

COUNTY OF LOS ANGELES
PROBATION DEPARTMENT
DIRECTIVE

No.	885
Issued:	10/29/02
Post Until:	12/02/02

SUBJECT: ADULT BUREAU POLICY FOR PROVIDING "NO WRONG DOOR" SERVICES TO PROBATIONERS

Should a defendant/probationer, or any customer, arrive in or make contact with an Area Office in requesting services, all staff shall provide immediate, courteous, and resourceful assistance or services. The goal is to provide outstanding and responsive customer service that demonstrates the dimensions of resourcefulness and delivery of "No Wrong Door" Probation Department services. Directors, SDPOs, DPOs and Support Staff are responsible for assuring this level and quality of assistance or service is provided to all customers making contact with the office.

With the availability of accessing automated systems, such as the Adult Probation System (APS), the Trial Court Information System (TCIS), the Prosecutor Information System (PIMS), in all area offices, and including KIOSK services in many locations, probationers/defendants shall have the benefit of receiving Temporary Instructions, Permanent Instructions, making a financial payment, or getting other Probation Department services in any Area Office, similar to conducting business in any multi-branched banking institution.

One of the Adult Bureau's more challenging areas in providing customer service has been in deciding which Area Office should be responsible to provide the initial orientation or Instructions to a defendant. This occasion may be a defendant's first impression as to the manner in which the Probation Department delivers services. The philosophy of "No Wrong Door" service includes assurance that a defendant/probationer will receive appropriate service regardless of the Area Office in which the defendant/probationer arrives.

The following shall be the Adult Bureau policy in providing customer service when a defendant is reporting for probation supervision in an Area Office:

CLERICAL SUPPORT STAFF

When a defendant reports to an Area Office and indicates that he or she is reporting for probation supervision, Clerical Support Staff shall make a thorough search of APS, TCIS, and/or PIMS in order to determine that the defendant's case status indicates supervision.

- If determined that the defendant has been placed on probation, diversion, or DEJ, and the APS – SIND screen has not been updated to indicate Permanent Probation Instructions have been provided, the defendant/probationer shall be directed to the Supervision Intake Team (SIT) for the purpose of receiving the appropriate (Temporary or Permanent) Instructions.

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- If the APS – SIND screen indicates Permanent Probation Instructions have already been provided, and there is no chrono entry on the APS – DCID screen, or note on the APS – SIND screen to indicate a purpose for the defendant reporting to the office, the defendant/probationer shall be seen by either the assigned DPO, or, if not available, the Officer of the Day (OD).
- If the defendant is reporting to the Area Office immediately following the court proceedings, and TCIS or PIMS has not yet been updated, but there is convincing data to support that the defendant has probably been placed on probation, diversion or DEJ, the defendant shall be referred to the SIT Team for Temporary Instructions.
- If the defendant has been reinstated to probation, diversion, or DEJ, and the disposition code has not been updated in APS, the defendant shall be referred to the SIT Team for processing and reinstruction.

SUPERVISION INTAKE TEAM (SIT)

When Clerical Support Staff have referred a defendant to SIT, the SIT Team shall initially review APS for the purpose of determining if Temporary Instructions have been previously provided to the defendant and, if so, the content of those instructions.

- If the APS – SIND screen reveals that the defendant has received Temporary Instructions, and the defendant has reported to the office where directed, the SIT shall initiate the process of completing Permanent Instructions with the defendant.
- If the defendant has received Temporary Instructions, but has not reported to the office where directed, the SIT shall interview the defendant to ascertain why the previous instructions were not followed. For example, the SIT may determine that there are extenuating or other circumstances that prevent the defendant from reporting to the office where previously directed.
- If Temporary Instructions have not been provided to the defendant, the SIT shall interview the defendant to make a tentative determination as to the most appropriate Area Office where Permanent Instructions should be provided. In order to complete this determination, the defendant shall be requested to provide some form of identification and shall complete the address statement on the Temporary Instructions to Adult Probationers Form (copy attached).

The tentative determination of the appropriate Area Office where Permanent Instructions are to be provided shall be decided and based on the defendant's choice of convenience, which shall be consistent with either the defendant's stated residence address or the stated address of his or her place of employment. If the defendant claims to be "Homeless" or

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"Transient," the appropriate Area Office shall be determined based on the defendant's statement of convenience.

- In deciding where it is most appropriate to initiate paperwork for the PC1203.9 (Inter-County Transfer of Supervision) or PC11175 – PC11179 (Inter-State Compact Supervision) processes, good judgment and convenience to the defendant shall be the determining factor. In most cases those processes will occur in the Area Office where Permanent Instructions are completed.
- The SIT DPO shall explain and complete the Temporary Instructions to Adult Probationers with the defendant, answer questions as appropriate, and assure signatures are affixed on the Form. The details of the agreed upon Area Office for Permanent Instructions shall be documented in APS on the DCID (Chrono) screen and the note field on the APS – SIND screen. If necessary, the defendant shall be provided with a Map and directions for proceeding to another Area Office, which is available on ProbNet.
- The SIT shall ensure the APS – SIND screen is updated to indicate either Temporary or Permanent Instructions have been provided; and when appropriate, the APS – CNDD screen is properly updated to indicate the defendant's "walk-in" status (SE).
- If the defendant has been reinstated to probation, diversion, or DEJ, the SIT shall process the case to determine if modifications have been made on the court's order, and provide re-instruction on probation rules, as appropriate. If more than 90-days have elapsed since the defendant's probation status was revoked, the SIT shall assure the defendant is reassessed for 'ability-to-pay' the financial obligation.
- During the SIT verification processes, the DPO may determine that the probationer's residence or employment address requires or allows supervision to occur in another Area Office. When the SIT process has been completed and all appropriate data has been entered in APS, the case shall be assigned the appropriate caseload type and Area Office.

OUT OF COUNTY PROBATIONERS

The Area Office servicing the court that referred the case generally has supervision responsibility for cases in which the probationer resides outside of Los Angeles County.

If the probationer lives in an adjoining county, the defendant shall be offered the choice in deciding which area office will be most convenient to report to for the completion of Probation Instructions and the processing of the PC1203.9 Residence Verification request (reasonable requests made by any out of county probationer for services to occur in an

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area office that is more convenient should also be honored). Hence, when appropriate, the probationer may be provided with Temporary Instructions directing him or her to report to another area office.

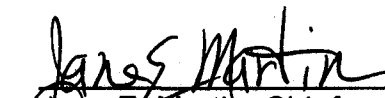
When an 'out of county' probationer has provided acceptable address verification the SIT shall schedule the probationer to meet with the Officer of the Day (OD) on the same date. The OD shall promptly initiate and prepare the required documents and make any necessary contacts in completing either the Inter State Compact or PC1203.9 (Inter County Transfer) process.

OFFICER OF THE DAY or SUPERVISION DPO

When a defendant/probationer seeks or requires assistance and/or a Clerical Support staff has directed a defendant to be seen by the Officer of the Day (OD), SDPO or Supervision DPO, the DPO/SDPO shall ensure prompt and attentive customer service is provided at the level of service outlined above. All contacts with and services provided to the defendant shall be appropriately documented in APS.

Any questions regarding this Directive are to be referred to Charles Rogers, Adult Consultant, at (562) 940-2525.


David M. Davies, Chief
Adult Field Services Bureau


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