



COUNTY OF LOS ANGELES
EXECUTIVE OFFICE
BOARD OF SUPERVISORS

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October 8, 2024

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

25 October 8, 2024

EDWARD YEN
EXECUTIVE OFFICER

Dear Supervisors:

**APPROVAL OF AN ORDINANCE TO AMEND TITLE 3 – ADVISORY COMMISSIONS
AND COMMITTEES TO EFFECTUATE CHANGE TO THE PROBATION OVERSIGHT
COMMISSION'S AUTHORITY
(ALL DISTRICTS) (3 VOTES)**

SUBJECT

Approval of the recommended actions will amend the Probation Oversight Commission's (Commission) ordinance to grant the Commission the authority to receive and refer complaints related to school law enforcement services to the Los Angeles County Sheriff's Department (LASD).

IT IS RECOMMENDED THAT YOUR BOARD:

1. Find that the proposed Ordinance is not subject to the California Environmental Quality Act (CEQA) for the reasons stated in this Board letter and the record.
2. Approve for introduction the attached Ordinance amending Title 3– Advisory Commissions and Committees of the Los Angeles County Code (County Code), relating to the Commission, to authorize the Commission to receive and refer to the LASD complaints related to school law enforcement services provided by the LASD, including services provided by School Resource Deputies, and report on concerns and trends related to the complaints.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

On December 19, 2023, your Board approved a motion co-authored by Supervisors Mitchell and Solis instructing County Counsel and the Probation Oversight Commission to collaborate with the LASD and other relevant stakeholders to develop a process for the Commission to independently receive and refer constituent complaints about School Resource Deputies employed by the LASD.

The Commission developed the complaint process and County Counsel drafted the Ordinance in furtherance of the directives. The Commission hosted multiple public meetings to receive input from the community and County stakeholders regarding the process and the Ordinance.

The proposed Ordinance is attached to this letter as Appendix A. The Commission's report back with detailed information about community input and the process and complaint form is attached to this letter as Appendix B.

FISCAL IMPACT

The Commission will work with the Chief Executive Office (CEO) to determine the appropriate staffing levels and services and supplies funding, if necessary, to implement the Independent Process for Complaints program during the annual budget process.

FACTS AND PROVISION/LEGAL REQUIREMENTS

The Commission's Ordinance currently permits it to propose to the Board of Supervisors an independent process for receiving and addressing complaints regarding the Probation Department, an employee of the Probation Department, or any other entity or service provider regarding the subject matter of the Commission's Ordinance, which does not include law enforcement services in schools (County Code Sections 3.80.030 and 3.80.040). The proposed Ordinance amending Sections 3.80.020, 3.80.030, 3.80.040, and 3.80.050 of the County Code is necessary to grant authority to the Commission to receive and refer complaints related to LASD's school law enforcement services, including those services provided by School Resource Deputies, and to vest the Commission with the duty to advise the Board of Supervisors and the Sheriff regarding these issues.

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ENVIRONMENTAL DOCUMENTATION

The recommended action is not subject to the California Environmental Quality Act because it is an activity that is excluded from the definition of a project by section 21065 of the Public Resources Code and section 15378(b) of the State CEQA Guidelines. The proposed Ordinance amending Title 3 of the County Code is an organizational or administrative activity of government which will not result in direct or indirect physical changes to the environment.

IMPACT ON CURRENT SERVICES

Approval of these recommendations affords the Commission authority to provide a new, community-oriented avenue for people to file complaints about the LASD School Resource Deputies and for your Board to receive reports on trends related to those complaints. The process enhances ways to engage with the current complaint process but does not change the LASD's complaint investigation process.

Respectfully submitted,



Edward Yen
Executive Officer

EY:wj

Enclosures

c: County Counsel

ANALYSIS

This ordinance amends Title 3 – Advisory Commissions and Committees of the Los Angeles County Code, relating to the Probation Oversight Commission ("Commission") by amending Chapter 3.80 to authorize the Commission to receive and refer to Los Angeles County Sheriff's Department ("LASD") complaints related to school law enforcement services provided by the LASD, including services provided by School Resource Deputies, and report on concerns and trends related to the complaints.

