EMERGENCY PREPAREDNESS GUIDELINES FOR SERVICES
DIRECTORS
- 225 MAJOR EMERGENCY/COMMUNICATION LINK
- 226 EMERGENCY COMMUNICATION CENTER DIRECTORY
- 227 CONTINGENCY PLAN
- 228 EMERGENCY EQUIPMENT CONTAINERS
- 229 EMERGENCY WATER SUPPLY
- 230 EMERGENCY RESPONSE PROCEDURES
- 231 INSTITUTIONAL INSPECTIONS

- 232 CORRECTIONS STANDARD AUTHORITY (CSA)
- 233 DEPARTMENT OF HEALTH SERVICES INSPECTIONS
- 234 FIRE DEPARTMENT INSPECTIONS
- 235 PROBATION COMMISSION INSPECTIONS
- 236 GRAND JURY INSPECTIONS
- 237 PRESIDING JUDGE INSPECTIONS
- 238 SAFETY AND BUILDING INSPECTIONS
- 239 NUTRITIONAL INSPECTIONS
- 240 IN-HOUSE INSPECTIONS
- 241 NON-COMPLIANCE ISSUES
- 242 FACILITY FACTS
- 243 GENERAL CAMP DESCRIPTIONS

300 RISK MANAGEMENT

- 301 INTRODUCTION
- 302 OVERVIEW
- 303 MISSION
- 304 RISK MANAGEMENT SECTIONS OF RESPONSIBILITY
- 305 HEALTH AND SAFETY TEAM
- 306 RISK ANALYSIS
- 307 HOUSEKEEPING AND SANITATION
- 308 ACCIDENT REVIEW COMMITTEE
- 309 SAFETY
- 310 STAFFING

400 FACILITIES MAINTENANCE AND SUPPORT SERVICES

- 401 INTRODUCTION
- 402 PROPERTY AND SUPPLY
- 403 WAREHOUSE LOCATIONS
- 404 CENTRALIZED WAREHOUSING
- 405 SERVICES DIRECTOR OF FACILITIES OPERATIONS
- 406 FACILITIES MAINTENANCE
- 407 COMMUNICATIONS
- 408 ASSET MANAGEMENT
- 409 WAREHOUSE

500 PROCUREMENT

- 501 INTRODUCTION
- 502 POLICY AND STANDARDS
- 503 OVERVIEW OF EXPENDITURE PROCESS
- 504 INTERNAL CONTROLS
- 505 SEGREGATION OF DUTIES
- 506 DELEGATED PURCHASING AUTHORITY

- 507 VENDOR AGREEMENTS
- 508 BID SOLICITATIONS
- 509 ACQUISITION OF EQUIPMENT
- 510 BLANKET PURCHASE ORDER
- 511 OVERVIEW OF PURCHASING PROCEDURES
- 512 POLICY STATEMENTS

600 WORK CREW SERVICES PROGRAM

- 601 INTRODUCTION
- 602 JAWS
- 603 PAAWS
- 604 PERSONNEL
- 605 BASIC RULES AND GUIDELINES FOR CREW INSTRUCTORS
- 606 DAILY ROUTINE AND PROCEDURES
- 607 DAILY ORIENTATION FORMAT
- 608 PROCEDURE FOR FEMALE PARTICIPANTS ON CREW
- 609 PROCEDURE FOR HANDLING AND REPORTING INJURY TO PARTICIPANTS WHILE WORKING ON CREW
- 610 TOOL ORIENTATION AND TOOL SAFETY
- 611 VAN INSPECTION
- 612 PROCEDURES FOR REPORTING VEHICLE ACCIDENTS
- 613 HAND HELD RADIO BREVITY CODES
- 614 EMERGENCY/DISASTER PROCEDURES
- 615 DAILY TIMELINE PROCEDURES FOR CREW INSTRUCTORS

700 FLEET MANAGEMENT

- 701 INTRODUCTION
- 702 MAINTENANCE COMPLIANCE
- 703 MONTHLY DEPARTMENTAL MILEAGE REPORT
- 704 VOYAGER CREDIT CARDS
- 705 VEHICLE REPAIR AUTHORIZATION
- 706 ANNUAL ACCIDENT REPORT
- 707 DEPART OF MOTOR VEHICLES SMOG COMPLIANCE
- 708 VEHICLE DOCUMENTS

800 FACILITIES PLANNING

- 801 INTRODUCTION
- 802 CAPITAL PROJECTS AND REFURBISHMENT
- 803 REVENUE
- 804 EMERGENCY CONTACTS FOR PROBATION FACILITIES

LOS ANGELES COUNTY PROBATION DEPARTMENT

Subject: MANAGEMENT SERVICES MANUAL BUREAU OVERVIEW AND ADMINISTRATION	Section Number: MSM-100
	Effective Date: 9/20/2007
	Approved By: Francesca Jones, Bureau Chief

101 INTRODUCTION

Probation's Management Services Bureau (MSB) was established May 26, 1998 in an effort to centralize support services throughout the Department. This centralization of services has allowed for a more efficient use of resources and increased the Department's ability to respond more efficiently to daily operational support needs and more quickly and effectively to emergencies. Additionally, it has allowed Department managers to focus their efforts on serving the community at large by providing the best probation services possible. Management Services Bureau is committed to serving the Department so it can service the community.

The Management Services Bureau (hereafter referred to as MSB) Manual is a source for finding information on policies and procedures of the Department and the Bureau. The statements contained in the manual represent the basic and fundamental intentions and goals of the Probation Department and the Bureau.

This manual has been prepared to provide information and direction to the personnel assigned to the County of Los Angeles Probation Department MSB. It is designed to explain and facilitate understanding related to the roles, functions, policies and procedures of MSB.

102 MSB MANUAL ORGANIZATION

The MSB Manual is organized into the following nine sections:

- 100 Bureau Overview and Administration
- 200 Institutional Services (Juvenile Hall and Camp Support)
- 300 Risk Management
- 400 Facilities Management and Support Services
- 500 Procurement
- 600 Work Crew Services
- 700 Fleet Management Services

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-100
BUREAU OVERVIEW AND ADMINISTRATION	

800 Facilities Planning

900 Report Procedures

103 MSB MANUAL HIGHLIGHTS

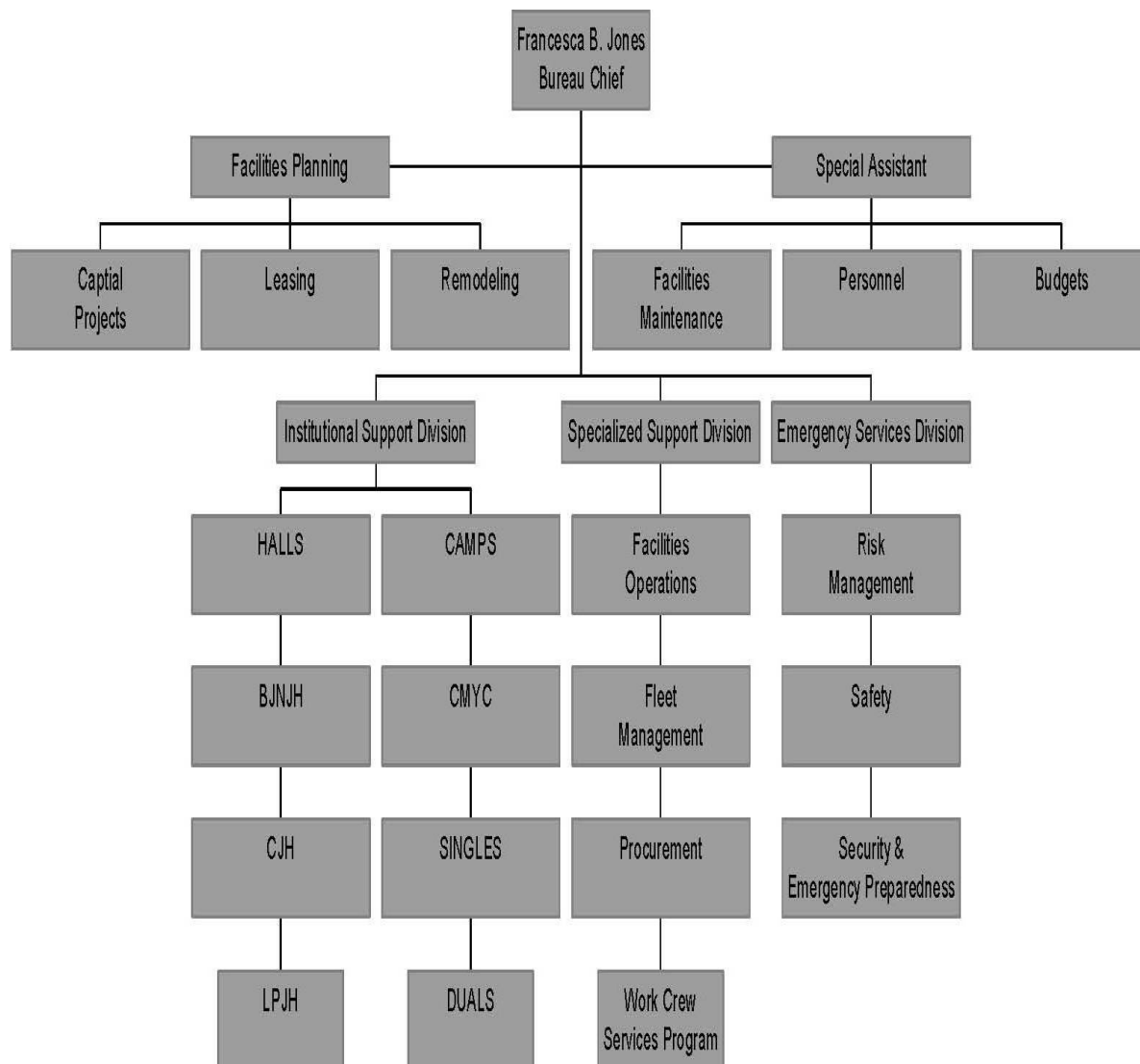
Highlights of the manual include:

- General duties of all MSB personnel – classification standards and job description.
- Various support services operations, functions, and activities performed by the bureau, in addition to responsibilities.
- Outline of specific information contained in the Services Director's Monthly Report.
- Procedures for processing keys, badges, tokens, visitor passes, and general guidelines relative to the Department's policy on proper identification while at a facility.
- Specific procedures pertaining to contracts, the role of all bureau personnel, types of contracts, general contract information, evaluating proposals and Bidders' Conference information.
- Components of a budget, the budget process, budget preparation, preparing a budget request, and managing a budget.
- Procedures for planned service interruptions, preparation and notification process.
- Procedures for processing service requests, information regarding the Internal Services Department, Scope of Services Statement, procedures for obtaining costs estimates, general repairs, and extraordinary repairs.
- Detailed information relative to inspections and the various committees charged with the responsibility, standards, regulations, and process for dealing with non-compliance issues.
- Emergency response guidelines focused on Departmental protocol and the local level procedures during specific types of emergencies.

BUREAU OVERVIEW AND ADMINISTRATION

- Documented historical facts and information of each Probation Department facility.

It is hoped that the MSB Manual will be a timely and easy to use resource in meeting operation demands and reaching departmental goals. This manual will be revised and supplemented, as necessary, to meet new requirements, needs, and situations.

104 MSB ORGANIZATION CHART

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-100
BUREAU OVERVIEW AND ADMINISTRATION	

105 BUREAU JOB FUNCTIONS

Management Service Bureau consists of various sections supporting the functional operation of Probation Department's facilities – headquarters office; warehouses; area offices; juvenile halls; and camps.

The primary responsibility of the bureau is to effect sound fiscal management of all operations that utilize department assets to ensure that services provided are consistent to the Department's goal, mission statement, established policies, regulations, requirements and more importantly, meeting the needs of all facilities.

Each operation and/or function within an operation should have specific work/duty statements and procedures relative to the assignment outlined.

MSB has been allocated a total of 362 staff to actualize its operational mission.

LOS ANGELES COUNTY PROBATION DEPARTMENT

Subject: MANAGEMENT SERVICES MANUAL INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	Section Number: MSM-200
	Effective Date: 2007
	Approved By: Francesca Jones, Bureau Chief

201 INTRODUCTION

This section will delineate responsibilities for providing the support services needs of the juvenile camps and halls. Such services include food preparation, housekeeping and laundry, grounds keeping, facilities maintenance and repair, custodial, administrative and clerical support, and building complex management services. There are services directors at the three juvenile halls, Camp Tech Support, and Challenger Memorial Youth Center (CMYC). The camps have a general services manager or a camps services manager. They are responsible for facility plant management and all support services at their respective facility. It is important to note that operations vary between the juvenile halls, Camp Tech Support, and CMYC.

202 INSITUTIONAL PERSONNEL

Each operation and/or function within an operation should have specific work/duty statements and procedures relative to the assignment outlined.

203 SERVICES DIRECTOR

The services director in the Juvenile Halls, CMYC and the oversight director of all juvenile camp facilities include, but may not be limited to managing the activities of a large clerical and support staff, operating three shifts a day, seven days a week. The various operations include building maintenance, construction, custodial, grounds maintenance, contract services, food services, laundry services, personnel and payroll.

The services director's role is to:

- Plan, organize, assign, and evaluate the work of clerical and other support services required at the juvenile facilities
- Assist in the preparation, maintenance, and control of the annual and monthly budget, while managing the various cash funds.
- Participate with departmental contract services personnel in the development of specifications for out-sourced functions.

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

- Monitor services provided by outside contractors to ensure contract terms are met and quality service is provided.
- Serve as the facility representative during major construction and deferred maintenance projects, in order to communicate Departmental expectations and requirements.
- Inspect facility grounds, buildings, and equipment to ensure that fire, safety, and health standards and mandates are met; and take appropriate action to correct deficiencies.
- Oversee the preparation, processing, and maintenance of personnel and payroll records and reports of all employees (Residential Treatment, Detention, and Management Services Bureau staff).
- Oversee the activities of personnel responsible for the receipt, safekeeping, and routing of detained minors' personal property.
- Oversee the requisition, maintenance, and issuance of supplies and equipment, as well as the preparation of revenue, cost, and expenditure records and reports.
- Monitor, through subordinate supervisors, the custodial, housekeeping, grounds maintenance, and laundry operations.

204 CLERICAL SUPPORT

Clerical personnel, depending on their assignment within the bureau, could be required to work any shift within a 24-hour period, with minimum coverage at juvenile and camp facilities Monday through Friday, 2200 to 0600 hours, and all day on weekends and major holidays.

The head clerk (office manager) oversees this operation through subordinate supervisors.

Clerical performs the following:

- Process admission and release documents, detaining orders, update sheets and unit verification forms.
- Perform data entry in the Probation Detention System (PDS) to generate a Kardex (personal data, current and historical) for each minor admitted.
- Generate and distributes Master/Facility Population Sheets and various

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

reports.

- Perform the 'balancing' process each day to ensure every minor in the system is physically accounted for.
- Prepare and maintain minors' behavior files.
- Perform Administrative Security; issue keys, visitor badges, screens visitors attempting to gain access to the facility, operates and controls entry gates and doors.

205 PERSONAL PROPERTY UNIT

Personal Property is defined as clothing, money and personal valuables. The admitting facility is responsible for the receipt of inventory, storage and disposition of property of detained minors. Property is removed from the admitting facility for the following reasons:

- Minor is released
- Minor is transferred
- Minor authorizes parents to retrieve personals
- Items are subpoenaed

Each minor shall be provided a total of 80 cubic feet of storage space, 9 of which must be secure storage space for personals. Calculated in the total, is the space identified as the "Property Room". This room should be secured with restricted and/or limited access.

The head clerk oversees this operation directly or through a supervising Personal property worker and personal property workers.

It is the responsibility of the workers to ensure that property is accurately inventoried, safely stored, easily identified for retrieval, and properly disposed after the minors' release.

Money in excess of \$10.00 or more must be sent to Fiscal Services by the next working day of receipt. (Refer to the Fiscal Manual for more information).

If, for any reason, property is lost, a minor may request a *Claim for Reimbursement for Damaged Personal Property* form.

Thirty (30) days after a minor's release date, all unclaimed clothing is disposed of

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

through charity organizations.

Unclaimed money in the amount of \$9.99 or less is forwarded to Budget and Fiscal Services.

Unclaimed valuables, such as jewelry, pagers, etc, are delivered to the Internal Services Department with a transmittal.

206 PAYROLL UNIT

The Payroll section at each juvenile hall is responsible for the processing and maintenance of time records for Management Service and Detention Service staff. The head clerk (office manager) oversees this operation.

At camp, headquarters, and area office facilities, a secretary or other designated personnel performs this task and many not fall under the review of Management Service Bureau.

Payroll performs all the distribution and collection of timecards for processing. All completed timecards are reviewed for accuracy and completeness.

Timecards are reconciled by payroll with the facility's Absence and Overtime Reports or Change Authorization Slips submitted by supervisors and directors.

Attendance records are checked and documents are corrected and reported. This office responds to all problems, questions, complaints and discrepancies relative to payroll.

Master timecards are updated daily.

Information is communicated and reconciled consistently with the Department's Central Payroll Section.

Tax withholding forms are processed and administered by Payroll.

Deduction cards can be obtained from the payroll unit and must be sent by certified mail to the appropriate agency for processing.

Payroll personnel does not process or distribute payroll warrants, checks, or stubs, as this is a conflict of interest.

207 PERSONNEL UNIT

The Personnel section at each Juvenile facility acts as liaison between the work site and Probation Department Headquarters' Personnel Office, providing

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

personnel services for Detention and Management Services staff assigned to the juvenile facility.

The head clerk oversees this operation directly or through subordinate supervisors and/or staff.

At MSB Administration Service Division, the Bureau Chief's special assistant is the person who oversees this function.

Duties of the site Personnel Office consist of the following:

- Maintain personnel files of all employees
- Provide directors and supervisors with personnel files upon request.
- Process performance evaluations and reports on probationer documents.
- Forward information to headquarters.
- Distribute payroll warrants.
- Process sensitive and confidential information.
- Update status of employee (i.e., terminations, demotions, resignations, transfers, promotions, administrative leaves, suspensions, etc.).

Several reports are produced or administered by this operation. These include Industrial Injury Reports, Mileage Claim Forms, Thirty (30) Day Absence Reports, the yearly CAL OSHA report, Evaluations Due/Late Report, Excess Time Report, and Staffing Reports. Retirement, insurance, and union brochures are also disseminated from this office.

208 LAUNDRY

The services director, through subordinate supervisors, must ensure health standards and regulations are enforced.

Equipment should be maintained properly and serviced frequently. In some Camp facilities, minors are authorized to launder their personal garments.

The laundry section is under scrutiny each year by the Health Inspector. Written policies and procedures for handling soiled/dirty articles, contaminated or infectious items, must be provided to all laundry staff. Performance shall be monitored by the services director to ensure compliance.

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

Each minor shall be supplied with clean changes of clothing, bedding and towels, as work, climatic conditions or illness may necessitate. Under normal conditions, such items and/or services provided to each minor shall include, but not limited to:

- A clean and serviceable fire-retardant mattress
- Pillow
- One or two laundered blankets
- Clean and sanitary linens (consisting of two sheets and a pillowcase) at least once a week
- Clean undergarments and socks issued daily
- An exchange of outer clothing, excepting footwear, not less than twice weekly
- Clean and serviceable footwear
- Clean towels issued daily

209 HOUSEKEEPING

The services director oversees this operation through subordinate supervisors such as an intermediate housekeeper.

Usually custodians are assigned as their duties consist of various cleaning task throughout the facility, namely; sweeping, mopping dusting, waxing, stripping, vacuuming trash pickup and disinfecting where needed.

Regular living units are not cleaned and maintained by MSB staff, however, transient units are; such as the receiving unit, medical unit, special handling unit and enhanced supervision.

210 ADMINISTRATIVE SECURITY

At each facility, the services director is responsible for managing the Administrative Security program.

Through subordinate supervision, keys, badges, tokens, identification cards, visitor badges and temporary identification badges are controlled and administered.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

The Administrative Security basic and general guidelines are as follows:

210.1 Assignment of Facility Keys

- All full-time employees and all as-needed staff, working at least 10 days per month, shall be assigned keys.
- Employees are assigned keys according to their position, function and/or work assignment.
- A key inventory card or a Master Key List is prepared identifying all keys issued and the key ring/token number assignment.
- A Supervisor may authorize, through written memo, the temporary assignment of keys. In such cases, the receiving person must sign the keys in and out.
- A director, supervisor or officer of the day may lend the keys of an off-duty employee to another. The employee borrowing the keys must sign for them.
- When an employee resigns, transfers or otherwise leaves the facility, the issued set of keys are turned in to the employee's supervisor or director, who forwards them to administrative security/key coordinator

210.2 Key Tokens

- Employees are photographed and issued a token consisting of their picture and an assigned key token/badge number.
- If a token is lost, a \$2.00 replacement fee is applied.

210.3 Key Control

- Keys shall not be given to employees without proper identification.
- Tokens bearing photo and key number are exchanged for keys upon entering the facility.
- Upon leaving the facility, staff shall turn in keys to retrieve their tokens.
- A key audit is performed each day and/or evening to determine if

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

staff are in compliance with the key procedure; on-duty employees have keys in possession, while off-duty employees have tokens.

- Keys discovered missing during an audit must be reported to the director, supervisor or officer of the day (OD) for investigation.
- Periodic inventory audits are performed, verifying key control card or Master Key List against the actual key ring.
- Unauthorized keys found on a key ring during an audit are removed immediately.
- Assigned keys and tokens shall be maintained in a secured location with limited access (Key Center or Administrative Security Office).
- Spare/duplicate keys shall be maintained, tagged, and organized for easy retrieval in a locked key cabinet with limited access.

210.4 Specialized Keys

- All staff shall turn in exit keys when leaving the facility.
- Employee's assigned specialized keys are not obligated to turn in those keys when leaving the facility, given authorization by the services director.
- Specialized keys are office and limited access area keys, and keys assigned to a particular operation, such as warehouse, laundry, procurement, property rooms, etc.

210.5 Lost Keys

- A loss of keys shall be reported immediately to the Supervisor, Officer-of-the-Day or Director. A written report from the employee concerning the loss must be submitted.
- The Supervisor or Director will submit a memo to Administrative Security/Key Coordinator for replacement keys after the loss has been confirmed.

210.6 Identification Badges

- All persons entering juvenile facility are required to wear proper identification. The identification must be visible and worn in the

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

chest area with the photo showing when applicable. The only exception is when parents visit on Sundays. Probation staff must wear their blue, Probation issued identification badge.

- Non-Probation staff working at a facility must wear their employer's identification badge (i.e., Morrison's Food Service, LACO Health Services, Juvenile Court Schools, Simpson & Simpson, etc.)
- All visitors conducting business at a facility (volunteers, inspectors, service repair personnel, etc.) shall wear the identification of the company they represent.

Note: The services director may authorize administrative security personnel to prepare an official company badge, including a photo, for any company under contract agreement at a facility for a minimum fee of \$5.

- Visitors without identification badges or non-work related visitors shall be issued a visitor badge. Visitors must register and obtain a visitor badge. To ensure the return of a visitor badge, a driver's license or other appropriate item (such as photo identification) will be required.

210.7 Temporary Identification Badges

- Employees reporting to work without their identification badges shall be issued a temporary staff identification badge.
- A record of temporary identification issued, including staff's name, date, identification numbers, time of issuance and return, will be maintained.
- Employees borrowing a temporary identification badge for an extended period will be reported to their supervisor.

210.8 Long-Term Visitor Badge

- Long-term visitor badges must be authorized by the services director and may be provided without cost. It is strictly a convenience measure for the long-term visitor to avoid the sign in/out process each day.
- Anyone conducting business at a facility for a specified period, i.e., at least 5 days or more, that does not have a company identification badge, may be issued an identification badge without a photograph.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

- Information, such as the person's name, employer, and driver's license number, must be obtained prior to issuance of a long-term visitor badge.
- The badge shall include the name of the person, the employer, and the expiration date of the long-term visitor badge.

210.9 Project/Program Worker Identification Badge

- Persons assigned to the facility by project or program such as, the Greater Avenue for Independence (GAIN) and/or Workfare Program shall be issued a pictured identification badge.
- The identification shall be distinguished from other badges by color-coding. (For example: GAIN Workers wear white badges.)
- Program/Project participants shall be issued long-term temporary identification badges; including name, start date and program/project name

211 SECURITY IDENTIFICATION BADGE

Due to logistics of Challenger Memorial Youth Center (CMYC), Probation Identification Cards, generally processed at Probation Headquarters – Personnel Services, are processed at CMYC by Administrative Security.

In addition to the ID cards, computerized, magnetic access security badges are assigned. The process is as follows:

- Personnel Department assigns the employee a County employee number. A Probation ID Card is prepared with the employee's fingerprint.
- Security Administration issues the employee a computerized badge number from the Master Employee List.
- Photos of the employee are taken and placed on the two (2) computerized badges. One badge is for entry into the facility, the other is worn when the employee is on duty.
- Two (2) signature forms are generated by computer. One explains the lost badge procedure and the other form lists all the keys assigned to the employee.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

- Copies of the signature forms with the employee's photo are filed. One photo is sent to personnel for their records.
- Employee's name, computerized badge number, work assignment, location and list of keys issued is entered on the master list.
- A photo is applied to the Probation Identification card, and the card is laminated and given to the employee.
- If magnetic security badge is lost the fee is \$10.00.

212 LIAISON RESPONSIBILITY

The Service Director is responsible for the administration of maintenance requests. They represent the Detention Services Bureau and the Residential Treatment Bureau as coordinators with the Internal Services Department (ISD).

The entire County of Los Angeles is divided by districts. Each facility, depending on the location, is supported by a specific ISD district. Each district has a district manager. Frequent contact is maintained with the ISD district manager or ISD coordinator, and weekly meetings are recommended.

