

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

383



**FROM:** Human Resources Department

**SUBMITTAL DATE:**  
August 11, 2016

**SUBJECT:** Classification recommendation to establish a new Inmate Services Manager classification and amend Ordinance No. 440 pursuant to Resolution No. 440-9038 submitted herewith. [District - All] [Total Cost - \$0] [Source of funds: N/A]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve the addition of an Inmate Services Manager job classification and Riverside County's classification plan and amend Ordinance No. 440 pursuant to Resolution No. 440-9038.

**BACKGROUND:**

**Summary**

The following recommendation is the result of a classification request from the Riverside County Sheriff's Department to develop a new job classification, Inmate Services Manager.

Departmental Concurrence

Michael T. Stock  
Asst. County Executive Officer/  
Human Resources Director

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 0	\$ 0	\$ 0	\$ 0	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	

**SOURCE OF FUNDS:** N/A

Budget Adjustment: No  
For Fiscal Year: 2016/2017

**C.E.O. RECOMMENDATION:**

APPROVE

BY:

Ivan M. Chand

8/16/2016

County Executive Office Signature

**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Benoit, seconded by Supervisor Jeffries and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and that Resolution 440-9038 is adopted as recommended.

Ayes: Jeffries, Tavaglione, Washington, Benoit and Ashley  
Nays: None  
Absent: None  
Date: August 23, 2016  
xc: Sheriff, HR

Kecia Harper-Ihem  
Clerk of the Board

By:   
Deputy

Prev. Agn. Ref.:

District: All

Agenda Number:

3-46

Raymond Agency  
Assistant Sheriff

- A-30
- Positions Added
- 4/5 Vote
- Change Order

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA  
FORM 11: Classification recommendation to establish a new Inmate Services Manager  
classification and amend Ordinance No. 440 pursuant to Resolution No. 440-9038 submitted  
herewith. [District - All] [Total Cost - \$0] [Source of funds: N/A]**

**DATE: August 11, 2016**

**PAGE: 2 of 2**

**BACKGROUND:**

**Summary (continued)**

The Sheriff's Department's Corrections Division is responsible for operating five correctional facilities: Robert Presley Detention Center (RPDC), Southwest Detention Center, Larry D. Smith Correctional Facility, Indio Jail, and Blythe Jail. Currently these correctional facilities account for a total jail capacity of 3,914. Construction of the East County Detention Center (ECDC) is also underway and is expected to be completed in 2018, adding an additional 1,273 beds to the Division, thereby bringing the Division's total capacity to 5,187. Recent legislation such as AB 109 (2011) and Proposition 47 (2014) has resulted in increased responsibility for the Sheriff's Department to develop and manage evidenced based recidivism reduction programs. These inmate programs and services will continue to grow in proportion to the growth in corrections.

The proposed classification of Inmate Services Manager (Attachment B) is a single-position classification and provides for the appropriate management responsibility, program oversight, and requisite technical knowledge of state and federal rules and regulations regarding corrections operations. This classification will manage large contracts directly related to inmate services such as inmate phone services, video visitation, and the jail commissary. Additionally, this classification is responsible for creating and directing correctional programs, implementing and monitoring policies and procedures, providing budget oversight/compliance, assigning staff, managing operational activities of the Sheriff's Department's Inmate Training and Education Bureau (SITE-B), and providing staffing pattern analysis.

**CLASSIFICATION ADDITION:**

The Human Resources Department recommends the job classification of Inmate Services Manager be added to Riverside County's Classification Plan. The proposed salaries are based on external market data (Attachment C).

**Inmate Services Manager:** It is recommended to add this classification to the Class and Salary Listing at salary plan/grade MRP 711/L16 (\$92,723 - \$138,121). This request is only to add the classification and there is no immediate financial impact associated with this request.

**Impact on Residents and Businesses**

This classification will be responsible for ensuring that all correctional programs, policies and procedures are adhered to within the correctional system thus enhancing the ability to provide comprehensive services within all correctional facilities for Riverside County.

**ATTACHMENTS:**

- A. Resolution No. 440-9038**
- B. Inmate Services Manager Job Classification Specification**
- C. External Market Survey**

**PERSONNEL CHANGE and ORDINANCE 440 REPORT**

Approve the addition of an Inmate Services Manager job classification and Riverside County's classification plan and amend Ordinance No. 440 pursuant to Resolution No. 440-9038.