DAWYN R. HARRISON
County Counsel

By 
LILIANA CAMPOS
Assistant County Counsel
Board Liaison Division

LC:jm

Requested: 3/5/2024
Revised: 6/26/2024

ORDINANCE NO. _____

An ordinance amending Title 3 – Advisory Commissions and Committees of the Los Angeles County Code, relating to the Probation Oversight Commission ("Commission") to authorize the Commission to receive and refer to the Los Angeles County Sheriff's Department ("LASD"), complaints related to school law enforcement services provided by LASD, including services provided by School Resource Deputies, and report on concerns and trends related to those complaints.

The Board of Supervisors of the County of Los Angeles ordains as follows:

SECTION 1. Section 3.80.020 is hereby amended to read as follows:

3.80.020 Purpose.

The purpose of the Commission is to advise the Board of Supervisors and the Chief Probation Officer and oversee and monitor the Probation Department ("Probation Department" or "Department") to address matters that affect the well-being of youth and adults under the Department's supervision and Department staff. The purpose of the Commission is to also advise the Board of Supervisors and the Sheriff relating to law enforcement services provided for a school within Los Angeles County ("County"). The Commission will evaluate and support key reform efforts, promote transparency and accountability, and maintain public trust in the Department by advising on policies and operations, conducting inspections and investigations, and establishing meaningful opportunities for community engagement. Commission staff may also act as the liaison between the Los Angeles County Sheriff's Department ("LASD") and the community for the purpose of receiving and referring complaints relating to law enforcement services provided by LASD, including, but not limited to, services provided by School Resource

Deputies ("SRDs") and any other LASD personnel performing law enforcement functions for a school within the County. When acting as the liaison between LASD and the community, the Commission shall not obstruct the investigative function of the Sheriff.

SECTION 2. Section 3.80.030 is hereby amended to read as follows:

3.80.030 Definitions.

As used in this section, the following definitions apply:

- A. Audit: A formal process following professional guidelines to answer specific questions regarding specific operations.
- B. Complaint: Any statement of concern about the Probation Department, an employee of the Probation Department, any law enforcement service for a school provided by LASD, including, but not limited to, services by SRDs and any other LASD personnel performing law enforcement functions for a school within the County, or any other entity or service provider regarding the subject matter of this ordinance by members of the public, probationers (including those received from juvenile halls or camps currently referred to as 'grievances'), probationers' families, ~~and Department and~~ LASD staff. As used in this section, a complaint does not include or satisfy the requirements of a California Tort Claims Act (Gov. Code, sections 810-996.6) complaint, complaints filed with the Los Angeles County Equity Oversight Panel, formal labor complaints or grievances filed on behalf of or by represented employees, or any other ~~matter~~ complaint that is governed by ~~employment and labor laws.~~
- C. Grievance: As used herein, Grievance shall have the same meaning as Complaint.

D. Investigation: A gathering of information conducted on behalf of the Commission through the Office of Inspector General ("OIG") and targeted at producing actionable information regarding the Probation Department or LASD, an employee of the Probation Department or LASD, or any other entity or service provider regarding the subject matter of this ordinance. Investigations shall be conducted in compliance with County Code Section 6.44.190.

E. Monitoring: A gathering of information regarding facilities and operations, including by direct observation, discussions with staff and the public, and review of records, in order to identify problem areas or to ensure compliance with existing laws, policies, and other obligations.

F. Probationer: A youth or adult who is subject to Probation Department supervision including, but not limited to, those who are held in custody pending trial or adjudication, are under informal supervision by agreement or otherwise, are on post-release community supervision, or are on formal supervision with conditions imposed by a criminal or juvenile court.

