SPECIAL HANDLING

I. Introduction

Identifying a case as “Special Handling” is a means of ensuring offenders receive priority contact with a Probation Officer every time they come into the office. This should be limited to offenders who represent an increased risk to the community which may be mitigated by frequent face-to-face contacts, and offenders who may be difficult to locate, such as those who are transient.

II. Special Handling Designation

A case may receive a Special Handling designation automatically, based on the criteria outlined in this policy, or on a discretionary basis, based on other circumstances where the Supervising Probation Officer (SPO) and the assigned Deputy Probation Officer (DPO) have determined that the case requires action or special attention.

A. Automatic Special Handling Designation

- All §707(b) W&IC offenders
- All sex offenders - §261.5 PC cases will be discussed on a case by case basis with the SPO
- All arson offenders
- All violent felony offenders
- High level gang members
- High risk DJJ parolees
- Transients (central caseloads only)
- Pending warrants

B. Discretionary Special Handling Application

If the offender does not meet the criteria for automatic special handling, SPO approval is required to designate the case as Special Handling. Reasons for applying discretionary special handling must be documented in chronological notes in IMPACT. Examples of discretionary special handling cases are sensitive cases, which include but are not limited to, high...
Special Handling (continued)

profile cases (celebrity, politician, dignitary, etc.), those whose case garnered significant media attention, or those in which the victim works for the Probation Department.

III. Documentation in IMPACT

Reasons for Special Handling designation must be documented in IMPACT under the Special Handling tab in “Notes”. This tab must be updated by the assigned DPO or designee by the next business day once the designation changes.

When a case is designated as Special Handling and the information is to be shared with outside agencies, the DPO will complete a “Safety” chrono explaining the reason for the distinction. Law enforcement officers outside the Probation Department can view “Safety” chronos when “display on overview page” is selected.

On sensitive cases which have been designated as Special Handling, in order to avoid dissemination of sensitive information to outside agencies, the DPO will choose “Special Handling” on the overview screen and then complete a “Critical Factors” chrono alerting department personnel to the sensitivity of the case and where the chrono entry is that explains the designation. This will prevent sensitive information from being shared with outside agencies and alert internal staff to the need for discretion when discussing the case.

IV. Special Handling Walk-Ins

All Special Handling walk-ins must have a face-to-face contact with the assigned DPO. If the assigned DPO is unavailable, a buddy officer, OD, Unit Sr. DPO, or SPO will be contacted by front desk personnel to speak with the offender.

All Special Handling clients must be asked about any new law enforcement contact, current status in their sex offender program (if applicable), and any change to their residence or contact information.

All information must be documented in chronological notes, which will also include, but is not limited to, client risk factors and victim information.