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RIVERSIDE COUNTY
PROBATION
D E P A R T M E N T

ANNUAL REPORT
FISCAL YEAR 2019-2020

MISSION STATEMENT

SERVING COURTS - PROTECTING OUR COMMUNITY - CHANGING LIVES

VISION

We promote healthy and productive lifestyles and provide the highest quality of public safety services.

CORE ORGANIZATIONAL VALUES

◆ EXCELLENCE ◆

Being outstanding in all that we do and continuously striving to be the best.

◆ INTEGRITY ◆

The undivided adherence to strong moral principles such as honesty, fairness, and consistency.

◆ DEDICATION ◆

Absolute commitment to our mission, the courts, the county, and the public.



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EXECUTIVE TEAM



RONALD L. MILLER II
CHIEF PROBATION OFFICER



BRYCE HULSTROM
ASSISTANT CHIEF PROBATION OFFICER



CHRISTOPHER H. WRIGHT
CHIEF DEPUTY PROBATION OFFICER
FIELD SERVICES



NATALIE RIVERA
CHIEF DEPUTY PROBATION OFFICER
FIELD SERVICES
APPOINTED ON JULY 14, 2020



JASON BAILEY
CHIEF DEPUTY PROBATION OFFICER
INSTITUTIONAL SERVICES



DOUG MORENO
CHIEF DEPUTY PROBATION ADMINISTRATOR
ADMINISTRATIVE & BUSINESS SERVICES

ORGANIZATIONAL CHART

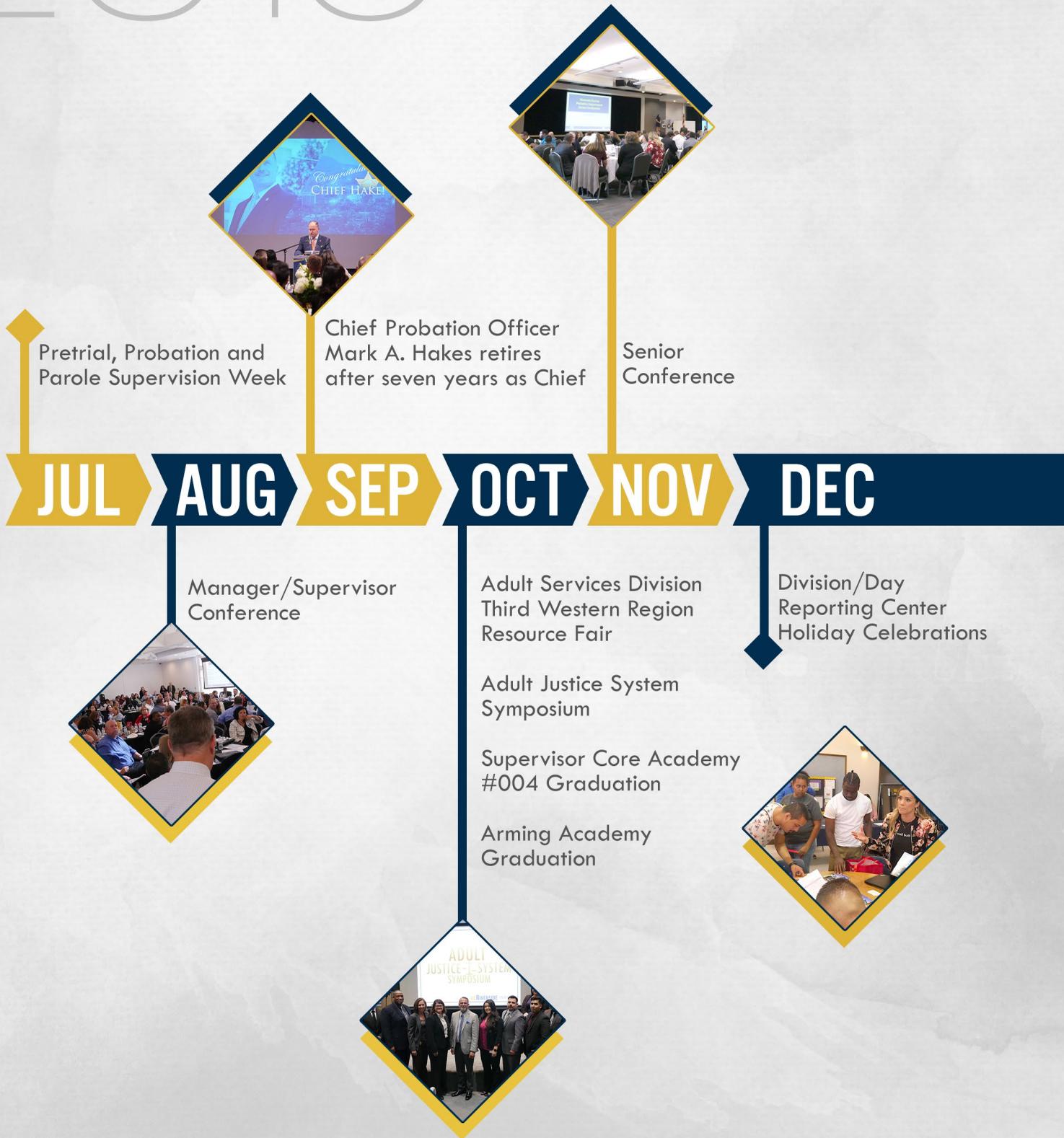


DEPARTMENT REALIGNMENT

CHIEF MILLER RECENTLY ANNOUNCED A NEW DEPARTMENT REALIGNMENT AS PART OF A PLAN TO FOCUS ON LOCAL SERVICE DELIVERY AND ENHANCE RESPONSIVENESS TO CLIENTS' NEEDS. OPERATIONS HAVE BEEN REGIONALIZED TO BEST SERVE OUR CLIENTS AND THE COMMUNITY.