213 GENERAL/ROUTINE MAINTENANCE

Routine maintenance is defined as repair work and/or services required to keep a structure in working order and condition to prevent any stoppage of work productivity, program, or service to minors.

A *Work Order* (Juvenile Halls) / *Maintenance Request* (Camps) form initiates the process for requesting services.

At the juvenile facilities, the Internal Services Department (ISD) responds to the facility's maintenance needs. The levels of service provided are described in ISD's Building Maintenance – Scope of Services Statement.

The services director, through ISD Facilities Operations Services, may obtain this document. Funding for Building Maintenance is allocated each fiscal year.

Work request in excess of \$2,500 requires additional funding.

Work requested but not covered in the *Building Maintenance – Scope of Services Statement* is considered an exception and also requires additional funding. (See Section 219 below, entitled "Extraordinary Service Request and Building Maintenance Exceptions.")

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)**214 WORK ORDER PROCEDURE FOR JUVENILE HALLS**

Physical surroundings both influence the attitude of visitors, employees and minors and affect the efficiency of an entire program at an institution or camp facility. It is therefore essential that every staff member assist in reporting any situation that requires maintenance work or repair. The staff member accomplished this by forwarding work orders in accordance to the facility's work order Procedure. Any staff member housed at a facility (i.e., School, Court, Medical, etc.) may submit work orders. The procedures are delineated in Sections 215 through 220 below.

215 NON-EMERGENCY REQUESTS

Prior to submitting a work order, staff shall review past work orders to avoid duplication. Complete the work order form, indicating problem, building number, unit room number, description of work. Both staff member and supervisor shall sign the form, date it, and provide a priority ranking (urgent, needed, etc.).

The living unit staff must log the work order number and reason onto the *Shift Condition Report* maintained in the unit.

A work order should contain like kinds of problems, for example, "Lights out in rooms 1, 15, and 20."

Under no circumstances should job requests be mixed and combined on a single work order, such as, "Lights out and a clogged drain." "Lights out" is an electrical issue, while "clogged drain" is a plumbing issue. Each problem must be listed on a separate work order.

If the request is for the same room or location (for instance, in room 5 the lights are out and the toilet is clogged), this would require separate work orders

216 ROUTING OF WORK ORDERS

The work order form is a perforated three- page document. It is comprised of the original (white), a first copy (pink) and a second copy (green). Staff originating the request shall retain the green copy until the work has been completed, and forward the original and pink copy to the services director's office.

The services director or designee, usually the secretary, acknowledges receipt by dating and initialing Section 5 (Comments) of the work order.

The work orders are separated and categorized by tasks and assignment. Work orders often contain requests that should be handled internally. For example, a work order requesting the removal of a broken chair would be routed to the

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

appropriate facility staff person or section responsible for the repair

The original (white) is forwarded to ISD within eight hours of receipt. Work orders are forwarded to ISD as agreed upon by the services director and the District Manager (e.g., fax, ISD messenger, telephone, etc.).

The first copy (pink) is used to enter the information onto the Work Order Tracking Log. The pink copy is retained until the work has been completed. ISD should respond in accordance with the Scope of Services Statement, "Response Time During Normal Working Hours".

After the work is completed, the original (white) and first copy (pink) are matched. The completion date is entered on the Work Order Tracking Log

The first copy (pink) is forwarded to the location originating the request. If the location is a living unit or Movement Control, the pink copy is forwarded to the Division Director to return to the unit Supervisor for matching with the green copy.

The services director retains the original (white) for three (3) years, in accordance to the Department's document destruction procedure.

In many instances, the work request on the work order cannot be performed by the general maintenance worker and is referred to a specialized craft section (e.g., certain maintenance requests to the sheet metal section). This information must be entered on the Work Order Tracking Log and work completion should be tracked, as there is usually a delay in response time.

217 EMERGENCY REQUESTS

Any situation threatening the safety and security of a person or structure requires immediate attention and should be referred to the services director by telephone in order to avoid delay. This must then be followed-up with a work order

After 4:00 p.m., Monday through Friday, weekends and holidays, the Officer-of-the-Day (OD) should be notified. The OD will evaluate the request. If deemed urgent, the Chief Guard will be contacted.

216.1 Service Requests for Camp Tech Support and Challenger Memorial Youth Center

All service requests are initiated via the *Maintenance Request* form. In camp and at Challenger Memorial Youth Center (CMYC), General Maintenance Workers, Senior General Maintenance Workers, and Senior General Equipment Maintenance Workers are budgeted

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

probation items. Therefore, general/routine maintenance is provided internally.

At CYMC, a rotating on-call schedule is in place to provide coverage 24 hours per day, 365 days per year.

When the Department's General Maintenance Workers are unavailable or unable to provide the level of service needed to complete a particular job, the *Maintenance Request* is referred to the Internal Services Department (ISD).

216.2 Non-Emergency Requests

There are two ways to initiate a Maintenance Request:

- The requestor may call the administrative security clerk at CMYC or the designated person assigned to process Maintenance Request at the various camps. The requestor must state his/her name, description of repair needed, and location. The work order coordinator records the information on the *Maintenance Request* form.
- Or, the requestor completes a *Maintenance Request* form and submits it to the work order coordinator at CMYC or the designated person at the various camps.

The work order coordinator or designated person reviews the *Maintenance Request*, determines its priority, and enters it on the Maintenance Request Report.

218 ROUTING THE MAINTENANCE REQUEST

The Maintenance Request form is routed to the General Maintenance Worker. Once the work has been completed, it is dated and signed by the General Maintenance Worker and returned to the Administrative Security Clerk or designated person.

If the General Maintenance Worker is unable to perform the job, for whatever reason, the work is referred to ISD.

219 EXTRAORDINARY REQUESTS AND MAINTENANCE EXCEPTIONS

Services provided by the Internal Services Department (ISD) are described in the *Building Maintenance-Scope of Services Statement*. The various crafts are categorized, and the level of service is identified. The services director may

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

obtain this document through ISD Facilities Operations Services.

Funding for building maintenance is allocated each fiscal year. Service requests covered under the *Building Maintenance-Scope of Service Statement* in excess of \$2,500 are considered extraordinary maintenance and require additional funding.

It should be noted that some requests for service are not covered and are considered exceptions to the annual building maintenance allocation, even though the cost is under \$2,500. Such items would require additional funding. An example of this would be locksmith services for additional keys.

220 EXTRAORDINARY AND BUILDING MAINTENANCE EXCEPTIONS PROCESS FOR OBTAINING ESTIMATES

In juvenile halls, this procedure is performed by the Service Director. In camps and Challenger Youth Memorial Center, this procedure may be performed by the Service Director and/or Camp Services Managers. It can also be referred to the Camp Technical Support Section. The procedure is as follows:

- Submit a written request in memo form to the Internal Services Department (ISD) for a cost estimate. ISD should respond in a reasonable timeframe. However the services director should establish the expected deadline for response and/or job completion. There should be open communication between the Service Director and ISD during this process.
- Make arrangements and prepare for a site-visit with ISD or a sub-contractor, if necessary.
- Receive written quotation from ISD. The written estimate should include the following:
 - The subject matter and estimate
 - The scope of work
 - An itemized and completed description of the job action (from start to finish).
 - Total cost and actual time period during which the estimate is valid.
- Review document. Ensure all aspects of the repair job are covered. Confirm that the estimate quoted is consistent with previous jobs and estimates that are similar in characteristics.

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

- If the quote appears speculative, request an itemized projection of costs for each job task, equipment, and labor, if necessary. Discuss your concerns with the District Manager or the person submitting the estimate.
 - If the estimate is not acceptable, request other options, (e.g., temporary fixes, cost saving alternatives, justification for the recommended repair, useful life expectancies of equipment and the consequence if not repaired.)
 - The skill of negotiation is advisable during this process. Finalize the estimate and make a decision.
- Proceed with the *Service Request* and submit to ISD

221 PROCESSING SERVICE REQUEST FORMS

When requesting services that require additional funding, the Internal Services Department (ISD) Service Request (form # 761838) is used. This form is provided by ISD. It is an 8 ½ x 11", two-sided, pre-numbered sheet. Instructions for completing the form are found on the reverse side.

The requestor completes the first two-thirds of the form, Sections 2 through 24

The following sections are explained for clarity

- **Section 7.** This is a mandatory field where the six-character main account number is entered. An "A" for regular account is followed by the (5) digit County-Wide Accounting and Purchasing System (CAPS) Organization Code number.
- **Section 8.** This is a mandatory field. The Sub Account number is a (5) digit number. This number identifies authorization to complete the service requested.
- **Section 22, Comments / Special Instructions.** Clearly describe the repair(s) needed, the exact location, and justification for the request. For example:

"Make necessary repairs to correct the broken sewer piping under the kitchen floor near the garbage disposal. The sewer drain piping under the kitchen floor is deteriorated and will no longer drain waste water from the garbage disposal."

Also included in this section is a statement to ISD not to exceed the

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

indicated amount.

- **Section 23.** The services director signs and dates in this section.

Once the form is completed, it is routed to the appropriate location as indicated in the routing instructions on *Service Request* form. To expedite delivery of the request form, electronic transmission may be used with a hard copy to follow.

The original *Service Request* is forwarded to budget and Fiscal Services' ISD Services/Service and Supply Coordinator, where it is checked for accuracy and duplication in the system.

222 OBTAINING AN "A" NUMBER

"A" numbers are assigned budgetary to each Fund Organization by facility and type of service each fiscal year.

221.1 Camp Tech Support

The numbers are controlled centrally by the Technical Support section.

221.2 Juvenile Halls / Challenger Memorial Youth Center

The services director assigned to juvenile facilities and CMYC maintains the "A" numbers for the three Juvenile Halls. At Los Padrinos and Barry J. Nidorf Juvenile Halls, the services director or designee completes the *Service Request* form and calls the Service Director's office at Central Juvenile Hall to request an "A" number.

The information is entered on the "A" number Service Request Log.

The location requesting the "A" number enters the number in Section 7 of the *Service Request* form.

A copy of the *Service Request* form is forwarded to Central Juvenile Hall and maintained with the "A" number Service Request Log.

223 PLANNED SERVICE INTERRUPTIONS

Planned service interruptions occur for various reasons. Procedures for handling them are enumerated below.

222.1 Notification (Preventative Maintenance)

The services director's primary responsibility, prior to a service

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

interruption/shutdown, is to ensure that timely information is communicated to the appropriate persons and that materials, supplies, temporary services or accommodations are provided.

222.2 Scheduling a Shutdown

Advance notification and coordination shall be made with the services director by the requestor in the event that services such as electricity, water, heat, etc., must be suspended due to preventive maintenance needs, repairs, replacement or alterations.

The initial notification may be verbal, but the services director should request written confirmation that a shutdown is requested. If the requestor is ISD, a NOTICE OF BUILDING REPAIR may be submitted.

The notification must include:

- Requested date of shutdown
- Service systems affected (electrical, water, steam, etc.)
- Areas affected (buildings and/or operations, such as laundry, kitchen, etc.)
- Anticipated number of hours
- Start and finish times
- Justification for the service interruption/shutdown
- Access needs
- Contact person(s)
- Scheduled completion date.

Operations must be considered when scheduling a shutdown; therefore, the services director shall discuss the situation with the facility administrator to ensure every effort is made to avoid disruption to the facility's operations.

Weekends, holidays, and after-hours are options when scheduling a shutdown, particularly when the proposed job compromises the safety and security of the facility or will impact a special program or scheduled activity.

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

Repair work scheduled outside of normal business hours may require additional funding, and an on-duty representative must be identified as the contact person and submitted to the requestor.

The ultimate decision of scheduling and approving a shutdown rests upon the services director. Once detailed of the shutdown are finalized, the services director shall contact the requestor to either decline (if that is an option) or give authorization to proceed.

If the service interruption is not authorized, the Service Director shall submit a written document to the requestor detailing justification for the decision.

222.3 Preparation for a Scheduled Service Interruption

Prior to the suspension of any services, the Service Director must make the necessary preparations based on the service system being interrupted and the duration

For example, if the water system is going to be shutdown for six (6) hours, the need to acquire port-a-potties and drinking water becomes apparent.

If a shutdown impedes the normal process of an operation such as the laundry; food services, health services, court or school, advance notification, planning and coordination with each section head is advised.

A notice is disseminated to all staff informing them of the pending shutdown and the accommodations that have been provided.

If the service interruption is isolated to a specific section, building or operation, and will not impact the entire facility, notice to the affected staff, Supervisor, Director, facility administrator and Bureau Chief(s) is sufficient.

Notification regarding any service interruption must be conveyed to the Bureau Chief(s) prior to the actual shutdown.

224 EMERGENCY PREPAREDNESS GUIDELINES FOR SERVICES DIRECTORS

In coordination with the Department's Emergency Response Plan, each facility has a building emergency action and contingency plan that contains specific instruction on actions that should be implemented situations.

In order to respond effectively in emergencies, the services director should review the plan for advanced preparedness.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

Generally, at each facility, a person or unit is identified as the Emergency Response Coordinator(s).

The role of the services director is to provide assistance, being knowledgeable in the physical plant's emergency equipment, systems, and building functions, to include known major hazards in each building or on grounds, and general evacuation plans and procedures.

The following documentation is recommended as a general only, and not intended to be all inclusive of every possible situation or every facility's established Emergency Response Procedures.

225 MAJOR EMERGENCY/COMMUNICATION LINK

In the event of a major emergency, the Department's Emergency Operation Center (EOC) is activated; it is staged at Probation Administrative Headquarters. If relocation of the EOC becomes necessary, Los Padrinos Juvenile Hall serves as the back-up site.

EOC provides centralized direction and coordination of Department resources during a major emergency.

Decisions to close offices and/or re-deploy staff to meet legal responsibilities for care and control of minors in physical custody are made at this level.

The Department's Emergency Communication Center (ECC), a component of the EOC, is designed to provide the Chief Probation Officer, Disaster Services Deputy/Coordinator, and Bureau Chiefs with continuous information and response capability

Individuals have been pre-designated as coordinators representing each Bureau at the Department's Emergency Communication Center, which is manned 24 hour, when activated.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

226 EMERGENCY COMMUNICATION CENTER DIRECTORY

Detention Services (Juvenile Halls)	(562) 803-7615
Residential Treatment (Camps)	(562) 803-6473 / 6483
Field Services	(562) 803-6586 / 6587
Administrative Services	(562) 803-5665
Fax Lines	(562) 803-1855 (562) 940-2459
Emergency Number	(562) 803-5112

Managers or their designates who are unable to get through to the Emergency Operational Center at the numbers listed above are to contact the nearest 24-hour Regional Center and ask to speak to the Director on duty.

The Superintendents' offices will be manned around the clock.

Central Juvenile Hall	(323) 226-8601
Los Padrinos Juvenile Hall	(562) 940-8631
Barry J. Nidorf Juvenile Hall	(818) 364-2001
Challenger Memorial Youth Center	(661) 940-4000

If the juvenile institutions are unable to establish contact by telephone, use the Countywide Integrated Radio System (CWRIS).

The Bureau Coordinators are responsible for all communications from and to EOC Command Post. Upon notification of the commencement of the EOC operation, the Bureau Coordinators will report to the Emergency Communication Center (ECC).

The Bureau Coordinators will contact their respective sites to establish the Bureau Coordinator/Facility Administrator or ranking Administrator communication link.

The facility administrator or ranking Administrator must establish a command center at the juvenile facilities and camps.

Activation of the EOC and ECC may not be required when a major emergency is isolated and impacts only a particular area, location or facility. However,

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

communication protocol remains the same. The Bureau Coordinators will establish the desired link of communication and inform affected location(s).

227 CONTINGENCY PLAN

Each facility should have a contingency plan established in the event of a major emergency, which may interrupt outside services such as food and supply deliveries; require evacuation of a facility; or, a mass arrest situation resulting in a rapid increase in population.

The plan shall include operational and service capabilities such as:

The Facility's Maximum Capacity

- Rated beds and double-bunk
- Utilization of other buildings (gym, closed units, dayrooms)
 - Floor space
 - Accommodation for boys and for girls
 - Inventory and additional mattresses

The Minimum Number of Staff Needed

- Total capacity should be considers
 - Each shift
 - Logistical needs
 - Staff accommodations (sleeping, showers, etc.)

Recreational Impact

- Number of available recreation fields
- Number of courts (basketball, tennis, volleyball)
- Number of gymnasiums

Intake / Admission Impact

- Number of minors processed per hour (both clerical and intake)

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

- Number of minors processed by medical staff per shift
- Maximum number of minors for which health care can be provided

Feeding/Clothing of Minors

- Number of meals that food services can provide three (3) times per day
- Number of cold and hot meals
- Other resources for preparing meals
- Inventory on hand to feed minors and staff three (3) times per day for a specified number of days
- Number of minors who can be adequately clothed
- Laundering capacity and alternate plan
- Emergency water supply

Operation Plan

- Scheduling of managers and supervisors
- Suspension of various activities and functions
- Additional staffing

228 EMERGENCY EQUIPMENT CONTAINERS

One or more emergency equipment containers are placed in accessible and visible locations on the facility grounds. These containers are red and are clearly marked, “**Emergency Equipment.**” A sample of items typically stored in emergency containers consists of the following:

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

- Hard Hats
- Orange Vests
- Gloves
- Caution tape
- Flashlights
- Batteries (all sizes)
- Sledge hammer
- Wire Cutter
- Axe
- Pipe wrench
- Bull horn
- Claw hammer
- Crescent wrench
- Face shields
- Wool blankets
- Boots
- Bandages
- Stretchers
- Water pumps

An inventory list of the items is posted in the emergency equipment containers.

Management Services Bureau staff checks the inventory every six (6) months and restocks it following a natural disaster or emergency. Batteries and **all** other dated articles are exchanged prior to their expiration date.

229 EMERGENCY WATER SUPPLY

The emergency water supply is stored in blue 55-gallon drums strategically located throughout the facility.

Water pumps should be made accessible to staff. Water should be replaced and treated every five (5) years.

230 EMERGENCY RESPONSE PROCEDURES

The following are procedures for the most common emergency situations.

It is advisable that each Service Director participates in emergency drills and become familiar with the facility's emergency plans, procedures, evacuation routes, location of emergency equipment, etc. the procedures below do not preclude established facility specific plans

230.1 Earthquakes

Instruct staff to seek cover under desks, tables, and doorframes. If outdoors, move to a clear area away from walls, utility poles, and downed wires to avoid any falling debris or electrical shock.

Assist those who are injured and proceed to designated assembly area(s) when quake has subsided

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

Instruct all supervisors to account for staff and report any missing person and his/her last known location to the emergency coordinator(s).

Conduct a preliminary assessment of the facility with managers, emergency response team, administrative staff and/or the Internal Services Department (ISD). Any situation in need of attention (broken glass, inoperable security gates, unsecured doors, gas and water leaks, fires, etc.) must be noted.

Report findings to the emergency coordinator and the facility administrator. Complete an Assessment Report.

Based on the results of the assessment, the facility administrator or designee may render the authorization to return to work location if damages are minor to non-existent.

If and when damages appear significant, and the health and safety of minors, staff and visitors are threatened, the facility administrator will notify the Emergency Operation Center for further instruction

In the event an evacuation of a building of facility is ordered, follow procedures outlined under Emergency Evacuation.

230.2 Bomb Threats

The Department of Justice Federal Bureau of Investigation (FBI) Bomb Data Center recommends that if a bomb threat is called into the facility, the person receiving the call should try to gather as much information as possible. Bomb Threat form FD-730 (06-2097) is provided by the FBI and used as a guide for gathering and reporting relative data.

Anyone receiving the call should do the following

1. Attempt to keep caller on the line.
2. Record exact words
3. Note tone of voice.
4. Listen for background noises.

Ask the following questions:

1. When will the bomb go off?

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

2. What does it look like?
3. Where is it?
4. What specific location is it in?
5. Did you place the bomb?
6. What is your name?

If a member of Management Services staff receives the call, s/he should notify either his/her immediate Supervisor or the services director.

If the services director or supervisor is not available, the emergency coordinator (i.e., officer of the day (O.D.), Security Pod, Movement Control, etc.,) is notified immediately.

Upon notification, the services director shall:

1. Isolate and calm the person receiving the call and obtain as much information as possible. Complete FBI Bomb Threat form.
2. Notify the security coordinator, facility administrator and Bureau Chief immediately. The facility administrator or designee notifies law enforcement.
3. Coordinate, with the facility administrator or emergency response leader, plans to perform a through search of the public access areas and the facility grounds. Law enforcement, upon arrival, will search the institution if necessary.
4. Authorize evacuation as a precautionary measure based on the information given by the caller. Otherwise, the decision to evacuate any section of the facility will be made by the facility administrator or designee before or after consultation with local law enforcement.
5. Notify the facility administrator or emergency response leader of your decision to evacuate.
6. Notify the Bureau Chief of the evacuation
7. Submit a faxed preliminary incident report to the Bureau Chief.
8. Submit a detailed report to the Bureau Chief.

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)**230.3 Hostage Situations**

In the event of a hostage situation, the primary objective is the safety of all other minors and staff, and secondly, the staff of the hostage(s).

Time is on the side of the negotiating staff. The passage of time increases the chance of a safe release of the hostage(s). Therefore, staff should attempt to keep open lines of communication with the hostage-takers as long as possible. Discretionary techniques and good judgment are required in these situations.

The following procedures are general guidelines:

1. Isolate all staff and minors involved as much as possible, with the goal of containing the situation.
2. Notify the facility administrator or the facility's emergency coordinator as soon as possible.
3. The facility administrator or designee will assign the negotiator and an operations coordinator for the administration of routine facility functions during the emergency.
4. Notify the Bureau Chief(s).
5. The facility administrator or designee will call emergency services (law enforcement, paramedics, fire department, etc.) as required.
6. Secure as much information as possible relative to identification of the hostage taker(s).
7. Probation shall maintain control of the situation. See assistance from law enforcement when the safety of the hostage(s) is jeopardized.

230.4 Fire

The services director must know the fire procedures and equipment at the facility in order to be effective in fire emergencies. Active participation in fire drills conducted at the facility is advised

Each living unit, other buildings and offices are equipped with fire hoses, extinguishers, or automatic fire sprinkler systems.

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

The services director is expected to know the locations of the equipment. The services director should also ensure that extinguishers are serviced yearly and fire systems are tested periodically. The Internal Services Department (ISD) maintains the equipment and the Fire Department conducts yearly inspections to ensure compliance with regulations codes and standards.

In the event of a fire:

1. Activate the fire alarm system immediately.
2. Contact the facility emergency coordinator (OD, Movement Control, Security Pod, etc.). The fire department will respond from activation of the alarm system or telephone call.
3. Evacuate areas threatened by smoke and/or fire immediately.
4. Ensure all staff, minors, and visitors have been evacuated and are accounted for.
5. Notify the Bureau Chief(s). The services director will notify the Ancillary Services Bureau Chief. The facility administrator will notify his/her respective Bureau Chief.
6. Prepare and submit a preliminary report to the Bureau Chief. To ensure consistency in reporting, consult with the facility administrator.
7. Contact the Internal Services Department (ISD) for an assessment, if there is equipment or structural damage.
8. Pursue an investigation and submit findings to the Bureau Chief, as determined by the facility administrator.

230.5 Power Failure

At each facility, emergency generators are automatically activated when a power failure occurs. The generators have the capacity to provide full or partial power for a determined number of hours and days. Specific information may be obtained from the Internal Services Department (ISD).

In some instances, power may not be restored. A generator is not provided in all areas of a facility; therefore, each living unit is supplied with lanterns, flashlights and batteries as back up

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

In the event of a power failure:

Remain calm

1. Seek light by opening doors, blinds, curtains, or use of a flashlight.
2. Contact the facility emergency coordinator (officer of the day, Movement Control, Security Pod, etc.). If the telephone system is affected, use alternative means of communication, such as cell phones or hand-held radios.
3. Notify ISD immediately.
4. Make contact with each section to determine if the power failure has occurred throughout the facility. The facility's emergency coordinator or designee generally performs this task.
5. Contact other locations on the compound or in the vicinity to determine if the outage is local or widespread.
6. Await information and status of the outage from ISD.
7. Notify the Bureau Chief(s). If telephone services are interrupted, provide the Chief with an alternative communication link.
8. Convey any and all information relative to the outage to the facility's emergency coordinator.
9. Once the power is restored, notify ISD and submit a report detailing the incident to the facility administrator and the Management Services Bureau Chief.
10. If power cannot be restored for several hours or extends beyond the capacity of the generators, an emergency evacuation of a building or entire facility may be required. (See Emergency Evacuation, immediately following)

230.6 Emergency Evacuation

In the event of an emergency, such as an earthquake, bomb threat or fire, it may be necessary to evacuate. Any facility administrator may authorize evacuation of a building; however, evacuation of an entire facility to another location is authorized by the Bureau Chief.

The services director and staff must participate in emergency drills to

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

familiarize themselves with established emergency procedures and escape routes. Emergency evacuation routes should be posted strategically throughout the facility

In any evacuation, the following steps should be taken:

1. Remain calm.
2. Take precautionary measures to ensure staff, minors, and visitors are removed from the building safely.
3. Instruct them to leave through doors or windows that provide the safest and most expeditious exit when the pre-established evacuation routes are not accessible.
4. Assemble at the nearest and safest location. Each supervisor shall account for staff. Impart this information to the facility emergency coordinator.
5. Await further instruction from the facility administrator or emergency crews (e.g., fire department, public works, ISD, and law enforcement).

230.61 Evacuation in Place

“Evacuation in Place” is required when hazardous fumes created by a toxic spill or an industrial accident occurs. In this situation, the facility emergency coordinator (Officer of the Day, Movement Control, Security Pod, etc.) is notified, and calls **911 Hazardous Material (Hazmat)** section immediately.

If Hazmat advised “Evacuation in Place,” the following guidelines are recommended.

