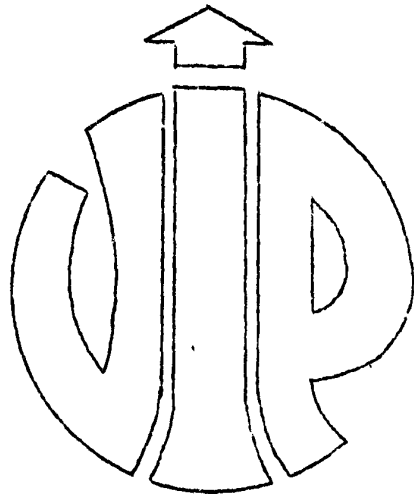


VOLUNTEERS IN PROBATION



A NEW DIRECTION

63041

VIP HANDBOOK
TABLE OF CONTENTS

NCJRS

AUG 14 1979

ACQUISITIONS

Welcome Letter

Community Services Staff/Office Directory

Guidelines to a One-to-One Assignment

Guidelines regarding transportation and supervision
of probationers by volunteers

Introduction (Brief Overview of the Juvenile Justice
System)

Juvenile Justice System (Flow Chart)

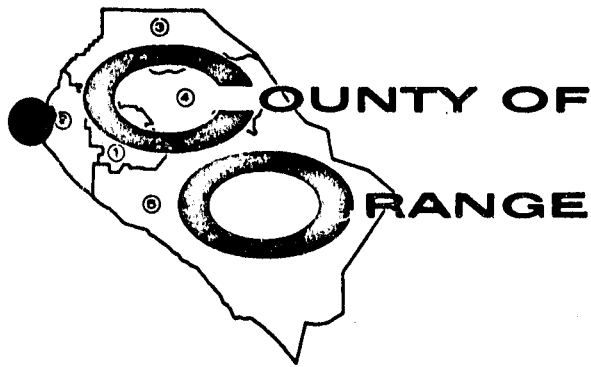
Types of Hearings

Glossary of Terms

Orange County Probation Department

The Role of the Probation Officer

Free and Inexpensive Places to go and Things to See
in Orange County



MICHAEL A. SCHUMACHER, Ph.D.
Chief Probation Officer
TELEPHONE: (714) 634-7511

301 THE CITY DRIVE
ORANGE, CA

MAILING ADDRESS:
P. O. BOX 10260
SANTA ANA, CA 92711

PROBATION DEPARTMENT

Dear Volunteer in Probation:

We are pleased to welcome you as an official "Volunteer in Probation" (VIP). Please sign the enclosed Volunteer in Probation Identification card and retain it carefully with your other identification papers. Our identification cards are color-coded and renewable yearly. Your card is issued for a field services assignment and cannot be used to gain entrance to any of the juvenile institutions. If your assigned probationer should be detained at one of the institutions, arrangements can be made for you to visit by contacting the deputy probation officer assigned.

Along with your identification card, we have prepared a VIP Handbook designed to provide you with information relative to the services of the Probation Department, definitions for criminal justice terminology, specific guidelines to a one-to-one assignment, the role of the Probation Officer, and various other informational data. Please remember this information is designed to serve as a general guide. The deputy probation officer is ultimately responsible for the welfare and rehabilitation of the probationer and will therefore be your immediate link with more specific role responsibilities.

We look forward to your involvement as a Volunteer in Probation. You are embarking on a challenging task; a task which we hope you will find most rewarding. Please contact the Community Services Unit by telephoning (634-7245) if you have any questions or suggestions relative to our program. Lastly, we would appreciate your timely completion of the "Report of Volunteer Hours" at the end of each month.

Sincerely,

William Martin, Jr.
William Martin, Jr.

Community Services Coordinator

COMMUNITY SERVICES
STAFF/OFFICE DIRECTORY

Barbara Maycock - Supervisor 634-7908
Secretary 634-7260
Barbara Shirley - Community Services Coordinator 634-7325
(Institutions)
Bill Martin - Community Services Coordinator 634-7245
(Field Services)
Lois Riggs - Community Resource Coordinator 634-7406
(West/South Orange County)
Marie Kelly - Community Resource Coordinator 634-7351
(North/Central Orange County)
Joan Peace - Community Resource Coordinator 634-7484
(Residential Placement Facilities)

PROBATION DEPT. CENTERS

Main Office Building
301 City Drive South
Orange, CA 92668
Phone: 634-7511

Harbor Area Community Services Center
567 W. 18th Street
Costa Mesa, CA 92627
Phone: 646-3981

Santa Ana Community Services Center
2020 W. Walnut
Santa Ana, CA 92703
Phone: 834-6474

North County Community Services Center
1147 North Lemon
Anaheim, CA 92801
Phone: 956-5880

West County Community Services Center
14180 Beach Blvd.
Westminster, CA 92683
Phone: 894-9837

GUIDELINES TO A ONE-TO-ONE ASSIGNMENT

Skill in working with individuals comes after much time is spent, and can result in helpful and greater enhancing relationships. In the learning process, there must be a step-by-step learning, through observation, and trial and error.

Consider the following suggestions. When they are followed, volunteers are satisfied with their work, probation officers respect volunteers, and most importantly, clients benefit:

Before Meeting with the Client:

1. Meet with the probation officer in person, prior to meeting the client, so that you can obtain pertinent background information.
2. Be certain you understand why the DPO has requested a volunteer, and what he expects the volunteer to do. If you are not clear about his expectations, or do not feel you can meet them, tell him so.
3. If you are uncomfortable about your initial contact with your client, discuss this with the DPO and talk about various approaches.
4. Make a formal agreement with the DPO about how and when you will maintain contact with him. Where possible, there should be at least one "in person" contact with the DPO each month, as well as one or two phone contacts. Be sure to continually discuss case goals with the DPO so that you are working as a team and not independently.
5. If you are ever uncomfortable with the way things are going, or if you feel the DPO is not providing you with adequate supervision or direction, make an appointment to talk about it.

Working with a Client:

1. What you need to know about the probationer will vary with each case. The probation officer will familiarize you with the probationer's background, the nature of the offense, and the conditions of his probation, where appropriate. Remember, as a volunteer, you are operating within the framework of the Probation Department.
2. Observe confidentiality of information. Whatever you know about a probationer is, under no circumstances, to be divulged to others at social gatherings, etc. This is a "MUST"!
3. Become acquainted with other members of your probationer's family, though keeping your allegiance to your client.

4. Don't rush it. As the relationship develops, you can encourage the probationer to think about himself, his actions, goals, etc., and from the knowledge, plan together more constructive activities.
5. During initial contacts, assume the role of a good listener in order to gain a better understanding of your client. Don't be naive, or an all-believing listener. Check the facts whenever you can.
6. Keep in contact with the probationer. Be prepared to invest some time. We recommend at least one visit every week. Occasional contacts often fail to build the kind of relationship which is truly meaningful.
7. Try to understand your probationer's behavior so that it can be accepted without undue anxiety on your part. Be supportive, encouraging - but firm.
8. Be non-judgmental - display warmth and a friendly attitude. Refrain from condemnation, particularly at first.
9. Patience - don't expect overnight miracles. Even if slow progress is visible, there may be frequent setbacks.
10. Be ready for such setbacks and be able to deal with your own disappointments and frustrations.
11. Avoid being "caught in the middle". You can help the probationer see his world as it really is, but be careful not to get "caught" between the probationer and his family, or the probationer and his probation officer. Often, the probationer will try to get you to "take sides" in a difference of opinion between him and his family, or his probation officer. YOU might be tempted to do this in order to be a "nice guy". What often happens is that the probationer will begin to "use" you in conflict situations.
12. Never make a promise or proposal unless you have thought it through first and are willing to follow through.
13. Don't let the probationer down, even in apparently small things, like showing up for appointments. This is critical!
14. Communication - talk to the probationer on his level.
15. Don't expect explicit thanks and gratitude - either from the probationer or the parents. Your rewards are most likely to be indirect and subtle.

Working with the Probation Officer

In order to be most effective in helping a client, the volunteer and the Probation Officer will need to function as a team, with the Probation Officer as the team leader. There might be overlapping areas of concern; however, the Probation Officer is ultimately responsible for all case decisions.

1. Upon observance of any problems arising, speak with the probation officer as soon as possible. The probation officer will discuss with you what action should be taken, if any. The Role of the Volunteer is to assist the probationer through a "supportive", non-authoritative role.
2. Reporting violations of law and infractions of the rules to the probation officer is a MUST! The probation officer is charged with the responsibility of taking any corrective action needed.
3. The reporting of volunteer hours should be completed in a timely manner at the end of each month and forwarded to the Community Coordinator. After tabulation of data, the report will be forwarded to each respective Deputy Probation Officer.

TRANSPORTATION AND SUPERVISION OF CLIENTS BY VOLUNTEERS IN PROBATION

AUTHORITY: Administrative Directive

RESCINDS: Manual Item Number 0502-8-102, dated 1-31-75

PURPOSE: The purpose of this manual item is to provide staff with guidelines regarding transportation and supervision of probationers by VIP's involved in field activities (ball games, recreational outings, etc.).

