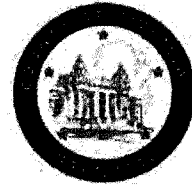


SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.26  
(ID # 11701)

**MEETING DATE:**  
Tuesday, February 11, 2020

**FROM :** SHERIFF-CORONER-PA:

**SUBJECT:** SHERIFF-CORONER-PA: Ratify and Approve the Five Year Memorandum of Understanding between the Friends of the Riverside County Family Justice Center Foundation and the County of Riverside (12/1/19-12/31/24); All Districts. [\$0]

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

1. Ratify and approve the Memorandum of Understanding (MOU) between Friends of the Riverside County Family Justice Center Foundation and the County of Riverside, and authorize the Chairman of the Board to execute three (3) copies of the attached MOU on behalf of the County.

**ACTION:** Policy

*Donald Sharp*

Donald Sharp, Chief Deputy, SHERIFF 2/6/2020

---

**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Jeffries, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: February 11, 2020  
xc: Sheriff

Kecia R. Harper  
Clerk of the Board

By: *[Signature]*  
Deputy

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

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: 100% Sheriff's Budget</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 19/20-24/25</b>	

**C.E.O. RECOMMENDATION:** [CEO use]

**BR: 20-053**

**BACKGROUND:**

**Summary**

The Riverside County Family Justice Center Foundation (FJC) and the County of Riverside on behalf of its Sheriff's Department (RSO) intend to work together to provide maximum support to the victims of domestic violence, human trafficking, sexual assault, child abuse and elder abuse through a joint response and investigation. RSO will provide law enforcement response and investigation utilizing the "Domestic Violence Car" pilot project. FJC and RSO will collaborate as partners to support project activities, provide mutual support and networking, and review and discuss issues, concerns and practices to improve services for victims.

County Counsel has approved the MOU as to legal form.

**Impact on Residents and Businesses**

FJC operates three center locations in Riverside County providing free services to crime victims. The County citizens will benefit from this cooperative effort of FJC and RSO to provide maximum assistance to assault survivor and their families through this collaborative relationship.

**ATTACHMENTS:**

- 3 – Memorandums of Understanding between Friends of the Riverside County Family Justice Center Foundation and the County of Riverside
- Exhibit A – Family Justice Center Operations Manual
- Exhibit B – Riverside County ELECTRONIC MEDIA AND USE POLICY A-50

  
Cheryl Williams

2/6/2020

  
Gregory V. Priamos, Director County Counsel

1/27/2020

**MEMORANDUM OF UNDERSTANDING  
FRIENDS OF THE RIVERSIDE COUNTY FAMILY JUSTICE CENTER  
FOUNDATION AND THE COUNTY OF RIVERSIDE**

**CONTRACTOR:** THE COUNTY OF RIVERSIDE, ON BEHALF OF ITS  
SHERIFF'S DEPARTMENT

**AGREEMENT TERM:** December 1, 2019 - December 31, 2024

This Memorandum of Understanding (MOU) stands as evidence that the County of Riverside on behalf of its SHERIFF'S DEPARTMENT (RSO) and the Friends of the Riverside County Family Justice Center (FJC) intend to work together towards providing maximum available assistance to crime victims, and set forth the understanding between the two entities regarding their collaborative relationship and the providing of services to assault survivors and their families.

WHEREAS, FJC operates three center locations in Riverside County, providing free and comprehensive services to victims of domestic violence, human trafficking, sexual assault, child abuse, and elder abuse through a co-located multidisciplinary response consisting of non-profit and government partners;

WHEREAS, victims seeking services in the center(s) may receive assistance with case management, safety planning and crisis intervention services, counseling, educational groups, family law legal services, Department of Social Services, access to criminal justice partners, and forensic evidence collection;

WHEREAS, FJC desires to enter into agreement with RSO to provide law enforcement response and investigation to victims of crime;

WHEREAS, RSO will provide provided law enforcement response and investigation to victims of domestic violence utilizing the "Domestic Violence Car" pilot project in the form of two deputies assigned to assist with domestic violence investigations;

WHEREAS, the deputies assigned to this project will collaborate with FJC and serve as a key partner in promoting its framework by serving as part of the multidisciplinary response team which promotes trauma informed approaches and collaboration to serve survivors of domestic abuse, sexual assault, human trafficking, child and elder abuse.

NOW THEREFORE, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, RSO and FJC agree as follows:

**TERM OF THE AGREEMENT:**

The term of this MOU is from December 1, 2019 through December 31, 2024.

**FJC RESPONSIBILITIES:**

1. A partner office will be provided at the Murrieta Family Justice Center located at

30045 Technology Dr. #101 Murrieta, CA 92563 for RSO's use, for the purpose of providing law enforcement response to victims seven days a week, 24 hours per day at the Family Justice Center.

2. Computer, Internet and print access will be provided to the deputies assigned to the "DV Car" pilot program from RIVERSIDE COUNTY SHERIFF DEPARTMENT.
3. Afterhours access to the building will be provided to staff assigned to the "DV Car" for purposes of law enforcement investigation. Project assigned employees of RSO will be provided with a building access card and security building alarm code.
4. Access to Family Justice Center emergency funds and vouchers will be available for distribution to victims and their families as needed and appropriate per the Family Justice Center Emergency Fund Procedures. To utilize these funds, survivors must become clients of the Family Justice Center(s).
5. Scheduling assistance for law enforcement interviews will be provided during business hours by Family Justice Center reception staff.
6. Upon written consent of the victim, the Family Justice Centers will provide follow up case management and advocacy support assistance to survivors who request assistance following law enforcement contact. This contact shall be performed by a confidential domestic violence or sexual assault advocate.

**RIVERSIDE COUNTY SHERIFF DEPARTMENT RESPONSIBILITIES:**

1. Assign a Project Coordinator to act as a liaison between RSO and FJC and support project activities as needed, i.e. mandatory travel, local trainings, policy and protocol development, outreach and referral, and administrative activities.
2. RSO agrees to follow all procedures and practices set forth for partners according to the Family Justice Center operations manual. (Exhibit A)
3. RSO will adhere to the Riverside County ELECTRONIC MEDIA AND USE POLICY A-50 (Exhibit B)
4. RSO will not share or distribute building access codes or key cards assigned to employees. Lost or damaged building access cards shall be reported immediately to the Family Justice Center, Program Director.
5. RSO will attend Family Justice Center partner meetings.

The two agencies will continue to provide mutual support and networking to victims of sexual assault, child sexual abuse, domestic violence, human trafficking, elder, and child abuse and their families to coordinate their services. Additionally, the two agencies will work together to identify best practices and trauma informed procedures in effort to provide high quality customer service to victims of crime. The agencies will meet quarterly to review and discuss issues, concerns, practices to improve services for victims.

Family Justice Center emergency funds and vouchers will be available for distribution to victims and their families when there is an emergency need. RSO may assist with rendering these services for victims who are or choose to become direct clients of the FJC. Deputies who need to provide this assistance will complete a Family Justice Center voucher request form and attach copies of the front and back of voucher issued. These forms shall then be submitted to FJC reception staff for processing and recording of the vouchers immediately. RSO will maintain (in accordance with Cal OES guidelines, subrecipient handbook 2018) Family Justice Center emergency funds for distribution to victims and their families as needed and appropriate per Emergency Fund Procedures. FJC will provide deputies assigned to this project with training on how to complete the forms for emergency assistance.

RSO will record statistics related to the number of interviews and types of interviews performed within the FJC. Additionally, deputies should share aggregate information related to the success or challenges regarding collaboration and work that is conducted in the FJC. These statistics will be provided the Family Justice Center Program Director by the 5<sup>th</sup> of each month and will be used to promote the mission of the FJC.

The two agencies will continue to provide mutual support and networking to victims of sexual assault, child sexual abuse, domestic violence, human trafficking, elder, and child abuse and their families to coordinate their services. Additionally, the two agencies will work together to identify best practices and trauma informed procedures in effort to provide high quality customer service to victims of crime. The agencies will meet quarterly to review and discuss issues, concerns, practices to improve services for victims.

