

**RECORDING CLIENT CONTACTS, DEFINITIONS & CASE-RELATED
ABBREVIATIONS FOR DEPUTY PROBATION OFFICERS**

- AUTHORITY:** Administrative Directive
- RESCINDS:** Procedure Manual Item 2-1-008, dated 03/03/11
- FORMS:**
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|------------------------------|-------------------------------|
| Adult Assessment Chrono | (F057-1264-C & CMS Generated) |
| Adult Interim Chrono | (F057-2041 & CMS Generated) |
| Juvenile Assessment Chrono | (F057-5048 & CMS Generated) |
| Juvenile Reassessment Chrono | (F057-5049 & CMS Generated) |
| Adult Monthly Report | (F057-1023) |
| Juvenile Report Card | (F057-5045) |
- RELATED REPORTS:** (Computer generated)
Monthly Field Services Contacts Report
Unit Statistical Summary Report
- PURPOSE:** To establish for Deputy Probation Officers uniform contact definitions, abbreviations, and recording practices in the use and maintenance of the Electronic Contact Reporting (ECR) system.

I. GENERAL INFORMATION

A. Maintenance, Use and Security by the Deputy Probation Officer

1. In moving from a paper record system (i.e., field books) to an Electronic Contact Reporting (ECR) system, the emphasis on keeping records physically secure has evolved to keeping access to the electronic data secure.
2. Access is defined as the process of logging into the ECR system using an electronic device following established programming authentication, security and log-on protocols. As part of the log-on process, Deputy Probation Officers (DPO) may need additional devices (i.e., electronic password token, department issued computer/device or home computer) to access the ECR and other information and record systems.
3. The DPO is responsible for the maintenance and security of their access to the ECR and other information and record systems. All department issued access devices (i.e., token, computer/device) should remain in the possession of the DPO, except during vacations or other extended period of absence. During vacations and extended absences, access devices will be left in a secure location with its whereabouts known and approved by the respective Supervising Probation Officer (SPO).
4. The DPO is responsible to update information in the ECR as changes occur, including updating the CABS picture of the probationer if significant changes to their physical appearance has occurred.

5. ECR contact and narrative information should include, but not be limited to, contacts with the probationer, family, and collateral persons, financial information, reminders, etc.
6. The ECR contains confidential information. Access to its contents is limited to Probation Department personnel in the course of their official duties. Any release of ECR notes or records outside the department is only permitted by petition via 827 W&I Code or through the receipt of a subpoena duces tecum.
7. It is imperative that ECR notations be entered accurately and timely (3 business days), as they record an ongoing day-to-day history of case contacts and events and may be used by other law enforcement and social service agencies.

B. Definition of Contact

A contact is an activity where a Deputy Probation Officer (DPO) is present and performs the activity. The DPO performing the activity may not necessarily be the assigned officer (this would be referred to as a Proxy). The contact must be interactive and meaningful (significant, purposely and of value) in its scope. Only the primary (assigned officer) or the secondary officer that conducts the activity will record the contact in ECR. Types of contacts are as follows:

1. Arrests
2. Home call
3. Office
4. Street encounters
5. Drug testing
6. School visits
7. Institutions
8. Video conferencing.
9. Collaborative Courts (Interactive)
10. Placement facilities

C. Definition of a Non-Contact

A non-contact is where information is exchanged or obtained between the DPO and a probationer assigned to his/her caseload, but is NOT face-to-face. Types of non-contacts are the following:

1. Surveillance observation
2. Monthly Report Forms
3. Telephone calls
4. Letters
5. E-Mails
6. Fax
7. Probation Violation Hotline
8. GPS

D. Definition of a Proxy Non-Contact

A Proxy non-contact is where information is exchanged or obtained between the DPO and a probationer NOT assigned to his/her caseload, and is NOT face-to-face. Types of Proxy contacts are the following:

1. Surveillance observation
2. Monthly report forms
3. Telephone calls
4. Letters
5. E-mails
6. Text messages
7. Fax
8. Probationer Violation, "hotline"
9. Global Positioning Satellite (GPS)

E. Definition of an Assist

An assist is where an unassigned DPO is present and helps the primary assigned DPO in performing an activity. If the assist is related to a contact, the primary officer will record the activity as a contact and the assisting officer will record the activity as an assist respectively in ECR. Types of assists can occur during the following:

1. Arrests
2. Home call
3. Search and Seizure
4. Transporting probationers in custody
5. Supervising a Urine analysis test

F. Definition of an Attempted Contact

An attempted contact is when the DPO attempts to complete an activity, but the probationer is not located or is not available to complete the contact. Types of attempt contacts can occur under the following circumstances:

1. Home calls
2. School visits
3. Work locations
4. Institutional visits
5. Treatment programs

II. PROCEDURE

A. Advisement to Probationer

1. At the time of indoctrination inform each probationer of his/ her reporting responsibilities.
2. Inform each probationer of what will or will not constitute a "report".

3. Appointment

If the probationer appears for a scheduled appointment but the assigned officer is not present due to unforeseen circumstances, the probationer should receive credit for the visit by completing a written report form (F057-1023 or F057-5045).

4. No Appointment

If a probationer appears without an appointment and the assigned officer is not present, he/she may fill out a written report. Whether or not such a report will be acceptable in lieu of a face-to-face contact will be at the discretion of the assigned officer.

B. Recording Probationer Contacts and Case Related Information

1. The ECR system is to be used to record and maintain meaningful (significant, purposeful and of value) in its scope official information involving a probationer.

a. The officer that physically conducts the contact or non-contact will record this information into ECR. In turn, the record will denote the action in the probationer's profile, and document the action within the officer's monthly activity report.

b. The officer that physically supervises the submission of the urinalysis drug test may record this information into ECR as an assist. This will result in the officer having documentation of the action within his/her officer's monthly activity report.