1. Notify all sections, supervisors, staff, etc., of the “Evacuation in Place” order.
2. Instruct to suspend all activities and return to their sections, if outdoors.
3. Account for all staff and impart this information to the facility emergency coordinator.
4. Instruct maintenance to shut down all heating, ventilation, and all air conditioning systems.
5. Contact the Bureau Chief.

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

6. Submit a preliminary report to the Bureau Chief.
7. Await further instructions from the facility administrator or emergency coordinator.
8. Prepare a final report and forward it to the Bureau Chief if requested.

230.62 Evacuation of Facility

Evacuation of the facility to another requires extreme coordination and planning, as there are several details to consider.

The bureau coordinators and the facility administrator or designee determines what contacts shall be made and by whom. If time permits, everyone is usually on alert for the pending evacuation. Distance, location, and capacity are considered when determining the most logical place to evacuate to.

The services director at the evacuating facility is responsible for planning, coordinating, and effecting MSB's role in the move. The following are guidelines:

1. Contact other facilities for additional resources in Support Services to assist in the move. Such resources include:
 - Equipment
 - Staff (drivers, clerical, etc.)
 - Vehicles
2. Contact the receiving facility(s) to determine if there are sufficient sleeping accommodations for the number of minors being transferred.
 - Mattresses
 - Bedding (blankets and sheets)
 - Beds (vacant, spare, stackable, etc.)
3. Determine if bed rolls should accompany the minors being transferred.
4. Provide toiletries, clothing, towels, etc., if necessary.

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

5. Provide a sack meal to accompany the minors, depending on the time of transfer.
6. Determine if clerical support is needed at the receiving facility.
7. The services director's plans and information must be communicated to the facility administrator or designee and the bureau coordinator(s) prior to any action taken.

231 INSTITUTIONAL INSPECTIONS

Inspections are performed to ensure that each location is in compliance with appropriate provisions, standards and requirements, laws, ordinances, rules and regulations set forth by State and local agencies.

Minimum standards for detention facilities are covered under Federal, State and local laws and regulations

Bodies concerned with regulating and monitoring the facilities include, but are not limited to, the Grand Jury, Probation Commission, Board of Corrections, Presiding Judge, Department of Health Services, State Fire Marshall and local agencies.

The following sections detail various institution inspections.

232 CORRECTIONS STANDARDS AUTHORITY (CSA)

The Corrections Standards Authority (CSA) Inspection generally occurs every other year and is announced in advance. However, any duly authorized representative of the Corrections Standards Authority may, upon proper identification, inspect a juvenile hall or camp at any time, with or without advance notice.

Upon request, provisions shall be made by Probation Administration for private interviews with staff, minors, and examination of records, relative to standards and requirements

Areas typically evaluated in a CSA inspection are:

1. Physical plant conditions
2. Safety of minors

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

3. Adequacy of staffing/supervision of minors and MSB support
4. Medical services
5. Food and nutrition services
6. Health and sanitation conditions
7. Program activities
8. Population / Crowding

Following an inspection, the CSA will submit a formal report of its findings and recommendations for non-compliance issues to the Chief Probation Officer.

The CSA does not place time constraints on the Department to correct non-compliance issues and there is no follow-up inspection performed to determine compliance. The expectation is that every effort is made by the Department to correct the issues.

The Chief Probation Officer forwards the report to the respective Bureau Chief(s). The report is then forwarded to the facility administrator and/or services director for review and response.

233 DEPARTMENT OF HEALTH SERVICES INSPECTIONS

Pursuant to the provisions of Section 101045 of the California Health and Safety Code, a Department of Health Services Environment Inspection of Camps and Juvenile Halls is performed annually.

These inspections are unannounced and usually take place within the same month of the previous year's inspection.

The facilities are inspected and evaluated for compliance with the following standards:

1. Sanitation
2. Medical issues
3. Nutritional issues

Following the inspection, the evaluator will discuss the findings. The evaluator's notes taken during the inspection may be requested and copied in order to expedite corrective action.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

The evaluator's final report of each facility inspected is submitted to the Chief Probation Officer approximately six months later. The report is forwarded to the Bureau Chief(s), facility administrators and services directors.

234 FIRE DEPARTMENT INSPECTIONS

The governing jurisdictional fire department (i.e., city or county) of each facility shall perform annual inspections.

The purpose of this inspection is to ensure the facility's compliance with fire/life safety regulations.

These inspections occur yearly and are generally unannounced

A representative of the facility may be assigned by the services director or the facility administrator or designee to escort the fire inspector

The fire department submits a report within two weeks following an inspection. The report is addressed to the facility administrator or services director. Non-compliance issues are noted with the appropriate codes, titles, and sections. The facility is usually given thirty (30) days to correct the non-compliance issues.

A re-inspection date is noted in the report. Failure on the facility's part to comply with the notice on or before the date given will subject the facility to penalties prescribed by ordinance. A re-inspection of the premises will be made for full compliance. Noncompliance with the order may result in a non-compliance fee

235 PROBATION COMMISSION INSPECTIONS

The Los Angeles County Probation Commission was established pursuant to Section 240 et seq., and by reference, to other applicable provisions of the Welfare and Institutions Code, and by Article IV, Section 14, of the Los Angeles Charter.

The Probation Commission is authorized to act in an advisory capacity to the Chief Probation Officer and is charged by statute to inspect County juvenile probation institutions.

The Probation Commission consists of 10 members serving four-year terms. Two Appointments are granted to each of the five (5) Board Supervisors.

The Commissioners bring expertise to the oversight and evaluation of policies and operations of the County of Los Angeles Probation Department, and to those budgetary priorities and legislative proposals brought before the Board of

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

Supervisors that impact the criminal justice system.

The Probation Commission reviews Probation programs, performs periodic inspections of the facilities, interviews administrators and key personnel, and develops recommendations to the appropriate County Departments. It also issues an Annual Report to the Board of Supervisors.

The Probation Commission or any representative may, upon proper identification, inspect a juvenile hall or camp at any time, with or without advance notice. Upon request, provisions shall be made by Probation administration for interviews with staff, minors, and examination of records relative to standards and requirements

The facility administrator is notified immediately when the Probation Commission or representative arrives at the facility.

The facility administrator may assign a Probation line staff supervisor or manager to escort or accompany the Probation Commissioner(s).

If the services director is requested to escort or accompany the Probation Commissioner(s), notify the Bureau Chief and follow up with a written summation at the conclusion of the visit, which shall include:

1. Date and time of arrival
2. Names of representatives
3. Nature of visit
4. Locations and areas observed
5. Questions and concerns raised
6. Responses to questions
7. Comments of representatives
8. Departure time

236 GRAND JURY INSPECTIONS

Every Los Angeles County Grand Jury is tasked with the yearly inspection of the County's jail and detention facilities.

This charge is mandated in Sections 919 (a) and (b) of the California Penal Code and provides that the Grand Jury(s) shall inquire into the condition and

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

management of jails, detention facilities and camps within the County and, as necessary, into the cases of indicated persons in custody.

Any member of the Grand Jury with the proper identification may make an unannounced visit to the facility at any time

Upon arrival, the representative(s) announces their visit and the facility administrator is notified. The facility administrator may assign a Probation staff or manager to escort the Grand Jury.

If the services director is requested to escort the Grand Jury, notify the Bureau Chief and follow-up with written summation at the conclusion of the visit, which shall include:

1. Date and time of arrival
2. Names of representatives
3. Nature of visit
4. Locations and areas observed
5. Questions and concerns raised
6. Responses to questions
7. Comments of representatives
8. Departure time

237 PRESIDING JUDGE INSPECTIONS

Pursuant to Section 209 of the Welfare and Institutions Code, the Presiding Judge or designee (the site Supervising Judge or Commissioner) conducts an annual inspection of the juvenile facilities.

The inspection is usually announced and scheduled in advance with the facility administrator.

The Presiding Judge or designee is escorted by the facility management team (i.e., superintendent, directors or officer-of-the-day (OD)).

The areas evaluated by the Presiding Judge are:

1. Population

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

2. Programs
3. Staffing
4. Physical plant conditions
5. Educational and medical services
6. Food services
7. Housekeeping

Following the visit, the Judge sends a memorandum formalizing the inspection to the facility administrator, indicating whether or not the facility is a suitable place for the temporary care and custody of minors.

238 SAFETY AND BUILDING INSPECTIONS

Safety inspections are a departmental self-inspection program that is administered by the Probation Department safety officer.

Each services director is responsible for coordinating with the safety officer to make sure that a comprehensive safety inspection is conducted annually at his/her facility(s).

Each month, services directors are to conduct an abbreviated monthly safety inspection of their facility (s).

Services directors can delegate the responsibility for conducting the actual safety inspections to a supervisor or lead member of their staff, but the services director is accountable for making sure the inspections are conducted properly and in compliance with the established schedule.

These inspections occur annually, and advance notice is generally not given.

In addition to the yearly inspection, the safety officer, at any time, may investigate an isolated health or safety issue requested by management, an employee, the union, or private citizen.

The safety officer may perform an inspection at any time – normal working hours, evenings, weekends and holidays

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)**238.1 Building Inspections**

An annual infrastructure inspection is conducted for all camps and halls by Public Works.

238.2 Occupational Safety and Health Administration (OSHA) Inspections

The Occupational Safety and Health Administration (OSHA) and state governments work in partnership with more than 100 million working men and women and their 6.5 million employers to save lives, prevent injuries and protect the health of America's workers.

Employees can expect OSHA to:

1. Promote their participation in the development and implementation of worksite safety and health programs and in OSHA interventions such as inspections and onsite consultations.
2. Respond promptly to their requests for correction of serious hazards at their workplaces.
3. Advise employees of their safety and health rights and responsibilities, and complete within 90 days the investigation of charges of employer discrimination against employees involved in such activities

Employers and/or managers can expect OSHA to:

1. Help them identify and control workplace hazards by offering a choice between partnership and traditional enforcement
2. Focus OSHA inspections on the most serious hazards in the most dangerous workplaces.

As a governing body, a representative of OSHA may, upon proper identification, inspect a juvenile hall or camp at any time based on a complaint from a private citizen or employee. OSHA has the authority to issue a warning, propose penalties, prohibit or restrict a specific work activity, and/or shutdown an operation.

Generally, depending on the severity of the complaint, OSHA may respond to a complaint by sending written correspondence to the facility administrator (employer). The correspondence describes the alleged complaint and cites the infractions(s) and code sections(s). If the alleged conditions fall under the purview of Management Services, the letter is

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

forwarded to the site services director or the Probation Department's safety officer as the employer representative.

The employer is required to investigate the alleged condition(s) and notify OSHA in writing, no later than fourteen (14) days after receipt of the letter, whether the alleged condition(s) exist or not. If the alleged conditions are found to be true, the employer must specify the corrective action plan taken and the estimated date of full compliance.

The employer is required to post a copy of the letter in a prominent location of the workplace, accessible for employees' review for at least three (3) working days or until the conditions are corrected, whichever is longer.

This letter is not a citation or a notification of a proposed penalty. Citations and penalties can only be issued after an inspection of the workplace. If OSHA does not receive a satisfactory response from the employer within fourteen (14) calendar days after receipt of the letter, an on-site inspection will be conducted as appropriate.

If the identity of the complainant is known to OSHA, a copy of the letter is sent to the complainant. California law protects any person filing a complaint regarding workplace safety and health hazards from being treated differently, discharged or discriminated against in any manner by his/her employer.

238.3 Security Inspections

The security inspection is a departmental self-inspection program that is administered by the Probation Department emergency coordinator.

Each services director is responsible for coordinating with the Department emergency coordinator to make sure that a comprehensive Security Inspection is conducted annually at his/her facility(s).

Each month services directors are to conduct an abbreviated monthly security inspection of their facility(s), following the written guidelines prepared by the Department emergency coordinators.

Services directors can delegate the responsibility for conducting the actual security inspections to a supervisor or lead member of their staff, but the services director is accountable for making sure the inspections are conducted properly and in compliance with the established schedule.

These inspections occur annually, and advance notice is generally not

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

given.

In addition to the yearly inspection, the Department emergency coordinator, at any time, may investigate an isolated security issue requested by management, an employee, the union or private citizen.

The Department's security program includes a Security Awareness Training Program to provide staff with information on the various aspects of security at Probation facilities and/or offices.

239 NUTRITIONAL INSPECTIONS

The Nutritional inspection, known as the Quality Assurance Audit, Food and Nutrition Services Unit Evaluation, is conducted monthly by the Department's food services consultant.

These inspections are unannounced and occur at juvenile facility and camp facilities. An evaluation sheet is used to facilitate in rating and scoring each factor.

The categories and factors evaluated are:

239.1 Menu Preparation and Service

Foods are served according to menus exactly as written, including therapeutic diet, as needed per the current Diet Manual.

Menu food item substitutions are recorded on the menu; substituted foods are within the same food group.

Standardized recipes for items served include portion sizes and yield.

Menu production records include portion size, total amount of food prepared, served leftovers, and corresponds with the approved menu.

Hot food is at or above 140 degrees Fahrenheit, and cold food is at or below 45 degrees Fahrenheit.

239.2 Safe Food Handling

Cooked foods are properly covered, labeled, dated, and refrigerated. Perishable food items are transferred to refrigerated units 45 degrees Fahrenheit or less, until served.

Frozen foods are kept frozen at 0 degrees Fahrenheit or less until ready

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

for preparation or serving.

An accurate thermometer is available in each refrigerator and freezer, with a temperature log maintained daily. Insecticide and poisonous substances are stored away from food and plainly labeled.

All equipment is in good working order.

In an effort to prevent food borne outbreaks, employees are to continue to practice good food handling techniques.

239.3 Sanitation

Employees have hair covered and are clean and neat at all times and must practice thorough hygiene.

Floors are swept, mopped and clean.

All kitchen equipment is cleaned after each use.

Dishwashing equipment uses the proper water temperature (wash cycle 140 – 160 degrees Fahrenheit and rinse 180 degrees Fahrenheit). The temperature log maintained for breakfast, lunch, dinner.

Garbage is disposed of in a sanitary manner.

239.4 Training and Quality Control

New employees have required physical exams upon employment; illnesses and absences are documented.

Quality control is performed monthly, scored, action taken and filed.

Employees receive training relative to food service disaster plan.

A two-week supply of food is available for emergencies.

Employees' monthly in-service meetings include sanitation, safety, and proper food handling, and are documented.

Following the inspection/evaluation, the results are forwarded to the Food services director/manager, the facility administrator, or services director

A monthly evaluation summary report of juvenile facilities and camps, combined, is submitted to the Director of Contract Services and the respective Bureau

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

Chiefs (Management Service, Detention, and Residential Treatment).

The standard, or goal, is 100% compliance. However, the acceptable level of performance is 93%.

If an overall rating below 93% is received at a particular facility, the services director and Food services director/ Manager shall meet and establish corrective action needed to remedy the situation.

240 IN-HOUSE INSPECTIONS

The main focus of an in-house inspection is generally housekeeping, repair needs, and pending work orders.

The facility administrator, services director, or any one on the administrative team determines the frequency of these inspections.

In preparation for major inspections (such as the CSA), the services director shall conduct frequent inspections leading up to the planned inspection.

Service, repair, and supply needs are addressed expeditiously, although it is the goal of the services director to ensure his/her facility is inspection-ready at all times.

Each facility decides the makeup of its particular inspection teams. It may consist of supervisors, managers, and support and/or line staff.

241 NON-COMPLIANCE ISSUES

Following any inspection, unless instructed otherwise, the facility administrator, services director, and administrative staff shall review non-compliance issues and discuss possible solutions in an attempt to achieve compliance.

The administrative group must respond to each issue and a corrective action plan is then formalized.

Assignments are identified separating operational issues from Management Services Bureau.

The services director shall:

1. Identify all deficiencies and/or non-compliance issues under the purview of MSB.
2. Assign and route to the appropriate person, section or division.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

3. Process the appropriate means to expedite and reconcile the issues, i.e., work orders, service requests, procurement,
4. Establish a deadline for completion
5. Coordinate and monitor work progress to completion.
6. Prepare status report(s) and submit to Bureau Chief(s) and Superintendent upon request.

242 FACILITY FACTS

242.1 Barry J. Nidorf Juvenile Hall

Barry J. Nidorf Juvenile Hall (BJNJH), located at 16340 Filbert Street, in the northeast San Fernando Valley, is situated 30-acre lot. The facility was completed in 1965, closed in 1971 due to earthquake damage, then repaired and reopened in 1978. The facility is composed primarily in concrete, brick, mortar, and plaster. The facility has twenty-three (23) single story buildings and two (2), two-story buildings.

The facility presently consists of approximately 157,873 net square feet with a capacity of 675 beds for minors detained and awaiting court orders. The complex includes living units, a medical observation unit, school buildings, two gyms, kitchen facilities, and a chapel. Four juvenile courts and other justice systems components are also housed within the complex.

Address: 16350 Filbert Street
Sylmar, CA 91342

Thomas Guide: Page 481, Coordinates E-3

Number of Buildings: 28

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

Building Names:

LACO Numbers:

Court Buildings	Y297
Administration Building	Y291
Girls' School	Y280
Boys' School	Y281
Boys' School Annex	Y282
Kitchen/Dining/Chapel	Y279
Boys Dorm A/B	Y288
Boys Dorm C/D	Y287
Boys Dorm E/F	Y286
Boys Dorm G/H	Y285
Boys Dorm J/K	Y283
Boys Dorm L/M	Y284
High Risk Offenders	Y289
Medical Building/ICU	Y277
Girls Dorm N/O	Y274
Girls Dorm R/S	Y275
Boys Dorm T/V	Y276
Maintenance Building	Y278
Mechanical Building	Y293
Intake / Release	Y290
North Area School	Y651
Boys Dorm Trail #1	T006
Boys Dorm Trail #2	T002
160-Bed Building A/B	
Visitor Building Center D	

Gross Square Feet:	Court Building	28,959
	Juvenile Hall	233,625
		262,584

Net Square Feet	Court Building	19,576
	Juvenile Hall	141,075
		160,651

Number of Floors:	1	(Exception: 160-Bed Building, which has two floors)
-------------------	---	---

# of Parking Spaces:	130
----------------------	-----

Sprinkler System:	No
-------------------	----

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

Hours of Operation:	Court Building Juvenile Hall	8:00 a.m. – 5:00 p.m. 24 Hours
Maximum Population:	675	
County-Owned Complex:	Yes	
Proprietor Department	Probation	
Complex Completed	1965	
Complex Modified:	New Construction:	
	1978	Entire complex, with the exception of the Boys' School
	1991	Boys Dorm Trailer #1
	1991	Boys Dorm Trailer #2
	1998	160-Bed A/B
	1998	Visiting Center
	Demolition:	
	1971	Most of the original buildings due to earthquake damage
	1971	2 nd floor of Court Building was removed and not rebuilt
Tenants in the Complex:	Probation Office of Education Superior Court District Attorney Public Defender Mental Health Sheriff	
Invited Occupants:	LAPD Morrison Food Services Executive Health Group ISD	

242.2 Central Juvenile Hall / Eastlake Court Complex

Central Juvenile Hall (CJH), located at 1601-1605 Eastlake Avenue, Los Angeles, was opened in 1912 on twenty-two and one-half (22.5) acres of land. CJH was the first permanent, juvenile detention facility in the County of Los Angeles. From 1912 to 1956, the superintendent reported to the Probation

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

Committee. In 1957, CJH became part of the County of Los Angeles Probation Department. In 1978, several of the older buildings were demolished and replaced with two new structures.

The facility is presently situated on a 27-acre lot, consisting of approximately 224,402 net square feet. Building 8 was condemned in 1978. Building 4 (Administration and two (2) living units) was closed due to the earthquake in 1994 and reopened in 2000. This project was considered Phase 1 of the re-construction plan for CJH. Phase 2 has received grant funding to demolish Buildings 8, 6B and 12C. Two (2), two-story buildings of 120 beds each, and a parking structure erected in 2004.

Address: 1601 – 1605 Eastlake Avenue
Los Angeles, CA 90063

Thomas Guide: Page 635, Coordinates B-2

Number of Buildings: 24

Building Names:

LACO Numbers:

Court Building	3100
Chapel	3111
Lathrop Hall	3101
Administration Building	3102
Girls Closed Unit	3103
Girls School	3105
Girls School	3106
Boys Dorm C/D	3109
Boys Dorm A/B	3110
Boys Dorm T/V	3107
Boys Dorm	1979
Boys School	5367
Boys Closed Unit	3104
Storage Building	1465
Kitchen/Dining	3112
Recreation Storage	3172
Storage Building	3108
Service Building	4244
Boys Dorms E/F, G/H	Y671
Boys Dorms K/L, M/N	Y671
Parking Structure	5563
Garbage Shed	4425
Guard House	Y204
Parking Booth	6099

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

Boys Dorm Trailer #1	T001	
Boys Dorm Trailer #2	T002	
Gross Square Feet:	Court Building	47,378
	Juvenile Hall	414,640
		467,018
Net Square Feet	Court Building	25,654
	Juvenile Hall	152,401
		178,055
Number of Floors:	Lathrop Hall	2
	Admin. Building	2
	Boys Dorms	
	E/F, GH	2
	Boys Dorms	
	K/L, M/N	2
	All Other Bldgs.	1
# of Parking Spaces:	Parking Structure	
	Surface	300
	Parking	120
		420
Sprinkler System:	No	
Hours of Operation:	Court Building	8:00 a.m. – 5:00 p.m.
	Juvenile Hall	24 Hours
Maximum Population:	675	(Male, 543; Female, 37)
County-Owned Complex:	Yes	
Proprietor Department	Probation	
Complex Completed	1954	
Complex Modified:	New Construction:	
	1970	Boys School
	1970	Parking Structure, School HVAC
	1972	Emergency Electrical
		Rebuild Secure
	1974	Wall Fire Supress. Sys.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

1975	Boys Dorms E/F, G/H
1975	Boys Dorms K/L, M/N
1975	Recreation Storage
1976	Boys Dorm Trailer #1
1976	Boys Dorm Trailer #2

Demolition:

(Built 1911)	Buildings 15 and 16
(Built 1928)	Buildings 3A, 7, 9, 11

Tenants in the Complex:

- Probation
- Office of Education
- Superior Court
- District Attorney
- Public Defender
- Probation-Health Services
- Mental Health
- Sheriff

242.3 Los Padrinos Juvenile Hall

Los Padrinos Juvenile Hall (LPJH), located at 7281-7285 East Quill Drive, Downey, is situated on a 26-acre lot. The facility opened in 1957. It was designed to detain minors from the southwest area of Los Angeles County and to relieve crowding conditions at Central Juvenile Hall. LPJH began with 10 living units consisting of 20 beds each. In 1963 a girls division was added, and in 1975 an 80-bed, two-story building was constructed to house a family treatment program, a special handling unit, and a regular living unit. In 1976, three departments of the Juvenile Court were constructed, as well as a new administrative wing.

Address: 7281-85 East Quill Drive
Downey, CA 90242

Thomas Guide: Page 705, Coordinates G5

Number of Buildings: 23

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

Building Names:
LACO Numbers:

Court Building/Admin Building 2)Girls Dorm J/K	X998
Boys Dorm G/H	3825
Boys Dorm E/F 5) Boys Dorm C/D	3826
Boys Dorm A/B	3827
Boys School/Gym	3828
Kitchen/Dining & Mechanical Buildings	3829
Boys Dorm X/Y	3830
Chapel	3831
Maintenance Building	3832
Boys Dorm L/M	Y723
Boys Dorm N/O	3834
Girls School/Gym	3835
Boys School Building & Boys Dorm R/S & T/V	4831
Parking Structure	4832
Guard House Annex	X981
Bungalow #1	X982
Bungalow #2	X980
Recreation Equip Storage	6104
Boys Dorm Trailer	Y772
Boys Dorms K/L, M/N	Y671

Gross Square Feet:	Court Building	47,231
	Juvenile Hall	236,582
		283,813

Net Square Feet	Court Building	24,149
	Juvenile Hall	99,293
		123,442

243 GENERAL CAMP DESCRIPTIONS

In 1941, the State Youth Authority Act established state camps for delinquent minors pattern after successful forestry camps. The camp program has expanded and evolved in response to local needs. The fundamental objective is to aid in reducing the incidence and impact of crime in the community through providing a residential experience that stimulates juvenile court minors to redirect their physical, social, and emotional energies into constructive channels.

The court assigns minors to this program by means of an order for camp or secure placement. This option provides the court with a valuable alternative to probation in the community or incarceration in the Department of Juvenile Justice.

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

Probation currently operates 18 camp facilities and one treatment center, housing over 2,100 offenders of both sexes. Juveniles 13-15 years of age are placed in junior camps; those 16-18 are placed in senior camps. Junior camps offer full-time school programs; senior camps combine work experience with school programs.

Camp Clinton B. Afflerbaugh

Camp Afflerbaugh is a secure facility located on approximately 47 acres at the foot of the San Gabriel Mountains, just above the community of La Verne and next to Camp Paige. It is comprised of approximately 44,320 gross square feet with an administration building, joint school facilities with Camp Paige, kitchen and dining room, gymnasium, and swimming pool. It also has a large dormitory with a capacity for 116 boys ages 16 to 18.

Camp David Gonzales

Camp Gonzales is a secure facility located on approximately 38.6 acres in the Calabasas Canyon area. It is comprised of approximately 50,353 gross square feet with an administration building, school facility, kitchen, dining area, and gymnasium. It has a large open dormitory with a capacity for 100 boys and a Special Housing Unit with 20 individual rooms.

Camp Karl Holton

Camp Holton is a secure facility located on approximately 14 acres in the San Fernando Valley Canyon. It is comprised of approximately 60,629 gross square feet with an administration building, school facility, kitchen and dining room and recreational areas. It also has a large dormitory with a capacity for more than 100 boys and a Special Housing Unit with 20 rooms.

Camp Vernon Kilpatrick

Camp Kilpatrick is a secure facility located on approximately 230.9 acres in the Malibu Mountains next to Camp Miller. It is comprised of approximately 48,342 gross square feet with an administration building, school facility, kitchen and joint dining area with Camp Miller, gymnasium, and swimming pool. It has two dormitories with a capacity for 104 minors and a Special Housing Unit with 20 rooms.