RIVERSIDE COUNTY SHERIFF DEPARTMENT will attend Family Justice Center partner meetings.

#### **MODIFICATION OF TERMS**

No addition to or alteration of the terms of this MOU, whether by written or verbal understanding of the parties, their officers, agents, or employees shall be valid unless made in writing and formally approved and executed by both parties.

**ENTIRE AGREEMENT**

This MOU constitutes the entire agreement between the parties here to with respect to the subject matter hereof, and all prior or contemporaneous agreements of any kind or nature relating to the same shall be deemed to be merged herein.

IN WITNESS WHERE OF, the parties hereto have caused their duly authorized representatives to execute this Agreement.

**THE COUNTY OF RIVERSIDE**

FEB 11 2020

Date

*V. Manuel Perez*

V. Manuel Perez,  
Chairman of the Board

Printed Name

ATTEST:

KECIA R. HARPER, Clerk

By *[Signature]*

DEPUTY

**FRIENDS OF THE RIVERSIDE COUNTY FAMILY JUSTICE CENTER  
FOUNDATION**

1/8/2020

Date

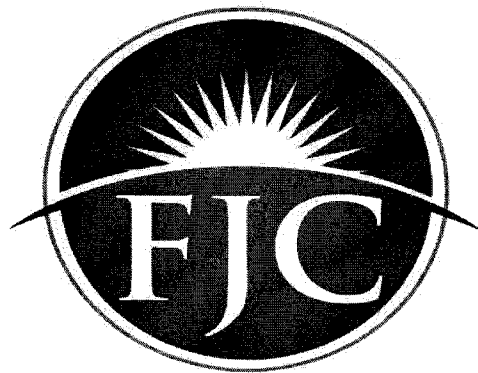
*[Signature]*

Katie Gilbertson,  
Program Director

*Katie Gilbertson*

Printed Name

FORM APPROVED COUNTY COUNSEL  
BY: *[Signature]* 1/15/2020  
DATE  
SUSANNA N. OH



**FAMILY  
JUSTICE  
CENTER**  
RIVERSIDE COUNTY

---

ENSURING SAFETY • PROTECTING FAMILIES • SEEKING JUSTICE

# **Family Justice Centers**

## **OPERATIONS MANUAL**

## Table of Contents

<b>SECTION 1 – INTRODUCTION</b> .....	<b>4</b>
SECTION 1.A – HISTORY .....	4
SECTION 1.B – PURPOSE .....	4
<b>SECTION 2 – OVERVIEW</b> .....	<b>4</b>
SECTION 2.A – VISION .....	4
SECTION 2.B – MISSION .....	4
SECTION 2.C – OBJECTIVES .....	4
<b>SECTION 3 – FACILITIES</b> .....	<b>6</b>
SECTION 3.A – HOURS OF OPERATION .....	6
SECTION 3.B – PHYSICAL DESCRIPTION .....	7
SECTION 3.C – BUILDING SAFETY AND SECURITY .....	7
<i>Alarm Cards</i> .....	7
<i>Safety Training</i> .....	8
<i>Threats of Violence</i> .....	8
SECTION 3.D – ROOM SCHEDULING .....	9
SECTION 3.E – PARKING .....	9
SECTION 3.F – CHILDREN’S ROOM .....	9
<b>SECTION 4 – FJC STAFF</b> .....	<b>10</b>
SECTION 4.A – ORGANIZATIONAL STRUCTURE .....	10
<i>Friends of the Riverside County Family Justice Center Foundation</i> .....	10
<i>Family Justice Center Coordinating Council</i> .....	10
<i>Family Justice Center Operations Task Force</i> .....	10
SECTION 4.B – THE ROLE OF THE FJC SUPERVISOR .....	10
SECTION 4.C – PARTNER STAFF .....	11
<i>On-Site Partners</i> .....	11
<i>Off-Site Partners</i> .....	13
SECTION 4.D – VOLUNTEERS .....	13
SECTION 4.E – VICTIM COMPLAINT PROCEDURES .....	13
SECTION 4.F – STAFF COMPLAINT PROCEDURES .....	14
<b>SECTION 5 – INTAKE</b> .....	<b>14</b>
SECTION 5.A – INTAKE PROCESS .....	14
SECTION 5.B – NEEDS ASSESSMENT AND SERVICE DELIVERY .....	14
SECTION 5.C – FOLLOW UP VISITS .....	15
SECTION 5.D – FJC DATABASE .....	15
<b>SECTION 6 – CONFIDENTIALITY</b> .....	<b>15</b>
SECTION 6.A – INTAKE PROCESS .....	15



SECTION 6.B – INFORMATION SHARING ..... 16

SECTION 6.C – TRAINING ..... 16

**SECTION 7 – EMERGENCY REQUESTS ..... 17**

SECTION 7.A – EMERGENCY REQUEST PROCEDURES ..... 17

*Guidelines* ..... 17

*Attachments* ..... 18

        1. Family Justice Center Comprehensive Services Grant Request ..... 18

        2. Family Justice Center Satisfaction Survey – English ..... 18

        3. Family Justice Center Satisfaction Survey – Spanish ..... 18

        4. Contact List for Emergency Request Approvals ..... 18

SECTION 7.B – VERIZON HOPELINE PROGRAM PROCEDURES ..... 19

*Basic Guidelines (as determined by Verizon)* ..... 19

*Special Cautions (noted by Verizon)* ..... 20

*Minutes* ..... 20

*Set-Up for HopeLine Phones* ..... 20

*Collection of Donated and Used Phones* ..... 21

*Attachments* ..... 21

        5. Individual User Wireless Phone Loan Agreement ..... 21

        6. Verizon HopeLine Flyer ..... 21

SECTION 7.C – AFTER HOURS VOUCHER AND CELL PHONE PROTOCOL ..... 22

*Purpose* ..... 22

*Law Enforcement* ..... 22

*On-Call Staff* ..... 22

REPORTING ..... 23

**SECTION 8 – DOMESTIC VIOLENCE VIDEO CONFERENCE MEDIATION ..... 24**

SECTION 8.A – DOMESTIC VIOLENCE VIDEO CONFERENCE MEDIATION PROTOCOL ..... 24

*Identifying Video Conference Mediation Victims* ..... 24

*Victims Not Appropriate for Video Conference Mediation* ..... 24

*Role of the Advocate* ..... 25

*Scheduling* ..... 25

*Day of Mediation* ..... 25

**SECTION 9 – KITCHEN FUND ..... 27**

SECTION 9.A – KITCHEN FUND PROTOCOL ..... 27

*Purpose* ..... 27

*Procedure* ..... 27

*Items approved for purchase* ..... 28

*Attachments* ..... 28

        7. Revolving Fund Cash Box Ledger ..... 28

        8. Sample memo requesting reimbursement to the fund ..... 28

## SECTION 1 – INTRODUCTION

The Operations Manual for the Riverside County Family Justice Center is intended to provide the framework for the daily operations of the center in accordance with the vision and mission as set forth by the Friends of the Riverside County Family Justice Center Foundation.

### Section 1.a – History

The Family Justice Centers are a community collaboration led by the Riverside County District Attorney's Office. Under the leadership of then District Attorney Grover Trask and then Victim Services Director, Cheryl Martin, Riverside County opened the first Family Justice Center in downtown Riverside on March 23, 2005. The Southwest Family Justice Center opened in Murrieta on November 14, 2006. The Indio Family Justice Center opened on January 13, 2013. With regionalized facilities, Riverside County was the first in the nation to open multiple centers in order to address the geographical barrier to services. While all Centers operate under the same structure and leadership, each Center is somewhat unique to the region, reflecting differences in the courts, local law enforcement agencies and location of partner agencies.

### Section 1.b – Purpose

The purpose of The Family Justice Centers is to provide a safe, convenient location for victims of family violence to access community services intended to assist and empower victims to reduce their own, and their children's, exposure to violence. In addition, Family Justice Centers create an environment conducive to encouraging victims to participate in the criminal justice system.

## SECTION 2 – OVERVIEW

### Section 2.a – Vision

The Family Justice Center brings together professionals, under one roof, to provide optimum community response and comprehensive services to victims and their children.