FISCAL YEAR AT A GLANCE

2019



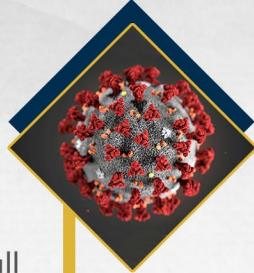
2020



Chief Probation Officer Ronald L. Miller II appointed

Riverside Juvenile Hall closed

Alan M. Crogan Youth Treatment & Education Center-Detention Unit opened to replace RJH when it closed



Realignment of Field Services Division

Offices and institutions close to in-person visits due to COVID-19



Governor Gavin Newsom proposes the closure of the Department of Juvenile Justice and to return responsibilities to counties

JAN

FEB

MAR

APR

MAY

JUN

Assistant Chief Probation Officer Bryce Hulstrom appointed



Chief Probation Officer Ronald L. Miller II and Assistant Chief Probation Officer Bryce Hulstrom sworn in by Presiding Judge John W. Vineyard

Deputy Probation Officer Core Academy #013 Graduation



Divisions begin working with local Community Based Organizations to deliver meals to clients and others in need during COVID-19 closures



Offices re-open to the public with COVID-19 safety protocols in place



MESSAGE FROM THE CHIEF



Between the time of my appointment to Interim Chief and appointment to permanent Chief, I experienced an incredible outpouring of support, from both inside and outside of the Department. Thank you for the kind words, the best wishes and support.

During the months of transition, our mission remained consistent: Serving Courts, Protecting Our Community and Changing Lives. I am proud of you all and of this department for the great work that is done each day. We are a vital part of the criminal justice system. Because of your efforts, lives are improved, families

reunited and hope restored. This is no easy task. For some of our clients, past trauma or continued criminogenic thinking influences their thoughts and actions, making it difficult for them to see another way. Each of you plays an important role in helping clients gain or regain their footing in the community.

Someone recently asked me, "What's your vision?" It did not take long to answer. My hope is that every client receives the best opportunity for positive change. While we hold clients accountable, we must always be looking for opportunities to mentor, coach and encourage. Why? Because over and over again, those completing probation say the same thing, "Someone helped me to believe that I could change. They gave me hope."

You matter to this department and your efforts contribute to our team's success. As we begin a new year, we have an opportunity to review our business, our activities and measurements. We are refining what we do to ensure that we are doing the right work and in the right amount to get the right results. There are great opportunities ahead. I look forward to all we will accomplish together.



Ronald L. Miller II
RONALD L. MILLER II
CHIEF PROBATION OFFICER

DEPARTMENT OVERVIEW



The Riverside County Probation Department engages in continuous improvement, searching for and applying best practices, using measurable outcomes to evaluate programs, and making every effort to fulfill its mission and to make Riverside County a safe community for its residents. We recognize the value of a qualified, professional, high energy and diverse workforce. We highly regard ethical behavior, values and traits in our staff such as Excellence, Integrity and Dedication. We constantly strive to uphold the public trust and to provide the best quality service to our constituents.

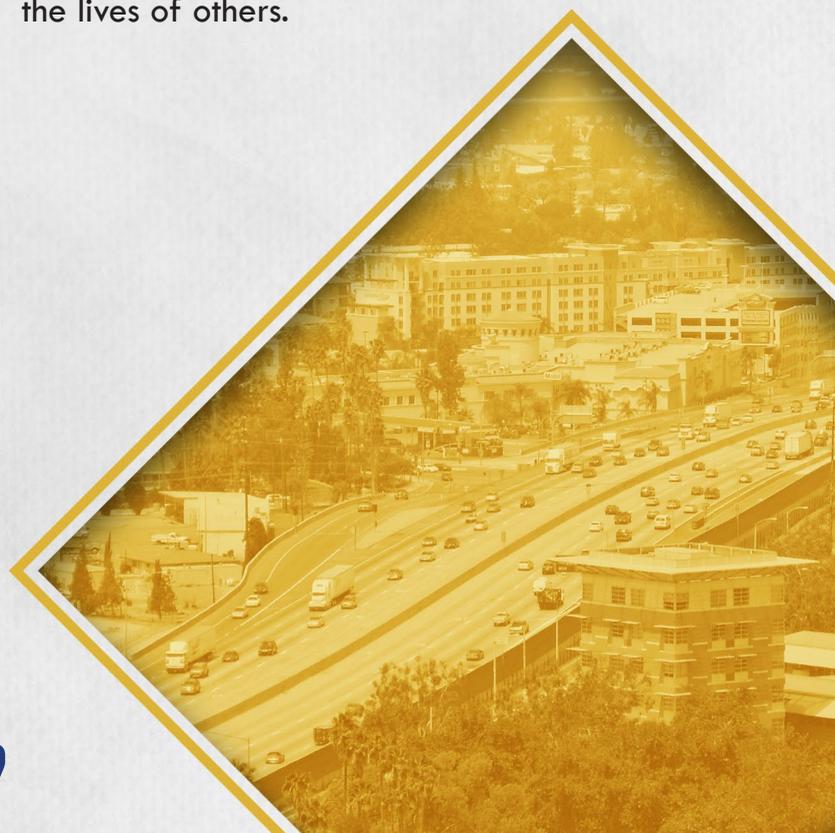
The Riverside County Probation Department enjoys an excellent reputation for working in a collaborative manner with law enforcement, community-based organizations, schools and fellow county departments. Our dedicated sworn personnel participate in a wide variety of assignments that include conducting investigations on adult and juvenile clients; providing intensive supervision and early intervention and treatment services in the community; and providing juvenile institutional detention and treatment programs throughout the county. The support staff, in all assignments, are an integral and valued component of our department.

In 2017, the Riverside County Probation Department launched its Lean Continuous Improvement Plan in an effort to increase efficiency, improve financial stewardship

and reduce waste. Since the launch of the Lean Continuous Improvement Plan in 2017, we have mapped key operations of the department, including: adult supervision; juvenile supervision; and institutional services to establish metrics/goals and identify areas needing improvement. Through the assistance of a Lean management consultant, we have developed strategic planning and working sessions to consolidate improvement recommendations and align them with the department's strategic goals.