2. Enter contacts, activities and information into the ECR as soon as reasonably practical after the contact. The ECR system requires most entries (except actions that have a delayed response (i.e., testing results, certified letters, MRFs) be input into the system within three (3) business days (not including weekends or holidays) after the date of contact.

3. In the event information is not input within three (3) business days, enter the contact information into ECR as soon as reasonably possible, identify the entry as a late entry and input a reason why the entry was late.

4. Record contacts made by unassigned deputy probation officers and supervisors.

5. Record contacts made by Law Enforcement or Collaborative Agency personnel made on behalf of or at the request of the assigned DPO.

6. Record pertinent personal and contact information involving a probationer:

a. Personal Information (i.e., name, age, DOB, SSN)

b. AKAs

c. Law Enforcement Identifier Numbers (i.e., CII, OCN, FBI)

- d. Addresses (i.e., residence, work, school)
 - e. Telephone Numbers (i.e., home, cell, work, collateral)
 - f. Vehicle Information
 - g. Medical Information
7. Record pertinent officer safety information:
- a. Weapons History, assaultive, dogs, etc.
 - b. Gang Involvement
8. Record the nature of the contact:
- a. Contact (face to face)
 - b. Proxy non-Contact
 - c. Non-contact
9. Record the type of meaningful contact made with the probationer:
- a. Office
 - b. Home
 - c. Field
 - d. School
 - e. Counseling
 - f. Institutional
 - g. Custody
 - h. Collaborative Court
 - i. Significant Surveillance
10. Record meaningful activities involving a probationer:
- a. Arrests
 - b. Search & Seizure and Results
 - c. Resource Referrals
 - d. Collateral Contacts
 - e. Testing and Results
 - f. Monthly Report Forms
11. Record all Status Flags related to the probationer (i.e., registration requirements, gang involvement, DNA collection).
12. Record eligibility indicators related to the probationer (i.e., MAA/TCM, Title IVe).
13. Record in the narrative field meaningful information obtained or exchanged involving the probationer, case dynamics and/or supervision issues.

NOTE: ECR & Case Management System (CMS) System generated reports are created from contacts recorded by the DPO within the ECR & CMS systems, which are compiled with other statistical information (Monthly Field Services Contacts Report and Unit Statistical Summary Reports).

C. The following is extensive, but not all-encompassing, list of abbreviations. Staff should use the standard abbreviations when providing information regarding contacts and other information within the notes section of the ECR.

1. Person Contacted

Attorney	Atty
Boyfriend	Bf
Complaining Witness	CW
Counselor	Cnslr
Defendant/Probationer	D or P
District Attorney	DA
Father	Fa
Friend	Fr
Girlfriend	Gf
Grandfather	Gfa
Grandmother	Gmo
Minor	Mi
Mother	Mo
Police	Initials (i.e., HBPD, SAPD)
Psychiatrist/Psychologist	Psych
Public Defender	PD
Roommate	Rm
Step-relative	"S" followed by appropriate relative abbreviations
Victim	V
Witness	W

2. Contact Locations/Type

Arrest	ARR
Attempted Home Call	A or AHC
Branch Jail	BJ
Court	Ct
Court Holding Facility	Chf
Field	F
Field Office or Drop-in Center	FO
Home Call	HC
Juvenile Hall	JH
Office	O
Orange County Jail	OCJ
Pre-Release Home Call	PH
Report Form	RF
School	Sch
Significant/Surveillance Observation	SO
Telephone Call	TC
Work	Wk
Written Correspondence/Letter	Ltr

3. Court Orders/Conditions of Probation

California Youth Authority	CYA
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Cost of Incarceration.....	COI
Cost of Probation	COP
Counseling	Cnsl
Credit Time Served.....	CTS
Fine	F
Fail	J
Narcotics Registration (11590 H&S)	11590
No Weapons	Weap
Penalty Assessment	PA
Restitution	Rest
Search and Seizure	SS
Sex Offender Registration (290 PC).....	290
State Prison	SP
Summary Grant	SG
TestingT	
Use No Alcohol.....	Alc
Usual Terms and Conditions of Probation	UTCP
Victim Indemnity Fund	VIF
Violate No Law.....	VNL
Volunteer Hours.....	VAC

4. Miscellaneous

As Soon As Possible	ASAP
California Driver's License	CDL
Casework Control	CC
Client Management Classification	CMC
Environmental Structure	ES
Failure to Appear	FTA
Failure to Report	FTR
Failure to Pay.....	FTP
Ledger Request	LR
Limit Setting	LS
Negative	Neg
No Further Description.....	NFD
Objectives Based Case Planning	OBCP
Positive.....	Pos
Probation and Sentencing	P&S
Probation Violation.....	PV
Record Checks	
a. California Bureau of Identification	BI
b. Department of Motor Vehicles.....	DMV
c. Central Juvenile Index	CJI
Risk/Needs Instruments	R/N
Situational Intervention	SI
To Be Determined.....	TBD
Unable to Locate.....	UTL
Victim Letter Sent	VLS
Violation of Court Order	VCO

REFERENCES:

Procedures:	2-3-011	Adult Indoctrination
	2-3-021	Adult R/N Assessment and Reassessment Packet
	2-6-002	Juvenile Risk/Needs Assessment and Reassessment Packet
	2-6-003	Juvenile Monthly Reports
	1-5-313	Data Processing Equipment Reassignment or Relocation
Policies:	A-1	Policy, Procedure and the Law
	A-5	Communications within the Probation Department
	G-15	County's Information Technology Usage Policy
Other:		Electronic Contact Reporting User Manual

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February 7, 2012
Date