SECTION 3. Section 3.80.040 is hereby amended to read as follows:

3.80.040 Authority.

Pursuant to Welfare and Institutions Code section 240, and in compliance with all laws and confidentiality protections, the Commission shall serve in an advisory capacity to the Board of Supervisors and the Chief Probation Officer. In addition, the Commission shall serve in an advisory capacity to the Board of Supervisors and the Sheriff relating to law enforcement services provided for a school within the County. The Commission shall support the Board of Supervisors, ~~and~~ the Chief Probation

Officer, and the Sheriff, but will not direct the activities of County employees or impose discipline. A majority vote of the Commission is required to take any action under this ordinance. The Commission shall support has the authority, on its own or at the request of the Board of Supervisors, and the Chief Probation Officer but will not direct the activities of County employees or impose discipline. A majority vote of the Commission is required to take any action under this ordinance. The Commission shall have the authority, on its own at the request of the Board of Supervisors or the Chief Probation Officer, or the Sheriff, with respect to school law enforcement services only, to:

A. Advise.

1. Advise the Board of Supervisors and the Chief Probation Officer regarding the Probation Department's operations, policies, and the expenditure of funds allocated to the Department; the Department's progress in implementing Board of Supervisors priorities; and other issues deemed material by a majority of the Commission. This includes the authority to review and analyze all necessary information, as permitted by law, solicit appropriate input, and make recommendations to the Board of Supervisors and the Chief Probation Officer on the Probation Department's operational policies, procedures, and practices that affect adult and juvenile probationers and, when appropriate, request a response from the Probation Department on such matters.

2. Advise the Board of Supervisors and the Sheriff regarding law enforcement services provided for schools within the County.

B. Inspect. As permitted by law, and subject to contractual limitations, conduct unannounced inspections of any facility, and its non-confidential records, where any juvenile probationer can be held or where probationers receive services.

1. Facilities subject to inspection include the following:

(a) Juvenile halls, camps, and juvenile courthouse lockups;

(b) Community placements;

(c) Any County field office or Reporting Center where probationers are required to report and/or receive services;

(d) Any third-party service provider contracted by the County where probationers receive services, and/or are housed for any period of time; and

(e) Any third-party service provider where a Los Angeles County Superior or juvenile court has ordered a probationer to be housed to receive services as a condition of probation.

2. Detention facilities, including jails, operated by or within the jurisdiction of the County, that house adult probationers shall be referred to the Sheriff's Civilian Oversight Commission.

C. Address Complaints. Staff of the Commission may develop procedures and guidelines~~Subject to review and approval by the Board of Supervisors, propose for~~ an independent process for receiving and ~~addressing~~ referring complaints- to the Probation Department, LASD, and school districts, as appropriate:

1. Complaints concerning Probation employees and any matters affecting the well-being of youth and adults under the Department's supervision; and

2. Complaints relating to school law enforcement services provided by LASD, including, but not limited to, services provided by SRDs and any other LASD personnel performing any law enforcement functions for a school or school district that contracts with LASD for law enforcement services.

D. Investigate. Conduct investigations through the OIG, analyze, solicit input, and make recommendations to the Board of Supervisors and the Chief Probation Officer on Probation-related issues or complaints and to the Sheriff on LASD-related issues or complaints. The Commission will direct and, consistent with County Code Section 6.44.190, evaluate any OIG investigation initiated by the Commission.

E. Access Information. Access Probation Department information, documents and testimony necessary to the Commission's oversight function as set forth in this ordinance. The Commission, in compliance with all laws and confidentiality protections, may compel production of such information by directing the OIG to issue a subpoena on the Commission's behalf when deemed necessary by a majority of the Commission. The requirements and procedures for access to, and review and redaction of, confidential information received by the OIG are set forth in subsection J of County Code Section 6.44.190.

F. Engage with the Community. Establish a community engagement process in compliance with all laws and confidentiality protections.

SECTION 4. Section 3.80.050 is hereby amended to read as follows:

3.80.050 Reports.

In its advisory capacity to the Board of Supervisors, ~~and the Chief Probation Officer, and the Sheriff,~~ and in compliance with all laws and confidentiality protections, the Commission shall prepare the following reports:

A. Inspection Reports. The Commission will prepare reports on its inspection findings. The Commission shall make such reports public after providing the Probation Department an opportunity to review and comment on such reports.