Camp William Mendenhall

Camp Mendenhall is a secure facility located on approximately 233.9 acres in the Lake Hughes area next to Camp Munz. It is comprised of approximately 38,609 gross square feet with an administration building, school facilities, kitchen and

INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)

dining area, and gymnasium. It has a large dormitory with a capacity for 105 boys.

Camp Fred Miller

Camp Miller is a secure facility located on the same 230.9 acres as Camp Kilpatrick in the Malibu Mountains. It is comprised of approximately 30,692 gross square feet with an administration building, school facility, joint kitchen and dining area with Camp Kilpatrick, and gymnasium. It also has a large dormitory with a capacity for 115 boys ages.

Camp John Munz

Camp Munz is a secure facility located on the same 233.9 acres as Camp Mendenhall in the Lake Hughes area. It is comprised of approximately 34,587 gross square feet with an administration building, school facility, kitchen, and dining area, gymnasium, and swimming pool. It also has a large dormitory with a capacity for 105 boys.

Camp Joseph M. Paige

Camp Paige is a secure facility located on the same 47 acres as Camp Afflerbaugh at the foot of the San Gabriel Mountains. It is comprised of approximately 25,742 gross square feet with an administration building, school facility, kitchen and dining area, and gymnasium. It also has a large dormitory with a capacity for 116 boys.

Camp Glenn Rockey

Camp Rockey is a secure facility located on approximately 35 acres in the San Dimas foothills. It is comprised of approximately 55,408 gross square feet with an administration building, school facility, kitchen and dining area, and gymnasium. It also has a large dormitory with a capacity for 120 minors, as well as a Special Housing Unity with 20 individual rooms.

Camp Louis Routh

Camp Routh is a secure facility located on approximately 14.5 acres in Tujunga Canyon. It is comprised of approximately 22,881 gross square feet with an administration building, school facility, and kitchen and dining area. It has a capacity for 90 boys.

Camp Joseph Scott

Camp Scott is a secure facility located on approximately 70.2 acres in Bouquet

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-200
INSTITUTIONAL SERVICES (JUVENILE HALL AND CAMP SUPPORT)	

Canyon next to Camp Scudder. It is comprised of approximately 22,881 gross square feet with an administration building, school facility, and kitchen and dining area. It also has a dormitory with a capacity for 90 girls.

Camp Kenyon J. Scudder

Camp Scudder is a secure facility located on the same land as Camp Scott in Bouquet Canyon. It is comprised of approximately 38,456 gross square feet with an administration building, school facility, kitchen and dining area, gymnasium, and swimming pool. It also has a large dormitory with a capacity for 107 boys.

Challenger Memorial Youth Center

Challenger is a complex six Probation camps located on a 65-acre site northwest of Lancaster. The facility is dedicated to the honor of the space shuttle Challenger crew members. Each camp carries the name of a crew member, and the 48-classroom school honors Christa McAuliffe, the civilian teacher accompanying the mission. The names of the six camps are Camp Jarvis, Camp McNair, Camp Onizuka, Camp Resnik, Camp Scobee, and Camp Smith.

There is a Special Housing Unit/Infirmary with 60 bed units.

Challenger is comprised of approximately 225,005 gross square feet and can accommodate 720 juveniles.

Dorothy Kirby Center

Dorothy Kirby Center is a secure, coeducational treatment center located on approximately 79,146 gross square feet with an administration building, school facility, kitchen and dining area, gymnasium and swimming pool. It also has group cottages with an overall capacity of 60 boys and 40 girls. Minors between the ages of 12 and 18 are placed at Kirby Center based on their need for intensive psychological counseling during confinement. The minors are responsible for all the housework in their cottage, their personal laundry, and the serving and cleaning up of meals.

/LOS ANGELES COUNTY PROBATION DEPARTMENT

Subject: MANAGEMENT SERVICES MANUAL RISK MANAGEMENT	Section Number: MSM-300
	Effective Date: 9/20/2007
	Approved By: Francesca Jones, Bureau Chief

301 INTRODUCTION

The Office of Risk Management was assigned to Management Services Bureau during July 2004, and was staffed and fully operational during March 2005. The purpose of the Office of Risk Management is to manage the department's Loss Control and Prevention Program.

302 OVERVIEW

Risk management is a Department wide process that requires the participation of all facilities and offices.

The Office of Risk Management provides centralized controls in order to improve the process for not only identifying and measuring potential Department risk exposures, but also developing and implementing industry acknowledged techniques for achieving corrective action goals.

The Department wide risk management process is coordinated and administered by the Management Services Bureau Administration Division.

303 MISSION

The mission of the Office of Risk Management is to provide the Department's managers with information on effective loss control practices.

The goal of the Office of Risk Management is to reduce cost related to injuries, property, damage, and other incidents by:

1. Ensuring all accidents and or incidents are reported in writing and investigated properly.
2. Tracking data related to reported accidents and or incidents.
3. Using the information recorded in the accident/incident reports, and investigation reports, to identify the root cause of the accident/incident.
4. Making corrective action recommendations to managers for their consideration.

RISK MANAGEMENT

5. Encouraging managers and supervisors to become proactive in initiating immediate corrective action.
6. Working with managers in developing accurate Corrective Action Plans.
7. The Office of Risk Management primary duties are focused on reviewing and evaluating data obtained from written accident and incident reports, inspections, and investigations. Through critical analysis, the Office of Risk Management is able to provide managers with accurate corrective action recommendations that can improve their ability to proactively correct internal activities that caused the accident or incidents, and either prevent or reducing the frequency of future accidents/incidents.

304 RISK MANAGEMENT SECTIONS OF RESPONSIBILITY

1. Health and Safety
2. Risk Analysis
3. Housekeeping and Sanitation

305 HEALTH AND SAFETY TEAM

The Health and Safety Team manages the Department's Injury Prevention Program. The goal of the team is to reduce the number of injury accident and illness incidents involving employees, clients, and visitors while at or on Probation facilities.

In order to reduce the number of injury accidents and illness incidents, members of the Health and Safety Team conduct:

1. Monthly corrective action follow-up inspections at targeted Probation facilities;
2. A comprehensive annual inspection of each Probation facility.
3. Ergonomic Workstation Evaluations.
4. Monthly in service training workshops related to Injury Prevention.

Through increased awareness and consistent follow through the Health and Safety Team anticipates that safety conditions in the Probation workplace environment will improve, which will result in a reduction in injury incidents.

RISK MANAGEMENT

The Health and Safety Unit works closely with the Department's Return to Work Unit in reviewing all Workman's Compensation Claims in order to develop corrective action recommendations that Department Managers can utilize to improve work place conditions and significantly decrease industrial injuries/illnesses.

Active members of the Health and Safety Team are the:

1. Safety Officer
2. Safety Inspector
3. Safety Assistant
4. Intermediate Typist Clerk

Members of the Health and Safety Team are available for emergency response to facilities in order to investigate serious injury accidents or illness incidents where individuals require life saving emergency medical attention. Additionally, if there is an accident or incident where an individual dies the Safety Officer must be notified immediately.

Office telephone number for the Safety Office is (562) 940-3673, or by cell phone for emergencies only (562) 505-2647.

306 RISK ANALYSIS

Led by the Risk Management Program Analyst, this team ensures the Department's overall "Loss Control and Prevention" goals are met.

The Program Analyst reviews all loss control and prevention data submitted in written reports (accident, incident, inspection, and investigation), and prepares a written monthly "Loss Control and Prevention" status report for ELT.

The Analyst participates in a monthly committee meeting with representatives from each bureau to review recent data on accidents and incidents, and provide updates on previously made corrective action recommendations.

The Analyst is also responsible for preparing the quarterly ELT Loss Control and Prevention Review in the areas of traffic collisions, general discrimination, sexual harassment, Workman's Compensation, security, and emergency preparedness issues.

This review provides ELT with a synopsis of the type of "Risk" incidents that are

RISK MANAGEMENT

impacting the Department and an analysis regarding the growth or reduction of “Risk” incidents by facility, Bureau, and Department wide.

Other important responsibilities of the Analyst includes researching and providing summaries of liability issues to the Department on various “Risk” related issues that require changes in existing policies or the development of new policy and procedures.

In addition to the monthly meeting with bureau representatives, the Analyst participates in a monthly Risk Impact Committee. This meeting consists of individuals from various Department units including -- Civil Litigation, Health and Safety, Return to Work, Budgets, and Affirmative Action. The purpose of this meeting is to review and discuss cost issues, corrective actions, and prepare recommendations to ELT that will reduce cost.

307 HOUSEKEEPING AND SANITATION

The purpose of this program is to ensure that all Probation facilities are being cleaned and sanitized pursuant to the standards set forth by the department, and these standards are in conformance with public health regulations for cleanliness and sanitation.

A housekeeping and sanitation coordinator is responsible for conducting monthly audits/inspections of each Probation facility. During this audit/inspection the coordinator is seeking to determine if the department’s housekeeping and sanitation standards in regards to:

1. Procedures listed in the department’s housekeeping and sanitation manual.
2. The frequency of cleaning by staff.
3. Authorized chemicals are being stocked and used properly.
4. Equipment use – in good repair, sufficient quantities, and proper type.

The coordinator provides a Pass/Fail rating for the areas inspected, and makes corrective action recommendations. The Probation Director responsible for managing the facility is give a copy of the inspection report and has thirty (30) days to make improvements.

The coordinator also inspects/audits that housekeeping and sanitation of the Probation Housekeeping Contractors to ensure their efforts are in compliance with the department’s standards. If a problem is discovered, the coordinator writes a Contract Discrepancy Report, and submits the report to the Risk

RISK MANAGEMENT

Management Coordinator for follow up.

When necessary, the Housekeeping and Sanitation Coordinator organizes a crew of Probation Custodians to conduct a “Deep Cleaning” project at any of the facilities that need this level of cleaning and sanitation.

The coordinator attends housekeeping and sanitation classes and workshops to improve their knowledge and skill set, and they organize and teach housekeeping and sanitation classes to custodians, intermediate housekeepers, or other Probation staff responsible for providing or supervising the providing of housekeeping and sanitation services at any Probation facility.

308 ACCIDENT REVIEW COMMITTEE

Chaired by the department’s Safety Officer, the Accident Review Committee reviews all Directors Investigation Summaries of vehicle accident reports involving Department employees while performing duties for the Department.

The Accident Review Committee meets for two hours, once a month, to ensure the corrective actions recommended by Department Directors are consistent with Department guidelines.

Additionally, the committee reviews data related to the cost associated with vehicle accidents and they make recommendations to the Risk Impact Committee that can reduce the amount of financial expenditures paid in relation to these accidents.

The Accident Review Committee reviews policy and procedures involving vehicle usage and accidents to ensure they are applicable to current the vehicle operation environment.

309 SAFETY

Safety & Emergency Preparedness is a unit of the MSB Administration Division.

This unit is responsible for managing the Safety and Injury Prevention programs of the Probation Department. The Safety/Security Emergency Preparedness Coordinator visits and inspects all facilities to determine if any unsafe conditions or security violations exist. Additionally, the coordinator is responsible for making certain that safety rules are known and safety equipment, such as personal protection equipment kits, and first aid kits is properly supplied; making certain that employees and wards know emergency procedures; and ensuring security measures are being followed.

309.1 Incident Tracking System

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-300
RISK MANAGEMENT	

The purpose of the Incident Tracking System is to provide the Risk Management operation with a Numeric Incident Report Tracking System (NIRTS) that supports the recording and tracking of incidents involving Probation Department personnel, clients, or assets.

NIRTS consists of four sections:

1. Calendar Year
2. Sequential Number
3. Statistical Code
4. Facility Code

Example: 03-00925-4210-315

Calendar Year – this section consists of two numbers, the last two numbers of the calendar year when the incident occurred. For an example, an incident that occurred during 2003 will be listed as 03.

Sequential Number – this section consists of a sequence number that is given to each report. The first report of the year is assigned the first number in the new sequence 00001 and the subsequent reports will be assigned a sequence number in ascending order. If 500 incident reports are written during the year the last report will have a sequential number of 00500.

Statistical Code – this section consists of an incident code, a four-digit number that corresponds to an incident category or classification. For an example, 0913 could mean an “Escape from juvenile hall.” The stat code enables more efficient tracking and analysis of incident types.

Facility Code – this section consists of a code number that identifies which facilities the incident occurred. The code number is a very effective tracking tool and provides researchers with information regarding the frequency rate a particular incident occurs at a specific facility.

309.2 Statistical Codes

0100 – Burglary: Entering a closed building or a locked vehicle with the intent to commit a theft.

- 0101 Burglary of a Probation Facility

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-300
RISK MANAGEMENT	

- 0102 Burglary of a Probation Vehicle
- 0103 Burglary of a Mileage Permittee Vehicle
- 0104 Burglary of an Employee's Vehicle While Parked at Probation Facility
- 0105 Burglary of a non-Employee's Vehicle While Parked at a Probation Facility
- 0106 Burglary Alarm Activation – no evidence of a crime

0200 – Robbery: The taking of property from a person by force or fear.

- 0201 Robbery of a County facility or employees performing their job.
- 0202 Robbery of a visitor to a Probation facility, and employees not performing their job.
- 0203 Robbery of a probationer at a Probation facility conducting business related to their case.
- 0204 Robbery of a minor housed at a Probation juvenile hall or camp.
- 0205 Robbery of a minor while being transported in a Probation vehicle.

0300 – Arson: The intentional setting fire to any object. It is not necessary to destroy the object. The mere charring is sufficient for arson.

- 0301 Arson of a Probation facility.
- 0302 Arson of a Probation vehicle.
- 0302 Arson of a Mileage Permittee vehicle.
- 0304 Arson of private property (including vehicles).

0400 – Rape : Forced sexual intercourse (same or opposite sex).

- 0401 Rape of a Probation employee at a Probation facility.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-300
RISK MANAGEMENT	

- 0402 Rape of a non-Probation employee at a Probation facility.
- 0403 Rape of a minor housed at a Probation juvenile hall or camp.
- 0405 Other sex related incidents involving employees at Probation facility.
- 0406 Other sex related incidents involving non-Probation employees at Probation facility.
- 0407 Other sex related incidents involving minor housed at a Probation facility.

0500 – Assault: The physical battering of another person.

- 0501 Assault with a weapon (victim Probation employee).
- 0502 Assault with a weapon (suspect Probation employee).
- 0503 Assault with a weapon (victim non-Probation employee).
- 0504 Assault with a weapon (victim a minor housed at juvenile hall or camp).
- 0505 Assault with a weapon (victim a minor in a Probation vehicle).
- 0506 Assault without a weapon but requiring hospitalization of the victim (victim a Probation employee).
- 0507 Assault without a weapon but requiring hospitalization of the victim (victim a non-Probation employee).
- 0508 Assault without a weapon but requiring hospitalization of the victim (victim a minor under Probation supervision).
- 0509 Assault with only minor injuries and no weapon was used (Probation employee is victim).
- 0510 Assault with only minor injuries and no weapon was

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-300
RISK MANAGEMENT	

- 0511 used (non-Probation employee).
Assault with only minor injuries and no weapons was used (victim is minor under Probation supervision).

0600 – Theft: Theft of or from a vehicle.

- 0601 Theft of a Probation vehicle.
- 0602 Theft of mileage permittee's vehicle.
- 0603 Theft from a Probation vehicle, no forced entry.
- 0604 Theft from a Probation vehicle, forced entry.
- 0605 Theft from a mileage permittee's vehicle, no forced entry.
- 0605 Theft from a mileage permittee's vehicle, forced entry.

0700 – Theft : Theft not involving a vehicle.

- 0701 Theft of Probation property valued less than \$400.00.
- 0702 Theft of Probation employee property valued less than \$400.00.
- 0703 Theft of private party property valued less than \$400.00.
- 0704 Theft of Probation property valued more than \$400.00.
- 0705 Theft of Probation employee property valued more than \$400.00
- 0706 Theft of private party property valued more than \$400.00.

0800 – Disturbances: No actual crime need be committed. The disruption of routine business constitutes a disturbance.

- 0801 Disturbance of Probation operations at a Probation facility.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-300
RISK MANAGEMENT	

- 0802 Disturbance created by a County employee and/or spouse involving a “domestic issue.”
- 0803 Disturbance involving adult Probationer.
- 0804 Disturbance involving juvenile Probationer.
- 0805 Disturbance involving juvenile housed at juvenile hall.
- 0806 Disturbance involving juvenile housed at camp.
- 0807 Threats (verbal or written to a County employee).
- 0808 Refusals to be searched.
- 0809 Refusal of juvenile to follow instructions.

0900 – Vandalism: This classification includes all forms of intentional damage to property or vehicles except arson (for arson refer to section 0300).

- 0901 Vandalism to Probation property.
- 0902 Vandalism to Probation employee property.
- 0903 Vandalism to private property, owner housed at Probation facility.
- 0904 Vandalism to private property
- 0905 Vandalism of Probation vehicle.
- 0906 Vandalism of mileage permittee vehicle.
- 0907 Vandalism to non-Probation employee vehicle

1000 – Suspicious Circumstances: unusual events or activities that are not described in any of the other codes.

- 1001 Suspicious activity by a non-Probation employee.
- 1002 Suspicious activity by a juvenile housed at a juvenile

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-300
RISK MANAGEMENT	

- 1003 Suspicious activity by a juvenile housed at a camp.
- 1004 Suspicious activity by a Probation employee.
- 1005 Suspicious packages.
- 1006 Power failure.
- 1007 Equipment failure.
- 1008 Hostage situation.
- 1009 Evacuation of juvenile hall.
- 1010 Evacuation of camp.
- 1011 Evacuation of other Probation facility.
- 1012 Hazardous material spill.
- 1013 Toxic fumes.
- 1014 Flood.
- 1015 Fire.

1100 – Security: any incident that is a risk to the security of a Probation facility, or to a function of Probation operations.

- 1101 Bomb threat at juvenile hall.
- 1102 Bomb threat at camp.
- 1103 Bomb threat at other Probation facility.
- 1104 Bomb or explosive devices actually found.
- 1105 Escape from juvenile hall.
- 1106 Escape from camp.
- 1107 Attempted escape from juvenile hall.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-300
RISK MANAGEMENT	

- 1108 Attempted escape from camp.
- 1109 Escape from a Probation transportation vehicle.
- 1110 Attempted escape from a Probation transportation vehicle.
- 1111 Escape by juvenile Probationer while away from assigned housing facility.
- 1112 Attempted escape by juvenile Probationer while away from assigned facility.

1200 – Illness: Person sick, injured or mental condition not result of criminal activity.

- 1201 Rescue or paramedics responded for Probation employee.
- 1202 Rescue or paramedics responded for juvenile housed at juvenile hall.
- 1203 Rescue of paramedics responded for juvenile housed at camp.
- 1204 Rescue or paramedics responded for non-Probation employee.
- 1205 Probation employee sent to the hospital.
- 1206 Juvenile housed at juvenile hall sent to the hospital.
- 1207 Juvenile housed at camp sent to the hospital.
- 1208 Non-Probation employee sent to the hospital.
- 1209 First aid given by other than Rescue personnel.
- 1210 Person sick or injured but refused treatment.

1300 – Contraband: illegal or unauthorized items that are taken by Probation personnel.

- 1301 Weapons (gun, knife, club, etc.) taken from Probation employee.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-300
RISK MANAGEMENT	

- 1302 Weapons (gun, knife, club, etc.) taken from juvenile housed in juvenile hall.
- 1303 Weapons (gun, knife, club, etc.) taken from juvenile housed in camp.
- 1304 Weapons (gun, knife, club, etc.) taken from non-Probation employee.
- 1305 Narcotics (any non-prescription drug) taken from Probation employee.
- 1306 Narcotics (any non-prescription drug) taken from juvenile housed in juvenile hall.
- 1307 Narcotics (any non-prescription drug) taken from juvenile housed in camp.
- 1308 Narcotics (any non-prescription drug) taken from a non-Probation employee.
- 1309 Other (specify).

309.3 Facility Code

100 – Juvenile Halls

- 101 Central Juvenile Hall
- 102 Los Padrinos Juvenile Hall
- 103 Barry J. Nidorf Juvenile Hall

200 – Residential Treatment Camps

- Afflerbaugh
- Challenger
- Gonzalez
- Holton
- Kilpatrick

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-300
RISK MANAGEMENT	

- Kirby
- Mendenhall
- Munz
- Rockey
- Routh
- Scott
- Scudder

300 – Area Offices

- Alhambra
- Antelope Valley (Adult)
- Antelope Valley (Juvenile)
- Centinela
- Central Adult Investigation
- Central Placement
- Crenshaw
- East Los Angeles
- East San Gabriel Valley
- Firestone
- Foothill
- Harbor
- Haynes Street
- Long Beach

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-300
RISK MANAGEMENT	

- Lynwood
- Pomona
- Pre Trial (Bauchet)
- Pre Trial (Wilshire)
- Rio Hondo
- Riverview
- Santa Monica
- South Central
- TANF
- Valencia
- Van Nuys

310 STAFFING

Six full time Probation employees staff Office of Risk Management operations, including:

1. Program Analyst – develops policies and guidelines that protect Department investments and assets from loss and abuse. Responsible for conducting audits of Department operations to uncover weaknesses in processes that could be improved in order to prevent or reduce future losses.
2. Safety Officer I – develops and manages the Department's Safety and Injury Prevention Program (including Ergonomics, and Cal OSHA) by conducting training, inspecting Department facilities, and reviewing incident reports related to workplace health and safety.
3. Safety Inspector – develops and manages the Department's Emergency Preparedness Program by scheduling and conducting training, inspecting Department facilities to determine their Emergency Preparedness readiness, and reviewing reports related to workplace Emergency Preparedness.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-300
RISK MANAGEMENT	

4. Safety Assistant – develops and manages the Departments Security Program by scheduling and conducting training, inspecting Department facilities to determine their Security preparedness.
5. Sr. Typist Clerk – responsible for database management, and supervising the work of the ITC.
6. Intermediate Clerk Typist – responsible for providing clerical support for the staff.

LOS ANGELES COUNTY PROBATION DEPARTMENT

Subject: MANAGEMENT SERVICES MANUAL FACILITIES MAINTENANCE AND SUPPORT SERVICES	Section Number: MSM-400
	Effective Date: 9/20/2007
	Approved By: Francesca Jones, Bureau Chief

401 INTRODUCTION

This section is responsible for managing the Department's Area Office/Facilities needs through a variety of services. These services include custodial, messenger, facilities/building maintenance, shipping and receiving of supplies and equipment, moving and deliveries, department salvage, and building complex management.

Additionally, they review requests for maintenance and repair services from departmental work locations and the process resulting work orders.

402 PROPERTY AND SUPPLY

Property and Supply is recognized as the administrative headquarters and main warehouse.

This unit is responsible for managing the department's fixed and portable assets. Warehousing, Inventory Control, Asset Auditing, Salvaging, and Deliveries, are examples of duties performed by Property and Supply personnel.

1. Warehouse Workers
2. Supply Officer
3. Truck Driver

Previously, the Department's warehouse operation consisted of five (5) independent warehouses; all of which have been changed to facilitate the shift from decentralization to centralization.

403 WAREHOUSE LOCATIONS

Using the existing warehouse space, each location is now commonly known as a distribution center.

1. Property & Supply (Main Warehouse)
2. Central Juvenile Hall (Distribution Center)

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-400
FACILITIES MAINTENANCE AND SUPPORT SERVICES	

3. Los Padrinos Juvenile Hall (Distribution Center)
4. Barry J. Nidorf Juvenile Hall (Distribution Center)
5. Challenger Memorial Youth Center (Distribution Center)

404 CENTRALIZED WAREHOUSING

The Department is in the process of developing a single centralized purchasing, receiving and inventory control system. This system will allow each warehouse to interface with each other and its purchasing component.

The primary goal of centralized warehousing is to provide materials, supplies and services with the objective that they will be available at the time, place, quantity and quality consistent with the needs of the Department.

This will also control and/or eliminate the hoarding and stockpiling of items that eventually become surplus due to a reduction in consumption, operational /program changes causing associated items to become obsolete, or items have deteriorated due to shelf life expiration.

In addition, the following will also be accomplished:

1. Reduce multiple central warehouse function to one controlling main warehouse.
2. Use each distribution center as a direct delivery location eliminating the central warehouse concept at juvenile halls.
3. Implement an on-line Probation Warehouse inventory tracking system to replace the current manual/stand-alone PC based inventory system.
4. Implementation of the County Acquisition Management Information System (CAMIS).

405 SERVICES DIRECTOR OF FACILITIES OPERATIONS

The Services Director of Facilities Operations has oversight responsibilities of the Department's warehouse function through subordinate supervision of a Supply Officer and warehouse workers at each location.

The role of the Services Director of Facilities Operations is to:

1. Oversee the Main Warehouse and Satellite Distribution Centers.
2. Orchestrate manpower coverage according to workload variations.

FACILITIES MAINTENANCE AND SUPPORT SERVICES

3. Establish rules and guidelines that apply to the movement, storage and control of all materials owned by the Department or for which it has responsibility.
4. Establish equipment inventory and salvage procedure.
5. Enforce stringent security measures.
6. Enforce hazardous material handling and storage procedures.
7. Interface with the Services Director at each location to ensure the needs of the facility are being met.
8. Solicit useful and constructive information from the Services Director regarding performance of warehouse personnel.

The Services Director is responsible for the facility plant and is held accountable for all support services activities.

Although the Services Director does not have supervisory responsibility of the warehouse personnel, the position is one of authority to question the level of services provided, and any organizational conflicts, to ensure the facility's operating commitments are met.

