

Telephone Access

972.1 PURPOSE AND SCOPE

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The purpose is to establish and implement written policies and procedures to provide youth with access to telephone communication. This policy applies to all juvenile facility staff.

972.2 AUTHORITY AND REFERENCES

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- Board of State and Community Corrections Title 15, Article 6, §§ 1371 & 1376;
- California Penal Code § 830;
- Welfare and Institutions Code §§ 210, 627 (b) & 885.

972.3 POLICY

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All youth may have access to telephones. Youth are encouraged to maintain communication with their parent(s)/legal guardian(s), grandparent(s), and attorney, unless there is a court order that states otherwise. Telephone access is another communication tool in addition to visitation and correspondence. All youth telephone calls shall be made in the presence of staff, and with the permission of the Supervising Probation Officer or designee, at no expense to the youth.

972.4 DETENTION CONTROL TELEPHONE CALLS

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During the admittance process, except where physically impossible, no later than one hour after each youth has been admitted, the youth shall be advised of and has the right to make at least two telephone calls. One phone call shall be completed to the youth's parent(s)/legal guardian(s), a responsible relative, or the youth's employer, and another call to the youth's attorney. Refer to Welfare and Institutions Code (WIC) 627 (b).

972.5 TELEPHONE CALLS AFTER ADMITTANCE

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Youth are authorized to call their parent(s)/legal guardian(s) or grandparent(s), unless there is a court order prohibiting their contact. A youth may also be authorized to call a member of the community who is a positive influence but only after the person has been verified by the youth's probation corrections officer (PCO) caseworker and approved by the unit Supervising Probation Officer (SPO).

NCIC Inmate Communications allows youth to make telephone calls during daily recreation. In addition to recreation, staff may grant youth access to the telephones when the opportunity presents itself during waking hours. Use of the telephones shall not adversely impact the daily

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operations of the juvenile facility. All youth phone calls are limited to ten minutes to give equal access to the telephones.

Staff are authorized to terminate all telephone calls during an emergency code call or whenever they have reasonable suspicion to believe safety and security is threatened.

972.6 NCIC INMATE COMMUNICATIONS

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972.6.1 HOW TO ACCESS THE INMATE CALL ENGINE (ICE)

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- (a) Access the NCIC system through the Probation Intranet portal. ([Probation Intranet](#))
- (b) Scroll down and select the ICE icon.
- (c) Staff will need to log in with their username and password.

972.6.2 CREATING AN ICE ACCOUNT FOR YOUTH

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During the detention control process, the detention control officer (DCO) shall create a telephone account for each youth by completing the following:

- (a) Access the ICE system;
- (b) Click on the "inmate" tab;
- (c) Create a new youth profile to include:
 1. The youth's full name;

 3. Names and contact information of parent(s)/legal guardian(s), grandparent(s), attorney, court-ordered telephone calls, etc..
- (d) Ensure that the "active" tab is selected under "status."
 1. Youth shall be prompted to create an additional PIN number during their initial telephone call.

972.6.3 TRANSFERRING A YOUTH'S TELEPHONE ACCOUNT

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Each time a youth transfers to and from facilities, they shall have access to the telephone system only if they have an account and it has been activated for that facility.

DCO staff at the receiving facility shall set up a new account or activate an existing account for each incoming youth. If the youth has an existing account, DCO staff at the receiving facility shall activate the youth's account upon their arrival to their facility. DCO staff from the sending juvenile facility shall deactivate the transferring youth's account.

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Staff at each juvenile facility shall have access to the youths' ICE profiles, contact information and telephone call history.

972.7 ATTORNEY TELEPHONE CALLS

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Youth shall be allowed access to use the telephone system to call their attorney. All attorney calls are confidential, privileged, free of charge and shall not be overheard or listened to by staff.

The unit SPO or designee shall contact the NCIC support team to enter the youth's attorney's contact name and telephone number into the system.

972.8 COURT-ORDERED TELEPHONE CALLS

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Court-ordered telephone calls shall be completed via the telephone system.

The unit SPO shall verify all court-ordered telephone calls by reviewing the youth's minute order from the court. Once the court-ordered telephone call has been verified, the unit SPO or designee shall enter the contact information into the system.

Court-ordered collect telephone calls shall be completed in the same manner as any other telephone call. When the Court orders a telephone call to be completed, the unit SPO or designee shall send an email to NCIC support with the following information:

- (a) Youth's name;
- (b) Name of court-ordered telephone call recipient;
- (c) Telephone number of court-ordered telephone call recipient;
- (d) Length and frequency of call; and
- (e) Indicate if the telephone call shall be at the department's expense.

972.9 DOCUMENTING TELEPHONE CALLS IN THE CLIENT MANAGEMENT SYSTEM

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Shift one control staff or designee are responsible for entering all telephone calls made the prior day into the youths' corresponding detention contacts screen in the client management system. This information shall be generated in a telephone call history report from the NCIC system.

Staff shall enter the following information into the detention contacts screen:

- (a) Name of person called;
- (b) Telephone number called;
- (c) Type of phone call completed; and
- (d) Length of telephone call completed.

972.10 SUPERVISING TELEPHONE CALLS

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Staff shall supervise youth using the telephones at all times.

Youth shall be directed to sit in a chair facing staff when using the telephones. This will allow staff to monitor the youth in the event the youth becomes emotional or agitated. If staff notices a change in the youth's demeanor, staff shall speak to the youth regarding the nature of the telephone call and provide counseling if needed. Any behavioral issues involving telephone calls shall be noted in the unit log as well as the youth's detention contacts screen in the client management system.

972.11 REQUESTS FOR YOUTHS' TELEPHONE RECORDS

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Only authorized personnel assigned to the Riverside County Probation Department Juvenile Facilities or NCIC Inmate Communications may operate or access the telephone recording equipment.

Any law enforcement officer, who is sworn law enforcement pursuant to California Penal Code Section 830, and Deputy District Attorneys performing an official law enforcement investigation, can request phone records. All requests for records regarding telephone conversations shall be submitted by the requesting agency/officer in writing on a Request for Inmate Telephone Records form (attachment).

Requests for records will be forwarded to the facility manager. After the facility manager approves the request, it will be forwarded to NCIC personnel, who will respond to the request.

Records of telephone conversations will only be released to government law enforcement agencies. The release of records shall be documented by means of a completed Request for Inmate Telephone Records form (attachment). Forms will be retained for the current year, plus three years.

Juvenile facilities personnel releasing records will initial and date all records released. If records or audio files are emailed, a copy of the original email will be printed and attached to the completed and signed Request for Inmate Telephone Records form (attachment).

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Attachments:

1. [Request For Inmate Telephone Records](#)
2. [NCIC Inmate Communication Telephone System SW](#)
3. [NCIC Inmate Communications Telephone System Contract](#)