B. Reform Efforts Reports. The Commission will prepare periodic reports regarding the status of Probation Department reform efforts. The Commission shall make such reports public after providing the Probation Department an opportunity to review and comment on such reports.

C. Annual Report. The Commission shall prepare and submit to the Board of Supervisors and make available to the public an annual report of the previous fiscal year. The annual report will be prepared and submitted no later than August 1 of each year. The annual report shall contain background information about the Commission, identify the Commission members and senior staff members, detail the activities of the Commission during the previous year and provide contact information. The annual report will also detail Probation Department policies, procedures or practices, if any, that were eliminated, modified or created due to the Commission's work. Budget requests for each fiscal year must be made within the normal budget cycle followed by all County departments.

D. Complaint and Grievance Reports. The Commission shall prepare periodic reports regarding concerns and trends related to complaints received and referred under this ordinance. The Commission shall make such reports public after providing the Probation Department, or LASD in the case of reports relating to LASD school law enforcement services, an opportunity to review and comment on such reports, as applicable.

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**PROBATION
OVERSIGHT
COMMISSION**
OF LOS ANGELES COUNTY

WENDELYN JULIEN
EXECUTIVE DIRECTOR

COUNTY OF LOS ANGELES PROBATION OVERSIGHT COMMISSION

KENNETH HAHN HALL OF ADMINISTRATION
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MEMBERS OF THE BOARD

HILDA L. SOLIS

HOLLY J. MITCHELL

LINDSEY P. HORVATH

JANICE HAHN

KATHRYN BARGER

August 28, 2024

TO: Supervisor Lindsey P. Horvath, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Wendelyn Julien
Executive Director

SUBJECT: REPORT BACK ON CREATING AN INDEPENDENT PROCESS FOR COMPLAINTS RELATED TO SCHOOL LAW ENFORCEMENT SERVICES (AGENDA OF DECEMBER 19, 2023)

On December 19, 2023, your Board passed a motion co-authored by Supervisors Mitchell and Solis instructing County Counsel and the Probation Oversight Commission (POC) to collaborate with the Los Angeles County Sheriff's Department (LASD) and other relevant stakeholders to develop a process for the POC to independently receive and refer constituent complaints about School Resource Deputies (SRDs) employed by the Los Angeles County Sheriff's Department.

The report provides an update on the following POC-led deliverables, which included hosting a virtual community townhall and developing the complaint process in collaboration with County departments. The proposed complaint form, process and internal procedures for your approval is attached to this report as Appendix A.

This report also includes a recommended draft of the change to the POC Ordinance drafted by County Counsel. The draft ordinance is attached as Appendix B for your approval.

The POC completed all of the deliverables in the motion as follows:

Directive 1a: Establish a process, independent from LASD, for receiving and referring complaints by members of the public, including students and/or families, as well as a process for receiving public comment and advising on systemic issues raised by LASD personnel and members of the community.

POC staff reviewed SRD complaint intake processes from other jurisdictions to help inform the development of our process. We developed a process, a complaint form, and a database to manage and report on complaints.

The POC will accept complaints from students, parents, and stakeholders, as directed. During the submission process, complainants can indicate if they are filing simply to share their concern with the POC (i.e. “public comment”) or if they desire their complaint to be referred to the LASD for formal investigation. The POC will serve as a repository for complaints, referring complaints to the LASD as appropriate and assisting complainants with questions about the process. The POC will not investigate complaints but can serve as a liaison between the complainant and the LASD.

The Information Resource Management (IRM) team within the Executive Office was instrumental in collaborating with the POC to develop a new, custom web-based multilingual complaint form and complaint management portal that will make submitting a complaint easy and accessible and support the POC in reporting back to the LASD and the Board about the number and type of complaints received as well as any trends. POC and IRM staff met weekly and maintained a schedule of stand-up meetings and sprint project planning meetings to ensure the portal is user-friendly, meets program objectives, supports effective case management, and is ready to launch in alignment with the Board’s approval of the ordinance and process.

