



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

**Institutions Services Manager**

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**Procedure**

**Institutions Services Manager (ISM) for Youth Services Center (YSC) and Camp Kemp Housing ISM Officer of the Day (ISM-OD)**

**PURPOSE AND SCOPE**

This policy provides general guidance regarding the ISM-OD duties.

**ISM-OD AREAS OF RESPONSIBILITY**

- a. Security overall
- b. Admissions
- c. STC Training Rooms
- d. Control
- e. Court Holding
- f. Health Services
- g. School Watch staffing
- h. Transportation
- i. Visiting
- j. Interacting with outside agencies
- k. Internal non group movement and recreation movements
- l. Enforcement of Policy and Procedure
- m. Monitor accurate shift records
- n. Helps to create an environment for treatment
- o. Control and care for youth
- p. Assumes specialized tasks as collateral duties as assigned by the Juvenile Hall Director
- q. Signs off on Incident / Informational Reports
- r. Trouble shoot all YSC issues through the shift while you are on duty, go up the Chain of Command as necessary.
- s. Submits end of the shift Report to the next ISM OD, only ONE (1) OD Report submitted at the end of the day.

**The Admissions ISM duties:**

- a. ISM-OD on Saturday / Sunday / Holidays – monitor Probable Cause (PCD's), ensure the judge submits to Admissions on time before the PCD expires
- b. Monitor Movements and Issues with:

- Court Holding
  - Nurse Call
  - Sign Off on All Transportation Forms
- c. Assess Central Control:
- Check Cameras
  - Control Staffing
  - Perimeter Checks

An ISM-OD may provide relief to the ISM-Housing. The Institution Services Manager- Officer of the Day (ISM-OD) and the Institution Services Manager- Housing (ISM- Housing) also have collateral duties such as:

- a. Line Ups
- b. Institutional and / or Unit Searches
- c. Outside Provider Programming
- d. Training / Emergency Drills
- e. Volunteer Coordinator
- f. Or other duties assigned by the Juvenile Hall Director

The ISM-Housing manages the day to day operations in the Housing Units including:

- a. Supervision of Housing Staff
- b. Enforcement of Policy and Procedures
- c. Assumes specialized tasks as collateral duties as assigned by the Juvenile Hall Director
- d. Maintains accurate up to date records and stats of the Juvenile Hall youth
- e. Ensures treatment for youth in custody such as Medical concerns or proper programming)
- f. Control and Care of youth
- g. Check and approve your staff Time Cards on time, report any necessary questions and concerns to Personnel Staff

Compliance Officer for the Youth Services Department also have collateral duties such as but not limited to:

- a. Designated as the Title 15 and Title 8 Officer for the Youth Services Center
- b. Post Order and Policy Updates
- c. Conducts Quarterly Safety Hazards Inspections
- d. Conducts Monthly AED/ Facility Inspections (or designee)
- e. Lead Manager for YSC Inspections
- f. Lead New Employee Onboarding Sworn and Non- Sworn Staff
- g. Collect and Audit Post Orders for YSC, Camp Kemp, Camp Glenwood

### **ISM-OD MORNING ROUTINE**

- a. ISM-OD ready to document necessary items (time of incidents, etc.) throughout shift to properly document into your OD Shift Report

- b. Attend and receive Mystery Sheet, shift exchange with Graveyard ISM-OD.
- c. Check count and staffing
- d. AM ISM OD has main responsibility of deploying staff/ filling shift coverage (AM/ PM/ GY)
- e. Account for ISM-OD keys in Admissions and Security Lock Box next to Superintendent Office
- f. Review Money Log in file safe and either advise Institutions Secretary of money in the safe or document and deliver money to accounting. (Monday through Friday)
- g. Check Court Disposition sheet for Graveyard completed conversions
- h. Check mail; ISM Box
- i. Check PREA Hot Line in Administrative Office
- j. Check Grievance Box
- k. Check, complete and note CLETS check on schedule releases
- l. ISM-OD completes middle edit in Clients release clearance on PIMS
- m. Check Extra Help packs and Document
- n. Complete Radio Check
- o. Complete and review phone messages
- p. Check and respond to emails
- q. Start completing items of priority; staffing issues, Day off Requests, etc.
- r. Review PIMS population summary such as:
  - Short Terms
  - Fingerprints
  - DNA
  - Pictures
  - Population Deployment
- s. Complete PIMS Residential Head Count:
  - Meal Counts (AM / Breakfast and Lunch) (PM / Dinner)
  - Unusual activities
  - Perimeter Check
- t. Graveyard ISM completes meal count and emails to Dietary Start OD Shift Report summary
- u. Deal with any issues:
  - Dietary
  - Housekeeping
  - Medical
  - School Department
- v. Monitoring School Department Movements:
  - Before School starts
  - Break / Lunch time
  - Returning to School
  - End of School