We are meeting the challenges and embracing the opportunities associated with the rapid growth of Riverside County and with ongoing changes in legislation. We will continue to provide the residents of Riverside County with the superb services they have come to know and expect from the Riverside County Probation Department.

Together, we truly can make a difference in the lives of others.





RONALD L. MILLER II APPOINTED CHIEF PROBATION OFFICER

On February 21, 2020, Chief Probation Officer Ronald L. Miller II was sworn into his new position by the Honorable John W. Vineyard, Superior Court Presiding Judge of Riverside County, at the Riverside Historic Courthouse. A gathering of family, friends and local leaders were on hand to celebrate the occasion.

Former Chief Probation Officer Mark A. Hake opened the ceremony with words of praise for Chief Miller. "Ron is a leader," Hake said. "I can tell you he's a man of integrity and honesty. He's highly skilled, dedicated, goal driven and determined. He has the characteristics to be a great Chief Probation Officer, and Ron, I know a great Chief Probation Officer is exactly what you will be."

Chief Miller spoke of his commitment to the department and its mission to help clients move to a place where they can start making positive decisions and contributions to the community. He also expressed his thanks. "I'm grateful for the work we're in," he said. "I'm grateful for the staff that we have that make this work move forward, and again, I'm grateful for the support that many of you have given me."



Chief Miller has 32 years of probation experience, 30 of which have been in the service of the Riverside County Probation Department. He began his career with the San Bernardino Probation Department in 1987 as a juvenile hall Group Counselor. In 1989 he joined the Riverside County Probation Department as a Deputy Probation Officer. He worked a variety of assignments that included investigations, supervision, aftercare, armed task force assignments and court



officer. Chief Miller promoted to Assistant Division Director in 2002 and then to Division Director in 2005. While in the management ranks, he held management positions within both Institutional Services and Field Services. He was promoted to Chief Deputy Probation Officer in December 2011 and to Assistant Chief Probation Officer in 2018, a position he held until his appointment to Chief Probation Officer.

RIVERSIDE JUVENILE HALL PERMANENTLY CLOSED

On January 29, 2020, Riverside Juvenile Hall (RJH) closed its doors and moved the last group of youth to the other facilities. Originally known as The Riverside County Detention Home, the facility began as a converted farmhouse at the intersection of Garfield and Harrison streets in the city of Riverside.

The old building was expanded upon and remodeled several times throughout the years. A school building was added, a temporary Navy barracks was put up, Mathews Cottage opened in 1949 to provide separate housing and services to dependent youth and a new kitchen was added in 1952. The original farmhouse building was demolished and replaced with a modernized Riverside Juvenile Hall (RJH) in 1955. The campus saw its final expansion in 1987, when 40 self-contained rooms were added with the construction of units 9 and 10.



During these years, thousands (15,252 just since 2008) of lost and troubled youth came through the doors of RJH, slept in its bunks and rooms and received services that were greatly needed. Many of these youth went on to live productive lives, free from the criminal justice system, so we never heard from them again.

As the juvenile justice system evolved, the number of detained youth decreased and the need to house over 200 youth at RJH at any one time was no longer necessary. Also, the cost to keep a historical, but quickly aging facility up and running to state-required standards became prohibitively expensive.

Although the decision to close the facility was necessary and inevitable, it was a bittersweet event as RJH is where it all began for so many in this department. Since opening in 1910 RJH employed thousands of staff (703 just since 2001). It's hard to even explain what an impact this place has had on the department, because so many staff started or spent their entire careers at the facility. RJH employed and produced every level of employment and leadership in this department, including Chief Probation Officers. RJH was a unique and memorable place and will forever hold a special place in the hearts of staff who dedicated a portion of their lives to serving the youth of Riverside County at the facility.

DIVISIONS REALIGNED TO MEET NEEDS

The Riverside County Probation Department realigned Field Services and Administrative and Business Services (ABS) this fiscal year. The number of divisions was increased as part of a plan to focus on local service delivery and enhance the department's responsiveness to clients' needs. Prior to the realignment, there was a large discrepancy in the number of clients assigned among the divisions. The goal of the realignment was to distribute the workload more evenly and to regionalize operations.

The realignment included dividing the largest field division (Southwest Services Division) into three smaller divisions: Southwest Services Division, Mid-County Division and Central Services Division. Additionally, Juvenile Services Division and Adult Services Division began supervising both adults and juveniles in their geographic areas and the divisions were renamed Metro West and Metro East (respectively). Special Services Division and Field Projects Division were combined. Finally, ABS was divided into two divisions: ABS and Professional Standards Bureau.

Smaller changes included reassigning the Day Reporting Centers to the geographic division they in which they are located; the motivational interviewing coaches were moved from the Special Services Division to the Professional Standards Bureau; and the task force officers were assigned to their respective regional divisions.

ADMINISTRATIVE & BUSINESS SERVICES



Administrative and Business Services is responsible for providing the infrastructure by which the department can achieve its mission. Services include Research and Evaluation which provides quality assurance and program evaluation; Fiscal Services which provides budget and financial reporting, accounts payable/receivable, procurement of goods and services, compliance auditing for federal, state and local funding, facilities management of leased and county-owned facilities, asset tracking, capital improvement projects, contract management of community based organizations, memorandums of understanding for outside agencies and grants management; Human Resources which provides internal risk management programs, leave management, risk management and safety, position control, new hire orientations and personnel service; and the Professional Standards Bureau which provides public relations, hiring and recruitment, background investigations, internal affairs, staff development and legal affairs.

ADVANCING VICTIM-CENTERED SUPERVISION IN DOMESTIC VIOLENCE CASES

One of the most challenging aspects of supervising a domestic violence (DV) caseload is working with the victim in addition to the probationer. Administrative Services Officer Lachelle Crivello of the Victim Restitution and Resources Division worked with Chief Probation Officers of California (CPOC) to develop a class to help probation officers supervising domestic violence (DV) caseloads navigate the unique dynamics of interpersonal violence. Crivello and an advisory committee of probation officers from across the state established an eight hour, STC-certified course, which was delivered at three locations: Sacramento, Santa Ana and San Mateo.