POC staff will work directly with constituents to accept complaints in other formats should a complainant not have internet access. A toolkit will be available on our website to address frequently asked questions and offer parents/guardians other information they may find useful.

Directive 4: Convene one or more public meetings to present and receive public comment on the draft ordinance prior to being placed on a Board agenda for introduction.

On April 17, 2024, the POC held a [virtual townhall](#) to share its proposed process with the general public. A draft of the process was made available on our website in advance of the townhall to give participants time to review the documents and we went over the process in detail during the presentation. Ninety-six people attended and no one expressed strong opposition to our proposed framework. Some constructive feedback included making formatting changes and clarifying language used, which has been incorporated into the process. Common issues and themes expressed during public comment were:

- Advocates were pleased that the POC will serve as a touch point for families impacted by this issue and help them file a complaint with the LASD.
- Parents expressed frustration about poor communication and delayed notification of results during prior incidents and complaints.
- Parents shared that they need more advocacy and help understanding their rights and assistance in mediating resolutions with school administrators (i.e. options for

moving the child to a different school or classroom to limit ongoing interaction with the officer and an incident).

- POC support is useful, but community members expressed mistrust about LASD's ability and willingness to thoroughly investigate themselves.
- Advocates suggest reducing funding for SRDs and investing more in preventive services and supports to help youth heal from traumatic issues.
- Given the public mistrust, the POC should be empowered to produce public reports about LASD complaint outcomes.
 - There is lack of clarity about what happens in the event an investigation determines an officer acted in violation of policy. If an allegation is sustained, is the officer disciplined, transferred to another school or completely removed from school-based policing?

On June 27, 2024 the POC held a joint, [public meeting](#) with the Sheriff Civilian Oversight Commission (COC) at Earvin "Magic" Johnson Park to discuss the POC's proposed process to receive and refer complaints about LASD SRD's. A Lieutenant from LASD's Risk Management Bureau also attended and presented on the department's current complaint review process. Overall, COC commissioners were supportive of the POC's suggested process and expressed a desire to continue collaborating on this issue. They offered the following recommendations for the Board to consider to strengthen the program and improve transparency:

- Require LASD to share complaint data with the POC for SRD complaints that were filed directly with LASD and did not go through the POC process.
- Require LASD to share outcome data. The POC should receive the disposition of each complaint. At minimum, this should include indicating whether the complaint was substantiated or unsubstantiated.
- SRD complaints are investigated by LASD staff in their Internal Affairs Unit. Consider transferring this function to the County's Office of Inspector General to reduce the risk of bias and increase neutrality.

A second POC virtual townhall was held on July 25th to share updates to the draft ordinance. No opposition or changes to the draft process or ordinance were voiced from any of the participants.

In addition to hosting the above-referenced forums, the POC also shared draft documents with the following County agencies:

- Office of Inspector General
- Sheriff Civilian Oversight Commission
- Department of Youth Development
- Office of Violence Prevention
- Los Angeles County Office of Education

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Our complaint process has been updated to reflect the feedback received during our townhall as well as the input received from county partners.

The POC welcomes the opportunity to support this work and looks forward to launching the program for the 2024-25 school year. Please contact POC Executive Director Wendelyn Julien at wjulien@poc.lacounty.gov or 213-308-8373 if you have any questions or concerns.

WJ:ds

Attachments



**PROBATION
OVERSIGHT
COMMISSION
OF LOS ANGELES COUNTY**

OBJECTIVES

A. Establish a process, independent from the Los Angeles County Sheriff's Department (LASD), for the Probation Oversight Commission (POC) to receive and refer complaints by members of the public, including students and/or families, about incidents involving Los Angeles County School Resource Deputies (SRDs).

B. Amend the POC's ordinance to allow a POC staff member to act as the liaison between LASD and the community for the purpose of processing SRD complaints.