Additionally, the Services Director's role is to:

1. Apprise the Director of Facilities Operations in the welfare and performance of the warehouse organization and functionality.
2. Monitor performance of warehouse personnel.
3. Authorize non-stock requisitions.
4. Notify Property and Supply Administrative Headquarters for emergency needs.
5. Contact Director of Facilities Operations when, warehouse personnel is needed to perform task such as, move jobs, special deliveries or pick-ups, etc.
6. Verify Salvage Inventory Lists for appropriateness and accuracy.
7. Contact Property and Supply Administrative Headquarters for salvage disposal.

FACILITIES MAINTENANCE AND SUPPORT SERVICES

8. Inform Property and Supply of terminated items and added for salvage disposal.
9. Authorize the disposal of obsolete items.
10. Receive receipts and Cash resulting from revenue generated programs.

406 FACILITIES MAINTENANCE

Facilities Maintenance is a unit of the MSB Facilities Operations Division.

This unit is responsible for managing the maintenance of Probation Department Area Offices and Headquarters Offices.

407 COMMUNICATIONS

The purpose of the Communications section is to ensure the Probation Department receives quality communication services and equipment, and when possible, improve the existing communications by upgrading to state of the art services and equipment.

Additionally provide high level of customer service to our clients, Probation Department staff.

This section processes telephone, cellular phone, and pager requests, as well as any other telecommunication needs. They are also charged with the responsibility of processing telephone bills.

New Telephone System Installations

1. Communications Specialist will meet with Facilities Planning, ISD and ISB to discuss the Scope of Work.
2. Communications Specialist will schedule a meeting with the Director that will occupy the space. They will review the floor plans identifying who will be assigned to the various offices/cubicles and determine the communication needs of that individual. (ie. Single line phone, multi-line phone with or without voicemail, fax needed, or not, etc...)
3. The Communications Specialist will make notations on the floor plans.
4. The Communications Specialist will meet with the ISD Analyst to discuss the specific needs of the office.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-400
FACILITIES MAINTENANCE AND SUPPORT SERVICES	

5. The ISD Analyst will obtain an estimate and forward to Communications
6. The estimate, depending on the size of the project, will be forwarded to Facilities Planning or the Bureau Chief for approval.
7. Once approved, the Communications Specialist will contact the Director to request any adjustments or changes.
8. The Communications Specialist will generate an ATSS order noting the specifications of the project. They will also provide two copies of the floor plans to the ISD Analyst.
9. The Communications Specialist and ISD Analyst will conduct several walkthroughs to ensure nothing was inadvertently omitted from their request. The Communications Specialist will keep in constant communication with the Director to ensure all needs are being met.
10. ISD will notify the technicians and telephone company in regards to work required.

Requests to add, move, or change telephone/fax lines

1. A request is received from an office detailing need.
2. Communication Specialist will prepare an estimate and submit estimate to Bureau Chief for approval.
3. Once the approval is received, the Communications Specialist will generate an ATSS order in which the specifications are listed.
4. The ATSS order is submitted to ISD and files the request and enters it into the log.
5. ISD Analyst contacts the Communications Specialist to review the order.
6. ISD will either submit the order to the ISD technicians and the telephone company and any other parties who are required to complete the request.
7. ISD Analyst will contact Communications Specialist to inform when the work will take place.

FACILITIES MAINTENANCE AND SUPPORT SERVICES

8. The Communications Specialist will notify the office as to the estimated completion date.
9. The Communications Specialist is notified when the work was completed.

Cellular Telephone/Air Card/Telephone Accessory Requests

1. Communications Specialist receives request for a cellular telephone
2. An estimate will be developed and forwarded to Bureau Chief for approval.
3. Once approval is received, the order is forwarded to MSB Bureau Chief for approval.
4. Communications Specialist will maintain a copy of the order in a pending file until order is received
5. MSB Bureau Chief will approve the order and will forward order to Procurement for processing
6. Communications Specialist will contact Procurement weekly for a status of the order.
7. Procurement will forward a copy of the PO to Communications for files.
8. Communications Specialist will file the order in the completed file once the equipment is received.

Billings

1. Communications Specialist receives bills from various vendors and ISD.
2. Communications will separate the billing by Bureau.
3. A summary sheet indicating the name of the employee and monthly charges will be developed.
4. The cover memo is created and the bills, current month summary sheet and prior month summary sheets are attached.
5. Communications will distribute the billing and will maintain a copy of the summary sheets for monitoring responses.

FACILITIES MAINTENANCE AND SUPPORT SERVICES

6. Bills with no personal charges will be returned directly to Communications and bills with charges are forwarded directly to Fiscal Services who will process payment and forward bill and receipt to Communications for filing.

408 ASSET MANAGEMENT

This unit is responsible for auditing and tracking the movement of all the Department's fixed and portable assets to maintain an accurate accounting of these assets.

The Department currently has an inventory of approximately twenty-four thousand (24,000) fixed and portable assets amounting to about twenty three million dollars (\$23,000,000.00).

BarScan Inventory System is used for keeping track of all inventories in the department.

409 WAREHOUSE

Previously, the Department's warehouse operation consisted of five (5) independent warehouses; all of which have been changed to facilitate the shift from decentralization to centralization. Using the existing warehouse space, each location is now commonly known as a distribution center.

1. Property & Supply (Main Warehouse)
2. Central Juvenile Hall (Distribution Center)
3. Los Padrinos Juvenile Hall (Distribution Center)
4. Barry J. Nidorf Juvenile Hall (Distribution Center)
5. Challenger Memorial Youth Center (Distribution Center)

The purpose of this operation is to ensure the Probation Department Area Offices, CMYC and Juvenile Halls receive supplies in a timely manner from the time they are received in the warehouse. To ensure the minors in the juvenile institutions have clothing, bedding, hygiene products and any other items, which are required, by meeting our PAR levels weekly.

The Property and Supply operation performs the following services:

1. Receive all supplies for Area Offices, Juvenile Halls and Camps.

FACILITIES MAINTENANCE AND SUPPORT SERVICES

2. Order supplies for Juvenile Hall warehouses.
3. Deliver supplies to Area Offices, Juvenile Halls and Camps
4. Coordinate Special Job Requests for offices.
5. Coordinate beautification projects for Area Offices and other Administrative Offices.

Ordering Supplies for Juvenile Hall Warehouses

1. Review stock levels of Juvenile Hall warehouses on BarScan and compare to requests for supplies.
2. Complete stock card requests with Supply Officer and Director approval and submit for Bureau Chief approval.
3. Bureau Chief approves and forwards to Procurement for processing.
4. Procurement places the order and faxes the Purchase Order (PO); work order and stock card request to the Director.
5. The Director maintains a log in which we track POs until the stock is received. The Director's secretary files the PO and back-up documentation in this tracking log.
6. If necessary we follow-up with Procurement as to the status of our orders if Pos weren't received.
7. When the stock arrives at the juvenile hall warehouses and centralized warehouse, the order is entered into BarScan, the packing slips are copied and forwarded to Procurement as proof of receipt so the invoice can be paid in a timely fashion.

Delivering Supplies to Area Offices

1. A PO, work order, and request is faxed to the centralized warehouse and filed as pending
2. When the order is delivered to the warehouse, it is entered into BarScan, the packing slips are copied and forwarded to Procurement as proof of receipt so the invoice can be paid in a timely fashion.
3. The Warehouse Workers stage the area for deliveries separating the packages into driving regions.

FACILITIES MAINTENANCE AND SUPPORT SERVICES

4. The Driver Coordinator assigns the drivers to the regions and provides them with a log of deliveries.
5. The Drivers get the log signed by the end user as proof of delivery.
6. The items are delivered to the end user/requesting party.
7. The log is returned to the Intermediate Typist Clerk at the end of the day and the entries are logged into BarScan, closing out the order.

Special Job Request Coordination

1. A Special Job Request form is received by Property and Supply. The request is forwarded to the Special Job Request Coordinator.
2. The coordinator will contact the requesting party and obtain specifics about the job.
3. If a move is being requested, the coordinator will review the driving schedules for the day and attempt to get one or two drivers to be near or at the location requesting the move. The two drivers will arrive at the location and complete the move job.
4. If possible, he will schedule the move within one week of receipt of request.
5. The move job is listed on the driver's log so that we can track the special job requests.
6. If the special job request is to paint an office, the request is given to the Director, Facilities Operations.
7. The Director, Facilities Operations will add it to the list of facilities requesting painting. The offices will usually be scheduled in the order in which the requests were received. There are some exceptions to this rule.
8. When we can assign the crew to a specific location, the Director, or designee contacts the site to conduct a walkthrough to determine the Scope of Work.
9. The painting crew is scheduled in coordination with the Office Director.
10. The crew is dispatched and completes the job.

FACILITIES MAINTENANCE AND SUPPORT SERVICES**Property and Supply staff**

1. Supply Officer I (SO I) – Manages Warehouse staff and Drivers. The SO I is responsible for maintaining appropriate levels of stock at the warehouses; ensuring the warehouses under his supervision are stocked appropriately and ensures the needs of the department are met. Makes decisions in regards to reorder points, PAR levels, staffing, policy and procedure.
2. Warehouse Worker III (WWIII) – The WWIII manages the warehouse at Challenger Memorial Youth Center (CMYC). He is responsible for supervising the Warehouse Workers, placing orders for the stock in his warehouse and maintaining the inventory using the BarScan program. The WWIII ensures the staff and minors at the facility are provided all supplies.
3. Warehouse Worker II (WWII) – The WWII is responsible for supervising the warehouse workers at Property & Supply, monitoring their work processes to ensure the needs of the Department are being met. Additionally, this position manages the Dorothy Kirby Warehouse to ensure the Department's surplus is managed effectively.
4. Warehouse Worker I (WWI) – The WWI is responsible for the receiving and issuing of supplies. They are also responsible for processing all orders through the BarScan program.
5. Warehouse Worker Aide (WWA) – The WWA assists the WWI in the daily responsibilities such as delivering supplies to the units and assisting in receiving and sorting supplies in preparation of delivery.
6. Crew Instructor (CI) – The CI is responsible for the Asset Section. He is responsible for inventorying, reporting and monitoring the Assets for the Department
7. Camp Services Manager (CSM) – The CSM is responsible for managing the Truck Drivers. He organizes the delivery schedules to maximize the use of the drivers. He schedules the Special Projects, such as coordinating move jobs, requests for removal of furniture or requests for new furniture. He is responsible for archiving of documents.
8. Heavy Truck Driver (HTD) – The HTD is responsible for making deliveries throughout Los Angeles County as needed. He is licensed to drive a single unit vehicle with a Gross Vehicle Weight Rating (GVWR) of 26,001 lbs or more.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-400
FACILITIES MAINTENANCE AND SUPPORT SERVICES	

9. Medium Truck Driver (MTD) – The MTD is responsible for making deliveries throughout Los Angeles County, as needed. He is licensed to drive a single unit vehicle with a GVWR of at least 10,000 lbs and less than 26,001 lbs.

LOS ANGELES COUNTY PROBATION DEPARTMENT

Subject: MANAGEMENT SERVICES MANUAL PROCUREMENT	Section Number: MSM-500
	Effective Date: July 11, 2011
	Approved By: James Johnson, Director

501 INTRODUCTION

The Internal Services Department/Purchasing and Materials Management Division and the Probation Procurement Section are the main sources from which office supplies, forms, equipment and services can be obtained. No one other than the authorized sections of Camps, Detention or Procurement Services may acquire or commit the department to acquire any materials, supplies or services. All ordering areas must be certain that they follow recognized Los Angeles County procurement procedures when acquiring supplies, services and equipment. Salesmen visiting field offices should be routinely referred to the Department's Procurement Section, (562) 940-2471, located at Downey headquarters.

Refer to Detention Services manual for additional instructions on ordering for juvenile hall facilities. Refer to Residential Treatment Services Bureau manual for additional instructions on ordering for camp facilities.

Use of employee identification, DPO badges, business cards, department letterhead stationery and the Los Angeles County lettergram stationery is strictly and solely limited to the scope of official duties.

Office heads are to review all requisitions for quantities ordered before signing the requisition in order to avoid unnecessary purchases and to avoid over stock at work locations. Office requisitions are normally submitted by an individual who has the appropriate approval authority (and does not have any other purchasing or payment approval authority) to request goods and services. The requisitions must be signed, dated, and approved by the appropriate level (at least supervisor level) within the office location prior to initiating the procurement process.

For purchasing and procurement purposes, the Board of Supervisors (The board) has established guidelines for the Probation Department (The Department) to use the Department's financial resources for its current operating obligations. The purpose of this procurement policy is to define the practices, procedures and internal controls necessary to conform to the mandates established by the Board as stated in the County Fiscal Manual (CFM). Prior to incurring expenditures, an appropriation must be approved by the Board and established by the Auditor-Controller in eCAPS. The policies and procedures stated herein explain the various encumbrances from the appropriation and the rules and regulations mandated by the Board to guide the Probation Department in its operations.

PROCUREMENT**502 POLICY AND STANDARDS**

The policy of this Department is to adhere to all the rules and regulations binding purchasing and procurement practices in compliance to Board mandates. It is with this intent that the Department has established policies and controls, which must be consistently monitored to ensure that all expenditures are legal, duly authorized, and necessary to perform departmental assigned functions. Furthermore, the Department will take all the necessary actions to ensure that disbursements are recorded accurately, reported promptly and processed efficiently, using an adequate system of checks and balances to minimize the risk of fraud and abuse in the procurement/disbursement functions.

503 OVERVIEW OF EXPENDITURE PROCESS

After the board approves the annual appropriation (s) for the Department, disbursements can be made to encumber funds using any of the following means. The various encumbrances from the appropriated funds are A) Expenditures, B) Encumbrances- Direct or Blanket Encumbrances, C) Purchase Orders, D) Contracts, E) Department Expenditures, F) Miscellaneous Charges, and G) Departmental Service Orders (DSO). Encumbrances are usually handled by the Budget Section (Budget); and they require necessary supporting documents.

Types of Encumbrances

Expenditures: Once funds are appropriated, the expenditure process begins with the submission of appropriate documents to encumber funds. There exists different types of encumbrances, and each type requires the necessary supporting document (s) for processing. After an encumbrance is established, goods or services may be procured using approved methods established by the Internal Services Department's Purchasing and Central Services (ISD/PCS) or as authorized by the Board of Supervisors.

Procurement Function

When using an Expenditure Encumbrance or many types of the encumbrances listed above, a completed Procurement Request (PR) form, duly signed and approved by designated officials is submitted by the end-user/requestor to the Probation Procurement Services (PPS) office for acquisition. The following actions are taken to process the request:

1. Probation Procurement Services processes the procurement request to create a purchase order (PO).
2. The PO is sent to the vendor after the funds are encumbered by Budget.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

3. The vendor delivers the goods or services and sends the invoice(s) to Procurement.
4. The Warehouse receives the goods and verifies the contents for accuracy.
5. Procurement matches the packing slip(s) to the PO and the invoice. This process is also known as the 3-way match.
6. Procurement then prepares the General Accounting Expenditure (GAX) documents and sends it to Budget.
7. Budget processes the information in eCAPs to generate a check as check as payment to the vendor.

Internal Controls

- Control, recognize, report and record expenditures in the accounting period in which they are incurred.
- Classify expenditures for financial statement reporting and grant recognition purposes.
- Ensure expenditures incurred do not exceed the approved budget without the appropriate authority
- Ensure expenditures are authorized, within budgetary limits and made in accordance with applicable laws and established County policies and procedures.

Encumbrances

An encumbrance is an obligation charged against an appropriation and for which part of that appropriation is reserved. Encumbrances can be established for Purchase Orders, Encumbrance Requests and Departmental Service Orders. An original encumbrance or supplement to an existing encumbrance will only be established in eCAPS, if there is a sufficient available balance remaining in the appropriation. Encumbrance balances can be supplemented/increased only during the fiscal year issued. In the absence of budget adoption by the Board of Supervisors, no obligations including blanket encumbrances affecting capital assets should be processed for capital assets (i.e. equipment, land, building & improvements). A completed procurement request form, duly signed and approved by designated officials is submitted to PPS to initiate the requisition process.

PROCUREMENT

Note: County policy does not permit the available balance of any appropriation to be exceeded (see Government Code Sections 29120 & 29124).

At the end of a fiscal year, outstanding encumbrances for specific goods or services are rolled forward into the following fiscal year and are referred to as commitments. Blanket and encumbrances and Department Service Orders expire at year-end and are automatically cancelled by the Auditor-Controller.

Types of EncumbrancesDirect or Blanket Encumbrance

Direct Encumbrance is a specific obligation as to the dollar amount, vendor and goods or service. A blanket Encumbrance conveys a level of purchasing authority delegated to departments, usually on an annual basis, for placing orders “as needed” or reserves part of appropriations for future payments. A completed procurement request form, duly signed and approved by designated officials is submitted to Probation Procurement Services (PPS) to initiate the requisition process.

Purchase Order

Purchase Order is a document authorizing the delivery of specified merchandise or the rendering of certain services and the resulting charge for them. All Purchase Orders above the delegated authority of the Probation Department are to be issued by the Internal Services Department's Purchasing & Central Services (ISD/PCS). Changes to an existing Purchase Order, which may exceed the delegated authority of the Department, are to be made only by an official change notice or amendment issued by ISD/PCS. The full amount of the original or supplemental Purchase Order must be encumbered. Negotiations with a vendor by the Department to modify the agreement are not permissible.

All Direct Purchase Orders (GAED) will be automatically brought forward as commitments at fiscal year-end, if the available balance is greater than \$100. The remaining unexpended balance of Blanket Purchase Orders (GAEBL) will be automatically cancelled at fiscal year-end and will not be carried forward as commitments. ISD/PCS's Procurement Manual provides guidelines for purchasing of Capital Assets and Supplies using the above-mentioned purchasing documents.

Supplies, fixed assets and services can be procured through various methods as detailed in the a) ISD/PCS Purchasing Policy Manual, b) ISD/PCS Purchase Standards and c) ISD Purchasing & Contracts Bulletins.

A Direct Purchase Order can be utilized to purchase fixed assets.

PROCUREMENT

A Contract or Departmental Service Order can be utilized to procure some services either through approval of a contract with a private sector vendor, or a Departmental Service Order.

Departmental Expenditures

Expenditures required because of State Statutes, Court Order or Formal Action by the Board of Supervisors and not covered by a specific contract should be processed as Departmental Expenditures (DE) and encumbered against the Department's appropriation. A DE may be a direct DE for a specific vendor or a blanket DE for various vendors. Some examples of DEs are mandatory payments to other governmental agencies, graffiti removal per Board action, and promotional interview panels per County Code. The full amount of the DE should be encumbered.

Miscellaneous Charges

Certain types of expenditures should be encumbered against the Department's appropriation as a Miscellaneous Charge (MC). There are seventeen distinct types of expenditures. However, the Probation Department is concerned with only two, which are

1. Disposal Services and Public Agency Permits and
2. Taxes and Regulatory Fees

Disposal Services is provided by a public agency and Public Agency Permits; Taxes and Regulatory fees are specifically mandated by local ordinance, state or federal statutes. Inquiries as to the types of expenditures to be processed using a MC should be directed to the Auditor-Controller's Disbursement Division's General Claims Section. A number of expenditures are processed using the eCAPS online reimbursement process. All Miscellaneous Charge encumbrances are considered blanket encumbrances.

Departmental Service Orders (DSO)

A Departmental Service Order (DSO) is an agreement between County departments whereby one department, a requesting organization, agrees to reimburse a second department, the servicing organization, for services or goods to be provided. As an example, a DSO could be an arrangement where services for building maintenance or PC support services/operations are coordinated through and provided by the Internal Services Department.

DSOs are generally established at the beginning of the fiscal year for anticipated services and may be increased or decreased throughout the year based on actual services provided. All DSOs are processed centrally by the Auditor-

PROCUREMENT

Controller. When established, a DSO is entered into eCAPS as a DSO encumbrance. With the exception of DSOs for mileage, initial DSO amounts and subsequent changes must be mutually agreed upon and approved by the organization receiving services as well as the service provider. Charges for services provided under terms of a DSO are processed on an Internal Transfer document.

Multi-Year Encumbrance Policy

In certain instances, agreements as in contracts or purchase orders are made for services or products to be delivered over more than one fiscal year. The following guidelines describe the methods to be used in accounting for multi-year encumbrances:

- The amount to be encumbered is dependent upon the intent of the Board. If the Board budgets the full amount of the contract/purchase order in one year, then the full amount will be encumbered. When the board's intent is to fund a contract/purchase order over several years based upon the amount owed to the contractor during the contract period, only the amount expected to be expended during a particular year will be budgeted and encumbered.
- The Board's intent to fund a contract/purchase order will be determined by the language in the document. When necessary, County Counsel will develop or approve contract/purchase order clauses that state that the County does not intend to fully fund in the year of the award, but to fund over the term of the obligation. If these clauses are not included, the full amount of the contract/purchase order will be encumbered regardless of any "escape" clauses. If the clauses are included, only the expected amount of expenditures, which would also be the amount budgeted during the year, will be encumbered.
- If only part of the obligation has been encumbered, and the amount actually expended is greater than the amount encumbered, the responsible department must increase the encumbrance before the expenditure can be recorded. In the case of capital projects, this normally will also require budget adjustments as the amount budgeted may be equal to the original amount encumbered. For services and supplies (S&S) items, a budget adjustment may or may not be required depending on the availability of the Department's S&S appropriation.

504 INTERNAL CONTROLS

Management must ensure that appropriate encumbrance controls are followed:

PROCUREMENT

- No one person is authorized to submit and/or approve payments and submit, approve and/or process encumbrances.
- Two approvals are required to process most encumbrances. One approval should be at an Accounting Officer I position or higher. At least one of the approvals should be by an individual who does not have payment approval responsibilities. DSOs only require one level of approval.
- Remaining encumbrance balances are cancelled after goods/services are fully paid. Encumbrance balances will automatically be cancelled when payment documents are submitted **“marked final payment”** or when the agreement for goods/services has been terminated.
- The Department must establish an ongoing follow-up process with vendors to ensure proper notification of overdue deliveries.
- The Department must ensure that prices invoiced are correct, in accordance with unit prices, and that no substitutions of brands occur.
- Discounts must always be taken.
- Vendor invoices received must be properly matched with a receiving report/shipping document. Packing slips or a Work Order, which is usually generated by the bar scan system and serves as proof of delivery, may be used in place of the receiving report/shipping document. These documents must be matched with the vendor's invoices before payment is processed.
- Splitting of invoices to circumvent the assigned purchase/payment limit is prohibited.
- The Department must ensure that its Accounts Payable System properly identifies and resolves unmatched receiving reports and vendors' invoices.
- The Department must cancel encumbrances established for goods and services, which will not be ordered.
- The Department must reconcile expenditure documents to the eCAPs reports and resolve differences promptly.
- Packing Slips are submitted to the Accounts Payable section for matching with the Purchase Order and invoice for prompt payment.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

Procedures should be in place to address the following:

- Budget/Fiscal staff should have procedures for distribution, centralized filing, and retention. Copies of the Purchase Order should be furnished to the vendor, Accounts Payable, Budget, the Warehouse, and the Procurement Buyer, for filing and retention. This will eliminate the need for PPS to run encumbrance reports to be distributed to Accounts Payable. The process will allow Accounts Payable and Budget to track their own balances.
- Budget/Fiscal staff should follow the distribution procedures for Purchase Orders as directed by ISD
- Budget/Fiscal staff should reconcile the authorized encumbrances and purchase orders from the approved encumbrance package to the eCAPS encumbrance reports on a monthly basis.
- Budget/Fiscal staff should review the document catalog on a monthly basis to ensure that encumbrance documents are resolved in a timely manner.

505 SEGREGATION OF DUTIES

The Department must ensure that an adequate system of checks and balances (segregation of duties) exists to minimize the risk of fraud and abuse in the procurement and disbursement functions. At a minimum, the following procurement and disbursement duties must be segregated.

- Persons ordering goods or services must not approve purchases, receive goods, or account for purchases.
- Persons approving purchases must be independent of the ordering function and the receipt and control of goods or services.
- Persons receiving goods or services and certifying quantities received must not be associated or have responsibilities related to ordering the goods, services or accounting for purchases.
- Persons making disbursements for goods or services through eCAPS should not be associated with or have responsibilities related to the procurement, approval, and receiving functions.

Specifically, PPS will ensure that segregation of duties is always maintained and that the procurement staff are not performing more than one of the following activities:

PROCUREMENT

- Approving Purchase Orders
- Ordering goods and services
- Receiving goods and verifying quantities received
- Making disbursements for goods and services
- Establishing the accounts payable for accruals
- Processing payments to vendors and contractors
- Management must continually monitor its control system to ensure compliance at all levels of the organization.

506 DELEGATED PURCHASING AUTHORITY

The Internal Services Department/Purchasing and Central Services (ISD/PCS), as the County Purchasing Agent for the Department, is mandated to procure services, materials, supplies and equipment, furnishings, fixtures, and all other personal property for use by the Department. ISD/PCS has the authority to delegate certain types and dollar values of these procurements to the Department when it is determined to be more efficient, cost effective and in the best interest of the County. The delegated purchasing authority assigned to the Probation Department is \$5,000 (five thousand dollars) for non-agreement purchases. This delegation requires the Department to comply with established purchasing policies and procedures, and to meet other standards established for training and accountability as prescribed by ISD/PCS, as well as internal certification and control standards established by the Auditor-Controller.

Agreement Purchases

ISD/PCS establishes agreements with a wide variety of vendors for commonly purchased supplies and equipment. The Department has the delegated authority to make purchases against these agreements, since prices, terms, and conditions related to the purchases to be made have already been established by ISD/PCS. The Department is not limited to the amount it may purchase against an agreement. However, it must ensure that any purchases made are within its budgetary authority.

Non-Agreement Purchases

Non-Agreement purchases reflect instances where there is no pre-existing agreement with a vendor or a group of vendors for a specific service or

PROCUREMENT

commodity. A vendor is selected on a purchase-by-purchase basis.

The Department has the delegated authority to independently process non-agreement purchases up to \$5,000 (five thousand dollars) without having to go through the ISD/PCS requisition process.

