



**SAN MATEO COUNTY
PROBATION DEPARTMENT
INSTITUTIONS SERVICES MANUAL**

**ARTICLE 3
Training, Personnel, and Management
§1321**

Topic	Staffing
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Policy	
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Probation staff shall ensure that facilities are adequately staffed to maintain the safety and security of the facility, youth, staff, visitors, and the public and to ensure that youth receive mandated services.

1. The Superintendent or the authorized designee, shall ensure that a staffing plan conforming to the type, size, location and classification of youth committed to the facilities is prepared and maintained as described in the following section. The plan should detail all Institution personnel assignments, including work hours and weekly schedules, and should account for holidays, vacations, training schedules, military leave, sick time, and other atypical situations (15CCR 1321).

At a minimum, the staffing plan will include:

- a. Facility administration and supervision.
 - b. All facility programs, including programming, exercise, and recreation.
 - c. Post positions and assignment descriptions.
 - d. Staff break relief.
 - e. Staff-to-youth ratios.
 - f. Youth supervision.
 - g. A plan for shift relief.
 - h. Support services, including medical, food services, maintenance, and clerical.
 - i. Other facility-related functions such as escort and transportation of youth.
2. Probation management shall ensure that there are at all times adequate supervisory staff (ISMs, or Group Supervisors III or II) to monitor the activity in facilities.
 3. Only in emergency situations shall a unit, section, or facility be staffed solely by Group Supervisor I staff and/or Extra Help staff.

4. Probation management shall ensure that there is a youth supervision staff person on duty at all times and in each section or unit who has completed San Mateo County's Policy and Procedures and Defensive Tactics training, the state Juvenile Corrections Officer Core course, and training required by Penal Code §832.
5. Probation managers shall ensure that at least one youth supervision staff is on duty in a living unit with one or more youth.
6. Probation managers shall ensure that there are sufficient staff on duty to provide the following required services: nutritional monitoring; food services; food services management; clerical or administration; recreation; medical; dental; mental health; maintenance; transportation; and security.
7. The number of staff shall allow for continuous wide-awake supervision that meets the following staff to youth ratio:
 - a. Juvenile Hall: Waking hours – 1:10; Sleeping hours – 1:30; At least two youth supervision staff per unit during waking hours; At least one youth supervision staff of the same gender as youth under supervision.
 - b. Camps: Waking hours – 1:15; Sleeping hours – 1:30; At least two youth supervision staff during waking hours; At least one youth supervision staff of the same gender as youth under supervision.

In addition, the number of staff shall allow for continuous wide-awake supervision that meets the following requirements:

- c. At least two youth supervision staff shall be on duty at all times.
- d. At least one youth supervision staff of the same gender shall be on duty at all times.
- e. Personnel who are not trained as youth supervision staff shall not be counted in the staff to youth ratio for the purpose of youth supervision. Personnel with primary responsibility for other duties such as administration, supervision of personnel, academic or trade instruction, clerical, kitchen, gardening, farm or forestry and maintenance shall not be classified as youth supervision staff positions.
- f. Audio and/or video monitoring shall not be substituted for staff presence on a unit or section.
- g. No services shall be denied because of insufficient numbers of staff on duty, except in the case of an emergency.

See Procedures Manual on Staffing for further information.