The Probation Oversight Commission (POC) accepts complaints about School Resource Deputies (SRDs) employed by the Los Angeles County Sheriff's Department (LASD). We will discuss your complaint with you and help you submit it or submit it directly to LASD for investigation. The POC does not investigate complaints. If you have questions, please contact us at info@poc.lacounty.gov or (213) 633-5777. Multilingual assistance is available. For more detailed information about the complaint process, please see our toolkit [insert hyperlink]

Please complete the complaint form at this link and provide as much detail as possible. The form is accessible in English, Spanish, Vietnamese, and Khmer. You may upload documents, photographs, witness information, and other supporting documents. Please be prepared to complete and submit the complaint form in one sitting. The form should take no more than 15 minutes to complete. Pursuant to L.A County Ordinance 2020-0005 § 13, 2020, the POC only has jurisdiction to accept complaints about SRD's employed by LASD. If you do not see your school in the drop-down list below, this means the school-based officer at your site is not employed by LASD. The POC does not have authority to accept complaints about officers employed by other law enforcement agencies. For complaints against non-LASD officers or about your school, please contact your school district office for further assistance or send us an email at info@poc.lacounty.gov and we will help direct you to the right agency

For paper forms; mail to:
Kenneth Hahn Hall of Administration - Probation Oversight Commission
500 West Temple Street, Suite 383
Los Angeles, California 90012
P: (213) 633-5777
E: Info@poc.lacounty.gov

School Resource Deputy Complaint Form

The Probation Oversight Commission (POC) accepts complaints about School Resource Deputies (SRDs) employed by the Los Angeles County Sheriff's Department (LASD). We will discuss your complaint with you and help you submit it or submit it directly to LASD for investigation. The POC does not investigate complaints. If you have questions, please contact us at info@poc.lacounty.gov or (213) 633-5777. Multilingual assistance is available. For more detailed information about the complaint process, please see our toolkit on our website at POC.LaCounty.Gov

Please complete the complaint form and provide as much detail as possible. The form is accessible online on the POC's website in English, Spanish, Vietnamese, and Khmer. You may upload documents, photographs, witness information, and other supporting documents on the site as well. Pursuant to L.A County Ordinance XXX, the POC only has jurisdiction to accept complaints about SRD's employed by LASD. If you do not see your school in the list below, this means the school-based officer at your site is not employed by LASD. The POC does not have authority to accept complaints about officers employed by other law enforcement agencies. For complaints against non-LASD officers or about your school, please contact your school district office for further assistance or send us an email at info@poc.lacounty.gov and we will help direct you to the right agency.

COMPLAINANT AND STUDENT INFORMATION

Name of school (If you do not see your school on the list included, we are unable to accept your complaint. Please contact your school district for further assistance)

Person making the complaint: Check box that applies (required)

- Parent/Guardian
- Student
- Staff Member
- Other (Please specify) _____

Is the student receiving special education services?

- Yes
- No

First and last name of complainant (required) _____

First and last name of student (required) _____

Is the student represented by an attorney? (required)

- Yes
- No

If yes, answer the following:

Attorney first name (if known) _____

Attorney last name (if known) _____

Attorney email (if known) _____

Attorney phone number (if known) _____

Complainant email address (required) _____

Student street address: _____ City: _____ Zip Code: _____

Only zip code is required

What is the best method to reach you? Check one (required)

- Phone _____
- Email _____
- Follow up language preference _____

How would you best describe the student? (required)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- Hispanic/Latino
- White

Age of student (required) _____

Gender identity of student (required)

- Male
- Female
- Non-Binary
- Gender Non-Conforming
- Transgender

Sexual orientation of student

- Straight
- Gay
- Lesbian
- Bisexual
- Pansexual
- Asexual

INCIDENT INFORMATION

Date of interaction/incident (required) _____ Time of interaction/incident (optional)

I am alleging: (required)

- Discourtesy
- Dishonesty
- Unreasonable Force
- Improper Tactics
- Improper Search or Arrest
- Neglect of Duty
- Discrimination
- Harassment
- Off Duty Misconduct
- Criminal Conduct
- Retaliation
- *Other* _____

Did the incident in question result in one of the following disciplinary actions taken against student?