Sole source and other than low-bid purchases over \$5,000, which ISD/PCS currently reports monthly to the Board of Supervisors, will not be delegated to the Department. ISD/PCS will continue to review sole source and other than low-bid purchases and report those purchases over \$5,000 to the Board monthly.

507 VENDOR AGREEMENTS

ISD/PCS has established vendor agreements to ensure that quality products, materials, equipment and services can be obtained in a timely manner by the Department at fair, reasonable, and competitive prices. The vendor agreements enable the Department to take advantage of unique opportunities to acquire supplies, materials, equipment and valued-added services at a price substantially lower than through other methods.

Non-Exclusivity

The vendor agreements are non-exclusive. The Department is not obligated to make purchases from any agreements, and may opt to bid requirements or purchase commodities from other suppliers, including minority-owned and small businesses for the same materials, services and equipment when it is in the best economic interest to the Department. Competition is gained through access to multiple contracts for the same materials, services, and/or equipment.

Master Agreements

Some vendor agreements are referred to as Master Agreements, which are established to purchase a broad range of products within a product category. The Department can obtain similar and related products from one source. Master agreements may not be appropriate for purchases involving high volume/dollar acquisitions. If there is a significant purchase, competition is strongly encouraged based on the opportunity for greater discounts. Typical master agreements are used for office supplies, personal computers, printing, janitorial, building materials, and others.

Master agreements have the following key qualities:

- They are non-exclusive. The Department can order from elsewhere, if it is in its best economic interest to do so without violating the terms and conditions of the agreement.
- To instill competition, agreements are awarded to multiple vendors.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

- They cover a broad array of products within a commodity group (i.e. the janitorial master agreement covers everything from trash containers, mops, cleaning solutions, floor waxes, vacuum cleaners, etc.).
- Pricing and the level of services provided will vary from one vendor to another. The Department will use the vendor that best meets its requirements for price, availability, service, etc.
- Depending on the commodity, next day deliveries are available.

Guidelines for the use of vendor agreements are found on the Intranet and covered under the following Manuals or Bulletins:

- Control, recognize, report and record expenditures in the accounting period in which they are incurred.
- ISD Purchasing & Contracts Bulletin No. 816,
- ISD/PCS Purchasing Policy Manual Section Nos. M-1300, P-0800, P-1800, P-2100, PP-1300, P-1800

Guidelines for the use of Master Agreements for personal computers, copiers, printing and some other service agreements are found in the following Manuals or Bulletins:

- For Personal Computers: ISD/ Purchasing & Contracts Bulletin Nos. 809, 806 and 784; and also ISD/PCS Purchasing Policy Manual.
- For Copiers: ISD Purchasing & Contracts Bulletin No 801
- For Printing: ISD/PCS Purchasing Policy Manual, Section No PP-2300
- For Consulting Services: ISD/PCS Purchasing Policy Manual, Section NO PP-1200
- For Training: ISD/PCS Purchasing Policy Manual, Section NO P-4200

Price List Agreement

Price list agreement is a purchase agreement where prices are based wholly or partially on a manufacturer's published price list. It usually includes a discount from the listed prices. The terms of a price list agreement usually allow for revision of prices when superseded by a new manufacturer's published price list.

PROCUREMENT

Procedures for the bid and evaluation of price list agreement are covered by Section P-2100 of the ISD/PCS Purchasing Policy Manual.

Community Business Enterprise & Small Business

Community Business Enterprise (CBE) and Small Business participation is encouraged in the County's acquisition process. Every effort shall be made to eliminate barriers to CBE and Small Business participation. The Board of Supervisors strongly endorses CBE and Small Business participation that can be promoted without cost increases to the County.

Specific guidelines on CBE & Small Business participation are found in Section No. M-2100 of the ISD/PCS Purchasing Policy Manual.

508 BID SOLICITATIONS

Purchasing authority for non-agreement purchases delegated by ISD/PCS to the Department is subject to competitive solicitation requirements. The Department is not authorized to conduct bids for purchase requirements beyond their delegated purchasing authority. The solicitation of bids for any purchase that exceeds the Department's delegated purchasing authority is the sole responsibility of ISD/PCS.

Competitive Solicitation

Except in cases of health and safety emergency necessitating immediate Departmental acquisition, or unless otherwise indicated on individual Blanket Purchase order, solicitation for non-agreement purchase is required as follows:

- Up to \$1,500 – Two solicitations are encouraged in addition to best-known source(s). When soliciting two quotes, one, if possible, should be from a Community Business Enterprise (CBE). In order to afford opportunity to the vendor community, a rotation of vendors is preferred where prices and products are comparable.
- \$1,501 - \$5,000 – Minimum of three solicitations, preferably a written vendor quote, or (at a minimum, documented phone quotes) in addition to best-known source (s). At least one CBE, if possible, should be included in the solicitation. In order to afford opportunity to the vendor community, a rotation of vendors is preferred where prices and products are comparable.
- Requirements over \$5,000 shall be submitted on a requisition to ISD/PCS.

The Department must strictly comply with rules and regulations pertaining to

PROCUREMENT

required bid solicitation for non-agreement purchases. Purchase requirements should not be split or fragmented to bring individual transactions within monetary limits indicated above. PPS must ensure that procurement staff obtains the required price quotations before approving purchases.

Exceptions

The ISD/PCS may, under certain conditions, allow the Department to solicit bids beyond its delegated authority. Generally, the Department may solicit bids in areas of specialized consulting services, and may include other services and commodities. The Department shall submit a letter to ISD/PCS requesting pre-approval to solicit bids. ISD/PCS will not authorize any bid solicitation for services where the total expenditure to one vendor may exceed \$100,000. These requirements exceed the ISD/PCS' authority, and the Department must obtain approval from the Board of Supervisors.

The Department may solicit a written estimate from vendors for information and/or budgeting purposes, and attach the quote(s) to a properly completed requisition to be submitted to the ISD/PCS as reference only. There should be no expectation that any quotes submitted with a requisition will be used to issue a purchase order, nor may the Department commit or obligate the County to purchase from any single vendor.

Methods of Bidding

The County uses the following methods for bidding:

- Request for Quotation (RFQ) – known as an “Informal Bid.”
- Invitation for Bids (IFB) – known as a “Formal Bid”.
- Request for Proposal (RFP).

The informal bid or RFQ is used to obtain supplies, equipment, and services under \$100,000. It is a less rigid form of the IFB and is designed to expedite small dollar purchases. The difference between formal and informal bids is that there is no public bid reading of the RFQ.

The informal bid or RFQ is used for purchase transactions exceeding \$100,000. This is the preferred method of bidding for materials, supplies, equipment, and some services. It is a sealed bid process, utilizing standardized bid lists, public reading, and total public disclosure of competition, awards, and rejections.

The RFP is used when the County's requirements are defined, but the means or methods to meet the objectives cannot be clearly established. This occurs in cases where outside expertise in the area of services or technical solutions are

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

necessary, and when factors other than price are considered in the award. Specific Guidelines, procedures and details for bid solicitations are found on the intranet on ISD/PCS Purchasing Manuals and Bulletins:

- ISD/PCS Purchasing Policy Manual Section Nos. P-0300, P-1500, P-1200, P-2700, P-3200, P-3300, PP-0400, PP-0510, PP-0520, PP-05212,
- PP-0530, PP-0580, PP-1500, PP-1700, M-1100, M1700, M-1800, M-2000.
- ISD/PCS Purchase Standards Nos. 974 and 975
- ISD Purchasing & Contracts Bulletin Nos. 802 and 818

509 ACQUISITION OF EQUIPMENT

Equipment is defined as a major movable capital asset having an expected useful life that exceeds one year. For purposes of equipment classification, County policy has established \$5,000 as the minimum value of an individual item. Similar items having a unit value of less than \$5,000 are classified as services and supplies expenditures.

Equipment is acquired by a) direct purchase, b) by lease purchase through the Los Angeles County Capital Asset Leasing Corporation (LAC-CAL), or c) by lease purchase, using alternative financing arrangements. Equipment that is directly purchased is currently authorized by lump-sum “equipment” appropriations that are allocated within each budget unit. LAC-CAL and other lease purchase financing programs are administered by the Chief Administrative Office.

The Departmental equipment needs are identified and authorized by the Board, when the Proposed Budget is adopted each year. The Proposed Budget is supported by the required categorical budgetary disclosures for all proposed equipment acquisitions, regardless of the source of funds used to purchase or finance them. After the Proposed Budget has been adopted, additional equipment appropriations that are recommended as part of the final budget changes or budget adjustments would also require categorical disclosures.

Equipment Classification Requirements

Equipment classification categories are intended to provide an appropriate level of disclosure for all proposed equipment acquisitions. The categories reflect equipment items that are representative of the County’s equipment portfolio, with particular emphasis on areas with high volumes of activity, such as vehicles.

PROCUREMENT

On October 16, 2001, the Board approved the new Fixed Assets Classification Categories as required budgetary disclosures for all proposed equipment acquisitions, regardless of the source of funds used to purchase or finance them.

Purchase of Equipment over \$250,000 (Unit Cost)

Effective October 16, 2001, the Department must obtain Board approval to purchase or finance any equipment with a unit cost of \$250,000 or greater, prior to submitting a requisition to ISD/PCS to process a purchase order. The Department must also include an updated list of Board-approved and actual equipment purchases with its Board request, if the proposed purchase had not previously been reported or varies from the Board-approved purchases. ISD/PCS will not proceed with the purchasing transaction for items with a unit price greater than \$250,000 unless the Department has obtained Board approval.

510 BLANKET PURCHASE ORDER

A Blanket Purchase Order (BPO) conveys a level of purchasing authority delegated to the Department, on a fiscal year basis, for placing orders “as needed”. The BPO spells out all terms, conditions, delivery instructions, and other constant information, including prices, for a specific period of time. If pricing information is not established, the BPO is to be supported by sub-orders issued by the Department. Each sub-order must specify the item purchased and price. A BPO is generally not an authorization for the vendor to ship. Only when the vendor receives a sub-Purchase Order request in writing does the act of purchasing become effective.

Types of Blanket Purchase Orders

Vendors Specified/Agreement Only BPO: Purchases are made from a specified vendor on the purchase order document. Prices are pre-established, e.g., pricing is based on an existing and active agreement or contract terms.

Various Vendors BPO: Purchases are made by the Department under its delegated purchasing authority from a multitude of vendors within the specified guidelines indicated on the agreement or established purchasing rules and regulations. There are two types of various vendors BPOs agreement and non-agreement.

- Agreement VVBPO

The Department uses the Various Vendors’ Agreement BPO (unless restricted) to make agreement purchases without any dollar restrictions. On large purchases, it is highly recommended that the items for purchase be solicited for bids (as lower prices may be obtained).

PROCUREMENT

- Non-Agreement VVBPO

The Department uses the Various Vendors' non-Agreement BPO to make non-agreement purchases up to their delegated authority. The Department is approved for \$5,000 purchases with three bid solicitations.

Specific procedures for blanket purchase orders are found in ISD/PCS Purchasing Policy Manual no. PP-0600, ISD/PCS Purchase Standard Nos. 988-6, 989-6, 990-7 and 1001 and ISD Purchasing & Contracts Bulletin No. 803.

511 OVERVIEW OF PURCHASING PROCEDURES**Requesting Departmental Services & Supplies**

The Probation Department Service & Commodity Request Form, PROB. 1553, will be utilized for requesting departmental services and supplies. This form and an instructions worksheet, which provides additional information for its use, can be accessed from the Department's Probnets website, in the Administrative Forms section.

Upon receipt of a request for goods and services, procurement staff must review the request for necessary information. This includes authorized signature(s), adequate description of the goods or services requested, specified quantity, and appropriate justification.

If the items requested are over Probation's delegated purchasing authority, then the procurement staff must process the request by submitting a requisition to ISD/PCS.

PPS must review what items are covered by County vendor agreements. If covered by vendor agreement, then the items are procured utilizing agreement vendor and pricing on a Various Vendors agreement Blanket Purchase Order.

If the goods and services are not covered by any vendor agreement, then the procurement staff may procure the goods or services from non-agreement vendors on non-Agreement Various Vendors Blanket Purchase Order as long as the request is within Probation's delegated authority.

Agreement purchases are not to be made against a Non-Agreement Various Vendors Blanket Purchase Order.

Returning Office Supply Items for Credit or Surplus Stock

The order clerk should call Procurement Services and describe the material or

PROCUREMENT

items to be returned. The work order or purchase order number will be necessary to track the order information. If a location has ordered the wrong item, ordered a larger supply than needed, or has no further use of a supply item or form, it can be returned for credit or for use as surplus stock. Do Not return obsolete forms. Procurement will advise how to return it for credit or if it will be retained by Property & Supply for future use.

How To Order Business Cards

Two types of business cards are used within the Probation Department, personalized and non-personalized. Cards are ordered through Procurement Services in minimum quantities of 250 each for either type.

Personalized business cards are provided to Deputy Probation Officers and Transportation Deputies, if requested, in the maximum amount of 500 cards over a two-year period, regardless of change in address, telephone number or status (per the MOU).

Requests will be honored only for those officers at Deputy Probation Officer level who must come in contact with the public or agency representatives. Other positions, such as administrative staff, are allowed personalized cards upon justification by the office head. Justification must include a high degree of public contact and must be attached to the lettergram sent to the Procurement Section.

To order cards, the order clerk prepares a lettergram according to the instructions below and the example shown. Make sure the person actually making out the order has their name and telephone number on the request.

An actual card may be glued to the original lettergram request. Do not use staples or scotch tape. If a card is not available, a reasonable likeness may be typed exactly the way it is to be printed. NOTE: A new format has been created for the business cards. Please submit your requests according to sample provided.

Above each card request, specify the quantity desired (250 each, 500 each, etc.) If you are ordering blank cards (non-personalized), specify "NO NAME – BLANK."

If you are making a change of information on the card, write the correct information legibly on the card. NOTE: Procurement will not check for accuracy of information. Vendor is not responsible for errors due to illegibility on request. Request should be reviewed and signed by the Director or Office Head. The original request should be sent to the appropriate Procurement office location.

When cards are received, check them against the copy of the original lettergram submitted to Procurement. If there are any discrepancies, please call

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

Procurement Services at 562-940-2471.
LOS ANGELES COUNTY LETTERGRAM

TO:	PROCUREMENT	FROM:	
------------	--------------------	--------------	--

Subject: Business Cards

Date:

ORDER 250 EACH BUSINESS CARDS FOR:

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

SAMPLE – New Format front and back

COUNTY SEAL		County of Los Angeles Probation Department
Name of Employee		
Title		
Office		
Street number	Tel:	(323) 000-0000
Location of office	Cell:	(323) 000-0000
	Fax:	(323) 000-0000

<p align="center"><u>PROBATION DEPARTMENT MISSION STATEMENT:</u></p> <p align="center">Enhance Public Safety, Ensure Victims' Rights and Effect Positive Probationer Behavioral Change</p> <p align="center"> </p> <p align="center">PROBATION JOB HOT LINE (562) 940-2658</p>

Requisition Specifications

The Department is responsible for submitting requisitions with complete and clear specifications. Specifications are the detailed description of the parts of a whole object, system or assembly to be purchased.

The ISD/PCS will normally process a properly prepared requisition within 30 calendar days. The cancellation of the Department's requisition shall require the Department's occurrence and the ISD/PCS' documentation of the specific reason (s) for the cancellation.

Specific procedures and details on requisition specifications are found on Section nos. P-0400, P-0600, P-2300, and M-1000 of the ISD/PCS Purchasing Policy Manual.

Agreement Vendor Purchases

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

When processing a request, procurement staff should refer first to the vendor agreements to verify if the items or services requested could be purchased through the agreement vendors and order accordingly on the Agreement Various Vendors Blank Purchase Orders (Agreement VVBPOS).

Comparison of vendor prices is mandatory. The procurement staff should review vendor agreements to compare prices and payment terms of the various agreements in order to select the most responsive and responsible vendor with the best overall cost and payment terms consistent with the Department's needs. PPS should ensure that all procurement staff are aware of the existence of various vendor agreements and must diligently and consistently compare vendors' prices before a vendor is selected and the purchase is approved. Upon receipt of goods or services procured, PPS should reconcile vendors' invoices with the terms of the agreement.

Changes or modifications to terms, prices and conditions of a purchase order or agreements are made only by the ISD/PCS Purchasing Agent by the issuance of an official change of notice or amendment. Negotiating with a vendor by the Department to modify the agreement is not permissible.

Procurement staff must comply strictly with the guidelines established under ISD/PCS Purchase Standards No. 988-6-Department Instructions for Agreement Various Vendors Blanket Purchase Orders. Specific procedures and County policies on the use of county agreements are found in ISD Purchasing and Contracts Bulletin No. 816 and in Section Nos. M-1300, P-0800, P-1800, P-2100, PP-1800, and PP-1300 of the ISD/PCS Purchasing Policy Manual.

Non-Agreement Vendor Purchases

Non-agreement purchases are allowed only when purchasing items are not available from agreement vendors. Procurement staff should verify that items or services requested are not covered by any existing agreement when procuring items from non-agreement vendors. Said procurement from non-agreement vendors should be within the Department's delegated purchasing authority.

When procuring goods or services for which there is no agreement in place, procurement staff must adhere strictly to the ISD/PCS Purchase Standard Nos. 989-6, 990-7, and 1001 – Department Instructions for Non-Agreement Various Vendors Blanket Purchase Orders.

Competitive Solicitation

Except in cases of Health and Safety emergency necessitating immediate Departmental acquisition or unless otherwise indicated on individual Blanket

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

Purchase Order, purchasing authority for non-agreement purchases delegated by ISD/PCS to the Department is subject to competitive solicitation requirements listed in ISD/PCS Purchasing and Contracts Bulletin No 802. Bid solicitation for non-agreement purchases is discussed in Section VIII of this Manual.

PPS will ensure that County guidelines on bid solicitations are followed and that procurement staff obtains the required price quotations before purchase requirements are approved.

Split and Fragmented Purchases

Purchase requirement should not be split / fragmented in order to bring individual transactions within the Department's delegated purchasing authority, or to bypass established County purchasing solicitation requirements, or to avoid review and approval by the Board.

Specific provisions on splitting purchases are found in Section Nos. P-2800 and PP-0600 of the ISD/PCS Purchasing Policy Manual.

Changes and Supplements to Purchase Orders

The Department is not allowed to change the prices, terms, and conditions of the purchase order. Official changes and/or supplements to purchase orders must be approved by ISD/PCS.

Detailed procedures of changes and supplements to purchase orders are found in Section No. PP-0900 of the ISD/PCS Purchasing Policy Manual.

Continually Purchased items

Non-Agreement Various Vendors Blanket Purchase Order is not to be used for active/repetitively used items. Such items should be quantified on an annual basis and information furnished to ISD/PCS for blanket order/agreement bidding procedures.

Sales or Use Tax

The Department is required to pay California State sales tax on all taxable purchases. The County of Los Angeles does not maintain an exemption status and is subject to the payment of sales tax on all purchases. The sales tax will be paid directly to the State of California, if the vendor cannot provide a retailer's Permit Number or Certificate of Registration Number.

Specific procedures on sales or use tax are found in Section No. M-1200 of the ISD/PCS Purchasing Policy Manual and ISD/PCS Purchase Standard Nos. 988-

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

6 and 1001.

Acquisition of Equipment Over \$250,000

Equipment is acquired by direct purchase, by lease purchase through the Los Angeles County Capital Asset Leasing Corporation (LAC-CAL), or by lease purchase using alternative financing arrangements.

Effective October 16, 2001, the Department must obtain Board approval to purchase or finance any equipment with a unit cost of \$250,000 or greater, prior to submitting a requisition to the ISD/PCS to process that purchase order. The Department must also include an updated list of Board-approved and actual equipment purchases in its request to the Board, if the proposed purchase had not previously been reported, or varies from the Board-approved purchases.

Purchases Exceeding the Department's Purchasing Authority

The Department has a \$5,000 delegated purchasing authority for non-agreement services and commodities. Non-agreement purchases are defined services and commodities that have no pre-existing agreement with a vendor. Requests for services and commodities exceeding \$5,000 for non-agreement service or commodity requests must be processed by Procurement Services and forwarded to ISD in the form of a requisition.

Reference: Internal Services Department (ISD) Purchase Standard No. 1002 (3/03): Dept. Instructions for Non-Agreement Various Vendors Blanket Purchase Orders.

Reference: ISD Purchase Standard No. 1003 (03/03): Dept. Instructions for Agreement and Vendor Specified Blanket Purchase Orders.

Purchases Exceeding \$100,000

Requests for services and commodities that exceed \$100,000 shall be processed as a Board contract. The \$100,000 monetary limitation is applicable per project on an annual basis. Based on the nature and/or statutory authority levels required, the following service-related acquisitions are excluded from processing by ISD, and must be processed by the department for Board approval:

1. Contracts or services that meet the Proposition "A" criteria. Proposition "A" are contracts for services that can be provided more economically by contractors as opposed to County employees. Janitorial services, food services and security services are examples of current Proposition "A" contracts.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

2. Multi-year sole source agreements.
3. Personal services agreements for medical or health related patient care services.
4. Social services contracts that require department-specific monitoring efforts or measurable outcomes must remain with the respective department.

Prior to submitting a requisition for services to ISD to issue a Purchase Order or Purchase Order Agreement, the Departmental Checklist for Service Requisitions must be completed and submitted to Procurement Services for review and requisition processing. The Department must attest and certify by authorized signature of the Administrative Deputy or higher, that all of the following conditions exist:

1. The service cannot be performed adequately, competently or satisfactorily by a County employee and that it is impossible to recruit such personnel to perform the service for the period of time the service is needed by the County;
2. The service is of an extraordinary professional or technical nature and is only needed on a temporary, short-term, or one-time basis;
3. The service being requested is not part of an ongoing project or any portion or phase of a project that will or has already exceeded the \$100,000 annual threshold when completed; and
4. The service is not part of a project or any portion or phase of a project that is related to an existing or expired Board contract.

ISD Purchasing Policy No. A-300: Departmental Authority

ISD Purchasing Policy No. P-2400: Proposition "A" Contracts

ISD Purchasing Policy No. CL - 0001: Departmental Checklist for Service Requisitions

ISD Purchase Standard No. 1002 (3/03): Dept. Instructions Non-Agreement Various Vendor Blanket Purchase Orders

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

Sole Source Purchases

Sole source purchase under \$5,000 may be processed under the Department's delegated purchasing authority and without the assistance of ISD. The sole source purchase must be approved by a departmental manager at the level of Administrative Deputy or higher. The department shall maintain the sole source documentation in the event of an audit.

Sole source purchases over \$5,000 shall be approved by Internal Services Department. Operations requiring sole source purchases must demonstrate that the commodity:

1. Is available from only one source (i.e., proprietary to a manufacturer, distributor, and/or reseller, etc.).
2. Is the only brand that meets the qualifications or specifications of the requisitioning Department.
3. Is a brand that must match or inter-member with an existing system, and can not be substituted without replacing the system, resulting in significant costs to the Department.
4. If purchased, will avoid other costs (i.e., data conversion, training, purchase of additional hardware, etc.).
5. Is needed on an emergency basis, and time does not permit a solicitation.

Ample documentation must be submitted to Procurement Services that explains the basis for the sole source purchase. Operations requiring sole source must provide responses to the following questions:

1. What is being requested?
2. Why is the product needed and how will it be utilized?
3. Is this brand of product the only one that meets the user's requirements? If yes, what is unique about the product?
4. Have other products/vendors been considered? If **yes**, which products/vendors have been considered and how did they fail to meet the requirements?
5. Will purchase of this product avoid costs, e.g. data conversion, training, purchase of additional hardware, etc.?

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

6. Is the product proprietary or is it available from various dealers? Have you verified this?
7. Reasonableness of Price: Does the County obtain a special discount or pricing not available to the private sector? How does County pricing compare with other governmental entities?
8. What is the dollar value of existing equipment and the purchase order number for the existing equipment? (Applicable to sole sources based on match and inter-member requirement, i.e. maintenance of proprietary computer software or purchase of a part/component designed for a specific piece of equipment).

ISD Purchasing Policy No. P-3700: Sole Source Purchases

ISD Purchasing Policy No. P-1200: Consulting Services

ISD Purchasing Policy No. P-2400: Proposition "A" Contracts

Consulting Services

Consulting services, a type of a sole source purchase, can be provided by a company, organization or private individual. General considerations for justifying sole source consulting services may be more complicated than for commodities. The Purchasing Agent shall negotiate with vendor/contractor for lower prices. The following factors are used to justify sole source services.

1. No other vendor offers a service or employs personnel meeting the minimum requirements.
2. The department's required time frame for project completion is critical and cannot be exceeded without extreme hardship.
3. The cost to continue with the same consultant is less than the cost for any other consultant due to the time necessary to get up to speed (learning curve) with the project.
4. A unique and proprietary solution has been offered which is determined to be in the best interest of the County.
5. The Purchasing Agent designee must follow the attached guidelines for Checklist for Sole Source Service Requisitions prior to processing service-related requisitions.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

Retroactive Purchases

A bonafide departmental emergency is the only acceptable explanation for receiving services or supplies from a vendor without a purchase order. When departmental emergencies occur, Procurement Services shall be notified prior to communicating with the vendor and provided a justification letter that includes the following:

1. Explanation and details of the emergency purchase.
2. Include competitive quotes or address how the proposed vendor's price is reasonable.
3. Signature authorization by the Administrative Deputy or higher.

This information will be reviewed by Procurement Services and if acceptable, forwarded to Internal Services Department for secondary review and processing. Confirmed retroactive purchases will not be processed by Procurement Services and the retroactive documentation will be forwarded to the Administrative Deputy for review. The vendor will be advised to file a claim for payment with the Executive Office for the Board of Supervisors.