The course covered strategies for victim contact, victim-centered offender supervision and how to recognize coercive control. Legal mandates that address officers' interactions

with victims, restraining orders, the importance of developing professional contacts to assist with these unique caseloads and self-care strategies were also addressed.

The class emphasized that as service providers in DV cases, we have a unique and ongoing responsibility to victims and their children. Instead of asking, "Why do they stay in a violent relationship," we should be asking, "what makes it difficult for them to leave?"

The training better prepares probation officers to understand and communicate with victims while holding clients accountable. CPOC hopes to offer this class annually so that probation officers continue to receive ongoing support and knowledge regarding this important subject.

RAPID SHIFT TO ONLINE TRAINING

COVID-19 has been a game changer for training delivery. The pandemic swept the nation and delivered a massive blow to the Staff Development Unit's (SDU) operations. The suspension of months of trainings created a huge deficit of courses available to meet the mandatory training requirement. SDU kicked into high gear and implemented online trainings to ensure the department remained in compliance with standards set by the Board of State and Community Corrections.

While learning "online" is an alternative means of doing business, it allowed us the opportunity to acquire new technologies and expand our scope of learning. Our outside training providers offered courses via Zoom, which enabled us to learn a new software platform. The Business Intelligence and Operations Services Unit came through with the necessary

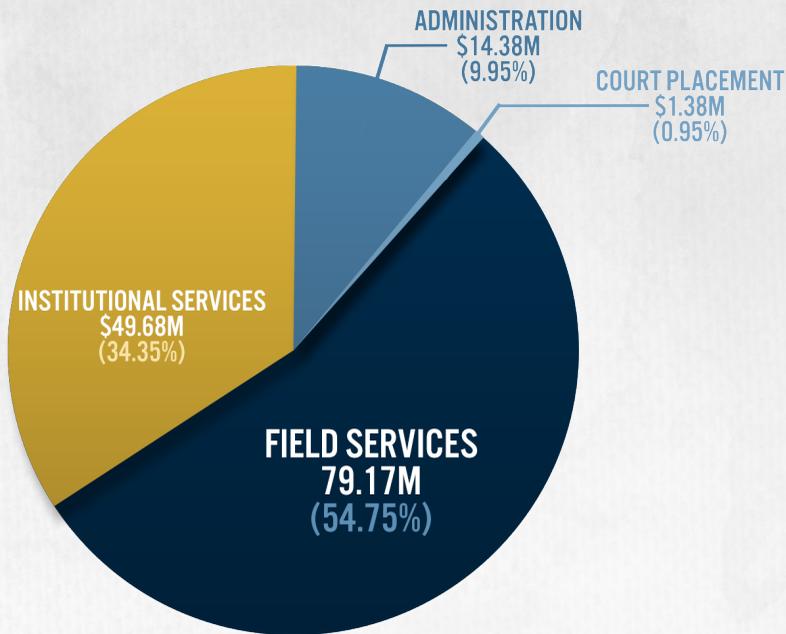
audio/visual equipment to enable staff to participate in these classes.

The change wasn't easy; online courses came with their own set of obstacles. SDU had to frequently provide instructions to staff and troubleshoot issues they encountered with equipment or software. In addition, SDU employed the County WebEx platform to accelerate participation in online mandatory trainings. The workload drastically increased as the online courses provided by the National Institute for Correction and the county mandated trainings required STC certifications.

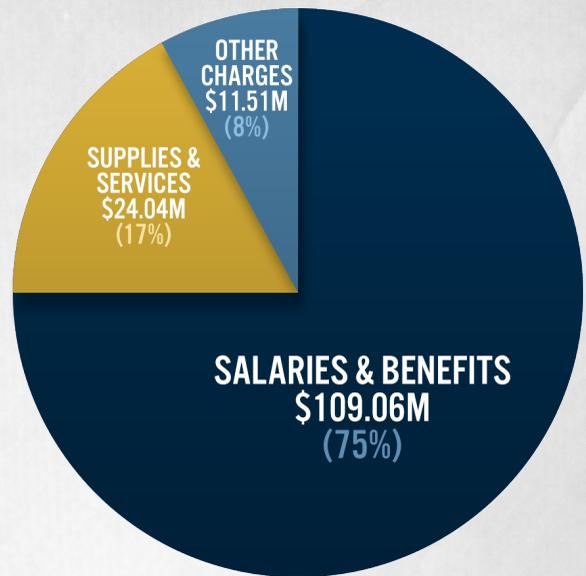
While challenging, the department was able to overcome obstacles and continue to serve staff with the training necessary to stay in compliance.



