

COUNTY OF LOS ANGELES
PROBATION DEPARTMENT

DIRECTIVE

No.:	1131
Issued:	5- 4 - 07
Post Until:	6 - 4 - 07

SUBJECT: AREA OFFICE CUSTOMER SERVICE

In accordance with the Probation Department's commitment to provide enhanced customer service to clients, victims, and the general public, the following guidelines have been established. The Probation Department customer service values shall include, but are not limited to the following:

- **RESPECT**: Take personal responsibility for treating employees, probationers, victims, and all others with respect and fairness in all interactions.
- **INTEGRITY**: To do the right things for the right reasons at all times.
- **DIVERSITY**: Appreciate the cultural differences of the communities we serve, and the values gained from having a workforce that respects vast diversity.

Along with these adopted core values, the following procedures for customer service delivery shall be established and implemented to heighten customer service awareness and practice within the County of Los Angeles Probation Department. The implementation of systematic procedures will ensure that clients, victims, and the general public receive timely and courteous service upon arrival to our area offices.

SERVICE DELIVERY TIMEFRAME:

- The Department's goal is to ensure that clients and visitors are serviced within 15 minutes of their scheduled appointment and within 30 minutes for unscheduled office visits.
- Clerical supervisors, Officer of the Day (O.D.), and Supervising Deputy Probation Officers (SDPOs) shall routinely monitor the area office lobby and the receptionist desk to ensure that clients and visitors are serviced within the prescribed time frames.

DEPUTY PROBATION OFFICER SHALL:

- Inform waiting clients/visitors, if there is an expected delay of more than 30 minutes.
- Provide clients with written confirmation of future appointments upon request.
- Document **all contacts** with clients and victims in the Adult Probation System (APS) or the Juvenile Case Management System (JCMS) whichever is applicable.
- Provide service to all clients, including those with unscheduled appointments (**Please refer to Directive 885**).

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

IN THE ABSENCE OF THE DEPUTY PROBATION OFFICER (DPO) OF RECORD, THE OFFICER OF THE DAY OR THE DESIGNATED VACATION PARTNER SHALL PROVIDE THE FOLLOWING SERVICES:

- Receive Reporting In Person documentation and update the APS Report In By Defendant Data (RPDD) screen and JCMS Record of Supervision (ROS) to reflect reporting compliance.
- Review the Trial Court Information System (TCIS) for conditions of probation and future court dates as needed.
- Review the APS Financial Data (FIND) screen for financial status.
- Provide Service referrals as needed.
- Schedule subsequent appointments for the DPO of record as needed.
- Advise clients of the process to call the SDPO should telephone calls and other services not be rendered within the outlined timeframes.

RECEPTIONIST SHALL:

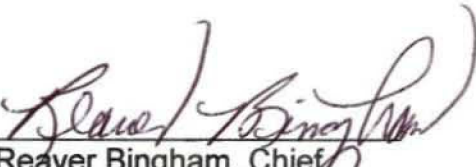
- Request the client identification upon arrival.
- Instruct all clients on to complete a Report-In-Person slip prior to being serviced by a DPO.
- Write the client contact information onto the Customer Service Log (CSL) to ensure log legibility.
- Request the client to provide the assigned DPO's name and time of the appointment.
- Promptly gather the requested client contact information and immediately alert the DPO of the client's arrival.
- Monitor all documented arrival and service times on the CSL.
- Immediately inform the responsible SDPO of client wait times exceeding 30 minutes.
- Immediately inform the Director or the Director's designee of client wait times exceeding 45 minutes.

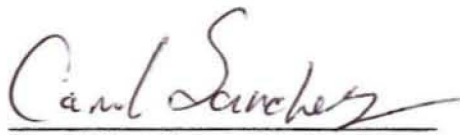
POSITIVE CUSTOMER SERVICE DELIVERY SHALL INCLUDE THE FOLLOWING:

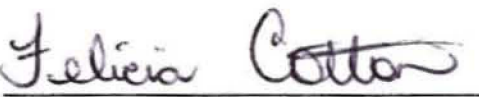
- Returning all calls from clients, victims, and the general public within 48 hours of notification of call (**Please refer to Directive 909**);
- Engaging clients, victims, and other public entities to resolve issues, answer questions, and provide information;
- Ensuring appropriate language services are provided;
- Providing information on other available services and resources.

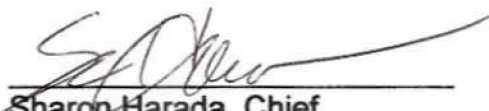
NOTE: Signs shall be visibly posted in the lobby of all area offices directing the client(s), victim(s), and general public to return to the reception desk should the wait time exceed 30 minutes. Suggestion boxes shall be visibly available in the lobby with forms for client(s), victim(s), and the general public to document their customer service delivery experience.

Questions concerning this Directive should be directed to the appropriate Bureau Consultant.


Reaver Bingham, Chief
Adult Field Services Bureau


Carol Sanchez, Chief
Placement Services Bureau


Felicia Cotton, Chief
Juvenile Special Services Bureau


Sharon Harada, Chief
Juvenile Field Services Bureau

LOS ANGELES COUNTY PROBATION DEPARTMENT

CUSTOMER SERVICE LOG (PRINT ALL ENTRIES)

	LAST NAME	FIRST NAME	DATE OF BIRTH	APPOINTMENT	SERVICING DPO	APPT TIME	ARRIVAL TIME	NOTIFICATION TIME	SERVICE TIME	COMMENTS
1.				☐ Yes ☐ No						
2.				☐ Yes ☐ No						
3.				☐ Yes ☐ No						
4.				☐ Yes ☐ No						
5.				☐ Yes ☐ No						
6.				☐ Yes ☐ No						
7.				☐ Yes ☐ No						
8.				☐ Yes ☐ No						
9.				☐ Yes ☐ No						
10.				☐ Yes ☐ No						
11.				☐ Yes ☐ No						
12.				☐ Yes ☐ No						
13.				☐ Yes ☐ No						
14.				☐ Yes ☐ No						
15.				☐ Yes ☐ No						

DATE: _____

JUVENILE O.D. _____

ADULT O.D. _____

PAGE No: _____

CUSTOMER SERVICE LOG LEGEND

SERVICING DPO- NAME OF DEPUTY PROBATION OFFICER PROVIDING SERVICE TO CLIENT
 APPOINTMENT TIME- TIME THE CLIENT WAS SCHEDULED BY PROBATION PERSONNEL
 ARRIVAL TIME- CLIENT'S ACTUAL ARRIVAL TIME TO THE AREA OFFICE
 NOTIFICATION TIME- TIME RECEPTIONIST NOTIFIES THE DEPUTY OF THE CLIENT 'S ARRIVAL
 SERVICE TIME- TIME DEPUTY PPOVIDES SERVICE TO THE CLIENT
 COMMENTS- RECEPTIONIST NOTES REFERENCING THE CUSTOMER SERVICE DELIVERY