### Section 2.b – Mission

The Family Justice Centers provide victims of family violence; domestic violence, sexual assault, child abuse, elder abuse, and human trafficking with centralized access to public and private resources in a safe, secure, and private environment.

### Section 2.c – Objectives

The Family Justice Centers will work in a united effort to achieve the following objectives:

- ☞ Reduce the number of domestic violence and sexual assault related cases that go unreported in Riverside County.
- ☞ Ensure that perpetrators of family violence are prosecuted.

- ☞ Provide comprehensive services to victims of domestic violence, sexual assault, child abuse, elder abuse and human trafficking related cases.
- ☞ Provide help and resources to children exposed to family violence.
- ☞ Offer appropriate legal assistance to victims of family violence.
- ☞ Develop educational programs and training to increase public awareness of family violence.

## SECTION 3 – FACILITIES

### Section 3.a – Hours of Operation

<p><b>Riverside Family Justice Center</b>          3900 Orange Street          Riverside, California 92501  <i>Center is closed on all County Holidays*</i></p>	<p>Monday through Friday          8:00am-5:00pm</p>
---	---

The Riverside Family Justice Center is located adjacent to the Riverside District Attorney's Office in downtown Riverside, approximately 2 blocks from the Downtown Justice Center which includes both the Criminal Courthouse as well as the Family Law Courthouse.

<p><b>Southwest Family Justice Center</b>          30045 Technology Drive          Murrieta, California 92563  <i>Center is closed on all County Holidays</i></p>	<p>Monday through Friday          8:00am-5:00pm</p>
---	---

The Southwest Family Justice Center is located in a Murrieta office complex, approximately 5 miles from the Southwest Justice Center

<p><b>Indio Family Justice Center</b>          82-995 Hwy 111, Ste 101          Indio, CA 92201  <i>Center is closed on all County Holidays</i></p>	<p>Monday through Friday          8:00 am – 5:00 pm</p>
---	---

The Indio Family Justice is located adjacent to the Indio District Attorney's Office location, approximately 1 block from the Indio Family Justice Center.

### Section 3.b – Physical Description

All Family Justice Centers are intended to be safe, comfortable spaces where victims of family violence and their children can receive confidential, voluntary services. In order to provide those services, it is critical that all FJC staff have adequate workspaces, with the necessary equipment and technology to perform those functions related to their role within the Centers. While workspace is provided by agreement between the District Attorney's Office and each partner agency, agencies are required to provide the equipment and technology for their own staff. To the extent possible, technology should be compatible to maintain the highest level of collaboration and communication.

All FJC sites are accessed by a front door that opens into a secure lobby. FJC visitors use a wall-mounted telephone to communicate with the receptionist, who is visible through a large glass window. The lobbies are furnished with comfortable and welcoming furniture.

Beyond the lobby, FJC sites have interview rooms where services are provided to victims. Additionally, Centers feature large, well appointed children's rooms where children can play and rest while their parent receives services.

Hard-walled offices and cubicle spaces provide work areas for District Attorney and partner agency staff. Each site includes a hard-walled supervisor office and a meeting room capable of holding up to 15 visitors.

Kitchens are equipped and maintained for the use of staff and visitors. A kitchen fund provides for snacks and beverages to be provided to victims and their children during their time at FJC.

### Section 3.c – Building Safety and Security

It is critical that a safe and secure environment be provided for victims, FJC staff, and other center visitors.

#### **Access/Alarm Cards**

All FJC buildings are alarmed when not occupied. Each Center has individual security measures in place and FJC staff (both Partner and DA staff) will have varying levels of access based upon need and determined by the FJC Executive Director.

All permanently assigned SWFJC staff are issued alarm cards that can be used to access the building when alarmed.

In the event that an FJC staff person inadvertently triggers the alarm; that staff person is responsible for:

- ☞ Notifying the alarm company (identified on the alarm box)
- ☞ Notifying the local law enforcement agency to prevent a response to the site
- ☞ Notifying the Bureau of Investigations – during work hours

## ☞ Notifying the FJC site supervisor – during work hours

### **Safety Training**

All newly assigned FJC staff should be oriented to the building including exits, panic buttons and fire extinguishers. Additionally, all FJC staff should be trained regarding the safety practices related to reception duties, admittance of visitors, physical and verbal threats, and client emergencies. This training should be provided upon a staff person's assignment to FJC and updated annually for all staff.

If reception staff determines that the visitor is a perpetrator/defendant or has previously been a defendant, or has been accused of being a perpetrator of family violence or any other crime causing concern for safety, the reception staff should seek the assistance of the FJC site supervisor, in determining the visitor's appropriateness for services. A visitor's status as a current or previous defendant should not be used as the sole basis for denying services or entrance to the center.

All visitors will:

- ☞ Identify themselves to reception
- ☞ Reception staff will sign the visitor in using the Center's visitor log
- ☞ Complete an intake (victims, first visit)
- ☞ Be accompanied by a staff person any time they are walking through the Center

Any visitors refusing to cooperate or presenting an obvious safety risk (physically or verbally threatening, visibly under the influence of drugs or alcohol) will be refused entry. Reception staff should enlist the assistance of the site supervisor and/ or other FJC staff including on-site law enforcement when determining action.

Visitors determined inappropriate for services at FJC may be provided with referrals to other services as appropriate.

### **Threats of Violence**

Any threat of violence is to be immediately reported to the FJC site supervisor. The FJC site supervisor will then report this information to the director to determine if a threat assessment and report to law enforcement should be made.

### Section 3.d – Room Scheduling

FJC Conference Rooms are available for use by FJC staff, Partner agencies and appropriate community groups. Scheduling is available through the reception of each individual Center. The Conference Rooms are available on a first-come, first-served basis with Center programming taking a priority.

FJC interview rooms are available for victim appointments and walk-ins on a first-come, first-served basis unless otherwise confirmed for service delivery within the Center.

### Section 3.e – Parking

Depending on the Center location, parking is available for FJC staff and victims. Where applicable, parking spaces closest to the entrance should be left vacant for victim parking where appropriate. The Riverside Family Justice Center does not have free parking available for clients or staff. Family Justice Centers are not responsible for parking fees incurred by clients or personnel countywide. FJC site supervisor has parking cost and information for each Center location for staff.

### Section 3.f – Children’s Room

All FJC sites have Children’s Rooms appropriate for children of all ages. In order to maintain the safety and well being of children visiting FJC, the following guidelines apply:

- ☞ Children’s Rooms are to be maintained with appropriate toys and activities. Accessible toys/ objects must be large enough to not present a choking hazard to small children.
- ☞ The Children’s Rooms must be kept clean and presentable. It is the responsibility of the last FJC staff member serving the family to ensure that the room is left in a condition acceptable for the next use.
- ☞ Attention should be given to determining and monitoring the special needs of each child. The parent should be consulted regarding the ability of the child to be unattended.
- ☞ Children may not remain at FJC in the event that their parent or caregiver leaves the facility, regardless of the length of time.
- ☞ Children requiring assistance in the restroom are to be accompanied by a parent or caregiver.
- ☞ Parents or caregivers must be consulted before giving a child food or beverages.

## SECTION 4 – FJC STAFF

### Section 4.a – Organizational Structure

#### **Friends of the Riverside County Family Justice Center Foundation**

A 501c (3) organization created to address the fundraising and grant-seeking activities related to the Family Justice Center. The Board of Directors meets bi-monthly.

#### **Family Justice Center Coordinating Council**

The Coordinating Council membership includes executive-level management from all FJC partners. Coordinating Council meets bi-annually to address program and organizational issues. The Coordinating Council issues suggestions and directives to be carried out by the Operations Task Force.

#### **Family Justice Center Operations Task Force**

The Operations Task Force meets every other month at alternating FJC sites. This meeting is attended by first line supervisory staff of all partner agencies as well as FJC staff as needed. The Operations Task Force is a working group designed to consider the suggestions and carry out the directives of the Coordinating Council. Additionally, Task Force members seek solutions to challenges and obstacles in providing effective and efficient services to victims. A representative from Operations Task Force will be present at Coordinating Council to provide updates and accept direction from the Council.