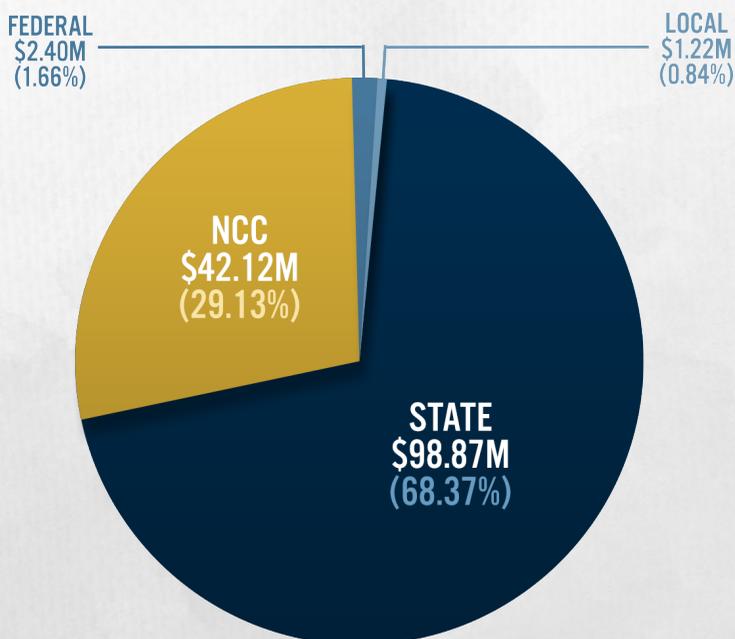
BUDGET FOR FISCAL YEAR 2019/20



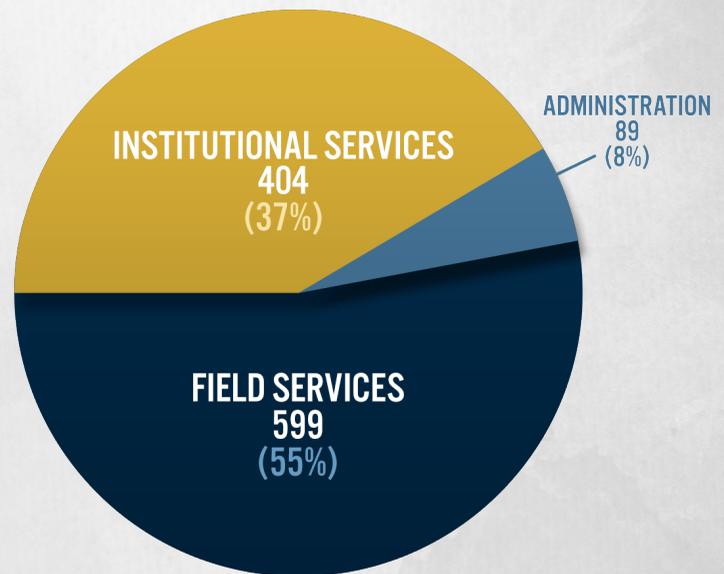
FINAL BUDGET BY PROGRAM
TOTAL EXPENSES: \$144,616,001



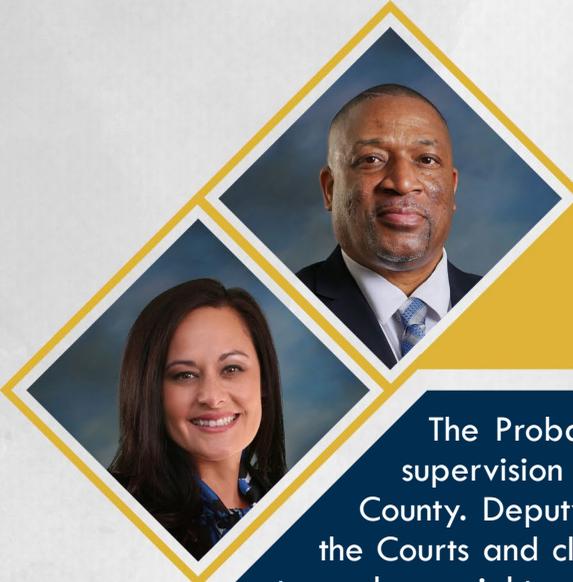
FINAL BUDGET BY APPROPRIATION
TOTAL EXPENSES: \$144,616,001



FINAL BUDGET BY FUNDING SOURCE
TOTAL EXPENSES: \$144,616,001



FINAL AUTHORIZED REGULAR POSITIONS
REGULAR POSITIONS: 1,092



FIELD SERVICES

The Probation Department is responsible for the investigation and supervision of adult and juvenile offenders throughout Riverside County. Deputy Probation Officers provide state-mandated services to the Courts and clients in the form of regular supervision contacts, referrals to and oversight of participation in counseling and treatment, and in the production of court reports containing dispositional recommendations. This wide range of services is primarily focused on client rehabilitation, accountability, and community safety. To achieve these goals, probation officers work collaboratively with the Courts, mental health services, substance abuse programs, veterans' services, and community-based organizations. In addition, probation officers work with state and local law enforcement through multi-agency task forces who specialize in compliance and suppression. The department has also implemented juvenile delinquency prevention and intervention programs such as Youth Accountability Teams, Wraparound Services, Independent Living Skills, Youth Diversion Team and Home Supervision; to reduce further entry by youth into the criminal justice system.

Risk and needs assessments are completed to place clients under appropriate levels of supervision. Evidence-based caseloads consist of high, moderate, and low-risk supervision. As a result of the passage of the Public Safety Realignment in 2011 (AB 109), probation officers supervise two new classifications of clients: Post Release Community Supervision and Mandatory Supervision. These clients were either released from state prison onto probation supervision or were sentenced by the Court to a term of imprisonment in a local detention center with subsequent supervision by the probation department.

CHANGING LIVES THROUGH THE RECOVERY OPPORTUNITY CENTER



Established over twenty years ago, the Recovery Opportunity Center (ROC) is a specialized alcohol and substance abuse program that focuses on the needs of individuals involved in the criminal justice system. The ROC Southwest drug court program celebrated the accomplishments of participants who completed a rigorous treatment program of at least eighteen months. As part of their rehabilitation, ROC participants were encouraged to give back to their community through programs such as Alcoholics Anonymous, Habitat for Humanity and volunteer work in various animal shelters and community service programs. Prior to their graduation, these ROC graduates were

required to remain law abiding, demonstrate commitment to their recovery and maintain full-time employment or participation in an educational or vocational program.

“If it wasn’t for this program, if it wasn’t for the accountability of the probation department, I wouldn’t be where I am today,” said Jessica.

The success of ROC is tied to the collaborative efforts of Riverside County Probation, the Riverside County Superior Court, the District Attorney, the Public Defender, the Conflict Defense Panel and Riverside University Health Services. The team meets weekly to review participants’ progress and challenges and discuss potential incentives or sanctions that may be necessary. At weekly ROC review hearings, the Judge analyzes participants’ case reports, treatment notes, drug test results and overall progress towards abstinence and law-abiding behavior.

“The accountability, the responsibility and the structure is what I had to relearn,” said Bill. “I live today with such blessings and such peace.”



Riverside County currently has four ROC programs that serve the areas of Blythe, Indio, Riverside and Southwest.

