



Los Angeles County Probation Reform & Implementation Team RECOMMENDATIONS

STRENGTHENING CRITICAL INCIDENT PROTOCOLS TO PROTECT PROBATION YOUTH AND PROMOTE (NOVEMBER 18, 2016)

BY: JOHN NAIMO, AUDITOR-CONTROLLER

1. Management should ensure Facility Directors (or their designees) at the probation camps and juvenile halls send Preliminary Incident Notifications to their Bureau Chief, Regional Director, and the Bureau Chief's secretary within four hours of an incident, and appropriately document the time notification was made.
2. Revise Probation policies to require notification of critical incidents to youths' legal counsel.
3. Probation Department management revise their policies to ensure that the justification for determining whether an incident is critical or noncritical is adequately documented.
4. Develop a comprehensive centralized incident tracking system using unique identifiers for each Preliminary Incident Notification and critical incident.
5. Ensure critical incidents are adequately supported with a Preliminary Incident Notification, when applicable.
6. Work with the Department of Mental Health, Juvenile Court Health Services, Los Angeles County Office of Education, Public Defender, and Alternate Public Defender to develop comprehensive critical incident definitions and reporting policies that include procedures for handling incidents that Probation does not consider critical but the referring entity does.
7. Revise policies to require Probation to communicate with the referring entity the disposition of each incident including whether an investigation was performed and any corrective action taken.
8. Document the critical incident type(s) reported to the Board of Supervisors.
9. Conduct trend analysis to identify systemic patterns that require further review and corrective action.
10. Probation Department management reinstate Critical Incident Reviews (CIR) to ensure appropriate corrective action is taken to reduce the likelihood of similar incidents from re-occurring.