### Section 4.b –

#### **The Role of the FJC Executive Director**

The FJC Executive Director is a Division of Victim Services Assistant Director and is employed by the Riverside County District Attorney's Office. The FJC Executive Director may have additional responsibilities within the Division of Victim Services. The Executive Director provides oversight and direction of Family Justice Centers countywide and reports directly to the Friends of the Family Justice Centers Foundation as well as the Division of Victim Services Director.

#### **The Role of the FJC Coordinator**

The FJC Coordinator is a Supervising Advocate employed by the Riverside County District Attorney's Office-Division of Victim Services. The FJC Coordinator may have additional supervisory duties and responsibilities within the Division of Victim Services. The FJC Coordinator is responsible for the administration and implementation of specific grant funding guidelines and provides assistance to the Family Justice Centers countywide.



### The Role of the FJC Supervisor

The FJC Supervisor is a Supervising Advocate employed by the Riverside County District Attorney's Office – Division of Victim Services. While the FJC Supervisor may have additional responsibilities within the Division of Victim Services, their office is located at the FJC site they are assigned to. The FJC Supervisor is responsible for direct supervision and evaluation of Division of Victim Services Advocate and Legal Support Assistant staff assigned to the FJC. Additionally, the FJC Supervisor provides direction, coordination and support to all FJC staff (DA staff and Partner staff) in order to accomplish the day-to-day activities of the program.

All FJC staff remains under the direct supervision of their employing agency. Any issues or concerns of the FJC Supervisor are to be communicated timely to the appropriate agency supervisor. FJC Supervisors and agency supervisors are expected to seek collaborative and mutually agreeable solutions for the benefit of the program and the victims we serve.

FJC Supervisors report to the Assistant Directors and Director of Victim Services. Additionally, FJC Supervisors provide regular reports to the Operations Task Force and Coordinating Council. FJC Supervisors are bound first by the policies and procedures of the District Attorney's Office and applicable MOUs. It is the intention that the policies and practices outlined in this document do not conflict with the policies and procedures of the District Attorney's Office or any other participating agency.

### Section 4.c – Partner Staff

FJC Partner Agencies are those governmental and non-governmental agencies who have dedicated time and resources to the planning, implementation and evaluation of the FJC program. FJC Partners fall into two categories; on-site and off-site. On-site partners maintain an office and a regular staff presence at one or more of the FJC sites. Off-site partners have made a commitment to respond to the FJC site in the event that a victim would benefit from the services they offer. Both on-site and off-site partners are represented on the Operations Task Force and Coordinating Council.

#### On-Site Partners

- **Alternatives to Domestic Violence (ADV)** – ADV Advocates provide victims of domestic violence and their children with individual counseling, information and referrals, court accompaniment, assistance in completing protective orders, and acts as the point of entry into shelter facilities.
- **District Attorney's Office** – Deputy District Attorneys provide technical assistance to law enforcement on case filing. Victim Services Advocates minimize the impact of the criminal justice system upon the lives of victims, witnesses, and their families by guiding them through the criminal justice system and providing emergency assistance as needed. Legal Support Assistants provide reception and clerical support to the program including all data entry into the FJC Database.

- **Family Service Association (FSA)** - Clinical staff assess the impact of trauma, presenting problem (s) to formulate a treatment plan for children and their families. Evaluation and treatment occurs within groups and individual settings based upon need.
- **Inland County Legal Services (ICLS)** – ICLS attorneys provide legal assistance to victims in areas including family law, housing, unemployment benefits, public benefits and immigration petitions. Attorneys may provide direct representation in court and may review protective orders for adequacy of the allegations.
- **KIDS Court** – Clinical staff provides services to assist child victims in learning coping skills when having to traverse the court systems through a live intervention based program as well as assessment and treatment for children experiencing trauma and abuse.
- **Riverside Area Rape Crisis (RARC)** – Advocates provide emotional support and services to survivors of sexual assault and their families, including counseling, information and referral, and hospital accompaniment.
- **Riverside County Sheriff's Department** – Investigators specially trained in crimes related to domestic violence provide report follow-up and additional investigation as needed in order to prepare a case for filing for those DV/SA-related crimes occurring with the Sheriff's Department jurisdiction.
- **Riverside Police Department (RPD)** – Detectives assigned to the Domestic Violence Unit investigate all felony and misdemeanor domestic violence crimes that occur within the City of Riverside including stalking, violations of restraining orders, harassment and vandalism related to domestic violence.
- **Safe Alternatives for Everyone (SAFE)** – SAFE Advocates serve the Southwest region by assessing family needs and providing families with case management services. In some situations, SAFE can assist families with basic needs including food, utilities, and referrals to medical services as well as assistance in completing and filing of protective orders.
- **Shelter From The Storm (SFTS)** – SFTS Advocates provide victims of domestic violence and their children with individual counseling, information and referrals, court accompaniment, assistance in completing protective orders, and acts as the point of entry into shelter facilities as well as assessing family needs and providing family case management services.

### Off-Site Partners

- **Department of Public Social Services (DPSS)** – Adult Protective Services (APS) and Child Protective Services (CPS) Social Workers will respond within 2 hours when a report of abuse/ neglect is made of an elderly victim, dependent adult or child when the victim is in imminent danger. Eligibility staff will respond upon request in order to determine benefits eligibility including emergency assistance for victims of domestic violence.
- **Betty Ford Center** – The Children’s Program at Hazelden Betty Ford Foundation provides children and their support systems clinically based programs addressing substance abuse within the family.
- **Riverside Probation Department** – Upon request, a Probation Officer will respond in order to provide information on case status, hold probationer accountable for terms and conditions of probation and notify the court of violations of probation.
- **Living Shields Ministry Chaplains** – Chaplains will respond upon request in order to provide non-denominational spiritual support and referrals to victims of family violence.

### Section 4.d – Volunteers

Volunteers and interns may be recruited to assist with the day to day operations of the Family Justice Center. All volunteers/ interns will be required to complete a background check through the District Attorney’s Office. Additionally, all volunteers/ interns will be provided with a copy of the District Attorney’s Office Volunteer Manual and expected to comply with all policies and procedures contained within. Volunteers/ interns assigned to FJC sites will receive training in safety, confidentiality, dynamics of family violence and sexual assault, crisis intervention, and specific duties as applicable. Partner volunteer/intern requests must be made in writing to the FJC Executive Director and approved prior to placement at an FJC location.

### Section 4.e – Victim Complaint Procedures

Family Justice Center Partners are qualified professionals whose goal is to support victims of family violence and their children. If a client wishes to submit a complaint related to the quality of service that they received at one of the Centers, staff shall inform clients of their ability to complete a “FJC Client Grievance” form and the client should be referred to the FJC Site Supervisor who will ask the victim to discuss their concerns with the partner representative. If a client does not wish to complete the form, one should be completed on their behalf by the FJC supervisor. The FJC supervisor will attempt to resolve the concern and will forward documentation of the concern to the director and partner supervisor if applicable.

#### Section 4.f – Staff Complaint Procedures

FJC staff should work collaboratively with the FJC Site Supervisor to reach mutually acceptable solutions to address the day to day challenges that arise. In the event that a staff member has a concern which they feel has not been adequately addressed through that process, they should speak to the supervisor of their employing agency. Partner staff supervisors are encouraged to work together to resolve complaints in a manner that is consistent with the Vision, Mission, and Objectives of the Family Justice Center program.

Supervisors are encouraged to bring process or procedure issues or complaints to the attention of the Operations Task Force. Issues or complaints that cannot be resolved or are beyond the scope of the Operations Task Force should be referred to the FJC Executive Director.

### SECTION 5 – INTAKE

#### Section 5.a – Intake Process

Victims may either make an appointment to visit Family Justice Centers or walk in during regular business hours. An appointment is not required to receive services.