ISD Purchasing Policy No. PP-1100: Retroactive Purchase Orders – Prohibited Retroactive purchases occur when services or supplies are received by a vendor without a properly executed purchase order issued by Procurement Services.

Sundry Services

Service is the performance of labor on behalf of the Department. It can be rendered to the Department by a firm or individual, with or without the furnishing of materials.

The Department can contract for services up to \$5,000 under its delegated purchasing authority. Requirements over \$5,000 shall be submitted to ISD/PCS for processing.

ISD/PCS can contract for services on behalf of the Department up to the statutory limit of \$100,000. Service contracts exceeding \$100,000 must be approved and contracted out by the Board of Supervisors.

The Department must obtain the Board's authorization for the service purchase and notify ISD/PCS in advance, if the service requirement will exceed \$100,000. An interim ISD/PCS purchase order may be appropriate to cover the time it takes for the Department to process the Board contract. The Department's justification should adequately explain the circumstances of the interim purchase order

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

request.

Specific procedures and requirements on the sundry service purchases exceeding \$100,000 limitations are found in Section NO. P-3600 of the ISD/PCS Purchasing Policy Manual.

Proposition A Contracts

Proposition “A” contracts, commonly known as Prop. A, are contracts for services that can be performed more economically by outside contractors than by Department employees (e.g., janitorial services, food services, security services, etc.).

Proposition A contracts under \$25,000 can be awarded by ISD/PCS or Department head. Proposition A contracts \$25,000 or higher are awarded by the Board.

Mandatory requirements and procedures for Proposition A contracts are found in Section No. P-2400 of the ISD/PCS Purchasing Policy Manual.

Processing Vendor Invoices

Vendor’s invoice must be completely reconciled with the purchase order and merchandise received. For items purchased from agreement vendors, invoice amount and terms must be matched and verified against agreement prices and terms. Any discrepancies noted should be resolved with the vendor prior to processing a Report of Goods Received to the Auditor. If the purchase order requires a change or supplement, usual procedures should be followed with PCS and the Report of Goods Received should be held by the Department until the matter is resolved and the change/supplement is issued.

PPS should ensure that vendors’ invoices are processed for payment, only after Accounts Payable staff reconciles invoice prices and terms against purchase orders, vendor agreements, requisitions, shipping and receiving documents, and finds prices invoiced are correct; that no substitutions of brands exist, and discrepancies, if any, are noted and resolved.

Delinquent Deliveries

Time of delivery is considered a part of the terms and conditions stated in the purchase order. When a vendor is delinquent with delivery as agreed, he/she is technically in breach of contract and the Department is entitled to take appropriate action.

The Department, through PPS, is responsible for establishing an on-going follow-

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

up process with vendors to ensure proper notification of overdue deliveries. This is especially important when the purchase order contains liquidated damage provisions. In such cases, immediate notification to vendors is a critical County action necessary to support resulting litigation should the vendor contest the payment of damages.

Specific procedures on delinquent deliveries are found in Section NO. PP-1400 of the ISD/ PCS Purchasing Policy Manual.

Receiving Reports from Outlying PPS Offices

Appropriate internal controls over receiving of supplies and equipment should be established and followed. Inventory items received should be inspected, counted or weighed; and appropriate receiving documents should be completed to document receipt of items purchased. Said receiving documents should be routed to the Accounts Payable Section for matching with the requisition, purchase order and the vendor's invoice for prompt payment.

In situations where vendors ship supplies or equipment directly to Juvenile Halls, Probation Camps or the Central Warehouse, said locations should complete an appropriate receiving document in receipt of items ordered. Said receiving document should be forwarded to the Accounts Payable Section for payment processing.

To ensure that juvenile halls, probation camps, the central warehouse and office areas, which receive supplies and equipment directly from vendors, forward copies of the receiving documents to PPS in a timely manner, PPS will develop and implement specific instructions for these locations to submit receiving documents of all invoices received to Accounts Payable. The instructions must specify that original documents should be mailed and/or faxed to PPS within five working days from receipt of items and a copy must always be systematically filed and safeguarded at the location that received the items.

Vendor Performance

Vendor performance is a critical area important to the Department's efficient operation. Consideration of a vendor's past performance is an integral part of the purchasing process. Timely delivery of the correct materials and services is a must.

Appropriate action must be taken with vendors who do not perform in accordance with the terms and conditions stated on the purchase orders. The Department, through PPS shall communicate poor vendor performance to ISD/PCS.

General guidelines used to track, monitor, and address vendor performance

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

issues are found in Section No. P-4400, PP-2900 and PP-3210 of the ISD/PCS Procurement Policy Manual.

512 POLICY STATEMENTS

The ISD/PCS Purchasing Policy Manual contains policy statements that represent the basic procurement standards and methods by which the County operates. The relevant policy statements are listed with reference to the Section number in the Manual for the guidance of PPS and procurement staff.

Negotiated Vendor Agreements

P-1800: Non-Exclusive Negotiated Agreements

It is the policy of the County to develop non-exclusive negotiated agreements whenever the best interest of the County is served. These contracts enable the County to take advantage of unique opportunities to acquire supplies, materials, equipment, and value-added services at a price substantially lower than through other procurement methods. These contracts offer mutual benefits to the County and the contractor; and reference to this relationship is often described as partnerships.

P-0800: Negotiated Purchase Transactions – Documentation Form

Negotiated transactions over \$5,000 (purchase orders and agreements established without the benefit of a competitive bid process) must be approved by the Purchasing Agent and reported to the Board on a monthly basis.

PP-1800: Agreement Extensions:

Existing agreements should be extended or the requirements re-solicited, and established on a new agreement prior to the expiration of the existing agreement.

Standardization

P-3600: Standardization

Standardization of supplies, materials, equipment, or services used by the County shall be practiced by all purchasing personnel whenever economically advantageous.

Requisitions

P-0600: Documentation

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

Any conversations between the Purchasing Agent with the Department, and/or the bidder/vendor that may impact prices, terms and conditions of a requisition, bid, or the purchase order, must be documented in writing by the Purchasing Agent.

P-0400: Cancellation of Requisition

The cancellation of a departmental requisition shall require the Department's concurrence and that of the Purchasing Agent to document the specific reason(s) for the cancellation.

Bid Solicitations

P-2700: Purchase Methods

In most instances, the County uses the following methods of bidding. Any deviations require the approval of the Purchasing Agent.

Telephone/Fax/or Letter Bids – known as an “informal Bid”

Request for Quotation (RFQ) – also known as “Informal Bid”

Invitation for Bids (IFB) – also known as a “Formal Bid” (used for acquisitions under \$100k). This is the preferred method of bidding.

Request for Proposal (RFP) – may be used for bidding of services, or combination of services or combination of services and supplies.

PP-0510: Bid Solicitations by Departments

Solicitation of bids for purchases in excess of the Department's delegated authority is the responsibility of the Purchasing Agent. Any deviation from this policy requires pre- approval from the Purchasing Agent.

P-1500: Late Bids

Any bid received after the closing time will be considered a late bid. Late bids are normally considered “non-responsive” and are returned to the bidder, unless the Purchasing Agent determines that it is in the best interest of the County to accept the bid.

M2000: Tie Bids

Vendors who propose equal pricing (or tie) bids must be reviewed by the respective purchasing Manager, or Procurement Unit Supervisor prior to award.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

PP-0400: Rejection of Low Bid

Every contract award made to other than the low bidder, which exceeds \$5,000, shall be reviewed by the Purchasing Agent.

PP-0580: Bid Referral Letter

Sole Source Purchases

P-3700: Sole Source Purchases

Any sole source purchase(s) over \$5,000 must be approved by the Purchasing Agent and reported to the Board on a monthly basis. Sole source purchases under \$5,000 may be processed directly by the Department. The Department shall be responsible to maintain records, including justification for the purchase. Sole source acquisitions must be justified in sufficient detail to explain the basis for suspending the competitive procurement process.

M-1900: Items Exempt from Sole Source Documentation

Orders for mandated fees, permits, licenses, accreditations, or for monopoly subscriptions, memberships, books or pamphlets may be processed without the use of sole documentation and/or negotiated transactions.

Sundry Services

P-3600: Sundry Services

The Purchasing Agent may contract for services on behalf of client departments, up to the statutory limit of \$100,000. Service requirements exceeding \$100,000 must be processed as a Board contract by the client departments.

Emergency Purchases

P-0900 Emergency Purchases

The Purchasing Agent will provide top priority processing to all emergencies, especially, when it involves health and safety, potential damage to County buildings, or interruption of vital County services.

Purchase of Fixed Assets in Excess of \$250,000

P-2710: Purchase of Fixed Assets in Excess of \$250,000

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-500
PROCUREMENT	

Effective October 16, 2001, pursuant to policy adopted by the Board, County departments must obtain Board approval to purchase or finance any equipment with a unit cost of \$250,000 or greater, prior to submitting a requisition to the Purchasing Agent to process that purchase order. Departments must also include an updated list of Board-approved, actual, equipment purchases with their Board request, if the proposed purchase had not previously been reported, or varies from the Board-approved purchase.

Prepayments to Vendors

P-2000: Prepayments to Vendors

Prepayments made in advance of delivery to the County should only be authorized when it cannot be avoided and requires the Purchasing Agent's approval.

Trade-Ins

P-3400: Trade-Ins

Old and obsolete equipment, which is inoperable or beyond economical repair may be offered for direct sale, or as a trade-in towards the purchase of new equipment.

Cash Discounts and Rebates

M-1500: Cash Discounts

Cash discounts of 30 days or 25th proximate shall be considered by the Purchasing Agent and departments when evaluating a bidder's prices.

PP-2500: Rebates/Coupons/Premiums/Incentives

Premiums, gifts, cash rebates, etc. redeemed from coupons packaged with products purchased by the County are the property of the County of Los Angeles.

LOS ANGELES COUNTY PROBATION DEPARTMENT

Subject: MANAGEMENT SERVICES MANUAL WORK CREWS SERVICES PROGRAM	Section Number: MSM-600
	Effective Date: 9/20/2007
	Approved By: Francesca Jones, Bureau Chief

601 INTRODUCTION

The Department's Work Crew Program is comprised of the Juvenile Alternative Work Service (JAWS) and the Probation Adult Alternative Work Service (PAAWS) programs. The Work Crew Program provides cost-savings benefits to the Department by utilizing the program's participants to perform services for Probation Department facilities (area offices, juvenile halls, and camps) such as landscaping, weed abatement, janitorial and general maintenance.

In addition to cost-savings, the Department benefits from the revenue generated through contracts with the Department of Public Works Flood Control and the City of Burbank. The existence of the Work Crew Program provides a viable option to incarceration in response to certain forms of delinquent behavior.

602 JAWS

The JAWS program was implemented in 1983 as an alternative to detention for thirteen year-old to eighteen year-old minors. Prior to participation in the JAWS program, minors are required to undergo a physical examination by medical staff at the juvenile halls to determine their ability to perform physical labor. Currently, the JAWS unit performs work in crews of 10 – 14 minors under the supervision of Crew Instructors, which is limited to Saturday and Sunday.

603 PAAWS

The PAAWS program was implemented in 1991 as an alternative to detention for adult offenders. PAAWS participants have most often been convicted of misdemeanors or low-grade felony offenses. Provided that their arrest records and present convictions do not reveal patterns of violence against persons, extensive gang involvement, serious substance abuse, escape or sexual offenses, they are deemed suitable for program participation. In addition, PAAWS participants must demonstrate evidence of social and residence stability. Transients and other highly mobile offenders are not suitable candidates for the PAAWS program.

Currently, the PAAWS program performs work from Monday through Saturday in crews of up to seven adults under the supervision of Crew Instructors.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-600
WORK CREWS SERVICES PROGRAMS	

604 PERSONNEL

Director

1. Responsible for management oversight of the Department's Work Crew Services Program.
2. Responsible for securing and managing contracts with other Los Angeles County departments and municipalities.
3. Responsible for liaising with Services Directors and facilities managers to ensure that general maintenance, landscaping, painting and custodial services are provided for area offices, juvenile camps and juvenile halls on a consistent basis.

JAWS/PAAWS SDPO

1. Responsible for the daily supervision of the respective DPO IIs.
2. Meets with judges, district attorneys, public defenders, the Sheriff's Department, and Probation staff to promote and increase referrals to the Work Crew Program.

JAWS/PAAWS DPO

1. Provide orientation sessions for the Work Crew participants.
2. Monitors the on-site behavior and attendance of the Work Crew Program participants.
3. Reports and communicates with the field DPOs and the courts on violations and other concerns while participants are involved in the Work Crew Program.

Supervising Crew Instructor

1. Oversees the daily operations of work crews and provides direct supervision and training to Crew Instructors.
2. Generates the weekly Crew Instructor assignments.
3. Maintains a positive working relationship with contractors.
4. Prepares Incident Reports and other documentation to the respective Probation staff.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-600
WORK CREWS SERVICES PROGRAMS	

Crew Instructor

1. Oversee the Work Crew Program participants in the performance of their daily assignments.
2. Notifies the Deputy Probation Officers of negative behavior or absences of the Work Crew Program participants.

605 BASIC RULES AND GUIDELINES FOR CREW INSTRUCTORS

1. Follow the procedures set forth in the WCP Procedural Manual.
2. Corporal punishment (striking, slapping, kicking, etc.) shall not be used on any participant.
3. Physical restraint may be used only to prevent injury to staff, participants, or property. Anytime force is used, a Security Incident Report must be completed and submitted before going off duty.
4. Unscheduled absences require direct contact with the SCI/DPO II or SDPO. Call as soon as possible so a replacement can be obtained.
5. Do not make any statements as a Probation Department employee to the newspapers, TV, radio, etc. Refer all inquiries to the SCI/DPO II or SDPO.
6. Any use of drugs, narcotics or alcoholic beverages during and/or just prior to reporting for work is prohibited.
7. Removal of any County property from vehicles or from County buildings for personal use is prohibited.
8. Insure that all participants under your supervision are supervised at all times.
9. Falsification of any records will result in disciplinary action.
10. Participants must refrain from engaging in sports activities.
11. Crew Instructors are not authorized to give credit to any participant not present.
12. Current documents in the form of: a Class II/B Driver's License with passenger endorsement, a Medical Examiner's Certificate, CPR Certificate, and a First Aid Certificate are required by law and/or by

WORK CREWS SERVICES PROGRAMS

Department policy for all staff who operate County vehicles. Staff shall not operate vehicles without all required documents being current.

These rules are meant to provide a frame of reference for all employees. For other rules and a more detailed presentation, the employee is obligated to familiarize him/herself with the expectations set forth in the WCP Procedural Manual.

606 DAILY ROUTINE AND PROCEDURES**606.1 Reporting for Shift**

Crew Instructor must report inability to cover assigned shift as soon as possible to allow staff to make necessary arrangements.

Upon reporting to work, Crew Instructor should:

1. Pick up necessary keys and vehicle.
2. Pack lunches – check quality and quantity of food and paper products.
3. Fill water cooler.
4. Review roster – **check for notes**.
5. Prepare Daily Vehicle Inspection Sheet; First aid and Biohazard kits.
6. Determine nearest emergency hospital to pick up site and work site.

605.2 Reporting to Meeting Site

Report to meeting site at least 15 minutes prior to scheduled arrival of participants.

1. Check List on Reporting of Participants
2. Check name on roster. If name is not on roster, ask participant for his/her paperwork (referral). Contact SCI/DPO II for further instructions if participant does not have documents.

WORK CREWS SERVICES PROGRAMS

3. Check Participant for proper dress: Long pants and shirt in decent condition free of words or pictures relating to alcohol, drugs, or profanity.
4. Shoes – leather or suede in good condition.
5. Inclement weather – report to work, pick up crew and contact WCP HQ. For further instructions.
6. No gang related attire.
7. After participant is accepted and cleared for work, direct him/her to controlled area (seated on curb, against wall, fence, etc.). Do not allow participants to wander about or return to vehicle. Keep participants in a group.
8. Give orientation (see page 7).
9. Ask for all personals (when indoors or at a detention facility).
10. Search crew if deemed necessary or appropriate.

On finding contraband:

Legal contraband – (medicines, potential weapons, etc.) inform participant that possession of such contraband will result in an automatic “U”/“F” grade for the day and then release him/her.

Illegal contraband – (marijuana, drugs, narcotics, knives or other weapons) confiscate the contraband, hold participant, and contact the SCI/DPO II or SDPO for further instructions.

11. Seat crew in van.

Begin Days Work

1. Survey the work site (Hazardous waste, homeless shelters, etc.)
2. Do tool orientation (see Page 15).
3. Proceed to work area with crew kept together.
4. Organization of work to provide for careful supervision and review of work performance and behavior of crew – to maintain

WORK CREWS SERVICES PROGRAMS

adequate supervision do not allow members to spread out too far.

5. Organization of work, assignment of tasks, etc. at discretion of Crew Instructor and in accordance with requirements of work assignments and logistics of worksite.

Morning and Afternoon Breaks

1. Time of breaks at discretion of Crew Instructor and in accordance with requirements of work project and logistics of work site.
2. Use drinking fountain or dispense water from portable water cooler.
3. Use restroom facilities: permit no more than one participant at a time in restroom (survey the facilities before and after).
4. Allow rest period. Keep crew together for easy monitoring.
5. Participants may sit down but not lie down during breaks.

Lunch Break

1. Allow use of restroom.
2. Proceed to area determined appropriate by Crew Instructor.
3. Situate work crew in area chosen for convenience and ease of monitoring during lunch.
4. Provide lunches: Crew Instructor distributes all items (milk cartons, cups, napkins, etc.) Seconds provided at discretion of Crew Instructor if sufficient food available for seconds.
5. Clean lunch area – have participants pick up papers, food items, etc., in lunch area and dispose of them in suitable trash receptacle.

Conclusion of Work Project

1. Collect hard hats, vests, goggles and gloves.
2. Do inventory to check for loss or damaged tools.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-600
WORK CREWS SERVICES PROGRAMS	

3. Store tools.

Return to the Pick-up Site.

1. Inform each participant of his/her performance rating for the day.
2. Clean van.
3. Distribute completion forms to those participants who have completed the Program.
4. Return all personals.
5. Release all participants. Juvenile participants must be released either “**PU**” parent pick-up or “**OR**” own recognizance. Contact DPO II for further instructions if minor’s ride has not arrived by 3:15 p.m.

Return to Office

1. Return lunch and water cooler, clean, dry and store them.
2. Complete Daily Vehicle Inspection sheet.
3. Record grades, any appropriate comments and sign documents.
4. Fax crew roster and related documents to Headquarters and obtain rosters for the next day.
5. Call in to WCP Headquarters and inform SCI/DPO II or supervisor of any special situations or problems arising during the day. Fill out any necessary S.I.R. forms.

607 DAILY ORIENTATION FORMAT

I. Introduce Yourself

- A. I am Mr., Miss, Mrs., etc.
- B. Introduce anyone else with you – another Crew Instructor, technical consultant, supervisor, observers, etc.

II. Explain Your Role

WORK CREWS SERVICES PROGRAMS

- A. Provide supervision, direction, guidance and instructions for work.
- B. Crewmembers are not to be taken by the hand and led through the program.

III. Explain Grading – Evaluation Criteria

- A. Participants are to be evaluated in three areas. All three areas are equally important. The three areas are as follows:

1. Work performance
2. Attitude/behavior
3. Compliance with Work Crew Program rules and regulations

- B. Grading Criteria for Adults

1. Crew Instructors are not authorized to give credit to any participant not present.
2. “S” grade: reflects average to superior work performance on the work crew. The participant follows all instructions and performs in an exceptional manner.
3. “U” grade: results in loss of credit for the day. It reflects below standard performance.
4. The following behaviors MAY result in a “U” grade:
 - Spending large amount of time leaning on tool/daydreaming.
 - Poor attitude; constant complaining.
 - Talking back to Crew Instructor.
 - Not following rules.
 - Possession of legal contraband (as defined on Page 9).

- C. Grading Criteria for Juveniles

Grades are assigned as in school: “A”, “B”, “C”, “D”, or “F”.

WORK CREWS SERVICES PROGRAMS

1. "A" grade: Reflects average to superior work performance on the work crew. The participant follows all instructions and performs in an exceptional manner.
2. "B" grade: Above average work performance. Does work faster than average pace, takes more of an interest in doing the job correctly.
3. "C" grade: Average work performance. Does only what the Crew Instructor asks and does it at an average pace.
4. "N/C" No Credit: Below average performance. (Requires Behavior Report).
5. "D" grade: Results in loss of credit for the day. Participant spends more time leaning on tool, daydreaming, talking/ distracting others. Complains, talks back to Crew Instructor or does not follow rules. Possession of contraband found during search. (Requires Behavior Report).
6. "F" grade: Results in immediate removal from the crew by the DPO II. (Requires Security Incident Report).

The following behaviors **must** result in a "U" or "F" grade and removal from the crew. Violation hearing will result:

- Direct disobedience of order(s).
- Intentional mishandling of tools in such a way as to seriously endanger the safety of oneself or others.
- Deliberate damaging or destroying of property.
- Gross violation of Work Crew Program rules.
- Fighting.
- Leaving worksite without permission.
- Possession of illegal contraband.

IV. Work Crew Program Rules and Regulations

Explain that the Work Crew Program is a program designed as an alternative to County Jail/Juvenile Hall. Thus unlike volunteer work, rules

WORK CREWS SERVICES PROGRAMS

are enforced rigidly with non-compliance violations resulting in appropriate consequences.

A. Participants must remain in company of the Crew Instructor all day they are in his /her custody as an officer of the Court between 6:45 a.m. and 3:00 p.m.

1. Participants cannot leave group without permission.
2. Participants must stay where Crew Instructor can see them – unless instructed otherwise by Crew Instructor. Crewmembers must not stray away from assigned work area.

B. Communication – Verbal or non-verbal

1. No profanities, obscenities, dirty stories, drug stories, gang stories.
2. No shouting or loud noise making, particularly when inside buildings.
3. No communication in any form with the public – no talking with, making gestures (waving, obscene gestures) to or whistling to the public.

Refer all questions from the public to the Crew Instructor.

C. Keeping Hands to Oneself

No horseplay, grabbing, punching, pinching, etc., even in fun. This rule is enforced to prevent possible fights.

D. Nothing is to be Taken from Work Area

If participant finds item of value, he/she must turn it over to the Crew Instructor. All recovered items should be turned in to the WCP SDPO.

E. No Kicking or Throwing of Items

If item is trash (paper, pop bottle, beer can, etc.) it is to be picked up and placed in trash bag, wheel barrow, or other suitable trash receptacle – not kicked or thrown.

F. Hands off Vehicle

WORK CREWS SERVICES PROGRAMS

No touching or leaning on cars, trucks, electric work carts. Rule enforced to prevent accusations against Work Crew Program crewmembers' damaging vehicles.

- G. Cross streets only at direction of Crew Instructor. Be alert for cars.
- H. Watch for pedestrians and avoid them. Do not block their path and be careful not to swing tools so as to accidentally strike passersby.
- I. For safety reasons, participants must wear shoes, which are in good condition at all times.
- J. Participants may not take shirts off and they must have shirts with buttons that are buttoned.
- K. Participants shall be discouraged from wearing jewelry.
- L. Participants shall have no more than \$20.00(adults) / \$3.00(Juveniles) in their possession.
- M. Radios, tape players, CD's, walkmans or similar devices shall not be permitted.
- N. Contraband – participant prohibited from having on person:
 - 1. Legal contraband:
 - Potential weapons – pocket or buck knife, fingernail files, pick combs, other sharp objects.
 - Medicines, prescription or non-prescription (with exception of asthma inhaler).
 - Alcohol
 - Beepers
 - Cell phones

NOTE: Crew Instructors are advised that it is not good general practice to dispense aspirin (or any other drug) on request to persons in the Program. There is no way the Crew Instructor would know of the participant's medical background. By not dispensing aspirin, even on request, we would negate the possibility of legal suits.

WORK CREWS SERVICES PROGRAMS

2. Illegal contraband:

- Marijuana, drugs, narcotics
- Switchblades, other knives, razor blades
- Guns or any other weapons

O. Participants are subject to search at all times.

P. Breaks

Participants are permitted one morning and one afternoon break; the time is at the discretion of the Crew Instructor. At break time they will be allowed to get a drink of water and use the restroom.

1. One break in the morning and one in the afternoon.
2. One half-hour lunch break.
3. Participants may be given progress report on their performance.
4. Crew Instructor will schedule breaks at appropriate times and let crew leave at the proper time.
5. Smoking may be allowed during breaks only (if surroundings permit).

VI. Tool Orientation

- A. Orange vests must be worn at all times. Hard hats and goggles must be worn at all times when outdoor work is being performed and at other times at the discretion of the Crew Instructor.
- B. Proper carrying of tools is vertically at the side only. No swinging of tools from side to side, carrying on shoulders, etc. Do not raise tools above head or swing behind oneself when in use. (If any participant uses or carries a tool in such a way as to endanger themselves or someone else – automatic “U” / “F” grade.)
- C. A broken tool which results from intentional mishandling is cause for “U” / “F” grade.

WORK CREWS SERVICES PROGRAMS

- D. Steel rakes, shovels, push brooms and certain types of hoes must be laid down with cutting edge down so as to prevent injury if someone steps on it.
- E. Trash bags to be carried, not dragged. No swinging of trash bags.
- F. Gloves – when not in use, put in pocket. Do not leave behind. Gloves are participant's responsibility.
- G. Before leaving each worksite, a tool inventory must be conducted to check for lost or damaged tools.

VII. Instructions for Use of Truck (when applicable)

- A. Enter van one at a time.
- B. Remain seated at all times when van is in motion.
- C. Do not extend hand, arm or head out of window or beyond side of van.
- D. Do not place any object out of window.
- E. Stay away from van unless Crew Instructor specifically gives permission to be near it.
- F. Crew Instructor demonstrates method of loading and unloading tools from van tool pod.