- Staffing
- w. Conduct and Document in OD Shift Report:
- Perimeter Check
  - Housing Check
  - Check and Sign Off on approve Bookings/ Intakes and Releases
  - PM Briefing
- x. ISM-OD on Sunday ensure the Church is set up before the volunteers arrive
- y. Fill out Unscheduled Absence Request Form for staff calling in Sick, Late, or No Show. Place copy in assigned ISM mail box located in OD office in Admissions. ISM completes Adjustment to Mystery Sheet Log.

### **ISM-OD PM ROUTINE**

Repeat AM relevant routines above.

### **ISM- OD GRAVEYARD ROUTINE**

- a. ISM-OD ready to document necessary items (time of incidents, etc.) throughout shift to properly document into your OD Shift Report
- b. Attend and receive Mystery Sheet, shift exchange with PM Shift ISM-OD.
- c. Check count, staffing and deploy staff
- d. Account for ISM-OD keys in Admissions and Security Lock Box next to Superintendent Office
- e. Review Money Log in file safe and advise Institutions Secretary of money in your OD Shift Report
- f. Check Extra Help packs and Document
- g. Conduct radio check
- h. On court days; check the Disposition sheets and ensure the Conversions are completed
- i. Confirm and document count after midnight for the new day:
  - § PIMS Population
  - § TALLEY Sheet
  - § Unit Counts
- j. Review and ensure that the Daily Statistical forms are completed:
  - Daily BSCC Survey Information sheet
  - Juvenile Hall Population Log
- k. ISM Compliance Officer receives:
  - Every 15th of the Month the 5:00am PIMS Population Report
  - End of the Month completed Population Log
  - End of the Month completed BSCC Survey Information sheet

- l. At the completion of the month, the YSC Monthly Talley is submitted to the Juvenile Secretary and the ISM Compliance Officer.
- m. ISM –OD completes CLETS check procedure for the following AM scheduled
- n. Check mail; ISM Box
- o. Complete and review phone messages
- p. Check and respond to emails
- q. Start completing items of priority; staffing issues, Day off Requests, etc.
- r. Start OD Shift Report summary
- s. Conduct and Document in OD Shift Report:
  - Perimeter Check
  - Housing Check
  - Check and approve Bookings/ Intakes and Releases
  - AM Briefing
- t. Ensure new day populations are written on daily Mystery Sheet, printed, distributed and placed in proper areas. Provide the AM shift their new Mystery Sheets for the unit.
- u. Brief the AM ISM-OD at Briefing and hand off Mystery Sheet to AM ISM-OD.

## **BRIEFINGS**

The outgoing and oncoming ISM-OD conduct shift briefing, completes roll call, review expectations, assess events of prior shifts, ask questions, and/ or voice any concerns, assigns staff changes and issue items to extra help staff.

Before shift starts takes into consideration:

- a. Daily schedule
- b. Program schedule including special events
- c. Review Policy and Procedure changes
- d. Resolve dispute of items that are missing at Post briefing
- e. Searching for items
- f. Finds replacement for items

The ISM-OD briefs the oncoming ISM-OD of any significant or unusual events which require further monitoring. The oncoming ISM-OD documents the occurrence and content if any in their OD Shift Reports.

AM ISM-OD reviews the Unit Rosters, advises the Juvenile Hall Superintendent if the total number of youth in a Housing Unit is near or at capacity, determines the feasibility of Housing transfers and reports all incidents.

## **COUNTS**

At the beginning of each shift, the ISM-OD gathers opening count and closing count from the Admissions Staff, investigates any discrepancies, takes necessary action and documents the count

For their OD Shift Report.

### **RADIOS AND EQUIPMENT**

At the beginning of each shift; ISM-OD ensures they have a working radio and their county issued cell phone on their persons.

Ensures each unit CaseloadPRO smart badge is accounted and working

### **PROBABLE CAUSE (PCD)**

Probable causes (PCD) are required on all booking from Wednesday thru Sunday. The arresting officer should not leave without completing one. Youth Services Center (YSC) admission staff handles all PCD to the Judge booking after 1:00 PM on Fridays. Bookings before 1:00 PM will be handled by Assessment Center. Youth booked in the hall solely on a warrant does not require a PCD. The DPO must:

- a. Provide the original PC to the Court Officer.
- b. Once the Court Officer gets the PC sign by the judge, the Court Officer will provide the Court Clerk's Office the original. The Court Officer will provide a copy to the following:
  - District Attorney (VERY IMPORTANT)
  - Deputy Probation Officer

### **THINGS TO CONSIDER WHEN ACCEPTING A BOOKING INTO YSC**

See Policy and Procedures Manual on Admittance procedures for further information.