FJC reception staff is responsible for gathering information including the victim's name and sufficient information to conduct a basic public domain search for a pending criminal case. This search is intended to assist the victim by providing up-to-date information regarding their pending case, assist as a needs assessment and to screen for potential safety concerns. As stated in Section 3.c of this manual, "Any visitor who refuses to provide sufficient identifying information may not be permitted to enter the secure areas of the Center." Additionally, "A visitor's status as a current or previous defendant should not be used as the sole basis for denying services or entrance to the center." If FJC staff has questions or concerns regarding the suitability of a victim for services at the Center, a supervisor shall be consulted.

Assistance in completing the intake form will be provided if the form needs to be translated or read to the victim.

#### Section 5.b – Needs Assessment and Service Delivery

Upon completion of the intake form, a partner agency assigned Case Manager will meet with the victim to review the form and conduct a basic needs assessment. The Case Manager will then work with appropriate FJC staff to coordinate the services necessary and available.

Every attempt shall be made to provide services to the victim on the day they present at FJC. It is the responsibility of all FJC participants to consider the convenience and safety needs of the victim. It is understood that victims of crime face many obstacles to receiving and participating

in services as they seek a life free from violence. It is the intention of FJC and all participants to limit and remove obstacles whenever possible.

Services should be provided, whenever possible, to victims within the interview rooms.

#### Section 5.c – Follow Up Visits

Follow up visits are documented by FJC reception staff and do not require that victims complete a new intake form each visit. An ongoing intake form with identified services requested will be expected at each subsequent visit. Victims will be encouraged to inform FJC reception staff if their contact information changes if continuing services within the Centers.

#### Section 5.d – FJC Database

The FJC database is provided by the Friends of the Family Justice Center Foundation through grant funding. It is maintained and accessed by FJC Partner Staff, the FJC Coordinator and the FJC Executive Director for the purpose of tracking victims and services provided by all FJC partners. All non-profit Partners are expected to input their statistical and data information into the Database within 24 hours of providing services to victims. The data base will be utilized for demographics, service delivery and case management purposes. Reports and information collected will be made available to Partner agencies as requested.

## SECTION 6 – CONFIDENTIALITY

*Riverside County Family Justice Center is committed to employing confidentiality practices that promote victim safety and allow for a coordinated community response.*

#### Section 6.a – Intake Process

The FJC partner Case Manager conducts the initial intake which includes the explanation and completion of the collaborative confidentiality forms. A copy of the roles and responsibilities of each partner pertaining to confidentiality is included in this operations manual.

Upon meeting with a victim, each FJC representative is expected to explain their role, describe their services and inform the victim of the limits of confidentiality/ privilege afforded by the representative's position.

Completed intake forms are returned to FJC reception staff for entry by the partner Case Manager into the FJC database. A hard copy intake form is maintained in a secured paper file. The FJC Collaborative Confidentiality procedures maintain victim confidentiality and the sharing of demographic information. Hardcopy intake forms are stored, filed by victim name, in locked file cabinets at each FJC. Hardcopy intake forms are maintained for one year before they are destroyed in a safe manner.

The FJC Coordinator is responsible for providing a monthly intake and offender report produced from the database. This report is forwarded to the FJC Executive Director each month. A summary is provided at each FJC Coordinating Council meeting and Operations Task Force meeting.

#### Section 6.b – Information Sharing

Each FJC partner agency retains responsibility for fulfilling the confidentiality expectations of their respective agency, position and funding. In order to share information which would otherwise be privileged, victims will be asked to complete agency-specific information release forms. Victims should be fully informed of the benefit and risk of sharing confidential/privileged information.

#### Section 6.c – Training

FJC staff will receive annual training regarding confidentiality and privilege. All staff are expected to receive training from their own agency, specific to their role within that agency.

## SECTION 7 – EMERGENCY REQUESTS

### Section 7.a – Emergency Request Procedures

#### Guidelines

- ☞ The goal of the Emergency Request is to provide expanded emergency services and access to services for victims of family violence who seek assistance at Family Justice Center locations.
- ☞ Emergency lodging funds are intended to provide emergency, temporary lodging for victims of family violence and their children, who have no other resources, until shelter space or relocation arrangements are available.
- ☞ Transportation funds are intended to assist victims in accessing services, including shelter services, when FJC partners have no other funding sources available.
- ☞ Household Maintenance funds are intended to assist the victim in purchasing items necessary to maintain their safety and continued residence in the home. Financial needs may include the repair/ replacement of essential property such as bedding and household goods, payment of utilities, court filing fees, and fees for certification of records. Funds under this category are limited to one-time grants not to exceed \$500.
- ☞ When available, grant funded family stability funds may be used as determined by the partner Case Manager. Distribution of the funds/vouchers follow all emergency request guidelines.

All Emergency Requests must follow the guidelines above. For effective management and audit purposes, the following must be followed:

1. Vouchers and emergency assistance will only be used in the absence of another community resource, and only in the case of an emergency.
2. If applicable, verification of the crime will be made and a copy of the crime report will be kept on file.
3. Documentation must be maintained for audit purposes and monthly data collection.

In order to provide emergency assistance to victims:

1. All available community resources are to be explored prior to requesting vouchers or emergency assistance.
2. FJC staff must complete a Comprehensive Services Grant Request Form, located at the reception area. The form is to be completed in its entirety including victim name, contact information and case information if applicable. The “reason for request” must be

completed for each type of assistance being requested.

3. The Request Form must be signed by both the requesting party and the FJC Site Supervisor. In the event that the FJC Site Supervisor is unavailable to sign, the Site Supervisor may give a verbal approval by phone. The verbal approval time and date must be noted on the Form and the Form must be provided to the Site Supervisor for their review and signature upon return to the office. In the event that the Site Supervisor cannot be reached, another FJC Site Supervisor may be contacted by phone for verbal approval. If no FJC Site Supervisor is available, the request may be made to the FJC Coordinator, or the FJC Executive Director. A list of contact names and phone numbers of persons authorized to grant Emergency Requests will be kept on file in the same location as the blank and completed forms. Approval will be sought in the order listed on the Contact List.
4. Upon approval, the LSA staff will retrieve the appropriate cards from their secure location. LSA staff will note the card numbers and enter the required information on the approved Voucher Log. LSA staff will file the approved request form in a binder to be maintained in the reception area.
5. Requests for Transportation Funds or Household Maintenance Funds will be made in the same manner. The approving Site Supervisor will work with the Family Justice Center Coordinator or Executive Director to release the appropriate funds.
6. All requests are reviewed on a case by case basis. Repeat requests will also be reviewed on a case by case basis.

#### Attachments

1. Family Justice Center Comprehensive Services Grant Request
2. Contact List for Emergency Request Approvals



### Section 7.b – Verizon HopeLine Program Procedures

The Verizon HopeLine Project gives provides domestic violence victims with prepaid cell phones, allowing victims to keep in touch with their support systems. In exchange for these cell phones, Family Justice Center has an ongoing drive to collect donated cell phones in any condition. Donated cell phones collected by FJC are not refurbished, but rather disposed of in an environmentally friendly manner.

Verizon HopeLine cell phones may be distributed to victims when a needs assessment has been completed and it has been determined that the phone would enhance the victim's safety plan.

#### **Basic Guidelines (as determined by Verizon)**

⇒ HopeLine phones are intended for use by domestic violence victims for:

- Calls to 9-1-1
- Calls to a hotline or domestic violence agency
- Call to significant contacts such as an employer, landlord, doctor's office, or child's school as victim seeks to rebuild and improve their own lives and the lives of their children.

⇒ HopeLine phones are to be loaned to victims on a temporary basis.

⇒ HopeLine phones are to be returned by the victims once affiliation with the FJC has ceased.

⇒ It is the responsibility of the FJC staff person issuing the phone to:

- Keep a signed user's contact on file (maintained in a binder at the reception area near the phones).
- Keep track of victims who are using HopeLine phones (cell phone log is maintained by LSA staff and updated by partner staff as appropriate).
- Retrieve HopeLine phones from victims no longer receiving services, or with whom the FJC no longer has any affiliation.
- Advise the HopeLine Coordinator (contact information maintained in binder) when a HopeLine phone has been lost or stolen and needs to be disconnected.
- Advise the HopeLine Coordinator if there is an equipment problem with any HopeLine phone. Please be prepared to clearly define the problem (i.e. cannot receive incoming calls; cannot make outgoing calls; etc.).