ADULT JUSTICE SYSTEM SYMPOSIUM

Nearly 100 collaborative community partners came together for the Adult Justice System Symposium sponsored by Fourth District Supervisor V. Manuel Perez. Riverside County Probation (RCP) personnel and clients from RCP's



Desert Services Division provided an overview of their mission, services and outcomes in the Coachella Valley. A thread connecting every presentation was RCP's quest to better identify the needs of each client

and find new, innovative and collaborative ways to fill them. Indio City Councilmember Oscar Ortiz was encouraged by the discussion. "I enjoyed hearing about the changes happening in the probation system," he said. "Especially with the change in attitude toward clients and the focus on providing services for clients and families."

Symposium attendees were inspired by the personal testimonies given by those who were most deeply impacted by probation interventions. Multiple presenters explained how RCP and our partners helped them rise from chaos and addiction to overcome obstacles that had once felt unsurmountable; some even brought the audience to tears. Whereas success stories such as these sometimes do not receive the attention they deserve, Palm Springs Police Chief Bryan Reyes commented that the "guest speakers...reinforced the good that occurs daily."

Statistics show that incarceration is one of the most expensive elements of the criminal justice system, which was what prompted the grant-funded, bipartisan California Forward's Justice Systems Change Initiative to dive in for a deeper look. RCP Deputy Director for Administration Elizabeth Olson provided insight on the information gleaned by California Forward's Jail Utilization Study; she shared that a large percentage of individuals with mental health issues were booked more frequently and stayed longer than other inmates, and explained the steps being taken to stem this tide. This hit a chord with Behavioral Health Services Supervisor Andrea Perez, who explained that she was encouraged by the data presented on the study and left the symposium "feeling very blessed to work in a forward-thinking and community-serving county."

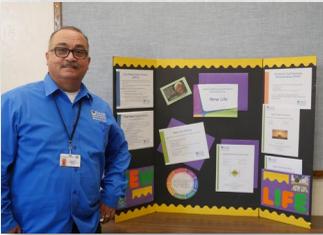


While the Adult Justice Symposium was the first of its kind in the Coachella Valley, it will certainly not be the last. Future events like this are critical to bringing the right voices to the table, sharing innovative ways to promote change and inspiring those who serve.

WESTERN REGION RESOURCE FAIR

Adult Services Division held the third Western Region Resource Fair at the Salvation Army in Riverside. With the help of Lt. David Cain, 23 vendors were present to provide clients with services that included rehabilitation, medical, employment, behavioral health, education and housing. For the first time, a mobile health clinic was available to provide free health screenings and follow-up appointments with a low-cost or no-cost medical provider. There were 130 clients in attendance and many of these clients brought their family members. Sixty-two percent of the clients applied for employment, education or health care

services. Thirty-nine percent scheduled a future appointment for Department of Motor Vehicles, medical needs, mental health or employment assistance. Sixteen percent of clients enrolled with Inland Empire Health Plan or for services through Riverside County Department of Public Social Services. The resource fair was successful in connecting our clients to much-needed community resources.



COMPASSION FOR OUR CLIENTS AND COMMUNITY



The Desert Services Division (DSD) collected and distributed food, water and hygiene products to clients in need. The Coachella Valley Rescue Mission was instrumental in its support of our efforts by donating sack lunches and nonperishable food to the cause. Probation staff also aided the residents of Blythe by donating

bottled water to the Blythe Community Center which, through the Riverside County Office on Aging, provided prepared lunches and boxes of food and supplies for senior citizens in need. Probation staff assisted those efforts by delivering boxes to homebound seniors. DSD staff from the Palm Springs office donated bottled water to the Galilee Center in Mecca while the Indio office hosted a LifeStream blood drive. Staff from the Blythe and Indio offices sewed and donated nearly 300 face masks for adults and children to local agencies and personnel including the Palo Verde College Child Development Center in Blythe.



For many probationers, becoming “job ready” and meeting basic daily necessities with food items and housing became difficult. Seeing the needs increase during this time, Metro East Division staff reached out to local community-based organizations to see how probation could collaborate to provide clients with resources their organizations offered. Staff reached out to local food banks to create food packages for clients. Additionally, DPO Paul Carper networked with the United Way of the Inland Valley and the Inland Empire United Way to obtain Wolverine work boots for clients who are preparing to enter the workforce. Housing was arranged for Post-Release Community Supervision reentry clients who expressed a need. These efforts help set a tone of partnership between clients and officers that will extend beyond the COVID-19 pandemic.



FAITH AND FOOD IN MID-COUNTY

Due to the pandemic, probation referrals and placement into emergency housing increased, demonstrating the ripple effect of the crisis. At the urging of Mid-County Division (MCD) staff reached out to faith-based organizations (FBO) and community-based organizations (CBO) and quickly formed a new partnership to assist our community. A dynamic collaboration

was formed when Fellowship in the Pass and Valley Community Pantry agreed to provide well-stocked care packages for those families MCD identified in need. These packages were delivered to the clients' homes by MCD. Moreover, we agreed to deliver packages to non-probationers, particularly the elderly in the community

DAY REPORTING CENTERS CELEBRATED NEW BEGINNINGS

The Riverside County Probation Day Reporting Centers (DRC) held virtual graduation ceremonies for clients who completed the requirements to receive a high school diploma or GED. Staff distributed graduation ceremony

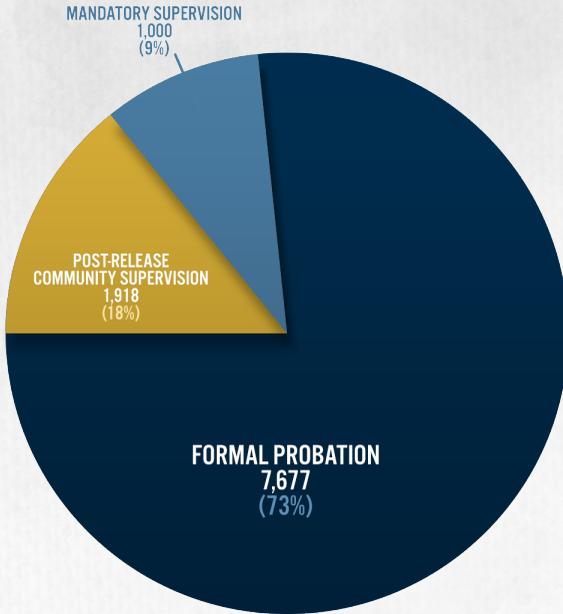


caps, gowns and gift bags to help them celebrate their achievement. In a speech prepared for the virtual graduation ceremony, one of the graduates stated, "I met some amazing people in the DRC who are always full of energy with great personalities...they made me realize that everyone has a value and is worth helping out." DRC staff are proud to help clients accomplish their goals as they work toward a brighter tomorrow.