- Suspension
- Expulsion
- Arrest
- Disciplinary/forced transfer to alternative school
- No, none of the above actions were taken

Officer First Name (required) _____ Officer Last Name (required) _____

Officer Badge Number (if known) _____ Patrol Car Number (if known) _____

Witness Name	Witness Email (if known)	Witness Number (if known)

Description of incident/interaction. i.e., Who, what, when, where, why? (required)

The Probation Oversight Commission is required to disclose anything you report that presents a serious danger of violence to another or that constitutes child abuse or neglect.

3rd party checkbox – “I allow the Probation Oversight Commission to speak with Los Angeles Sherriff’s Department (LASD) on my behalf to gather status updates on my submitted complaint.”

3rd party checkbox – “**I am submitting my complaint for review by the Probation Oversight Commission (POC). POC staff will contact me to ensure proper documentation has been submitted and to discuss how my complaint will be submitted to the Los Angeles County Sheriff’s Department for investigation if requested.**”

For any supporting documentation, video, screenshots, etc., please email them over to The Probation Oversight Commission at info@poc.lacounty.gov

END OF COMPLAINT FORM

REMINDERS to staff: We are not obligated to share all the complaints we receive from the public with LASD. If the complainant doesn't want us to refer their complaint, we can honor that request. Additionally, we can also submit the request to LASD anonymously if the complainant prefers.

INTERNAL POC PROCEDURE FOR PROCESSING

1. Intake of complaints:

- Receive complaints through multiple channels such as phone calls, emails, online forms, or via drop box for physical forms. Complainants will receive immediate email notification of receipt for online submissions and 48-72 hr. response turnaround for all others*.
- Review documentation of all complaint details including complainant information, nature of complaint, time and date, and any supporting evidence provided.
- Automated email template response confirming submission.

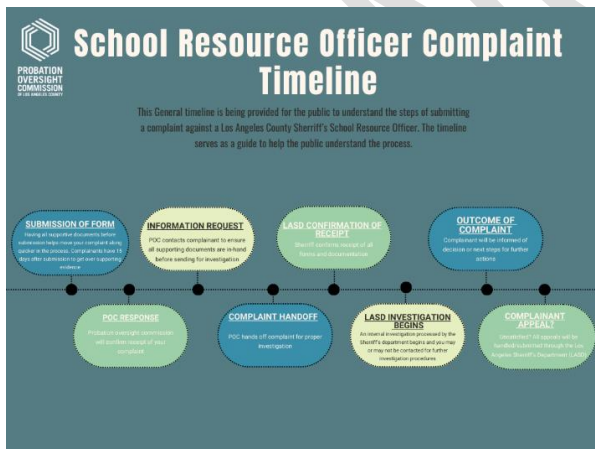
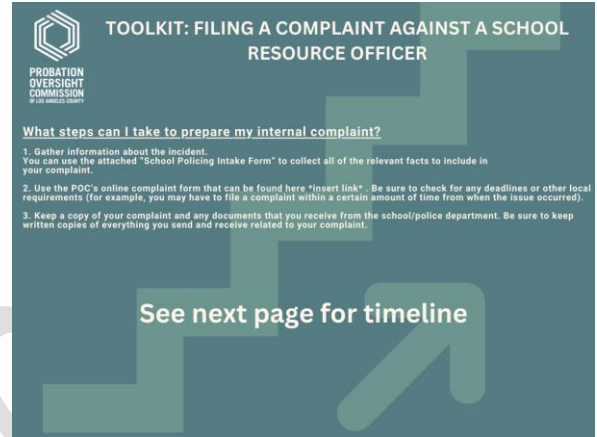
2. Initial assessment:

- Complainant will receive call from POC staff in preferred language to review the complaint and the process. POC staff will confirm if complainant has attached all supporting documents, etc.
- Analyze the complaint to assess and determine if it falls within the jurisdiction of the POC/Sherriff’s department.
- Send the complaint to another agency if it is not specifically in relation to SRDs.
- Review the complaint to determine severity and urgency, note when sending over.
- Assign a unique identification number to each complaint for tracking purposes. (CRM should have this capability)
- Categorize complaints based on type (e.g., harassment, bullying; this is also done on the submission form, but team should confirm).
- If claim of sexual abuse, child abuse, or a threat to commit a crime; Report as required.