### Special Cautions (noted by Verizon)

Victims **MUST** contact FJC for resolution of any HopeLine phone issues.

- ⇒ **Under no circumstances** are victims to contact Verizon Customer Services representatives directly if a HopeLine phone is not functioning.
- ⇒ **Under no circumstances** will Verizon Wireless Communication Stores, or other sales outlets “swap out” a defective HopeLine phone for a new phone should a victim visit such a location and ask for or demand a replacement.
- ⇒ **Under no circumstances** are victims to contact the HopeLine Coordinator directly.

### Minutes

HopeLine phones are shipped with 3,000 prepaid airtime minutes assigned to them. Prepaid minutes are available for use within one-year of the date shipped. HopeLine phones will cease to function once the 3,000 minutes have been used or the one-year period has expired, whichever occurs first. HopeLine phones whose airtime minutes have been exhausted should be retrieved by the agency for use in next year’s program.

If an advocate conducts a needs assessment with the victim and determines that the victim needs additional airtime minutes, a one-time request can be made to add an additional 1,000 minutes to the victim’s phone.

### Set-Up for HopeLine Phones

Within 60 days of receiving the HopeLine phones from Verizon:

- ⇒ Charge all phones immediately to ensure they are functional.
- ⇒ Register all phones on the network by making one outgoing call.
- ⇒ Set up voice mail:
  - Set up the phone’s voice mail before distributing the phone to a victim. If the voice mail is not activated within the first 60 days upon receipt, the feature will be removed.
  - Enter **\*86** and **Send**
  - Enter the **last 4 digits** of the cell phone number as the pass code and press the # key.
  - The system will then start a brief tutorial that will prompt you to reset the password – enter the **last 4 digits** of the cell phone number.
  - Then the system will prompt you to select a message callers will hear when they reach the voicemail box. **Select the option that will allow callers to hear the generic message.**
  - After this step is completed, the voicemail box will be set up and the phone will

be ready to be distributed to a victim.

### **Collection of Donated and Used Phones**

The FJC Coordinator is responsible for coordinating the collection and counting donated cell phones at the end of each year. If collection boxes were provided to off-site locations, the FJC site supervisor is responsible for ensuring that the boxes are emptied and those phones are included in the annual collection and count.

One FJC Supervisor will be assigned to package the donated phones from both sites in preparation to mail to Verizon. That Supervisor will make a final count of the donated phones and provide that number to the FJC Executive Director.

FJC Supervisors and FJC staff are encouraged to publicize the ongoing cell phone drive throughout the year.

### **Attachments**

3. Individual User Wireless Phone Loan Agreement
4. Verizon HopeLine Flyer

## Section 7.c – After Hours Voucher and Cell Phone Protocol

### **Purpose**

Law enforcement and other first responder personnel often have contact with domestic violence, sexual assault and human trafficking victims in crisis during hours outside of Family Justice Center business hours. The purpose of this protocol is to establish a method to provide those participating FJC partners with access to vouchers and/ or cell phones intended to meet the immediate needs of victims in crisis.

### **Law Enforcement**

Participating law enforcement agencies will be provided with a supply of vouchers and cell phones intended for after hours use. The number and type of vouchers and cell phones provided will be dependent on the number of vouchers and cell phones available and will be decided by the Family Justice Center Executive Director.

Vouchers and cell phones provide to law enforcement agencies for after hours use will be maintained at the appropriate station, secured by the watch commander or equivalent.

Vouchers and cell phones provided to law enforcement agencies will be documented on the appropriate voucher/ cell phone log and will become the responsibility of the respective agency. The law enforcement agency will comply with the guidelines of the Family Justice Center Emergency Request Procedures and Verizon HopeLine Project Requirements. Completed Grant Request Forms and/ or User Agreement forms for vouchers and/ or cell phones distributed to victims will be forwarded to the FJC Site Supervisor by the following business day to allow for complete accounting of vouchers and cell phones provided under the Verizon Comprehensive Services Grant, Verizon HopeLine Project and other funding sources.

Victims provided with emergency vouchers and/ or cell phone will also be contacted the following business day by FJC staff to offer services and assess the safety of the victim. Officers who provide hotel vouchers and/ or HopeLine phones to victims will provide the FJC site supervisor with follow up contact information for the victim so that contact can be made by FJC staff.

### **On-Call Staff**

Other FJC partner staff responsible for providing after hours emergency response in accordance with the duties for the agency with which they are employed will also have access to emergency vouchers and cell phones after hours. All on-site partner staff has the ability to contact the FJC Site Supervisor to determine access to the FJC building after hours and if approved are permitted to do so for the purpose of retrieving emergency vouchers and/ or cell phones to provide for the immediate needs of a victim in crisis.

A small number of vouchers will be kept in the binder for emergency use while the remainder of the vouchers will be maintained in a locked box. Vouchers accessible for emergency use will be

noted as such on the appropriate voucher log. The FJC site supervisor is responsible for requesting to replenish the emergency stock of vouchers as they are used and as they are available.

The Family Justice Center Emergency Request Procedures will be followed for after hour emergencies. Staff will seek approval before disbursing vouchers and the Family Justice Center Comprehensive Services Grant Request will be completed. The completed Grant Request form will be provided to the FJC Site Supervisor by the following business day. The Grant Request Forms and a current approval contact list will be maintained in the binder located near the vouchers.

Likewise, Verizon HopeLine phones, forms and logs will be maintained in a centralized location in the reception area. A copy of the User Agreement form will be forwarded to the FJC site supervisor by the following work day.

### Reporting

A report detailing the use of emergency vouchers and HopeLine phones will be collected monthly and included in the monthly data collection conducted by the FJC Coordinator.

## **SECTION 8 – DOMESTIC VIOLENCE VIDEO CONFERENCE MEDIATION**

### **Section 8.a – Domestic Violence Video Conference Mediation Protocol**

Videoconferencing mediation provides an opportunity for victims of domestic violence to address the needs of their children in an environment where they feel safe and free from intimidation from their abuser. This partnership between Family Law Court and the Family Justice Center will allow a victim to receive support services throughout the mediation process and to further the goal of living free from violence. The Family Law Court Mediator will continue to assess what is best for the children and make their recommendations to the Court.

An FJC staff member will be assigned as the victim support advocate and will assess all new intakes using the criteria below. The assessment will determine whether the victim's situation necessitates the use of video conferencing.

#### **Identifying Video Conference Mediation Victims**

- Severe physical abuse and/ or sexual assault of the victim and/ or the children
- Abuse making threats to kill or harm the victim, their children and/ or self
- Abuser has a weapon
- Abuser is threatening or has taken the children; threat of abduction can be determined by DV 108 pg 1 of 2 in TRO packet)
- Victims residing in a shelter
- Victims that have left the county or state and are living in a safe and confidential location
- Emotional status of victims who are very emotional and afraid of the abuser
- Abusers who have abused the victim in public and who have previously disregarded protective orders
- Victims who have special needs

#### **Victims Not Appropriate for Video Conference Mediation**

- Parents who are willing to make mutual agreements for the custody and visitation of the children.
- Parents who are not concerned for the safety of the children during visitation but wish to avoid contact with the other parent.

### **Role of the Advocate**

The advocate assigned to provide victim support during video conference mediation will:

1. Assist the victim in completing the mediation questionnaire
2. Fax the questionnaire to the assigned mediator
3. Coordinate with the mediator to start the mediation at the scheduled time
4. Set up and prepare equipment at the FJC site
5. Inform the mediator of any new facts pertaining to the case immediately prior to the start of the mediation
6. Explain the mediator's recommendations if the victim does not understand
7. Provide emotional support to the victim
8. Act as the liaison between FJC and the Family Court

The advocate **cannot** and **will not** provide:

1. Personal opinion as it relates to the case
2. Diagnosis
3. Legal advice

### **Scheduling**

1. All scheduling of the videoconferencing mediations to be done through the Family Justice Center.
2. Victims identified through FJC (see guidelines attached) will be flagged upon submitting a restraining order request to the Family Law Court.
3. Family Law Court to call FJC for availability of appointments. Those victims flagged by FJC will have priority in utilizing videoconferencing mediation.
4. Once a mediation appointment has been scheduled, victim will receive a separate notice of location to appear by the Family Law Court. The person to be restrained will be ordered to appear at the Family Law Court.