Make sure the JCR contains the following information:

- a. Allow the youth Attorney phone call
- b. Correct spelling, DOB, and address of the youth
- c. Police Report Number
- d. An adult name, telephone number and their relationship to the youth
- e. A listed charge/ violation with corresponding code (Penal, H&S...)
- f. Date and time of offense and arrest
- g. Agency who arrested the youth
- h. Co-companions / defendants names
- i. Victim contact information
- j. The box (the #3) is marked ACTION

### **RELEASES**

See Policy and Procedures Manual on Release Procedures for further information.

ISM-OD shall:

- a. Review the admissions paperwork for Release
- b. Complete a California Law Enforcement Telecommunications System (CLETS) check
- c. Sign and date release approval from ISM-OD
- d. Acting ISM-OD call the Sheriff's (650) 599-1756 for Warrants Clearance

## **BOOKINGS**

Weekends as OD- Find out who is on-call Intake DPO Officer or Supervisor if OD has a question

NO 300 Youth – Youth not on Probation contact Receiving Home for RUN AWAYS YOUTH “NO CRIME” EXT 5320

Out-of-State Runaway - Any Youth taken into custody, who is confirmed to be an out-of-state runaway, will be booked into the facility pursuant to Section 207 of the Welfare and Institutions Code as a 601 WIC “Status Offender.” Youth will be housed separately from 602 youth and will not be permitted to come in or remain in contact with any 602 youth.

Under the influence – Past 12 -14 hours youth has youth used alcohol or drugs. If Yes, Police Officer needs to take youth to CHOPE Hospital. Can't accept youth if visual impaired, smell of alcohol or drugs

Search – Admissions staff can conduct a visual search on a youth that is charged with a Felony and based on the youth Search and Seizure for probation. Clothing search for all others that are not Felony bookings.

New Booking – You will need the JCR /PCD / Pre-Booking form / and Juvenile Detention Disposition report.

**\*\*If the YOUTH is not a WARD of probation – DO NOT accept if the charge has no custody time.**

List of infractions/misdemeanor offenses that carries no custody time:

- a. 25662 B&P (Youth in possession of alcohol)
- b. 11357 (b) H&S (Possession of less than an ounce of Marijuana)
- c. 11357 (e) H&S (Possession of less than an ounce of Marijuana at school grounds) (second sustained offense only has 10 days only- however; DA would most likely reject this)
- d. **23222 (b) VC (Possession of less than an ounce of marijuana in vehicle)**
- e. **\*\*Monday-Friday call Assessment for any youth who are not currently on probation or who have been terminated for over 90 days.**

PD fills out forms – Juvenile Detention Form, JCR and PCD

JCR Form - Make sure "Action" (box #3) is checked off -double check charges for custody, confinement and or imprisonment time and date

Out of County WARRANT – Youth that have an out of county warrant, contact Probation Department for active warrant, County sends something in writing for courtesy hold and promise to pick up youth within 7 days?

Juvenile Warrant for youth 18 and above - If on Juvenile probation, Admissions will accept booking if there is a Juvenile Warrant. If new adult charge pending they will be denied and advised to go to the County Jail.

### **SPECIFIC ISM-OD CAMP KEMP DUTIES**

In the absence of the ISM:

- a. Oversees the Camp Kemp Facility providing efficient operation
- b. Serves as Camp Kemp Facility Officer of the Day
- c. Provides supervision and coordination of the various daily activities and programs
- d. Directs and delegates work of other staff
- e. Ensures Safety Checks have been completely satisfactory
- f. Schedules shifts, and extra-help assignments if staff call-in
- g. Train subordinate staff
- h. Communicate with Service Providers and schedule plan programming
- i. Coordinate and approve youth movements, appointments and passes
- j. Sign-Off any Incident / Informational reports
- k. Facilitate weekly Multi-Disciplinary Team Meetings
- l. Attend RRB or any other program logistical meetings
- m. Respond and deal with parents and public if any problems arise and demand immediate attention
- n. Respond in crisis Incidents and Situations
- o. Perimeter Checks

When issues of detention, medical and mental health services require discussion, clarification or response.

- a. Consult with:
  - Probation Officers
  - Courts
  - Medical
  - Mental Health
  - YSC