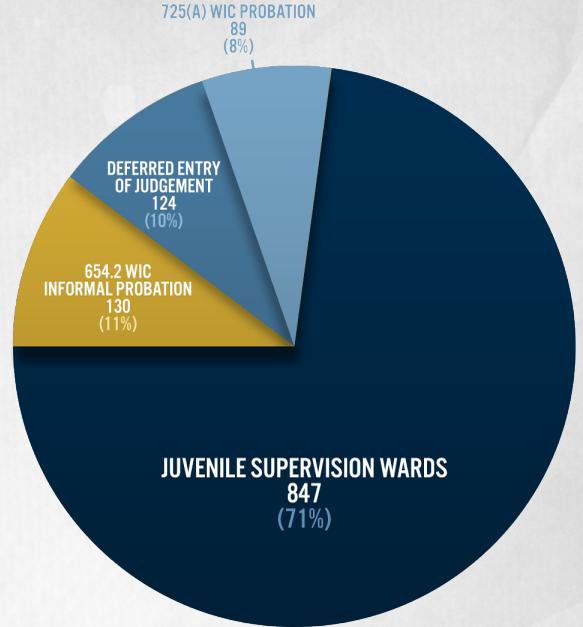


FISCAL YEAR STATISTICS

ACTIVE CLIENTS AS OF JUNE 30, 2020

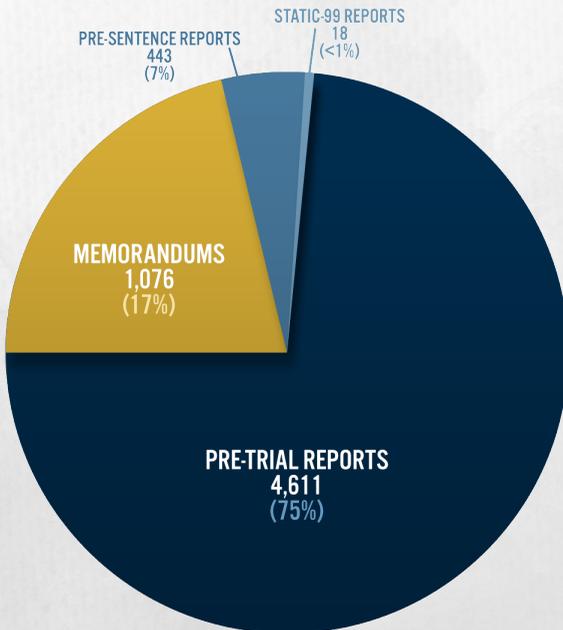


ADULT
TOTAL: 10,595

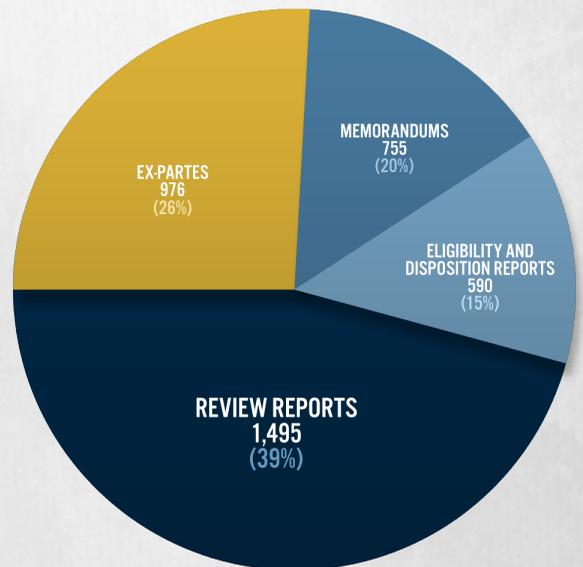


JUVENILE
TOTAL: 1,190

INVESTIGATION REPORTS COMPLETED DURING FISCAL YEAR



ADULT
TOTAL: 6,148



JUVENILE
TOTAL: 3,816

INSTITUTIONAL SERVICES



The Riverside County Probation Department operates three juvenile facilities located in the Riverside, Southwest and Coachella Valley regions. Indio Juvenile Hall and Southwest Juvenile Hall are detention-only facilities. The Alan M. Crogan Youth Treatment and Education Center (AMC-YTEC) serves as both a treatment and detention facility. The detention facilities primarily house youth pending court hearings or out-of-home placement. AMC-YTEC primarily provides residential treatment programs and services to youth who are committed to this program by the Court, reentry case planning and community supervision upon their release. AMC-YTEC began operating its detention unit when Riverside Juvenile Hall closed in January 2020.

Each day, youth are kept safe and stimulated through a variety of structured programs, recreation, and activities including educational coursework, large muscle exercise, correspondence, family visits, arts and craft and other leisure time programming. Services provided to the youth include K-12 classes through the Riverside County Office of Education, post-secondary courses, vocational training, medical evaluations and treatment, and behavioral health counseling. Youth are assigned daily chores including cleaning their rooms, sanitizing common areas and laundry duties. Additionally, community partners provide youth with literacy programming including the Real Men Read and Women Who Read programs.

The main goal of Riverside County Probation Department's juvenile facilities is simple; we provide safe and secure facilities where probation staff provide youth with the structure and programming necessary to safely reunify with their families.