### **Day of Mediation**

1. Victim checks into FJC and completes FJC Intake
2. Victim completes Family Law Court Questionnaire – this is faxed to Family Law Court when finished.
3. Family Law Mediator to review Questionnaire and communicate via videoconferencing any questions regarding paperwork.

4. Mediation begins
5. Family Law Mediator facilitates mediation utilizing videoconferencing equipment.
6. Support person role and responsibilities attached
7. Mediation completed and directives given by Mediator
8. Wrap up if necessary



## SECTION 9 – KITCHEN FUND

### Section 9.a – Kitchen Fund Protocol

#### Purpose

Each Family Justice Center (FJC) site is to maintain a Kitchen Fund for the purpose of providing food and beverages to clients as needed during long visits to the FJC while receiving services related to family violence.

#### Procedure

- The Kitchen Fund is established at \$200 for each site.
- The FJC site supervisor is responsible for storing cash in a locked box at each site, accompanied by a copy of the most recent ledger and receipts for all purchases. The Kitchen Fund shall be stored separately from other cash, gift cards, or vouchers.
- Purchases to replenish the stock of food items may be made by FJC staff, at the direction of the FJC site supervisor. The staff member making the purchase is responsible for providing any remaining cash and all receipts to the site supervisor.
- The site supervisor then reviews the receipts, enters the purchase onto the ledger and places the receipts, remaining cash and updated ledger into the locked box.
- The FJC site supervisor will submit an updated ledger quarterly to the FJC Executive Director. If purchases are made during the quarter, the supervisor will also include receipts (original and one copy) and a memo requesting reimbursement to the fund.
- When reimbursement is approved, the FJC site supervisor will receive a check. The supervisor is responsible for cashing the check and placing the cash in the locked box. Additionally, the supervisor will update the ledger to reflect the deposit of cash, reconciling the account balance to \$200.
- Requests for reimbursement to the fund may be submitted prior to the due date and submission of the quarterly report if necessary. Early reimbursement will be considered on a case by case basis.
- Purchases of items for purposes other than those listed above or for items not included on the approved list require *prior* approval from the FJC Executive Director. Such requests shall be made 10 days in advance when possible.
- Receipts must be fully itemized and any product descriptions that are not clear should be

annotated. Receipts must include date and location of purchase and shall only include items purchased with Kitchen Funds. No personal purchases may appear on the same receipt as items purchased with Kitchen Funds.

- The FJC site supervisor is responsible for maintaining the Kitchen Fund and all related documentation indicated in this protocol. Failure to comply with this protocol or maintain accurate accounting for the Fund may be subject to disciplinary action up to and including termination.

#### **Items approved for purchase**

1. Food
2. Beverages
3. Paper kitchen products
4. Necessary kitchen cleaning products
5. Air fresheners as appropriate

#### **Attachments**

5. Revolving Fund Cash Box Ledger
6. Sample memo requesting reimbursement to the fund

**COUNTY OF RIVERSIDE, CALIFORNIA  
BOARD OF SUPERVISORS POLICY**

<b><u>Subject:</u></b>	<b><u>Policy Number</u></b>	<b><u>Page</u></b>
<b>ELECTRONIC MEDIA AND USE POLICY</b>	<b>A-50</b>	<b>1 of 9</b>

**Purpose:**

The purpose of this policy is to establish guidelines for proper use of all forms of electronic media. As used in this policy, "*electronic media*" includes, but is not necessarily limited to, the following: e-mail (electronic-mail), Internet use, voice-mail, video teleconferencing, fax, diskettes, storage media, bulletin boards, television, electronic subscription services, electronic documents, and any other forms of electronic communication. County employees with access to electronic media are required to abide by this policy.

**Policy:**

**1. No Expectation of Personal Privacy for Use of County Systems**

Employee use of any county electronic media system is not private; and employees using these systems should not expect their communications to be private. Employees should not have an expectation of personal privacy when using any form electronic media.

Employees should also be aware that any electronic media communication might be considered a public record subject to disclosure under California law.

**2. Appropriate Use**

County electronic media systems are made available to employees for the purpose of providing an effective method to communicate, increase productivity, perform research and obtain information that will assist in performing job related tasks.

Employees shall use good judgment at all times when using the Internet or other electronic media. Electronic media shall be used only to send courteous, professional and businesslike communications.

Certain electronic media (especially e-mail) may not be appropriate to transmit sensitive materials, which may be more appropriately communicated by written document or personal conversation.

Employees should always remember that persons other than the sender and the recipient might read electronic media communications at a later date.

**COUNTY OF RIVERSIDE, CALIFORNIA**  
**BOARD OF SUPERVISORS POLICY**

<b><u>Subject:</u></b>	<b><u>Policy Number</u></b>	<b><u>Page</u></b>
<b>ELECTRONIC MEDIA AND USE POLICY</b>	<b>A-50</b>	<b>2 of 9</b>

Accordingly, electronic media communications (such as e-mail messages) should always be treated as written memos, which may remain on file in various locations.

Electronic media shall not be used in any manner in violation of the law or county rules, policies or procedures. Electronic media shall in no manner be used for any improper, illegal, offensive or harassing purpose.

Activities prohibited by this policy include, but are not necessarily limited to the following:

- a. Transmittal of any material or communication in violation of any federal, state or local law, ordinance or regulation;
- b. Transmittal of any material or communication, which includes potentially offensive material (such as; sexual, racial or ethnic comments, jokes or slurs);
- c. Misrepresentation under any circumstance of an employee's true identity;
- d. Unauthorized access to any computer system;
- e. Any action intended to accomplish or assist in unauthorized access to computer systems;
- f. Unauthorized or improper downloading, accessing or transmittal of copyrighted information, documents or software;
- g. Transmittal of unauthorized broadcast communications or solicitations (such as; mass email transmittals). All broadcast or solicitation messages must be approved in advance by the Chief Information Officer, Riverside County Information Technology;
- h. Any action that causes the county to incur a fee for which there has not been prior approval;
- i. Use of security code or password other than as authorized; or
- j. Disclosing your username and password to anyone for any purpose.

**3. Notice of County's Right and Ability to Store Communications**

**COUNTY OF RIVERSIDE, CALIFORNIA**  
**BOARD OF SUPERVISORS POLICY**

<b><u>Subject:</u></b>	<b><u>Policy Number</u></b>	<b><u>Page</u></b>
<b>ELECTRONIC MEDIA AND USE POLICY</b>	<b>A-50</b>	<b>3 of 9</b>

Employees are notified that electronic media communication may not be deleted from the system; and that the county may save such communications even though it appears they have been deleted. For example, e-mail users should be aware that when they have deleted a message from their mailbox it may not have been deleted from the e-mail system and that every e-mail message might be saved by the county.

All electronic media communications are considered at all times to be county records. The county has the capability to access, monitor, review, copy, or disclose any electronic media communications; and the county reserves the right to do so for any proper county purpose. The use of security measures (such as individual passwords) or deletion of electronic media communications (such as deletion of e-mail messages by users) does not affect the county's ability or right to access, review, copy, or disclose such communications under appropriate circumstances. Employees' use of electronic media is consent to such action by the county.

This policy shall not be interpreted to limit the county's access to electronic media communications under appropriate circumstances; and shall not in any way limit the county's control or ownership of its electronic media systems. However, this policy is in no way intended to permit unauthorized access to electronic media communications.

**4. Software**

Employees shall use software only in compliance with license agreements and copyright or other laws.

**5. E-Mail Retention**

Riverside County email systems are transitory-communications systems and are not intended as mechanisms for storing records.