VIII. General Work Instructions

- A. Participants are to stay in general work area assigned until job is completed. May not move to another job without asking Crew Instructor's permission first.
- B. Crew Instructor to review work area completed by participant for satisfactory performance before allowing him/her to move on to another area.
- C. Sitting during work periods is absolutely prohibited.

608 PROCEDURE FOR FEMALE PARTICIPANTS ON CREW

Work Crews are for both male and female court participants. To preclude problems and to ensure continuation of the highly competent performance that

WORK CREWS SERVICES PROGRAMS

has been turned out, the WCP staff and Crew Instructors as a whole will follow these guidelines:

1. If there is only one female participant on the crew, she will sit on the front passenger seat. If two female participants are on the crew, they will sit together in the first seat behind the driver. The ice chest is placed between the driver and passenger seat and the water jug on the floor in front of the passenger seat or on the passenger seat.
2. In searching a female participant, Crew Instructor should follow proper procedure as taught in Core Training. If a female participant brings a purse, the contents are searched in front of the probationer then placed with probationer's other personals.
3. Female participants should be employed within 100 feet of the Crew Instructor. Preferential treatment is not to be allowed. Work should be assigned consistent with a woman's ability to perform a task.
4. When break and lunch times occur, the restroom calls are made. Male Crew Instructors will allow female participants to use the restroom one at a time.
5. When a male staff is transporting only female participant(s), SCI/DPO II **must** be contacted prior to any movement and the transmitter **must** advise time of call, destination (10-17), starting mileage, and estimated time of arrival (10-26). Upon arrival at the destination, SCI/DPO II is immediately contacted and notified of arrival (10-20), time of arrival, and ending mileage.
6. Each van is to have, stored with the First Aid Kit, a plastic zip-lock bag containing individually wrapped sanitary pads, which are self-adhesive.

609 PROCEDURE FOR HANDLING AND REPORTING INJURY TO PARTICIPANTS WHILE WORKING ON CREW**Crew Instructor:**

1. Determines extent of injury.
2. Notifies SCI/DPO II or SDPO of injury, gives participant's name and extent of injury and, if needed, requests the assistance of the SCI/DPO II or SDPO to transport participant to emergency hospital.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-600
WORK CREWS SERVICES PROGRAMS	

3. If injury does not warrant emergency hospital treatment, Crew Instructor gives First Aid, notes injury on roster, and prepares a Security Incident Report (S.I.R.) upon return to Headquarters.
4. If emergency hospital treatment is warranted, the Crew Instructor or SCI/DPO II will transport participant to nearby hospital.
 - a. If Crew Instructor transports injured participant, all participants will accompany Crew Instructor.
 - b. Crew Instructor notifies SCI/DPO II or SDPO of destination and ETA (10-26).

General Information:

1. Accompanying participant to emergency hospital are the following documents: Prob. 425 and 426.
2. When accompanying a Juvenile complete the following:
 - a. Sign medical consent
 - b. ITT Hartford Insurance form (this form is to be completed by the attending physician and returned to the WCP HQs.
 - c. If emergency hospital is L.A. County U.S.C. Medical Center, form H5581, Custody Patient Billing Information.
3. Staff accompanying injured participant remains with participant until treatment is completed.
 - a. If treatment is completed and participant is able to return to work, participant is returned to his crew.
 - b. If treatment is completed and participant is not able to work, SCI/DPO II and WPC Headquarters Is notified.
4. Crew Instructor prepares: S.I.R. (Security Incident Report) / Behavior Report
5. DPO II:
 - a. Prepares medical packet, which includes Prob. 425 and 426.
 - b. Reviews S.I.R. – determines if it is properly completed.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-600
WORK CREWS SERVICES PROGRAMS	

c. Submits all above forms to the Operations SDPO for review.

6. Operations SDPO:

a. Prepares cover letter to Risk Management.

b. Reviews all documents.

c. Prepares copies for unit file.

d. Submits all documents to Program Director for signature.

Note: Original documents are submitted to Risk Management Section.

610 TOOL ORIENTATION AND TOOL SAFETY

1. Tool orientation is to be done at the worksite each workday.

2. Tools are to be laid out on the ground, similar tools together, not mixed.

3. In picking up a tool, participants should bend right knee to reach for tool.

4. Participants will take the first tool in line, not reach across for another.

5. All tools will be held with the right hand, except when Crew Instructor has participant carry more than one tool.

6. It is not advisable to have two tools in hand on rough terrain.

7. Tools are not to be:

a. Carried on the shoulder

b. Dragged

c. Thrown

d. Stuck in the ground

e. Waved like a baton

f. Used like a crutch or can

WORK CREWS SERVICES PROGRAMS

8. Tools like McClouds, hoes, rakes and shovels are held:
 - a. Close to head of tool
 - b. Sharp edge away from body
 - c. Locked in behind upper arm and shoulder
9. Pruners should be held:
 - a. In right hand
 - b. Locked in behind upper arm and shoulder
 - c. With right hand on handle and cutting edge towards the ground
10. When working on slopes:
 - a. Start work at bottom of slope and go up
 - b. Lay down a tool on slope with handle pointing down slope
11. Do not lay tools behind someone who is working.
12. Tools are laid down with cutting edges or prongs down. **Exception:** when McClouds are not in use, they will be placed in a vertical standing position, visible at all times (not “lost” in the debris or cuttings).
13. It is very important for Crew Instructors to stress procedures.
14. Assign participants worksite according to the tools being used.
15. Crew Instructors are to keep participants in sight at all times.
16. There should be at least one McCloud length between participants when walking and two McCloud lengths between them while working.
17. Crew Instructor should demonstrate examples of work to be performed throughout the day.
18. Keep in mind to concentrate primarily on four specific areas:
 - a. Safety of Crew Instructor and the participants.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-600
WORK CREWS SERVICES PROGRAMS	

- b. Keeping constant visual supervision of participants at all times.
- c. Maintaining an organized and productive level of work.
- d. Keeping noise level down to a minimum.

611 VAN INSPECTION

AM Check

- A. **Before** leaving, Crew Instructors will inspect the van, exterior and interior, completing portions of the “Daily Vehicle Inspection Sheet” (front and back) relating to the van.

Front: Mileage (physical condition), Front/rear gas tanks, Driver’s Daily Inspection, Time of inspection

Back: Van number Vehicle pre-use inspection

- B. Missing items, repair work needed, etc. are to be noted on the Daily Work Sheet and reported to WCP Headquarters.

PM Check

- A. Prior to dismissal of crew at pick up site, the Crew Instructor will visually check the interior and have two participants clean the van.
- B. Upon arrival at headquarters, Crew Instructors must complete the Driver’s Daily Vehicle Inspection Sheet, especially the checking of gas, coolant, engine oil, and mileage.
- C. In the event of a vehicle accident, it is the SCI/DPO II’s responsibility to ensure that all pertinent reports are prepared and are submitted to the Operations SDPO in a timely manner.

612 PROCEDURES FOR REPORTING VEHICLE ACCIDENTS

If a Crew Instructor is involved in an accident, in addition to the Department Instruction (attached procedure), Crew Instructor must also complete an SIR (Security Incident Report). All report forms must be completed before leaving for the day. Submit all completed reports to the Operations SDPO.

Employees must report all vehicle accidents on County of Los Angeles Department Report of Vehicle Accident or Incident (76V54A Rev. 3-83) when the accidents involve:

WORK CREWS SERVICES PROGRAMS

1. Any County-Owned vehicle, including automobiles, trucks, trams, electric carts, trailers, etc.
2. Permittee drivers driving on county business or while driving their vehicles to and from work. All permittees must carry this form in their vehicles at all times. These forms are available from the Departmental Safety Officer.

Accidents involving 1 or 2 above that result in personal injury must be telephoned to the Departmental Safety Officer (803-4421, Ext. 2563) immediately between 8:00 a.m. and 5:00 p.m. on business days, or Leonard J. Russo, Inc., (642-1148) at other times. If the county driver is injured and unable to make such a call his supervisor must call when he becomes aware of the accident. If the employee cannot complete the Department Report of Vehicle Accident his supervisor must fill out the form with the vehicle number, date, time, location, etc. A statement will be obtained from the driver at a later date.

Financial Responsibility Statement (Form SR-1) of the State Department of Motor Vehicles must be filed by a permittee driver on all accidents involving injury or damage to permittee vehicles in excess of \$500. The driver of a county-owned vehicle is not responsible for completing SR-1 form.

EMPLOYEE

Report a vehicle accident to your immediate supervisor as soon as possible.

EMPLOYEE/SUPERVISOR

If there is an injury report the accident by telephone (see page 1, paragraph 2).

If there is an injury to:

- A. Employee or permittee driver, follow procedures described in ASM Vol. I, D-3, INDUSTRIAL INJURY.
- B. Non-employee, follow procedures described in ASM Vol. I, D-4, ACCIDENTS TO VISITORS (NON EMPLOYEE INJURIES).
- C. Court wards, follow procedures described in the R.T.S.B. Manual, or the Detention Services Manual as appropriate.
- D. If a county vehicle is involved in an accident it must be taken to the Mechanical Department shop at 1100 N. Eastern Avenue for an estimate of repairs. If the vehicle is not operable call the Mechanical Department

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-600
WORK CREWS SERVICES PROGRAMS	

(323-267-2370 before 4 p.m. and 323-974-9555 after 4 p.m.) and arrange to have the vehicle towed to their shop.

EMPLOYEE

- E. Type or neatly print the Department Report of Vehicle Accident form, sign and submit to supervisor for review.

SUPERVISOR

- F. Review form with employee, if possible. When satisfied that it is accurate, sign the report and send to:

Probation Department Downey Admin. Headquarters
9150 E. Imperial Highway
Downey, CA 90242
ATTN: Dept. Safety Officer

Note: Form must be sent to Safety Officer within 3 working days of accident.

EMPLOYEE

- G. If a claim is made or a suit brought against you as a result of a vehicle accident involving a county vehicle or a permittee driver (as defined in numbers 1 and 2 on page 1) forward all material that you receive regarding the matter to the Safety Officer.

613 HAND HELD RADIO BREVITY CODES

10-1 Signal Weak 10-21 Call () by Phone
10-2 Signal Good 10-22 Disregard
10-3 Stop Transmitting 10-23 Arrived at Scene
10-4 OK 10-24 Assignment Completed
10-5 Relay (to) 10-25 Report to (meet)
10-6 Busy 10-26 Estimated Arrival Time
10-7 Out of Service 10-27 License/Permit Info
10-8 In Service 10-28 Ownership Info

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-600
WORK CREWS SERVICES PROGRAMS	

10-9 Say Again 10-29 Records Check
 10-10 Negative 10-30 Danger/Caution
 10-11 _____ On Duty 10-31 Pick Up
 10-12 Stand By (stop) 10-32 ___Units Needed
 10-13 Existing Condition 10-33 Help Me Quick
 10-14 Message/Information 10-34 Time
 10-15 Message Delivered 10-35 Reserved
 10-16 Reply to Message 10-36 Reserved
 10-17 Enroute 10-37 Reserved
 10-18 Urgent 10-38 Reserved
 10-19 (In) Contact 10-39 Reserved
 10-20 Location

CODES

Code 1 – Acknowledge receipt of message

Code 2 – Urgent but not an emergency

Code 3 – Emergency

Code 4 – No further assistance needed

A – Adam J – John S – Sam

B – Boy K – King T – Tom

C – Charles L – Lincoln U – Union

D – David M – Mary V – Victor

E – Edward N – Nora W – William

F – Frank O – Ocean X – X-ray

WORK CREWS SERVICES PROGRAMS

G – George P – Paul Y – Young

H – Henry Q – Queen Z – Zebra

I – Ida R – Robert

614 EMERGENCY/DISASTER PROCEDURES**Introduction:**

The instructions that follow are “basic guidelines” to follow in the event of an emergency/disaster situation. The location of a WCP crew in relation to the location of the emergency is of importance and will dictate what specific procedures must be followed.

Following instructions, using “common sense” and keeping calm are essential for everyone’s safety.

Crew Instructors:

1. Remain calm and reassure participants.
2. Immediately assemble all participants, do a “head count” and account for all participants on the crew.
3. Check for injuries:
 - a. Administer first aid – First Aid kit in van.
 - b. If serious, contact WCP Headquarters for medical assistance, if communication is possible. Provide exact location (street names, etc.)
4. Calmly explain to participants what is occurring, reassuring them that as soon as it is safe to travel, they will be returned to the meeting site and released.
5. Keep participants together – discourage/prevent participants from leaving location.
6. Refrain from using the radio: listen for instructions from SCI/DPO II, Department of Communications, and comply as instructed.
7. As soon as possible, the SCI/DPO II will conduct a roll call of all crews to ascertain:

WORK CREWS SERVICES PROGRAMS

- a. Condition of crew.
 - b. Exact location of crew
8. As soon as it is safe to travel and depending upon the present location of the crew, meeting site location, and location of the emergency/disaster, crews will return to the meeting site to release participants, driving at a “safe” speed to insure safety.
9. All Crew Instructors will comply with instructions issued either by radio or verbally by:
- a. SCI/DPO II
 - b. Communications Department
 - c. Police/Sheriff
 - d. Fire Department
 - e. California Highway Patrol
 - f. Disaster Personnel

And, if possible, notify SCI/DPO II OR SDPO of instructions.

10. If inside a building – **STAY THERE! DO NOT RUSH OUTSIDE!**
- a. Stand in a strong doorway.
 - b. Take cover under a sturdy table, desk, or bed.
 - c. Brace yourself in an inside corner away from windows.
 - d. Move to an inner wall or hallway.
 - e. Watch for falling objects. – Plaster, bricks, light fixtures.
 - f. Stay away from tall objects – bookcases, shelves, or any furniture that might topple or slide.
 - g. Stay away from windows, sliding doors, mirrors, or chimneys.
 - h. Grab anything handy to shield head and face from falling debris and splintering glass.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-600
WORK CREWS SERVICES PROGRAMS	

11. If outside – **STAY THERE!**

- a. Move away from high buildings – walls, power lines/poles, or lampposts.
- b. Stay away from fallen electrical lines.
- c. Move to high ground if near water ways (dams, flood control basins, channels, etc.)

12. If in a moving vehicle:

- a. Stop as quickly as safety permits, in the best available space.
- b. Stay in vehicle if electrical wires fall across vehicle.

13. Depending upon the duration of the disaster and the time of the day, each crew has:

- a. A short supply of food and water.
- b. Tools
- c. Safety gear: hard hats, gloves, goggles
- d. Fire extinguisher
- e. First Aid Kit / Bio-hazard manuals (CPR too!)

WCP Deputy Probation Officer II

- 1. Upon notification the DPO II must contact SDPO / Director by radio or landline to advise “10-20” (location).
- 2. If the DPO II on duty is “on the road”, he/she should report to the nearest Headquarters ASAP.
- 3. If the DPO II is at a Work/Meeting Site, the DPO II will remain at that location pending further instructions from Emergency Coordinator.
- 4. In the absence of the Director and Operations Supervisor, the DPO II on duty from Headquarters will direct “emergency procedures” and will issue instructions to other Crew Instructors. **All staff will comply as instructed.**

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-600
WORK CREWS SERVICES PROGRAMS	

5. The DPO II at Headquarters will ascertain travel conditions from appropriate agencies, LAPD, LASD, CHP, etc. and will issue instructions to return to Meeting Site by crew, and to drive at a safe speed to insure safety.
6. If emergency/disaster occurs and crews are at the Meeting Site, participants are to be released and Crew Instructors are to stand by for further instructions.

WCP Headquarters

1. Headquarters staff will, upon confirmation of the emergency/disaster, when possible, notify all crews of what has occurred, instruct crews to stand by, and to await further instructions.
2. Headquarters staff will, ASAP, conduct a roll call of all crews to ascertain:
 - a. Condition of crew
 - b. Exact location

615 DAILY TIMELINE PROCEDURES FOR CREW INSTRUCTORS

TIME	ACTIVITY
6:00 a.m.	Crew Instructors report to work Radio a 10-8 upon arrival at van location / Vehicle inspection
6:15 a.m.	Pick up lunch and water for work crews – depart to pick up site
6:30 a.m.	Enroute to pick up site
7:00 a.m.	Roll Call and Program Expectations Ask Probationers if they are fit to work Check dress code Collect personal belongings Conduct a search Daily orientation format Set up seating chart
7:15 a.m.	Enroute to work site
8:00 a.m.	Arrive at work site Meet contact person Survey work area with contact person (comply with the homeless policy) Look for bees, poison oak, and unsafe conditions, etc. Select tools for the day

WORK CREWS SERVICES PROGRAMS

8:00 a.m.	Tool Orientation (no longer than 10 minutes) Start work assignment Have water available as needed throughout the day
10:00 a.m.	Water break Smoking allowed in environmentally safe areas only (adults only)
10:15 a.m.	Return to work
11:30 a.m.	Lunch break
12:00 p.m.	Return to work
1:15 p.m.	Water break
1:30 p.m.	Return to work
2:00 p.m.	End of workday Load tools (Afternoon Tool Inventory)
2:15 p.m.	Return to pick up site
2:45 p.m.	Inspect and clean van
3:00 p.m.	Release participants (Juveniles are released either “ OR ” or “ PU ”)
3:15 p.m.	Refuel vehicle; prepare and fax paperwork daily
4:00 p.m.	Radio a 10-7

LOS ANGELES COUNTY PROBATION DEPARTMENT

Subject: MANAGEMENT SERVICES MANUAL FLEET MANAGEMENT	Section Number: MSM-700
	Effective Date: 9/20/2007
	Approved By: Francesca Jones, Bureau Chief

701 INTRODUCTION

Fleet Management is responsible for the oversight of all vehicles of various categories attached to the department. As such this section oversees maintenance and safety compliance, Department of Motor Vehicles registration, fuel authorization, accident/salvage operation and replacement of all the vehicles in the fleet.

This operation includes the review and entry of information (to various data bases and file maintenance) for the following:

702 MAINTENANCE COMPLIANCE

All County Vehicles are required by the Los Angeles County Board of Supervisors (by contract) to have Preventive Maintenance Service (PM Service) every 4 months and/or once every 5,000 miles, whichever occurs first.

Each vehicle, designed to transport 10 or more passengers (specifically: Vans and Buses) are required to be safety inspected (08 Safety Inspection) once every 45 days and /or once every 3,000 miles, whichever occurs first. The Los Angeles County Board of Supervisors and the California Highway Patrol mandate this policy.

The Departmental Fleet Manager (DFM) oversees and is responsible for contacting each vehicle location to ensure that every vehicle is within inspection parameters. Those vehicles that are not in compliance are a liability to the department and should be removed from service, until inspection clearance.

703 MONTHLY DEPARTMENTAL MILEAGE REPORT

Every location within the department with a vehicle in service to that office is required to submit an accurate monthly Mileage Report to the DFM. This information is recorded as each vehicle has it's own use profile and maintenance needs that are driven by mileage. The DFM reviews the usage and is responsible for identifying unusual use then reconciling the maintenance needs for each vehicle.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-700
FLEET MANAGEMENT	

704 VOYAGER CREDIT CARDS

The DFM is authorized to issue or revoke the use of Voyager Credit Cards to various probation personnel and to reconcile the charges for this issuance on a monthly basis. This requires contact with each user, issuance of billing information, signature authorization/reconciliation and submission for payment. Additionally, the DFM is charged with reviewing unauthorized use or fraud of the issued card.

705 VEHICLE REPAIR AUTHORIZATION

Every vehicle surrendered to the various shops for general maintenance or body repair must have the DFM's authorization. The DFM is responsible for the review and authorization of all services in compliance with county and departmental standards.

The DFM is also charged with spot checks to ensure the services being charged are in fact completed and acting as departmental "watch dog" ensures unnecessary services are not charged outside the parameters of the contract with the established maintenance shop. This oversight requires the recording and maintenance of all billing charges over the life of every vehicle.

706 ANNUAL ACCIDENT REPORT

For every accident involving a probation vehicle a Vehicle Accident Report must be filed with the DFM then forwarded to the Office of Risk Management. The DFM is charged with oversight and shop coordination to ensure that each vehicle involved in an accident receives the necessary maintenance and the appropriate records will be filed for future reference. This report is submitted annually for review of incident numbers, cost of repair and frequency of involved vehicles or staff. This report can also be made available on demand throughout the year.

707 DEPARTMENT OF MOTOR VEHICLES SMOG COMPLIANCE

The DFM is responsible for ensuring that every vehicle is in compliance with the California Department of Motor Vehicles standards for auto emissions more commonly referred to as "Smog Check". Each vehicle must have a certificate of compliance on file. As each vehicle depending on its acquisition date will have due dates at different intervals, recodes keeping, and projected notification is paramount to maintaining emissions compliance.

708 VEHICLE DOCUMENTS

Every vehicle requires papers of ownership and registration certificates. These documents are cataloged and provided if a vehicle is transferred to another

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-700
FLEET MANAGEMENT	

department or salvaged. Additionally, the DFM generates specifications for special or mainstream replacement vehicles and works on concert with Procurement and Budget/Fiscal for appropriation of funds and procurement of replacement of vehicles.

LOS ANGELES COUNTY PROBATION DEPARTMENT

Subject: MANAGEMENT SERVICES MANUAL FACILITIES PLANNING	Section Number: MSM-800
	Effective Date: 9/20/2007
	Approved By: Francesca Jones, Bureau Chief

801 INTRODUCTION

Facilities Planning is a unit of the MSB Administration Division.

This section is responsible for directing and coordinating staff specialists involved in analyzing departmental facility space requirements and capital projects such as new construction, space utilization, and general building repair. Facilities Planning conducts maintenance and refurbishment assessments, and ensures that new construction or any refurbishment of existing facilities comply with State and federal laws, building codes and regulations.

This unit is responsible for managing Probation Department Capital Construction and Office Renovation projects.

802 CAPITAL PROJECTS AND REFURBISHMENT

Capital Projects are defined as new structures or additions of square footage to existing structure, costing in excess of \$100,000 or land acquisitions regardless of cost.

Refurbishments are defined as periodic renovation of existing space costing in excess of \$100,000, which provide overall enhancement to improve aesthetic quality, operational efficiency, or staff productivity. Examples include modular furniture, telephone systems, and upgrades to the air conditioning or lighting systems.

Maintenance and repair projects which maintain operating efficiency (re-roofing, repainting, parking lot resurfacing, etc.) are not defined as capital refurbishments, even if the cost is greater than \$100,000. Such cost, as well as all projects which cost less than \$100,000, are to budgeted as Services and Supplies (S&S) in departmental or Special Fund operating budgets. Additionally, infrastructure improvements (roads, bridges, sewers, flood control channels, etc.) are not defined as capital projects or refurbishments.

Prior to and during construction projects, the Service Director represents the facility and serves as the on-site liaison to outside contractors and project managers, communicating departmental and facility expectations and requirements.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-800
FACILITIES PLANNING	

A Services Director's involvement in a construction project may include, but is not limited to the following;

1. Participate in the design process.
2. Review plans and specifications.
3. Interface with Facilities Planning during the project's design and construction phase by attending meetings and providing input regarding security, access and egress, and identifying a staging area for equipment and supplies.
4. Coordinate site visits for project manager, architects, contractors, consultants, survey teams, etc.
5. Articulate the general expectations of construction personnel as it relates to the security of the facility.
6. Provide temporary identification badges when necessary.
7. Provide status reports for briefing to the Facility Administrator and/or Bureau Chief.
8. Schedule and approve service interruptions such as electrical, plumbing, etc., with the contractor or project manager.
9. Coordinate keying and/or re-keying requirements.

Upon substantial completion of a construction project, the Services Director and the Facilities Planning shall prepare a "punch list" identifying sub-standard or incomplete work, and items that fail to meet facility or operational requirements.

803 REVENUE

Revenue is a source of income available to finance appropriations and other requirements needed at a facility.

At Juvenile Halls and Camps, the Services Director, through subordinate supervision, administers funds generated from gift canteen accounts, store sales and recycling programs.

Other forms of revenue generated through contract agreement are processed by Fiscal Services and deposited in the department's General Fund.

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-800
FACILITIES PLANNING	

Budget Preparation

Each year in November and December, the Department prepares at least one (1) and generally two (2) budget requests for submission to the Chief Administrative Office (CAO). One request must fall within target allocations, while including financing for high-priority programs that are consistent with Board-established policy. The second reflects funding for what the Department Head believes are the Department's unmet needs.

Prior to the preparations of the Department's budget, each Bureau must submit budget request and projections. Therefore, the Services Director, and MSB Director must identify program and staffing needs.

Considering the components of a budget, the following will assist in the preparation of a budget request. It is recommended that these steps are applied throughout the fiscal year in anticipation of preparing for the next fiscal year's budget.

1. Identify any major program changes, i.e., increased population due to new buildings.
2. Identify staffing needs (operational and support).
3. Identify service components (supplies and equipment).
4. Identify deferred maintenance needs.
5. Gather supporting documentation justifying the request (new standards and regulations, inspection reports, service request and repair expenditures, program statements).
6. Compare existing budget with previous year's budgets (shortfalls, adjustments, expenditures).

804 EMERGENCY CONTACTS FOR PROBATION FACILITIES

FACILITY	EMERGENCY CONTACT
321 E. Avenue K-4 Lancaster	Richard Kravitz: 661-609-3589 (cell)
3530 Wilshire Blvd. Los Angeles	Security: 213-639-6502 (call this no. first) Wylie Chung: 213-201-1074 (cell) (backup)
4549 Telegraph Rd. Los Angeles	Bernard Barsky: 310-392-0544 (home) 310-704-9377 (cell)

LOS ANGELES COUNTY PROBATION DEPARTMENT	MSM-800
FACILITIES PLANNING	

1660-1662 W. Mission Blvd. Pomona	310-473-9500 (call first, answering machine will direct you 24/7) John Sarinas: 310-696-9999 (cell) (backup)
14540 Haynes St. Van Nuys	Joseph Zarabi: 310-435-6758 (cell)
7100 Van Nuys Blvd. Van Nuys	310-274-7828 (answering service—will page owner)