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## Inter-Bureau Caseload Communications

### 410.1 PURPOSE:

To establish a standardized process for officers to communicate with each other regarding a youth's criminal history, family dynamics, past trauma, cognitive behavioral needs, and/or medical needs while they are detained in the Juvenile Detention and Assessment Center (JDAC).

### 410.2 GUIDELINES:

- A. This procedure does not apply to youth detained in a facility outside of San Bernardino County or youth detained in a county treatment facility.
- B. If a youth is re-assigned a CLC, the new CLC shall confirm the youth's PO was contacted and the applicable information has been received. If the information was not received, request the information as outlined in Section
- C. Communication between the assigned Probation Officer and Probation Corrections Officer will assist in developing case plan goals, treatment plans and ensure a collaborative approach is used to address the youth's needs.

### 410.3 RESPONSIBILITIES:

- I. Probation Corrections Officers (PCO)/Caseload Counselor (CLC):
  - A. Once a youth is assigned a CLC, the CLC shall:
    1. Contact the assigned Probation Officer (PO) within five (5) business days to establish communication regarding the youth's: criminal history, family dynamics, past trauma, cognitive behavioral needs, medical needs, and any other information that will aid in the completion of a case/treatment plan.
    2. Document each contact/attempted contact in Caseload Explorer (CE) under Collateral Contact.
    3. If the assigned PO does not respond within three (3) business days, notify the unit Probation Corrections Supervisor I (PCSI) and send a follow-up email to the PO and the Supervising Probation Officer (SPO).
    4. Notify the PO when a youth is the aggressor in a physical altercation.
    5. If a youth is having behavioral concerns, or there is an urgent concern, conference the case with the PCSI of the unit prior to contacting the youth's PO.
    6. If the youth does not have an assigned PO, email the SPO.
- II. Probation Corrections Supervisor I (PCSI):
  - A. Ensure PCOs adhere to the responsibilities outlined in Section I.
  - B. Ensure the youth's PO is contacted for urgent concerns that require immediate attention.

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#### III. Probation Officer (PO):

##### A. When a PCO makes initial contact, the PO shall:

1. Respond to the PCO's request within three (3) business days.
2. Inform the PCO of the youth's family dynamics, past trauma, cognitive behavioral needs, and/or medical needs or any information that may aid in the youth's adjustment to detention or assist in developing a case/treatment plan and document in CE under Collateral Contact.
3. PO or designee shall complete a minimum of one (1) face-to-face contact with the youth at the JDAC every fourteen (14) business days.
4. Document the completed face-to-face contact in CE.
5. PO or designee shall participate in Multi-Disciplinary Team meetings as necessary.

#### IV. Supervising Probation Officer (SPO):

##### A. Ensure POs adhere to the responsibilities outlined in Section III.

#### V. Juvenile Investigations Unit:

- A. The SPO will assign a PO within the unit to act as the liaison for all adult court youth detained in the JDAC.
- B. All requests will be routed through the liaison to establish consistency and to develop a rapport with the youth.
- C. The liaison will authorize visitations, and contact adult court youth every thirty (30) business days or upon the request of the youth.
- D. Follow the responsibilities outlined in Section III, numbers 2 and 5.