I. Transportation of Clients by Volunteers:

- A. Volunteers in Probation** are authorized to transport clients if they have demonstrated a safe driving record and their automobile liability insurance meets the state minimum public liability coverage as detailed on the "Volunteers in Probation application (Form #F0502-8051-6)". It should be noted volunteers are not compensated for expenses incurred. Volunteers in Probation are not authorized to drive county vehicles.
- B. Transportation out of County:** Clients are not to be taken out of Orange County without special permission from supervisory staff. If, after approval is granted, a signed consent for emergency medical treatment should accompany the client and VIP.

II. Supervision of Clients by VIPs During Field Outings:

Volunteers in Probation are to maintain effective management of clients during field outings. A ratio of one Volunteer to four probationers is to be maintained during all outings. Prior to all field outings, VIPs are to structure their assigned probationer, preferably in the presence of a parent or guardian. Should a probationer's behavior become unruly, and reasonable directions to conform are not obeyed, the VIP is to discontinue the event and return the minor to his home; notify and discuss the situation with the parents/guardians and notify the assigned staff member on the following work day. VIPs are not to become involved in disciplinary action or corporal punishment.

III. Emergency Situations:

In the event of an emergency situation, or injury to a probationer, notify the probationer's parent immediately. Decisions regarding what should be done is left with the parents. Record the circumstances surrounding the incident, and proceed as directed by the parent. In the event a parent or guardian cannot be contacted, contact should be made with the assigned staff member by calling 634-7411. In extreme emergency situations, volunteers should first call the authorities (Police and/or fire) and then call parents and the staff member.

IV. Runaways:

Should a client runaway during an outing, the local police and the parent/guardian are to be notified immediately. The staff member should also be notified regarding the occurrence immediately. Volunteers should not transport a client on any field activity if it appears a minor is contemplating a runaway, (evidence of discord and threats of runaway). If appropriate, the VIP can attempt to counsel with the client relative to preventing a runaway, however, no physical force of any nature is to be used in detaining a minor.

INTRODUCTION:

The following information is presented as a brief overview of the Juvenile Justice System. Included in this presentation are definitions of common Juvenile Justice Terminology. It should be noted the information is presented in an operational, rather than legal or technical, manner. It is also pointed out that this information is designed to serve as general, not specific, data relative to Juvenile Court law. More specific information can be found in the Welfare and Institutional Code, The State of California.

Purpose of Juvenile Court Law: (often cited as the "Arnold Kennick Juvenile Court Law"). Ref. Paragraph #202, Welfare and Institutions Code.

"(a) The purpose of this chapter is to secure for each minor under the jurisdiction of the juvenile court such care and guidance, preferably in his own home, as will serve the spiritual, emotional, mental, and physical welfare of the minor and the best interests of the state; to protect the public from criminal conduct by minors; to impose on the minor a sense of responsibility for his own acts; to preserve and strengthen the minor's family ties whenever possible, removing him from the custody of his parents only when necessary for his welfare or for the safety and protection of the public; and, when the minor is removed from his own family, to secure for him custody, care, and discipline as nearly as possible equivalent to that which should have been given by his parents. This chapter shall be liberally construed to carry out these purposes.

"(b) The purpose of this chapter also includes the protection of the public from the consequences of criminal activity, and to such purpose probation officers, peace officers, and juvenile courts shall take into account such protection of the public in their determinations under this chapter."

Juvenile Court: The Juvenile Court is a branch of the Superior Court. Presiding over the activities of the Juvenile Court is a Superior Court Judge. All minors under 18 years of age who come within the provisions of Sections 300, 601 or 602 of the Juvenile Court Law, come under the jurisdiction of the Juvenile Court. The proceedings are considered civil in nature, and to protect the confidentiality of the proceedings, the general public is excluded. Even though proceedings within the Juvenile Court are not considered criminal, the court provides all minors most of the constitutional rights present in adult criminal proceedings. These include the

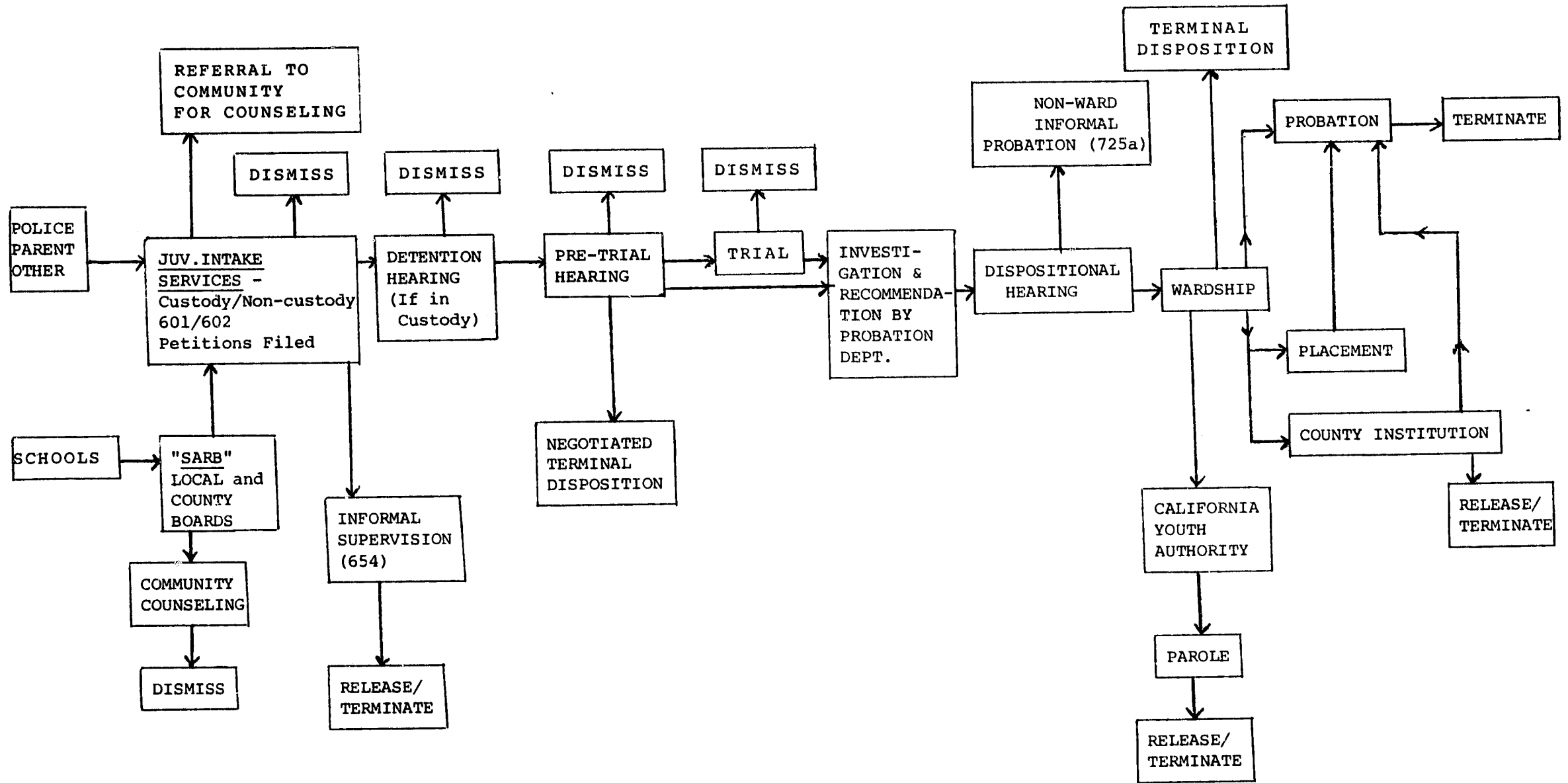
right to an attorney at all stages of the proceedings, the right to a trial with an opportunity to confront and cross-examine any witness, and the right against self-incrimination. Minors, under the jurisdiction of the Juvenile Court law, do not have the right to bail or a jury trial.

The Juvenile Court Judge and Referees: The Juvenile Court is presided over by a Superior Court Judge appointed by the Presiding Judge of the Superior Court, County of Orange. Generally, the Juvenile Court Judge serves in the capacity for a period of two years. As needed, the Presiding Judge of the Juvenile Court can appoint Juvenile Court Referees to assist him in hearing Juvenile matters. The Qualifications and Statutes regarding Referees is contained in Section 247 and 248 of the W & I Code. Each Referee is charged with the same powers as the Juvenile Court Judge in hearing these matters; however, Section 248 of the W & I Code requires a "Right of Review" by the Juvenile Court Judge.

The Probation Officer: Section 270 and 271 of the W & I Code provides for the appointment of the County Probation Officer, Assistant Probation Officers, and Deputy Probation Officers. More specific information relative to the responsibilities of probation officers is contained in other sections of this packet.

Entry into The Juvenile Court System: Various Law Enforcement agencies are charged with enforcing the existing codes and laws of our cities, county, and state. When a minor violates one of these laws or codes and is apprehended by a law enforcement agency, a formal entry into the Juvenile Justice System is initiated. It should be noted that not all of these arrestees are referred to the Juvenile Court. Many are "diverted" into various county and private community agencies for rehabilitation assistance. This "discretionary power" (of arrest, diversion or formal entry into the Juvenile Justice System) is granted all peace officers under the statutes of California Law. The following flow chart represents the 602 Juvenile Court Justice process.