RESOLUTION NO. 440-9038

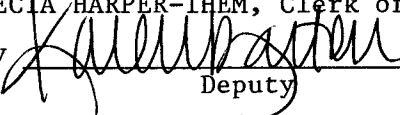
BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on August 23, 2016, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Salary Plan/Grade</u>
52219	+	Inmate Services Manager	MRP 711/L16

ROLL CALL:

Ayes: Jeffries, Tavaglione, Washington, Benoit and Ashley  
 Nays: None  
 Absent: None

The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the date therein set forth.

KECIA HARPER-IHEM, Clerk of said Board  
 By  Deputy

/kc  
 08/02/2016  
 440 Resolutions\KC



**INMATE SERVICES MANAGER**

Class Code: 52219

COUNTY OF RIVERSIDE  
Established Date: Sep 1, 2016  
Revision Date: Sep 1, 2016

**SALARY RANGE**

\$44.58 - \$66.40 Hourly  
\$7,726.96 - \$11,510.17 Monthly  
\$92,723.49 - \$138,121.99 Annually

**CLASS CONCEPT:**

Under general direction, directs, and administers the activities of inmate services, programs, corrections support functions, and manages large contracts directly related to inmate services (i.e., inmate phone services, video visitation, and the jail commissary). Additionally, the Inmate Services Manager is responsible for creating and directing correctional programs, implementation of policy and procedures, budget oversight/compliance, assignment of staff and staffing pattern analysis, managing operational activities for areas such as the Sheriff's Department's Inmate Training and Education Bureau (SITE-B), and performing other related duties as required.

The Inmate Services Manager is a single-position class performing the full scope of assignments with a significant degree of independence in attaining program objectives within policy guidelines. The incumbent reports to and receives general administrative direction from a Correctional Captain and has responsibility for planning, organizing, and supervising inmate support programs and service activities at individual jail facilities for the Corrections Division.

This class has been deemed eligible for the Performance Recognition Plan as set forth under Article 3, Section 311(C) of the County Management Resolution. Program eligibility requires employees to be in a leadership position, manage other employees or programs, and have significant influence on the achievement of organizational objectives.

**REPRESENTATION UNIT:** Management Resolution - Management

**EXAMPLES OF ESSENTIAL DUTIES:**

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Assist senior management in division-wide program planning, organization, management, and evaluation of comprehensive inmate programs and services; assist senior management in the formulation and implementation of policies and procedures to meet legal requirements, county policies, goals, and the delivery of required service levels.
- Provide leadership, direction, and oversight to subordinate managers in the planning, organization, management, evaluation, and coordination of delivery services to ensure the efficacy of comprehensive division-wide substance abuse, reentry, education, counseling, chaplain, detention volunteer, and inmate support programs and services; provide administrative and program guidance to managers in the implementation of departmental objectives consistent with the overall department goals and improve their understanding of program and administrative policies and procedures.

- Monitor inmate program operations to ensure objectives are accomplished within established budgets; meet with subordinate managers to determine budgetary requirements and forecast needs for staffing, equipment, materials, and supplies; prepare budget estimates and justification for assigned programs including grant funds, contracted services, and federal and state funds; maintain cost controls to ensure compliance with budget provisions.
- Supervise and evaluate subordinate supervisors; review staffing and personnel decisions, organizational structures, and operational methods; continually evaluate and assess operations for effective utilization of resources and achievement of goals and implement changes as necessary; review and evaluate program standards and therapeutic techniques of counseling staff to ensure program fidelity.
- Manage, plan, assign, supervise, and direct the operational activities of areas such as the Sheriff's Inmate Training and Education Bureau (SITE-B) for the Corrections Division including the work of all assigned correctional and clerical personnel, contracted staff, and detention volunteers.
- Conduct staffing patterns analysis and make recommendations, complete employee evaluations, and manage various program personnel including Sheriff's employees and contracted staff assigned to the bureau.
- Act as a liaison for the Department and represent it in relationships with service providers, County departments, state agencies, and community and business organizations; participate in a variety of internal and external meetings, committees, and coalitions; interact with various planning councils and boards.
- Develop inmate service related Request for Proposals and submit grant applications; assist with the Request for Proposal review process; coordinate Memorandums of Understanding with eligible service providers regarding grant requirements for funds, grant rules, regulations, and monitoring procedures on collaborative programs funded through grant awards.
- Negotiate, administer, and evaluate major contractual agreements with private and public inmate program service providers, inmate phone service, video visitation, and inmate commissary contracts; recommend and facilitate implementation of procedural and operational changes to maximize service delivery; recommend related remedial action to correct any noted deficiencies to ensure continuation of contracts.
- Design, organize, and direct comprehensive regional audits of correctional education, training, jail industry, reentry, inmate support services, religious programming, detention volunteers, counseling, and treatment programs through subordinate supervisors and managers.