3. Documentation and verification:
 - Gather additional information or evidence related to the complaint *(through follow-up interview, call or email to complainant and ensure they have sent over all supporting evidence they have)
 - Verify the accuracy of the complaint details and ensure all necessary information is collected.
4. Decision-making:
 - Determine the appropriate course of action based on the analysis, which may include:
 - Referring the complaint to LASD.
 - Any mandated reporting.
5. Actual handoff to Sheriff's Department:
 - Prepare a formal referral document outlining the details of the complaint, supporting evidence, and any relevant background information.
 - Coordinate with LASD liaison to hand off the complaint and provide necessary updates or clarifications.
 - Document the referral process and maintain records of communication with LASD.
6. Follow-up and resolution:
 - Monitor the progress of the complaint investigation by LASD through our liaison.
 - If complainant follows up with POC on complaint, POC to follow up with LASD to provide updates to the complainant on the status of their complaint and gather any additional information as needed.
 - Ensure timely resolution of the complaint and address any concerns or feedback from the complainant.
 - Follow up with LASD to ensure completion of the investigation and record completion.
7. Documentation and reporting:
 - Maintain comprehensive records in a CRM database of all complaints received, actions taken, and outcomes achieved.
 - Work with LASD to obtain data about SRD complaints reported directly to LASD.
 - Generate regular reports summarizing complaint trends, resolution times, and any areas for improvement in the complaint handling process.
8. Continuous improvement:
 - Conduct periodic reviews of the complaint process to identify opportunities for streamlining workflows, enhancing communication channels, or improving customer satisfaction.
 - Incorporate feedback from stakeholders, including complainants and law enforcement agencies, to implement changes that increase the efficiency and effectiveness of the process.
 - Create an electronic survey after a case is closed/processed to get feedback.

The POC will have a “Toolkit” for the public to use in conjunction with submitting their complaints. The toolkit will contain the steps for submitting a complaint, who to contact for what, a brief timeline from both the POC and LASD on the process/procedures for complaints, among other useful tips to help the public submit concise and well prepped complaints.

Visual of the POC Toolkit that will be available for the public.



SRD COMPLAINT REPORTING

Scope of Work:

- The POC will serve as a “safe place” and trusted messenger for constituents to file a complaint against an SRD.
- POC will accept complaints regarding:
 - School law enforcement officers employed by the Los Angeles Sheriff’s Department [Primary target]
 - 127 schools have LASD SRDs with 47 officers distributed throughout those location.
 - Special events contracted SRDs.
- Complaints about any other entities or staff at schools will need to be referred to the appropriate agency for review and follow-up by complainant.

This includes complaints about:

- Teachers and school personnel
- Law enforcement agents employed by law enforcement agencies other than LASD.
- POC will not conduct investigations. Instead, the POC will gather information from the complainant and support the complainant in submitting their information to LASD to conduct an investigation.

Upon adoption of the ordinance referenced of Directive #1 in the Revised Motion Complaint Process for School Law Enforcement Officers, the Board of Supervisors instructs the Executive Director of the POC, in consultation with the Executive Director of the Youth Commission and other relevant stakeholders, as appropriate, to submit to the Board, Sheriff, COC, and school districts that contract for SRD services.

Every 180 days a report on complaints which includes: (at minimum)

1. The number of complaints submitted
2. A breakdown by types of complaints
3. Station of complaint
4. School district the complaint is coming from.
5. Demographic breakdown and other statistics that may indicate different types of biases, including racial; disability; immigration status; lesbian, gay, bisexual, transgender, queer, intersex, asexual, and other identities; not encompassed and others