JUVENILE JUSTICE SYSTEM



TYPES OF HEARINGS

DETENTION HEARING

Determines if a minor should be detained pending further court action. At this hearing, the probation officer presents the court with the circumstances which bring the minor to court, and presents a recommendation, with legal basis under section 628 W&I Code relative to detention.

PRE-TRIAL HEARING

Serves as a preliminary hearing wherein all minors are advised (formally) of the allegations and constitutional rights provided under law. This hearing also provides for acceptance of pleas and motions. The Pre-Trial hearing also offers the defense attorney and the District Attorney an opportunity to formally discuss the case to determine if they can resolve without a jurisdictional hearing.

JURISDICTIONAL HEARING (Trial)

Provides the opportunity for trial on all contested matters. Determinations as to the allegations of the Juvenile Court Petition are made which meet the legal standard of proof as true. If not, termination or dismissal occurs.

SUITABILITY HEARING (707 W&I)

Commonly referred to as the "Remand" Hearing. This hearing determines which court, Adult or Juvenile, is most appropriate for the individual. The Court makes this judgment after considering the Probation Officer's report and conditions. Minors between the ages of 16 and 18 years may be certified for prosecution as an adult.

DISPOSITIONAL HEARING

The dispositional hearing is held in order to determine the most beneficial and appropriate course of action which will aid the minor in becoming a law abiding citizen and meet the protection of the community. A formal, written dispositional report is prepared and presented by the probation department which presents an examination of the offense, a social history, statements of concerned parties (including the victim) and an evaluation and recommendation as to what course of action should be taken.

15-DAY REVIEW HEARING

In order to insure that all efforts are being made to effect the Court Order, each 15 days after the Dispositional Order for commitment, a hearing is held if a minor has not been transported to the commitment facility.

ANNUAL REVIEW HEARING

This hearing is conducted to assure that a dependent child has not remained separated from his parents unnecessarily and that the minor's care is appropriate. The Department of Social Services submits a report of the pertinent information on all dependency matters.

FINANCIAL HEARING

This hearing is conducted by the Juvenile Court when the financial investigator and parents cannot agree about the amount of reimbursement for legal service or for lodging of the minor.

TRANSFER HEARING (in and out)

This hearing is held when a ward moves from one California county to another. A written report is prepared and submitted to the Court with information regarding legal residence and conditions of probation.

GLOSSARY OF TERMS

APPLICATION FOR PETITION: (653 W&I code) The affidavit which is used to request the Probation Officer or District Attorney to take formal action in a minor's behalf as a result of an alleged offense.

ATTORNEY: A person educated in law and licensed by the State to represent suitors and defendants in legal proceedings.

CALIFORNIA YOUTH AUTHORITY: An agency of State government charged with the care, training and treatment of the more violent and "hard-core" offender. The emphasis of the CYA is on protection of society through training and treatment in these State Institutions for young people.

COMMITMENT: An order of the Court requiring that a person reside in a residential facility.

CONDITIONAL RELEASE INTENSIVE SUPERVISION PROGRAM (CRISP): A Probation Program which provides intensive "home supervision" of minors conditionally released from Juvenile Hall pending further court hearing. Violations of CRISP conditions usually result in continued detention at Juvenile Hall.

CONFIDENTIALITY: The requirement of State law that the privacy and confidentiality of information regarding a minor, his/her family resulting from law enforcement contact, probation involvement or Juvenile Court process, be protected.

CONTESTED: To oppose or dispute the case of the plaintiff - to challenge, to defend, as a suit or other proceeding. The plaintiff is usually the District Attorney, who represents the people.

COUNTY INSTITUTIONS: Provide residential care for those in temporary detention. Also, long and short term care of delinquent and dependent juveniles subject to or under Juvenile Court jurisdiction. Each County in the State is, by law, mandated to provide such facilities.

CRISIS RESOLUTION HOME: (under 654 W&I code) These community homes are designed to provide for immediate crisis resolution (approximately 20 days). Diversion orientated.

CUSTODY: The immediate charge and control exercised by a person in authority over another person.

DELINQUENT: (602) The juvenile who violates the laws of the State, the United States, or any city or county, or who fails to obey a Court Order.

DEPENDENT CHILD: (300) A juvenile determined by the Court to have inadequate parental care or control, whose home is unfit due to neglect, cruelty or depravity of his parents.

DETENTION: When a minor is taken into temporary custody and held while a deputy probation officer investigates the circumstances of the minor and the facts surrounding his being taken into custody.

DISMISSED: A judgment of "Dismissed," without qualifying words indicating a right to take further proceedings, is presumed to be dismissed on the merits.

DISTRICT ATTORNEY: An attorney who has been elected to represent the people of the State in criminal cases. Deputy District Attorneys are present at most Juvenile Court procedures (at all 602 hearings).

DIVERSION: Special programs designed to handle minors with problems; designed to be an alternative to involving them in the juvenile justice system (including law violations).

FINDINGS: The result of the deliberations of the court (guilt/innocence).

GROUP HOMES: Homes licensed by the State Department of Health which are established to provide institutional services to usually 6-10 minors at a time who may be wards of the Juvenile Court, or access thereto may be gained by voluntary request of the minor and his parents.

INFORMAL PROBATION: (725a W&I) If the court has found the minor is a person described in Section 601 or 602, it may, without adjudging said minor a ward of the court, place the minor on probation under supervision of a Probation Officer for a period not to exceed six months.

INFORMAL SUPERVISION: (654 W&I) The Probation Officer can provide supervision of a minor for no more than six months, in lieu of filing a petition to declare the minor a dependent child or ward of the court in an attempt to adjust the situation which brings the minor within the jurisdiction of the court or creates the probability that he will soon be within the jurisdiction.

INTERVENTION: A term used to describe a process whereby modification of a juvenile's behavior is sought to prevent him from continuing development of patterns which could lead to more delinquent behavior.

JUVENILE: Any minor who has not reached 18 years of age.

JUVENILE COURT REPORT: (Known as the Social Study or Probation Officer's Report) An official statement of facts and observations made to the Juvenile Court concerning the juvenile involved. Pertinent information is presented relative to the offense, background, prior contacts, family history, victim's statements, etc. The Probation officer also presents an evaluation and recommendation as to disposition.

JUVENILE INTAKE: (653 W&I) A legal process to bring a minor before the Juvenile Court by means of an application for petition.

This process either occurs through Juvenile Custody Intake, (minor physically in custody at Juvenile Hall) or through Juvenile Non-Custody Intake (mail-in applications for Petition).

MIRANDA RIGHTS: The rights possessed by a person accused of a crime as defined by a U.S. Supreme Court decision. (Right to remain silent, have an attorney present for questioning, right to consult with an attorney, etc.).

NEGOTIATED TERMINAL DISPOSITION: Sometimes in the interest of justice and both parties, the juvenile court matter is diverted from the usual process and a "terminal type" disposition is made. Example: A judgment for findings, wardship and a commitment to an institution for perhaps 30 days.

PAROLE: A conditional release; condition being that, if prisoner makes good, he will receive an absolute discharge from balance of sentence, but, if he does not, he will be returned to serve unexpired time.

PENAL CODE: One of many compilations of State codes. This relates to crime/law related activity. Also lists the various law violations, definitions and the punishments attached.

PETITION: A legal document filed by the District Attorney or the Probation Officer for the purpose of initiating the Juvenile Court process on behalf of a juvenile.

PLACEMENT: Arranging for a child to live in a residence other than that of his parents, either by consent of the parents and minor, or by order of the Court.

PRE-PLEA REPORT: Comparable to a Juvenile Court Report, however, as the title suggests, a guilty-plea has not been entered. Basically designed to present a better picture of the problem behavior prior to admitting guilt.

PREPONDERANCE OF EVIDENCE: (601 & 300) Rests with that evidence which, when fairly considered, produces the stronger impression, and has the greater weight, and is more convincing as to its truth when weighed against the evidence in opposition thereto...but it does not mean the greater number of witnesses.

PRE-TRIAL SETTLEMENT: (case evaluation) An agreement for the disposition of a proceeding. Takes place at Pre-Trial hearings. Usually result in immediate dispositions. (Avoids costly trials and is considered in the best interests of both parties.)

PREVENTION: The term applied to activities aimed at the reduction of the incidence of behavior defined by statute as legally unacceptable.

PROBATION: (formal) A Court ordered conditional supervision and treatment period, wherein the probationer's activities are overseen by the Probation Officer. Probation is usually considered a chance to prove one's self. Also, formal Probation is generally considered "indefinite." A probationer, in a sense, must demonstrate acceptable behavior prior to conclusion of probation supervision.

PROOF BEYOND A REASONABLE DOUBT: (602) Such proof as precludes every reasonable hypothesis except that which it tends to support and which is wholly consistent with defendant's guilt and inconsistent with any other rational conclusion.

PUBLIC DEFENDER: An attorney who is paid by the County to defend indigent persons who have been accused of committing crimes.