**RECRUITING GUIDELINES:**

Education: Graduation from an accredited college or university with a Bachelor's degree in criminal justice, business or public administration, accounting, finance, psychology, counseling, behavioral or social sciences, education, criminology, or a closely related field. A Master's degree is preferred.

AND

Experience: Five years in a civilian or governmental law enforcement agency, which must have included two years in a position equivalent to an Administrative Services Manager or Correctional Lieutenant with the County of Riverside and three years performing at least two of the following: program management and evaluation, budget preparation and fiscal control, organizational analysis, general administrative systems, and procedures or personnel administration.

Knowledge of: The methods and practices of managing inmate programs; principles and techniques of administration including budgeting, organization, personal utilization, and program development and

coordination; principles of supervision and training; principles of public and business administration; the clinical principles of mental health and/or substance abuse treatment and/or criminal thinking change process and evidence-based practices in correctional programs; organization, fiscal management and personnel management; budget preparation and control; laws, statutes, and policies governing rehabilitation of inmates in a correctional facility; principles and practices of statistical, research, program evaluation methods; statistical methods and record keeping procedures; functions and resources of governmental agencies and community organizations, counseling methods and modalities, principles of adult education, and an understanding of various religions and religious programming in a correctional setting; contract development, negotiations, and administration including evaluation methods to ensure contract compliance.

Ability to: Plan, organize, direct, and supervise the daily operation of an inmate program bureau; plan, organize, and coordinate psychosocial therapeutic programming such as cognitive, behavioral, social humanist, and developmental; develop and implement operating practices; formulate and implement policies, goals, and procedures; evaluate bureau operations and correctional treatment programs, and recommend appropriate alternatives; think, act, and direct others decisively in stressful situations; prepare, present, and interpret statistical data; establish and maintain effective working relationships with governmental agencies, community organizations, staff members, and the public; direct, supervise, train, and evaluate performance of subordinate employees.

**OTHER REQUIREMENTS:**

License: Possession of a valid California Driver's License.

**PRE-EMPLOYMENT:**

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

**PROBATIONARY PERIOD:**

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.

# Attachment C

## External Market Survey Data

### Inmate Services Manager

Riv Co Class Code: XXXXX

Jurisdiction	Title	Min Salary	Max Salary	Spread
Los Angeles County	Director, Jail Programs, Sheriff	\$104,772	\$137,412	31.15%
Orange County	Administrative Manager III	\$95,722	\$168,085	75.60%
San Bernardino County	Sheriff's Administrative Manager	\$78,998	\$108,846	37.78%
San Diego County	Sheriff's Inmate Services Manager	\$69,950	\$133,910	91.44%
Ventura County	Sheriff's Senior Manager II	\$104,208	\$145,906	40.01%
County Mean: \$90,730 \$138,832 53.02%				
County Median: \$95,722 \$137,412 43.55%				
Riverside County	Inmate Services Manager	\$93,226	\$138,122	48.16%
Dollar Difference from Mean: \$2,496 -\$710				
Percentage difference from mean: 2.75% -0.51%				
Dollar difference from median: -\$2,496 \$710				
Percentage difference from median: -2.61% 0.52%				

Notes: Inmate Services Manager salary determined by averaging the County Mean and Median of the five jurisdictions studied.

Run Date: 6/27/2016

Date Prepared/Revised: 7/7/2016

By: SH