**A. Email Retention Period**

- i. Email messages must be retained in the departments' online email systems no longer than 45 days after they are created in or received into the email system.
- ii. Each department must implement an email retention period through automatic electronic means. Each user's email messages must be

**COUNTY OF RIVERSIDE, CALIFORNIA**  
**BOARD OF SUPERVISORS POLICY**

<b><u>Subject:</u></b>	<b><u>Policy Number</u></b>	<b><u>Page</u></b>
<b>ELECTRONIC MEDIA AND USE POLICY</b>	<b>A-50</b>	<b>4 of 9</b>

automatically saved in the department's online email systems during the email retention period.

- iii. Automatic archival of email messages is prohibited on Riverside County email systems. Each department must configure its email systems to prevent auto-archiving of email messages and each user must not activate the auto-archiving features.

**B. Email Deletion Schedule**

- i. Each user's email messages must be deleted from the department's online email systems after the email retention period has expired.
- ii. Each department must establish and implement the Email Deletion Schedule through automatic electronic means. Each user's email messages must be automatically deleted from the department's online email systems according to the following schedule:
  - a. All items in the "Trash" will be purged every 14 days.
  - b. All "In" and "Out" box items (whether read, opened or unopened) will be purged after the 45-day email retention period has expired.
  - c. Email "Trash", "In" and "Out" box items will be backed-up during routine server back-ups. Back-up tapes allow data recovery in the event of a systems crash but must be retained no longer than 30 days.

**6. Public Records**

- A. Notwithstanding Section 5.B. of this Policy titled Email Deletion Schedule, any information transmitted by email that meets the definition of "public record" under the California Public Records Act may not be deleted or otherwise disposed of except in accordance with the Public Records Act and in compliance with the Board of Supervisors Policy A-43 County Records Management and Archives Policy. General guidelines as to whether or not an email message contains information that constitutes a public record are provided in Attachment 1.

**COUNTY OF RIVERSIDE, CALIFORNIA**  
**BOARD OF SUPERVISORS POLICY**

<b><u>Subject:</u></b>	<b><u>Policy Number</u></b>	<b><u>Page</u></b>
<b>ELECTRONIC MEDIA AND USE POLICY</b>	<b>A-50</b>	<b>5 of 9</b>

B. Employees must be aware that an email message which constitutes a public record (whether or not it is exempt from disclosure) may be subject to the County's records retention schedules and/or statutory retention requirements. In that event, the email message may not be deleted without first being reduced to paper copy or stored in an electronic format in a location other than the department's email systems.

**7. Litigation Hold Procedure**

A. This email deletion policy and all supporting departmental policies and procedures are subject to litigation holds. A "litigation hold" is the process used to notify County departments about pending or reasonably anticipated litigation involving the County of Riverside and the department's potential obligation to preserve relevant email information by suspending email deletion policies involving any potentially relevant information transmitted by email.

B. The Office of Risk Management, or the Office of County Counsel, or the Human Resources Department are authorized to direct any County department to place a litigation hold whenever information transmitted by email is or may be relevant to pending or reasonably anticipated litigation involving the County of Riverside.

C. When any County department is directed by the Office of Risk Management, or the Office of County Counsel, or the Human Resources Department to institute a litigation hold, the department must promptly contact and coordinate with personnel from Riverside County Information Technology or internal information technology staff responsible for managing the department's email systems to implement the litigation hold.

D. Each department must establish and implement the litigation hold procedure with the following general guidelines:

- i. Each department must designate "Litigation Hold / Public Records Act" personnel to serve as a liaison with outside legal counsel, the Office of County Counsel, the Office of Risk Management, the Human Resources Department, information technology personnel, and litigation hold personnel from other County departments.

**COUNTY OF RIVERSIDE, CALIFORNIA**  
**BOARD OF SUPERVISORS POLICY**

<b><u>Subject:</u></b>	<b><u>Policy Number</u></b>	<b><u>Page</u></b>
<b>ELECTRONIC MEDIA AND USE POLICY</b>	<b>A-50</b>	<b>6 of 9</b>

- ii. The departmental "Litigation Hold / Public Records Act" personnel are responsible for the following:
  - a. Helping legal counsel place a litigation hold on emails that are or may be relevant to pending or reasonably anticipated litigation involving the County of Riverside.
  - b. Providing sufficient information regarding the subject of the pending or reasonably anticipated litigation to allow departmental employees to conduct a reasonable search for potentially relevant email information.
  - c. Coordinating with informational technology personnel to place a litigation hold on potentially relevant email information.
  - d. Coordinating with litigation hold personnel from other County departments, if any, involved in the pending or reasonably anticipated litigation.

**8. Auditing**

- A. Each department must conduct audits to ensure that email messages are retained during the email retention period; that email messages are actually purged from the department's online email systems, and backed up, in compliance with the email deletion schedule; and that the litigation hold procedure is effectively implemented.
- B. The first audit must be performed within two (2) years of establishing the individual department's policies and procedures on email retention, deletion and litigation holds. Department heads may at their discretion conduct subsequent audits when appropriate.

**9. Training and Education**

Human Resources will be responsible for providing concurrent and ongoing training and education to all County employees regarding applicable policies and procedures for email communication, retention, deletion, litigation holds, and the California Public Records Act, including any applicable retention requirements.

**Written Acknowledgment**

Department heads shall have all employees acknowledge in writing that they have received and read this policy. Such written acknowledgment shall be retained in the



**COUNTY OF RIVERSIDE, CALIFORNIA  
BOARD OF SUPERVISORS POLICY**

<b><u>Subject:</u></b>	<b><u>Policy Number</u></b>	<b><u>Page</u></b>
<b>ELECTRONIC MEDIA AND USE POLICY</b>	<b>A-50</b>	<b>7 of 9</b>

department's files. (Nevertheless, the failure to provide such written acknowledgement shall not in any way limit the county's ability to enforce this policy.) An Example form is attached.

**Reference:**

- Minute Order 3.8 of 10/22/1996
- Minute Order 3.36 of 06/29/1999
- Minute Order 3.7 of 11/07/2006
- Minute Order 3.65 of 06/02/09

**COUNTY OF RIVERSIDE, CALIFORNIA**  
**BOARD OF SUPERVISORS POLICY**

<b><u>Subject:</u></b>	<b><u>Policy Number</u></b>	<b><u>Page</u></b>
<b>ELECTRONIC MEDIA AND USE POLICY</b>	<b>A-50</b>	<b>8 of 9</b>

**ATTACHMENT 1**

**GENERAL GUIDELINES ON PUBLIC RECORDS**

- A. With respect to an email message that is prepared, owned, used or retained by the County, the content of such email message determines whether or not it is a public record.
  - 1. An email message is generally considered to be a public record if it contains information relating to the conduct of the public's business.
  - 2. An email message is generally not considered to be a public record if it contains only purely personal information unrelated to the conduct of the public's business.
  
- B. Some guidelines for making the determination as to whether or not an email message is a public record or exempt from disclosure include:
  - 1. Email messages that are SPAM, or commercial solicitation, or are of a personal nature which have no relevance to the conduct of County business shall not be considered to be public records and do not need to be retained.
  - 2. Preliminary drafts, notes, or interagency memoranda or intra-agency memoranda that are not retained by the County in the ordinary course of business are exempt from disclosure if the public interest in withholding those records clearly outweighs the public interest in disclosure.
    - a. These may generally include email messages that are pre-decisional communications to the extent they contain advice, recommendations, opinions, and deliberation in the policy-making processes and are not customarily preserved or retained.
    - b. Insofar as the above-described email messages also contain purely factual information, such information is generally not considered exempt from disclosure.

**COUNTY OF RIVERSIDE, CALIFORNIA  
BOARD OF SUPERVISORS POLICY**

<b><u>Subject:</u></b>	<b><u>Policy Number</u></b>	<b><u>Page</u></b>
<b>ELECTRONIC MEDIA AND USE POLICY</b>	<b>A-50</b>	<b>9 of 9</b>

**ATTACHMENT 2**

**ACKNOWLEDGEMENT OF  
COUNTY OF RIVERSIDE  
ELECTRONIC MEDIA AND USE POLICY**

I have received a copy of and am fully aware of the County of Riverside's electronic media and use policy; and I agree to abide by the terms of this policy. I also agree to remain apprised of future revisions to this policy and to abide by the terms of all such revisions.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

This form shall be retained in department files.