RESIDENTIAL FACILITY: A legally approved place where a juvenile may reside for varying increments of time under a variety of circumstances.

SCHOOL ATTENDANCE REVIEW BOARD: (SARB) Under S.B. 1742, effective 1-1-75, the SARBs were established to review cases of habitual truants and attempt resolution of the truancy and school misbehavior problems through available community services prior to seeking a petition in Juvenile Court.

SEALING OF JUVENILE RECORD: (Section 781 W&I code) A provision for the sealing of Juvenile record information is made available under this code section. Once the Juvenile Court orders a record "sealed" the proceedings in such case shall be deemed "never to have occurred."

SHELTER CARE HOME: A term describing a residential facility which provides a treatment program into which a minor may voluntarily with parental consent be placed for a maximum of 90 days. The court can also order a minor to these facilities.

STATUS OFFENDER: (601) A youngster who continually refuses to obey the reasonable directions of his parents (incorrigible), who leaves home without permission (runaway), or who fails to attend school (truant). AB 3121 amended this section to include curfew violations as a 601 behavior..

SUSTAINED: To support as true, legal or just; to support by adequate proof.

TERMINATE: In terms of the Juvenile Justice System...terminations result from the successful completion of any court order, i.e. termination of court-ordered wardship, by the successful completion of Probation Supervision.

WARD: A juvenile under the guardianship of the court.

WELFARE AND INSTITUTIONS CODE: A collection of laws dealing with minors and institutions.

ORANGE COUNTY PROBATION DEPARTMENT

The administration of Probation activities for the County of Orange is the responsibility of Michael A. Schumacher, Ph.D., County Probation Officer. With a staff of approximately 900, Dr. Schumacher directs programs providing investigative, advisory and supervisory services relating to both juvenile and adult probationers. The ultimate objective of these programs is the rehabilitation of adult and juvenile offenders and the protection of the community.

JUVENILE SERVICES

The laws of California distinguish between juveniles and adults with the result that persons below the age of 18 years are under the jurisdiction of the Juvenile Court under most circumstances. Juvenile Court proceedings are deemed civil, rather than criminal proceedings, and the process is accomplished "in behalf of the minor."

Custody Intake

Intake Probation Officers make the initial determination with regard to informal counseling or processing through Juvenile Court of those youngsters who are referred to the Probation Department by police, schools, parents, and other agencies. About half of the minors referred to the Probation Department by police, parents, or others are brought "in custody" to Juvenile Hall. The Custody Intake Officer is required by law to determine what formal or informal action is the most appropriate response to the minor's present difficulty. An extensive intake evaluation is accomplished to determine if there is an alternative to detention in Juvenile Hall and if a community resource is available to allow the minor to be legally released from custody.

Conditional Release and Intensive Supervision Program (CRISP)

This program is available to minors conditionally released by the Court while awaiting further Court hearings. Rather than being detained at Juvenile Hall, they are returned to their own home or to a temporary alternative residence, but remain under the close supervision of a Deputy Probation Officer.

Non-Custody Intake

The Non-Custody Intake Units process mailed-in referrals for Court action from the police, schools, and other referring sources. Like their counterparts in Custody Intake, these officers explore the circumstances that caused the referral before selecting a course of action. The officer, by law, may dismiss the matter, refer the minor outside the Justice System for help with his problem, place him on informal probation by his voluntary agreement and that of his parent, or file a formal petition with the Juvenile Court under Section 601 (Incorrigible, Runaway, etc.) or request that the district attorney file a petition under Section 602 (Delinquent) of the Welfare and Institutions Code.

Juvenile Investigation

Once a juvenile petition has been filed with the Court and jurisdiction established by the Court, a juvenile matter is referred for more thorough investigation. A report is prepared for the Court which describes the minor's offense, statements by all involved parties, his personal and family history, an evaluation of the situation and a recommendation for a suitable plan for dealing with the problem.

Juvenile Supervision/Treatment

Upon the finding and order of the Juvenile Court that Probation supervision is necessary for the rehabilitation and treatment of a minor, he is assigned to a Juvenile Supervision/Treatment Unit. Due to the unique and personalized needs of every minor, an individualized treatment plan is developed. This plan may include resources from the private sector of the minor's own community to augment departmental efforts, or placement in a foster home, private institution or commitment to a county operated treatment institution.

Juvenile Institutions

Juvenile Hall is a temporary place of residence for those juveniles who are detained while waiting for a court hearing or while awaiting a transfer from Juvenile Hall to any court-ordered placement, private institution or group home, or commitment to a state or county juvenile institution. Orange County considers such detention only when no other legal or responsible alternative solution exists and no other resource can be found to resolve the immediate difficulty.

Los Pinos Forestry Camp is located in the Cleveland National Forest, houses 64 boys, 15 to 17 years of age. Commitments range from 45 days to six months.

Joplin Ranch is located in Trabuco Canyon. Joplin Ranch offers a varied program for boys with a capacity for sixty youths, and commitments range from 60 days to one year.

The Youth Guidance Center is a coeducational residential treatment facility which can serve up to 100 youths. Commitment range is 30-90 days. Rio Contiguo High School is on the grounds and provides a comprehensive educational curriculum.

ADULT SERVICES

California law states that any of the courts in Orange County may, and in felony cases must, refer to the Probation Department a defendant who has been brought before the Court charged with a public offense. Upon completion of a social investigation, a written report, including a recommendation for or against granting probation, is submitted to the referring Court. If the recommendation is for a grant of probation, the Probation Officer must recommend the conditions of that probation which formulate a plan of rehabilitation, protection to the community

and restitution, if any, to the victims.

Adult Investigation

Deputy Probation Officers act as the information arm of the Court, often gathering and presenting the only total background information of the defendant heretofore available. This investigation presents a comprehensive composite of all available information and concludes with a recommendation for or against the granting of probation. If it is recommended that probation be granted, a plan and conditions of probation are set forth that have been tailored to the needs of the defendant.

Adult Supervision

The goal of adult supervision is to ensure compliance with Court orders and to aid probationers in their total social adjustment to avoid further law enforcement contacts.

Intensive Supervision (Assembly Bill 90) - Adult and Juvenile

Assembly Bill 90 provides for special funding in the supervision and treatment of a target population consisting of both adult and juvenile offenders. Currently, these specially funded probation units provide intensive support and surveillance to adult high-risk offenders involved in chronic substance abuse; selected adult probationers serving time in jail as a condition of probation; high risk juvenile and adult offenders who have been placed on probation; juvenile placement cases; and juvenile post-institutional release cases.

THE ROLE OF THE PROBATION OFFICER:

COMMUNITY SAFETY AND CLIENT RESOCIALIZATION

MICHAEL A. SCHUMACHER, Ph.D.

Chief Probation Officer

Rex J. Castellaw
Chief Deputy
Institutional Services

Edward M. Clarke
Chief Deputy
Field Services

Nancy K Nelson
Chief Deputy
Staff Services

June, 1979

THE ROLE OF THE PROBATION OFFICER:
COMMUNITY SAFETY AND CLIENT RESOCIALIZATION

I. ROLE

The primary responsibility of the Probation Officer as an officer of the Court is protection of the community through provision of legally mandated services to the Courts and through rehabilitation services to offenders under Juvenile or Adult Court jurisdiction. This correctional role requires a blending of social casework skills and peace officer duties without total reliance on either mode of operation to be effective. The unique position of Probation Officer requires a truly balanced approach towards clients. In performing these duties, the Probation Officer:

A. Serves community protection through:

1. Intake and social investigation services for the Court.
2. Enforcement of Court orders by probation supervision.
3. Assistance to victims of crimes.
4. Temporary detention of juveniles and correctional institutional care for juveniles.
5. Consultant services for crime and delinquency prevention.

B. Provides the client with rehabilitative social casework services through:

1. Counseling and guidance of probationers in vocational, financial, educational and personal areas.
2. Developing and in some cases providing resocialization resources.
3. Providing service brokerage via referral to and monitoring of collateral treatment resources and linkages to public and private service providers.
4. Treating all clients with the same dignity and respect as due all other individuals.

II. PROBATION FUNCTIONS IN THE GOVERNMENTAL STRUCTURE

In Orange County, the Chief Probation Officer is appointed by the Board of Supervisors with the concurrence of the Judges of the Superior Court. As such, the Probation Department operates under the general policy guidelines of the Board of Supervisors and at the direction of the Courts in all legal or case-related matters.

II. PROBATION FUNCTIONS IN THE GOVERNMENTAL STRUCTURE (Continued)

The Chief Probation Officer, through powers granted by the Welfare and Institutions Code and the Penal Code, may appoint Deputy Probation Officers. These deputized officers are delegated the authority granted to the Chief Probation Officer by the law and the Courts. Consequently, they serve as officers of the Court and as agents of the Chief Probation Officer in the daily operations of the Probation Department. All legal authority and responsibilities are derived from the office of the Chief Probation Officer and all activities are performed under this legal sanction on behalf of the Chief Probation Officer. A Deputy Probation Officer is not a police or law enforcement officer, but does have limited peace officer powers and responsibilities, under Section 830.5 of the Penal Code, with respect to those persons placed on probation by the Court or who come within the jurisdiction of the Juvenile Court law.

III. DISTINCTIONS BETWEEN SOCIAL AGENCIES, LAW ENFORCEMENT AGENCIES AND THE PROBATION DEPARTMENT

A. Voluntary Clients versus Law Violators

Clientele directly served by the Probation Department do not, for the most part, voluntarily seek services in response to their social needs (e.g., health, economic or emotional needs). On the other hand, most clients who are served exclusively by social agencies do voluntarily seek the services provided by these agencies. The Probation Officer is required to function within an authoritative framework with alleged or actual law violators. Therefore, the relationship with clients varies from the relationship which most nonjustice social system agencies have with their clients. The majority of all clients referred to Probation are referred by the Courts or through law enforcement agencies.

B. Advocacy Responsibilities

The Probation Officer, as an officer of the Court, while primarily a community protection advocate, is also a client advocate. In most social agencies advocacy on the part of voluntary client needs is the primary thrust.

Even in the Probation Officer's social casework role, there is no privileged communication between the Probation Officer and the client. There is, in fact, an obligation for the Probation Officer to assess client needs within the framework of community protection and safety and, if necessary, return client violators to the Court. When this cannot be effected safely and peacefully, law enforcement assistance is sought as part of the expectation that Probation Officers will utilize the most appropriate resources available.

Implicit in this balanced role is the need for constructive use of authority (for the protection of the community) and supportive

III. DISTINCTIONS BETWEEN SOCIAL AGENCIES, LAW ENFORCEMENT AGENCIES AND THE PROBATION DEPARTMENT (Continued)

B. Advocacy Responsibilities (Continued)

guidance (the means to resocialization). It is this balanced role that distinguishes the Probation Officer from police officers, whose primary function is the enforcement of our laws. There is nothing incompatible in applying wise and firm authority and discipline in conjunction with supportive guidance. Authority and guidance are not antagonistic approaches. On the contrary, wisely executed, they are complementary and effective as is repeatedly demonstrated in parent/child, employer/employee, and teacher/pupil relationships. Society encourages individuals to achieve the maximum amount of personal fulfillment, but expects this to occur within the framework of law and consideration for the rights of others. This balance between individual needs and authority benefit both the individual and society as a whole.

IV. SUMMARY

The Probation Officer is an officer of the Courts and an integral part of the justice system. The Probation Officer is charged with the responsibility of community protection through the provision of legally mandated direct services to the Courts and through resocialization services to offenders who are under Court jurisdiction. To execute this responsibility, the Probation Officer uses a balance of constructive authority and supportive guidance with the Courts' probationers and relies on collateral treatment resources, when appropriate, to meet specialized needs of probationers. As an advocate of community protection, the Probation Officer is required to recommend appropriate remedial action to the Courts when the welfare of the community and individual requires it. Constructive supervision and casework techniques by the Probation Officer and selected referrals to specialized treatment resources are extensively utilized to help offenders adjust to society's rules and to achieve a place in society as productive community members.

MAS:mk
6-21-79

FREE AND INEXPENSIVE
PLACES TO GO AND THINGS TO SEE IN ORANGE COUNTY

ANAHEIM

<p>Hobby City Doll Museum 1238 South Beach Blvd 527-2323</p>	<p>Extensive collection of dolls. 10 a.m. - 6 p.m. Friday 8 p.m.</p>	<p>Free, if accompanied by an adult</p>
<p>California Angels Angel Stadium 634-2000</p>	<p>Free tickets pending approval by Ticket Manager</p>	<p>Under 2 - free Adults: Club/Field - \$5.00 Terrace - 4.00 View - 2.00</p>
<p>Mother Colony House 414 N. West St. 533-5254</p>	<p>Museum. Open 3 p.m. - 5 p.m. Weds. 1:30 p.m. - 4 p.m. Sunday (Groups of 6 or more may make special arrangements to visit on other days.)</p>	<p>Free</p>
<p>Pepper Tree Faire 1514 W. Broadway 533-7310</p>	<p>Indoor marketplace of stalls with handcrafted wares, imports, antiques, craft supplies. Tues. - Sat. 10 a.m. - 5 p.m. Fri. & Sat. - 10 a.m. - 9 p.m.</p>	<p>Free</p>
<p>Glacier Falls Ice Arena 211 W. Katella (E. of Harbor) 772-6510</p>	<p>Discount on Mon. (8 p.m.-10:30 p.m.) (Show VIP card for discount) Tues. - Fri. 10:30 a.m. - 12:30 p.m. 1:00 p.m. - 5:30 p.m. 8:00 p.m. - 10:30 p.m. Sat. 11:00 a.m. - 1:00 p.m. 1:30 p.m. - 5:30 p.m. 8:00 p.m. - 10:30 p.m. 11:00 p.m. - 1:00 a.m. Sun. 1:00 p.m. - 5:30 p.m. 8:00 p.m. - 10:30 p.m.</p>	<p>\$2.00 per person Free skates " " " " " " " "</p>
<p>Camelot Golf Land (Miniature golf) 3200 E. Carpenter (R'side Fwy & Kraemer) 630-3340</p>	<p>VIP's & clients can use the course Sun. - Thurs. 9 a.m.-11 p.m. Fri. & Sat. 9 a.m.-Midnight</p>	<p>Free (Must show VIP card or DPO I.D. for free admission)</p>

PLACES TO GO & THINGS TO SEEBUENA PARK

<p>Knott's Berry Farm 8039 Beach Blvd 827-1776</p>	<p>Famous attractions from log rides to exhibits of oldtime memoriabilia. Price of ticket includes 11 rides and attractions. (Group rate available for 20 or more people with 48 hrs. notice. \$6.25 Adult, \$5.35 Child)</p>	<p>Adults - \$6.75 Child - 5.95 (12 & under)</p>
<p>Movieland Cars of the Stars Museum 6920 Orangethorp Ave. 523-1520</p>	<p>Cars that were used by old-time stars. Free display of cars in the lobby. Sun. - Thurs. 10 a.m - 8 p.m. Fri. & Sat. 10 a.m. - 9 p.m.</p>	<p>Adults - \$4.50 Child - 3.50 (4-12)</p>
<p>Movieland Wax Museum 7711 Beach Blvd 522-1154</p>	<p>Wax replicas of stars 9 a.m. - 10 p.m. daily Fri. & Sat. 11 p.m. Group rates available.</p>	<p>Adults - \$5.50 Child - 3.50 (4-11)</p>
<p>Nutrilite Products, Inc. 5600 Beach Blvd 521-3900</p>	<p>1 - 2 hour tour Preparation of food supplements and nutrients. Mon-Thurs. 9:30 - 12:30 p.m. only.</p>	<p>Free</p>
<p>Alligator Farm 7671 La Palma Ave. 522-2615</p>	<p>Large reptile collection 10:30 a.m. - 9 p.m. daily Sept. - June: 10:30 a.m. - 5 p.m.</p>	<p>Child - \$1.50 (5-14) Adults - 3.50 (15 & over)</p>
<u>COSTA MESA</u>		
<p>Briggs Cunningham Automotive Museum 250 E. Baker St. 546-7660</p>	<p>Collection of antique automobiles. Open 9-5 Wed. - Sun.</p>	<p>Adult - \$3.50 Student - 2.50 Child - 1.00 (5-12)</p>
<p>The Estancia Adams St. & Mesa Verde West 556-5300</p>	<p>Diego Sepulveda Adobe Open Sat. & Sun. 1 - 5 p.m. Mon. - Fri. call for tours</p>	<p>Free</p>
<p>Los Angeles Times 1375 Sunflower 957-2000</p>	<p>Tour of facility. Call for reservations</p>	<p>Free</p>

PLACES TO GO & THINGS TO SEE

Page three

4 COUNTIES (near Corona)

Coal Canyon Stable
25511 Santa Ana Canyon Rd.
637-6990; 637-0317
(12 mi. beyond junction of
Riverside & Newport Fwys.)

Horse rentals

\$4.00/hr. per
person
(VIP card not
required)

DANA POINT

Dana Point Wharf

Small shops, boat marina,
swimming area.

Free

EL TORO

Marine Corps Air Station
559-3513

Monthly tours from 9:30 a.m.
to 11:30 a.m. Call community
Relations section of Public
Affairs Office at El Toro
for dates.

Free

FULLERTON

Carter Bowl
1501 S. Lemon Ave
(Lemon @ R'side Fwy)
526-7725

Discount on:
Mon.-Fri. 1-6 p.m.

(Show VIP card
for discount)
50¢ game per
person.
Free shoes.

Sat. after 11:30 (maybe)
Call to reserve lanes
w/Shirley or Mary
(Shirley on Sat.)

Muckenthaler Cultural
119 Buena Vista Drive
879-6860

Old Movies, displays and
exhibits 12 noon - 5 p.m.
Tues. thru Sunday.
Closed Monday.

Free

GARDEN GROVE

Garden Sq. Bowling Center
9580 Garden Grove Blvd.
534-4131
(Manager: Bob Grey)

Discounts on:
Any day until 6:00 p.m.
(Any other time call Bob)

(Show VIP card
for discount.)
\$.50 game per person
Free shoes.

Heritage Park
12174 Euclid
530-8871

The Village of Garden Grove
Stanley House Museum
Sun. 1:30 p.m. - 4 p.m.

Free

PLACES TO GO & THINGS TO SEE

Page four

GARDEN GROVE (Continued)

Holiday Roller Rink
8062 Garden Grove Blvd.
804-6663

Discount night on
Tuesday 7:30 p.m. - 10 p.m.

\$1.25 per person

Atlantis Play Center
9301 Westminster Ave.
892-6014

Theme park w/wide variety
of play equipment for young
children. 10 a.m. to 4 p.m.
Tuesday - Saturday; Sunday
12 p.m. to 4 p.m. Closed
Monday.

\$.25 per person

HUNTINGTON BEACH

City Pier
Beaches
Huntington Central Park

Fishing,
Swimming & Surfing
Two lakes where children
under 16 can fish.

Free
Free
Free

IRVINE

Nuclear Reactor
UCI
833-6649

Reservations required.
Dept. of Chemistry.

Free

Irvine Co. Properties

Tours 1st & 3rd Saturday
of each month.

Free

IRVINE LAKE

4621 Santiago Canyon Rd.
Orange
633-1520

Rishing
6:30 a.m. - 5 p.m.
Reservation necessary.
(20 or more in group,
special rates).

\$4.00 adults
2.00 (5-11)

IRVINE PARK

21501 Chapman
Orange
633-8072

April 1 - September
7 a.m. - 10 p.m.
Oct. 1 thru March
7 a.m. - Sunset

\$1.00 per vehicle

PLACES TO GO & THINGS TO SEE

Page five

LAGUNA HILLS

Lion Country Safari
8800 Moulton Parkway
837-1200

9:45 a.m. - 6:30 p.m. daily
Last car admitted at 5:00 p.m.
Group rates available.

\$3.25 child
(11 & under)
\$4.95 adult

MODJESKA CANYON

Tucker Wildlife Sanctuary
29322 Modjeska Canyon Rd.
Modjeska Canyon
649-2760

1-1/2 mi. walking tour of
small animals, birds, and
fish.
Daily, 9 a.m. to 4 p.m.
Reservations required for tour.

\$.50 all persons

NEWPORT BEACH

Fishing Landing

Must be arranged thru
client's probation officer
only.
DPO must be present on trip.

Pops Concert
Fashion Island

Every Mon. night during
summer months.

Free

Newport Dunes
Aquatic Park
E. Coast Hwy. & Jamboree
644-0510
Opens May 29

Swimming area & playground
9 a.m. - 10 p.m.

Weekdays - \$.50 juniors
\$.75 adults

Weekend
Child \$.25
Juniors \$.75
Adults \$1.00

Newport Beach Ferryboat
Ride
Newport Harbor
673-1070

To Balboa Island & Back

Car & Driver \$.40
Each Passenger \$.10
Bike \$.15
Pedestrian \$.10

SAN CLEMENTE

San Clemente State Beach

Less populated beach &
picnic area.

\$1.00 per vehicle

San Onofre Nuclear
Generating Station.
5 Miles south of
San Clemente.

Free

PLACES TO GO & THINGS TO SEE

Page six

SANTA ANA

Goodwill Industries
5th & Fairview
(entry on Fairview)
547-6301

See old furniture being re-
furbished - free ice cream
at the end. Mon. thru Fri.
Prior notice, please.

Free

L. M. Cox Co.
1505 E. Warner Avenue

Toy factory, 45 min. tours
at 10 a.m., 12:30 p.m.,
2:30 p.m. June thru Aug.
except plant closed last week
of June & first week of July.

Free

Prentice Park
1700 E. 1st Street
835-7484

Small petting zoo.
Open 10 a.m. - 3 p.m. Children's
zoo, 10 a.m. - 4 p.m. Main Zoo

\$.25 child
\$.50 over 16

Movieland of the Air
Orange County Airport

Open 10 a.m. - 5 p.m.
7 days a week except Sept. thru
May, closed Monday.

\$.50 ages 5-11
\$.75 ages 12-17
\$2.25 adult

Bowers Museum
2002 N. Main Street
547-8304
Tours - call 972-0135

Clothing & equipment of the
Spanish pioneers. Open Tues.
- Sat. 9 a.m. - 5 p.m.
Also Wed. & Thurs. evenings
7 p.m. - 10 p.m.
Sun. 1 p.m. - 5 p.m.
Closed Monday.

Free

TRABUCO CANYON

O'Neill Park
30892 Trabuco Canyon Rd.
586-7962

Open 24 hrs. year round.

\$1.00 per vehicle
per day

TOURS OUT OF ORANGE COUNTY

NBC Studio Tour 3000 W. Alameda <u>Burbank</u> 213-845-7000 x 2152	1 hr. tour. Show & wardrobe and makeup Open 10 a.m. - 5 p.m.	\$2.25 Adults \$1.50 Children under 11
<u>Hermosa Beach</u> 10 - 13th Street (1 block No. of pier on bike path) 213-374-7816	Bicycle rentals 8 a.m. - 8 p.m. along beach	\$1.00/hour \$5.00/day Tandem: \$ 2.50/hour 12.00/day
<u>Judson Studios</u> 200 S. Ave. 66 213-255-0131 <u>Los Angeles</u>	1 hr. tour on Thurs. only Stained glass making. Res. 1 mo. in advance. Wear closed shoes.	\$1.00 per person No one under 8 yrs.
<u>Capitol Records Tower</u> 1750 N. Vine Street <u>Hollywood</u> 213-462-6252	40 min. tour @ 6 p.m. Reservation required in advance. Free album given.	Free
<u>CA. Museum of Science and Industry</u> Exposition Park <u>Los Angeles</u>	"Underwater explorations" Photos of underwater scenes along CA coast.	Free
<u>Griffith Park</u> Park Ranger Hdqts. Crystal Springs Dr. <u>Los Angeles</u> 213-665-5188	Hike, 1st Sat. of each mo. Led by Sierra Club & Park Rangers. 6 miles - leave 9 a.m. return 1 p.m. Take sack lunch.	Free Meet at Ranger Parking Lot
<u>Photo Album Gallery</u> 835 N. La Cienega <u>Los Angeles</u> 213-657-6995	Silver screen posters, lithographs, old movie- making equipment. Open 11 a.m. to 5 p.m.	Free
<u>Lowry's Foods</u> 568 San Fernando Rd. <u>Los Angeles</u> 213-225-2491	45 min. tour. 11:30 a.m., 1:30 p.m. 2:30 p.m. Monday thru Friday	Free
<u>L. A. Superior Court</u> 111 N. Hill Street <u>Los Angeles</u> 213-974-5405	1 hr. long. 1/2 day tour . . . Includes a trial, in in session. Ten or more only, 9:30 a.m. Monday thru Friday. Two - three weeks advance notice.	Free
<u>L. A. City Hall</u> 200 N. Spring Street <u>Los Angeles</u>	Tours weekdays, 10 - 11:30 a.m. City Hall rotunda, council chamber, and mayor's office. Two - three weeks advance notice.	Free

PLACES TO GO AND THINGS TO SEE

Page eight

- | | | |
|--|--|--------------------------------|
| Los Angeles Times
202 W. 1st Street
<u>Los Angeles</u>
213-972-5000 | 1 hr. tour of Editorial Dept., composing room & hi-speed presses.
Mon. thru Fri. 9:15 a.m., 10:45 a.m. & 11:15 p.m.
Evening 7:00 p.m.
Saturday 10:00 and 11:30 a.m.
Reservations needed. | Free |
| Goez Gallery & Mural Walk
3757 E. 1st Street
<u>E. Los Angeles</u>
213-264-7265 | Murals painted on walls, stores, churches.
Open 10 a.m. to 6 p.m.
Tuesday through Saturday. | Free |
| Western Airlines
6150 W. Century Blvd.
<u>Los Angeles</u>
213-646-4321 | 2 hr. tour. Reservations 2 wks. in advance
Maintenance & corporate headquarters & plane, cockpit, if available.
Monday, Wednesday & Saturday. | Free
No one under 13 years. |
| Atlantic-Richfield Plaza
505 S. Flower
<u>Los Angeles</u> | Observe live radio show @ KIEV. Begins @ 10:30 a.m. | Free |
| Music Center
135 N. Grand Avenue
<u>Los Angeles</u>
213-972-7485 | 1 hr. tour. Monday through Thursday 10:00 a.m. - 1:45 p.m. (Every 45 minutes) | Free |
| Cal. Tech.
1201 E. California
<u>Pasadena</u> | 1 hr. tour thru geology dept. & seismological lab. Monday, Thursday & Friday 3 p.m.
Tuesday & Wednesday - 11 a.m. | Free |

GENERAL TELEPHONE TOURS

- | | | |
|---|---|------|
| General Telephone Toll Office
7280 Edinger
Huntington Beach
714-847-3740 | 30 min. tour of long distance operations. Tuesday, Wednesday & Thursday - 1 to 4 p.m. Reservations required 1 week ahead.
Call Margaret Helfrich. | Free |
| General Telephone Slater
Central Office
17551 Gothard
Huntington Beach
714-847-3740 | 45 min. tour of all telephone equipment & ways telephones "work." Tuesday, Wednesday, & Thursday.
All day until 3 p.m. Reservations required 1 week ahead. Call Margaret Helfrich. | Free |
| General Telephone Traffic
Office
6772 Westminster Ave.
Westminster
714-847-3740 | 30 min. tour of "Information" operations. Tuesday, Wednesday, Thursday - 1 to 4 p.m. Reservations required 1 week ahead.
Call Margaret Helfrich. | Free |

HISTORY AND GENERAL COMPOSITION OF THE VOLUNTEERS
IN PROBATION PROGRAM

AUTHORITY: Administrative Directive

RESCINDS: Manual Item Number 0502-8-102, dated 1-31-75

PURPOSE: The purpose of this Manual Item is to provide information regarding the concept of volunteerism, its history within the department, and a general framework of the current VIP program.

I. PROGRAM

The spirit of volunteering and lending a hand has become an American tradition. In keeping with this tradition, in 1970, the Orange County Probation Department officially adopted a Volunteers in Probation Program. Currently, volunteers are assisting our clients in various activities. These activities have proven useful in almost every area of the Probation Department's operation. Volunteers' tasks are in the areas of either administrative, institutional or field placement. All volunteers work under the direction of a paid staff member.

II. STAFF RESPONSIBILITIES

The Volunteers in Probation program is directly supervised by the Community Services Coordinators. Responsibilities are divided into two major areas... Field Services and Institutional Services. The program is overseen by the Community Services Supervisor, the Chief Deputy Probation Officer, Staff Services and the Chief Probation Officer.

RECRUITING, SCREENING AND CLEARING VOLUNTEERS
IN PROBATION

AUTHORITY: Administrative Directive

RESCINDS: Manual Item 0502-8-102, dated 1-31-75

FORMS: Volunteer application (FO502-8065.2)

PURPOSE: This Manual Item is presented as an outline of the recruiting, screening and clearing process utilized in the Volunteers in Probation Program.

PROCEDURE:

I. RECRUITMENT

Volunteers are recruited from the various universities, community colleges, and the general population through advertisement in local newspapers, flyers, etc. The Voluntary Action Centers in each region are also instrumental in supplying applicants to our program.

II. SCREENING

General orientation meetings are held twice monthly. A schedule of this semi-weekly meeting is distributed to the various recruitment avenues as indicated above.

A. ORIENTATION

The orientation meeting provides an opportunity for initial screening and exchange of information concerning the general aspects of our department and the Volunteer effort. General requirements and more specific examples of the volunteer effort are expressed to prospective volunteers and a personal interview is set for a later time with a Community Services Coordinator. At the conclusion of each orientation meeting each prospective volunteer is given an application to complete and return to the Coordinator at the time of the personal interview.

B. PERSONAL INTERVIEW

The personal interview is designed for extensive interchange of ideas and background. After reviewing the application, specific information is received relative to the strengths and areas of interest of each prospective VIP, and more specific information is sought in order to assist the Coordinator in placing the volunteer with an appropriate client. In order to assist in this effort the Volunteer in Probation interview questionnaire (FO502-8065.2) is utilized.

C. FINAL CLEARANCE

Upon conclusion of the interview the prospective Volunteer in Probation is either tentatively accepted pending further record checks through the Department of Motor Vehicles, State Bureau of Identification, and the local Police Department; or denied and referred to either the Volunteer Action Centers or to another agency. Upon final completion of the screening process and satisfactory clearance from the various record checks the prospective volunteer is officially presented with a Volunteer in Probation number and entered in the Master Volunteer in Probation file.

All volunteers are provided with a Volunteer in Probation handbook which includes information concerning the structure and function of the Probation Department, a flow-chart of the Juvenile Justice System, and a glossary of Juvenile Court and probation terms, and other pertinent information relative to the Volunteers in Probation Program.

WM:BS:11

REQUESTING THE SERVICES OF A VOLUNTEER IN PROBATION

AUTHORITY: Administrative Directive

RESCINDS: Manual Item Number 0502-8-102, dated 1-31-75.

FORMS: Deputy Probation Officer Request for Volunteer
in Probation (FO502-8054.4)
Consent Form (FO502-8058.2)

PURPOSE: The purpose of this manual item is to serve as a
guideline for staff in requesting the services of
a volunteer in probation.

PROCEDURE:

I. GENERAL REQUEST INFORMATION

All volunteers utilized by staff in any probation department program must be approved by the Community Services Unit.

II. INSTITUTIONAL SERVICES VOLUNTEER:

Requests for institutional and/or administrative volunteers are to be forwarded to the Community Services Coordinator, Institutions, at the Manchester Office Building, with general information regarding the types of services required and any specific skills that may be necessary. In many cases, the Community Services Coordinator, Institutions, initiates an inquiry on possible placement of volunteers in the institutions.

III. FIELD SERVICES VOLUNTEER:

A. Requests for field service volunteers (commonly referred to as "one-to-one" volunteers) are to be directed to the Community Services Coordinator, Field Services, at the Manchester Office Building. Staff are to use the Request for VIP (form # FO502-8054.4) in making request for field volunteers. In order to comply with confidentiality requirements, information on this form should be restricted to those items the coordinator "needs to know", in order to facilitate an appropriate volunteer/probationer match. Typically, this consists of information regarding the client's situation, skills needed by the volunteer, anticipated length of assignment, and the degree of sensitivity of the assignment.

B. Required consent and explanation of volunteer role:

1. Once the need for volunteer assistance is identified, and prior to requesting a field service volunteer, the staff member shall discuss the role of the volunteer with the probationer and family. Consent Form

(# FO502-8058.2) is to be completed in duplicate, with the original to be retained in the juvenile's permanent case file and a copy given to the parents or guardian. The responsibility for completion of the Consent Form is that of the staff member making the request. The Consent Form is valid for the period of wardship unless otherwise stated.

2. The staff member must inform the probationer and the family that the involvement of the volunteer is an opportunity, not a requirement. An explanation relative to kinds of activities the volunteer will be involved in (i.e., tutoring, transportation, field trips, truancy prevention, etc.) will also be provided to the probationer and the family by the staff member.
3. The staff member shall relate to the client and his family that the volunteer is assisting by providing enrichment experiences for the probationer, and is not replacing the staff member. The staff member shall also explain that no promise is implied that the terms and/or length of probation will be reduced as a result of the involvement of a volunteer in probation.

ASSIGNMENT, INTRODUCTION AND REASSIGNMENT OF
VOLUNTEERS IN PROBATION

AUTHORITY: Administrative Directive

RESCINDS: Manual Item Number 0502-8-102, dated 1-31-75

PURPOSE: The purpose of this Manual item is to provide guidelines for Staff in assigning, introducing, and re-assigning Volunteers in Probation.

PROCEDURE:

I. FIELD SERVICE VOLUNTEERS:

A. INITIAL ASSIGNMENT:

The Field Services Coordinator will respond to staff requests for a volunteer by identifying volunteers that seem to be appropriate. To facilitate in placing volunteers with clients, staff in the various regions will be provided with a personal "profile" of the volunteers cleared and available for assignment. The profiles will be updated on a bi-monthly basis.

Final decision as to the actual assignment or involvement of a volunteer in probation remains with the staff member initiating the VIP request.

B. REASSIGNMENT:

A Staff member may reassign a Field Service volunteer to another client as deemed appropriate and acceptable to both the VIP and the Staff member; however, the Community Services Coordinator must be notified of the change as it occurs.

C. INITIAL INTRODUCTION:

Once a decision is made as to the assignment of a particular VIP, the Coordinator, Field Services, will contact the requested VIP, and provide general information relative to the dynamics of the case and direct the VIP to contact the staff member as soon as possible in order to set up an initial case conference. This should occur within 5 working days upon notification. Any problem encountered relative to this initial introduction of VIP and staff should be directed to the coordinator as soon as possible.

D. INTRODUCTION OF VIP TO PROBATIONER:

When the field service assignment is confirmed, it will be the staff member's responsibility to introduce the VIP to the probationer. Although the method of introduction may vary, under no circumstances should a volunteer make initial contact with a probationer without some type of role clarification and introduction by the staff member. It is hoped all staff will personally introduce the VIP to the client.

II. INSTITUTIONAL (ADMINISTRATIVE VOLUNTEERS):

A. INITIAL ASSIGNMENT:

Requests for volunteer assistance from the juvenile institutions or for administrative assistance are referred to the institution VIP coordinator for the assignment of a volunteer who has the skills or talents required for the needed task and who has received official clearance as a volunteer in probation. The volunteer is given the name and telephone number of the requesting party and asked to make contact for specific time and date for the initial visit/activity.

B. INTRODUCTION AND ON-SITE ORIENTATION:

It is the responsibility of the staff requesting an institution or administrative volunteer to arrange to welcome and provide on-site orientation for the initial visit/activity and to arrange a schedule for subsequent visits/activities.

SUPERVISION AND TRAINING
OF
VOLUNTEERS IN PROBATION

AUTHORITY: Administrative Directive

RESCINDS: Manual Item Number 0502-8-102 dated 1-31-75.

FORMS: DPO's Monthly Report Form (F0502-8088.1)
Field Service Volunteer Report of Contacts/
Hours (F0502-8061.3)
Monthly Report of Hours - Staff Volunteer/
Special Programs (F0502-9840)
Volunteer Activity Form (F0502-8015.1)

PURPOSE: The purpose of this Manual item is to provide Staff with guidelines and information relative to the supervision and on-going training of VIPS.

PROCEDURE

1. SUPERVISION OF FIELD SERVICE VOLUNTEERS:

A. ON-GOING COMMUNICATION:

The Field Service Volunteers' immediate supervisor is the Staff member. Contact between the VIP and Staff member should occur at least once per month in order to provide for on-going dialogue relative to role clarification, treatment goals, and discussion of problems the VIP might be experiencing. Volunteers are encouraged to initiate and maintain contacts with the Staff member as needed. In the event Staff are not available for consultation, the volunteer is encouraged to contact the Staff member's supervisor or the Community Service Coordinator.

B. MONTHLY REPORT OF VOLUNTEER CONTACT/HOURS:

Active field service volunteers are required to maintain a monthly record of hours spent on volunteer activities. This information is to be included in a written monthly report (Form #F0502-8061.3) which is completed by the Field Service volunteers. The Community Services Coordinator is responsible for collecting, compiling and disseminating the information collected from the reports.

C. STAFF MEMBER'S REPORT OF CONTACT WITH VIP:

Staff utilizing volunteers are to complete a monthly report of contacts/hours spent supervising each assigned volunteer.

Staff's Monthly Report (Form # F0502-8088.1) is sent to each Staff member at the end of each month, partially filled out by the Field Service Coordinator. When completed, Staff are to return these reports through their supervisors to the Community Services Unit at the Manchester Office Building.

II. SUPERVISION OF INSTITUTIONAL AND ADMINISTRATIVE VOLUNTEERS:

A. ADMINISTRATIVE VOLUNTEER:

Administrative volunteers are supervised by the Staff requesting their services. These volunteers report their hours of service to the Community Services Unit through preparation of a Monthly Report of volunteer hours (Form # F0502-9840). This information is then collected and compiled by the Community Service Coordinator, Institutional Services for the reporting and disseminating of information.

B. INSTITUTIONAL VOLUNTEERS:

Institutional volunteers are supervised by the Staff on duty at the unit location where the volunteer activity is conducted. These volunteers complete an Institution Volunteer in Probation Activity Form (#F0502-8051.1) at the site of their activities on each visit to that site, documenting the nature of the activity and the hours contributed.

III. TRAINING OF ADMINISTRATIVE, INSTITUTIONAL AND FIELD SERVICE VOLUNTEERS:

The majority of training a volunteer receives is considered "on-the-job training", and under the direction and guidance of the Staff member supervising the volunteers' efforts. More specific training presentations are provided in the form of bi-monthly training sessions by the Community Services Coordinator. In addition, volunteers are informed whenever specialized training opportunities are made available in the community or within the department.

TERMINATION OF VOLUNTEERS FROM ASSIGNMENT AND/OR PROGRAM,
AND REPORT OF LAW VIOLATIONS

AUTHORITY: Administrative Directive

RESCINDS: Manual Item number 0502-8-102, dated 1-31-75

PURPOSE: The purpose of this Manual Item is to provide staff with guidelines to be used in the termination of Volunteers from assignment and/or program; and the reporting of volunteer law violations.

PROCEDURE:

I. GENERAL TERMINATION OF ASSIGNMENT:

If a staff member, Institutional or Field Service, is no longer able to utilize the services of a volunteer, the Volunteer Coordinator should be notified by telephone or in writing.

II. TERMINATION OF VOLUNTEER FROM ASSIGNMENT AND/OR PROGRAM DUE TO UNSATISFACTORY PERFORMANCE:

If a volunteer in Probation does not perform satisfactorily, staff must bring the matter to the attention of the appropriate Community Service Coordinator immediately. Under no circumstances are staff to become involved (alone) in any disciplinary matters relative to volunteer performance. Terminations from the program are the responsibility of the Community Service Coordinators.

III. LAW VIOLATIONS:

If the VIP appears to be involved in a law violation, the matter must be brought to the attention of the Coordinator. When appropriate, Top Management will be advised, through the Supervisor, Community Services. Also, when appropriate, and at the discretion of Top Management, information relative to any law violations shall be forwarded to law enforcement agencies.

TRANSPORTATION AND SUPERVISION OF CLIENTS
BY VOLUNTEERS IN PROBATION

AUTHORITY: Administrative Directive

RESCINDS: Manual Item Number 0502-8-102, dated 1-31-75

PURPOSE: The purpose of this manual item is to provide staff with guidelines regarding transportation and supervision of probationers by VIP's involved in field activities (ball games, recreational outings, etc.).

PROCEDURE:

I. TRANSPORTATION OF CLIENTS BY VOLUNTEERS:

- A. Volunteers in Probation are authorized to transport clients if they have demonstrated a safe driving record and their automobile liability insurance meets the state minimum public liability coverage as detailed on the "Volunteers in Probation application (Form #FO502-8051-6). It should be noted volunteers are not compensated for expenses incurred. Volunteers in Probation are not authorized to drive county vehicles.
- B. Transportation out of County: Clients are not to be taken out of Orange County without special permission from supervisory staff. If, after approval is granted, a signed consent for emergency medical treatment should accompany the client and VIP.

II. Supervision of Clients by VIPs During Field Outings:

Volunteers in Probation are to maintain effective management of clients during field outings. A ratio of one Volunteer to four probationers is to be maintained during all outings. Prior to all field outings, VIPs are to structure their assigned probationer, preferably in the presence of a parent or guardian. Should a probationer's behavior become unruly, and reasonable directions to conform are not obeyed, the VIP is to discontinue the event and return the minor to his home; notify and discuss the situation with the parents/guardians and notify the assigned staff member on the following work day. VIPs are not to become involved in disciplinary action or corporal punishment.

III. Emergency Situations:

In the event of an emergency situation, or injury to a probationer, notify the probationer's parent immediately. Decisions regarding what should be done is left with the parents. Record the circumstances surrounding the incident, and proceed as directed by the parent. In the event a parent or guardian cannot be contacted, contact should be made with the assigned staff member by calling 634-7411. In extreme emergency situations, volunteers should first call the authorities (Police and/or fire) and then call parents and the staff member.

IV. Runaways:

Should a client runaway during an outing, the local police and the parent/guardian are to be notified immediately. The staff member should also be notified regarding the occurrence immediately. Volunteers should not transport a client on any field activity if it appears a minor is contemplating a runaway, (evidence of discord and threats of runaway). If appropriate, the VIP can attempt to counsel with the client relative to preventing a runaway, however, no physical force of any nature is to be used in detaining a minor.

CONFIDENTIALITY
OF CLIENT INFORMATION, AND VOLUNTEER'S PERSONAL FILE.

AUTHORITY: Administrative Directive

RESCINDS: Manual Item 0502-8-102, dated 1-31-75

FORMS: Verification of Knowledge regarding release of Juvenile and Adult Information (F0502-8018)

PURPOSE: The purpose of this Manual Item is to provide staff with information regarding the confidentiality of client files with regard to Volunteer use and to provide further information relative to the confidentiality of the VIP's personal file.

I. CONFIDENTIALITY:

All volunteers are provided with a copy of the Juvenile Court Order regarding confidentiality of Juvenile Record Information and a summary of the departments' guidelines regarding the release of restricted Adult Criminal Offender Record Information (C.O.R.I.). Each volunteer signs an acknowledgement of receipt and agreement of compliance on Form #F0505-8018.

A. CLIENT FILES

To protect the confidentiality of all clients, volunteers are not to be given access to client's files. Although the Volunteer in Probation does not have access to the client's case file, pertinent information regarding the case can be provided by staff. The basic rule is to give the volunteer only that information which is needed to work effectively with the probationer or situation. For Field Service Volunteers this typically consists of information regarding the offense and general background information regarding the probationer. Case goals and the volunteer's reason for being involved should be discussed with the Field Service Volunteer.

B. VOLUNTEER IN PROBATION PERSONAL FILE

The Volunteer in Probation's file is confidential, however, it will be made available to requesting staff for review. The volunteer files are located in the Community Services Unit Office at the Manchester Office Building.

INSTITUTIONAL
VISITS BY FIELD SERVICE VOLUNTEERS IN PROBATION

AUTHORITY: Administrative Directive

RESCINDS: Manual Item 0502-8-102, dated 1-31-75.

FORMS: Visit Authorization (F0512-1022.2)

PURPOSE: The purpose of this Manual Item is to provide staff with information regarding the visitation of probationers in County Juvenile Institutions by Field Volunteers in Probation.

PROCEDURE: Field Service Volunteers may visit their assigned probationer at a County Institution (Juvenile Hall, etc.), only after contacting the staff member supervising the case to obtain permission for visitation. Should staff approve the visitation, he/she must complete a visit authorization (Form 0512-1002.2), and forward it to the Institutional receptionist. In the absence of this clearance, the volunteer will not be allowed entrance to the facility.

END