QUARANTINE CREW

When the Alan M. Crogan Youth Treatment and Education Center was elected to house the COVID-19 Quarantine Unit, there were questions about how the unit would be staffed. Would it be the Delta staff (formerly Riverside Juvenile Hall staff) since Delta was deemed to be the unit to use? Would staff be mandated to work the unit? What if we or our family members had health issues? What if we cared for elderly parents/grandparents? Staff was understandably nervous and apprehensive.

Just when it seemed we would have to mandate staff to work the Quarantine Unit, five staff voluntarily rose to the occasion. Probation Corrections Officers (PCO) David Medrano, Jose Ibarra, David Rodriguez, Darnae Byrd and Erick López-Jiménez agreed to work the unit for the duration of the quarantine period. There were still many unanswered questions about the virus; still, they committed to the task. The hours were long and the Personal Protective Equipment was not comfortable, but they worked together as one team to motivate each other through it and get the job done



safely. The teams developed safer and more efficient practices as they continued to perform the COVID-related duties. Their gallant effort in providing supervision to the COVID-positive youth in our care subsequently opened the door for other staff to feel safe to volunteer



to work in the Quarantine Unit when additional cases arose.

In addition to the five staff mentioned above, PCOs Hussein Bustamante and Katrina Martinez should also be commended, as they provided (and continue to provide) transport services to COVID-positive youth. They were, initially, uneasy about having positive cases within close proximity while in the vans; however, they continued to execute their job duties. Although they must have been a sight to see to passing motorists, they ensured they donned all necessary PPE when completing their runs in order to maintain their safety, as well as that of the youths in their care.

We are truly thankful for the courage and dedication each of these staff displayed and are grateful for their selfless commitment to the team and COVID-positive youth.

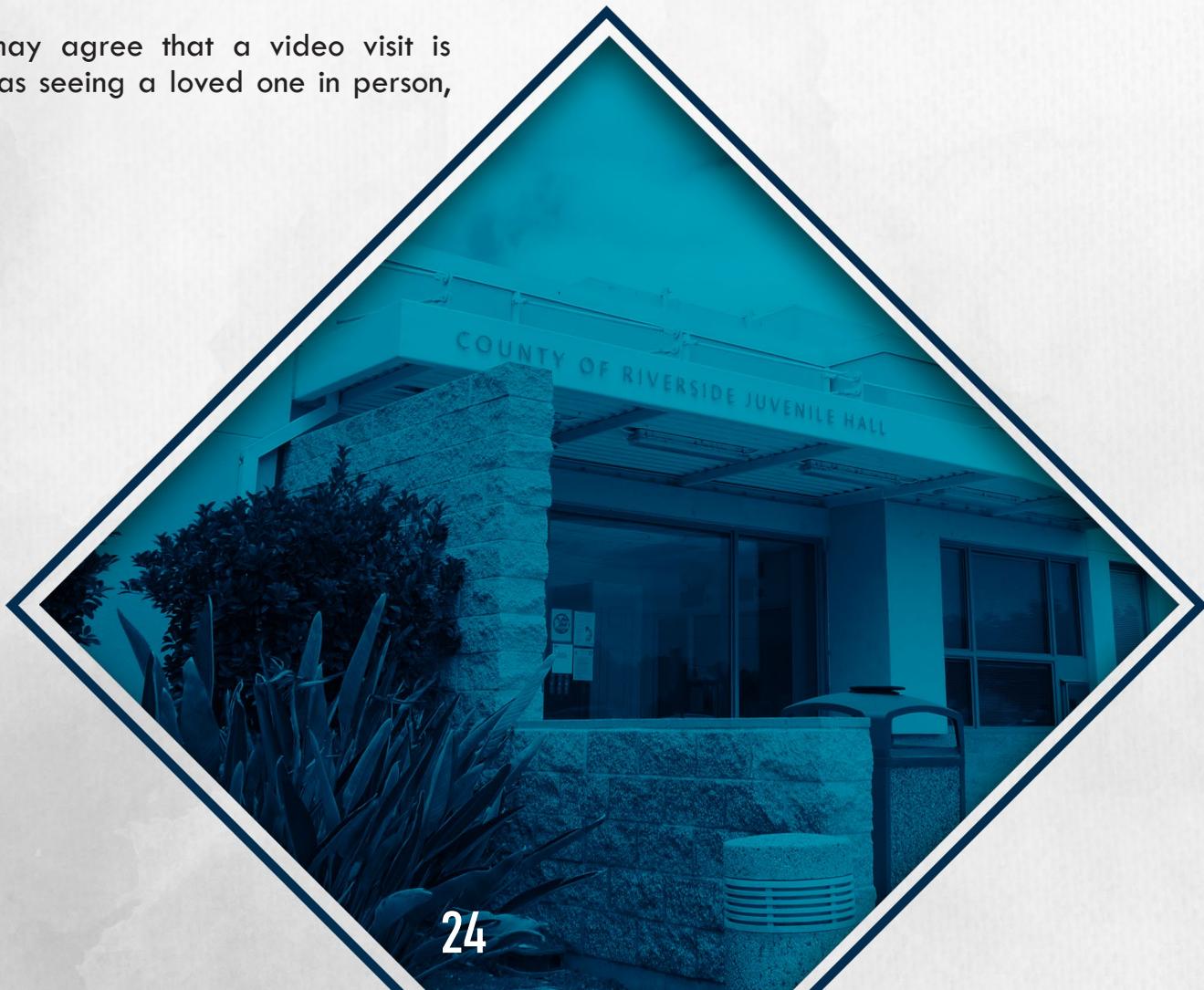
VIDEO VISITS

Weekends were historically when the juvenile facilities hosted in-person family visits for the youth. That changed in March 2020 in response to the COVID-19 pandemic. Visits were suspended in order to protect staff and the youth. Imagine telling a facility of youth that they would be unable to see their loved ones any time soon. Add to that the uncertainty of when other meaningful activities would resume. With that in mind, staff recognized the value and need to ensure that youth and their families could continue to see each other through other means. In a short time, the juvenile facilities implemented the use of weekly virtual visitations. The youth and their families look forward to the video visits and have been very appreciative of the efforts to keep them connected.

While most may agree that a video visit is not the same as seeing a loved one in person,

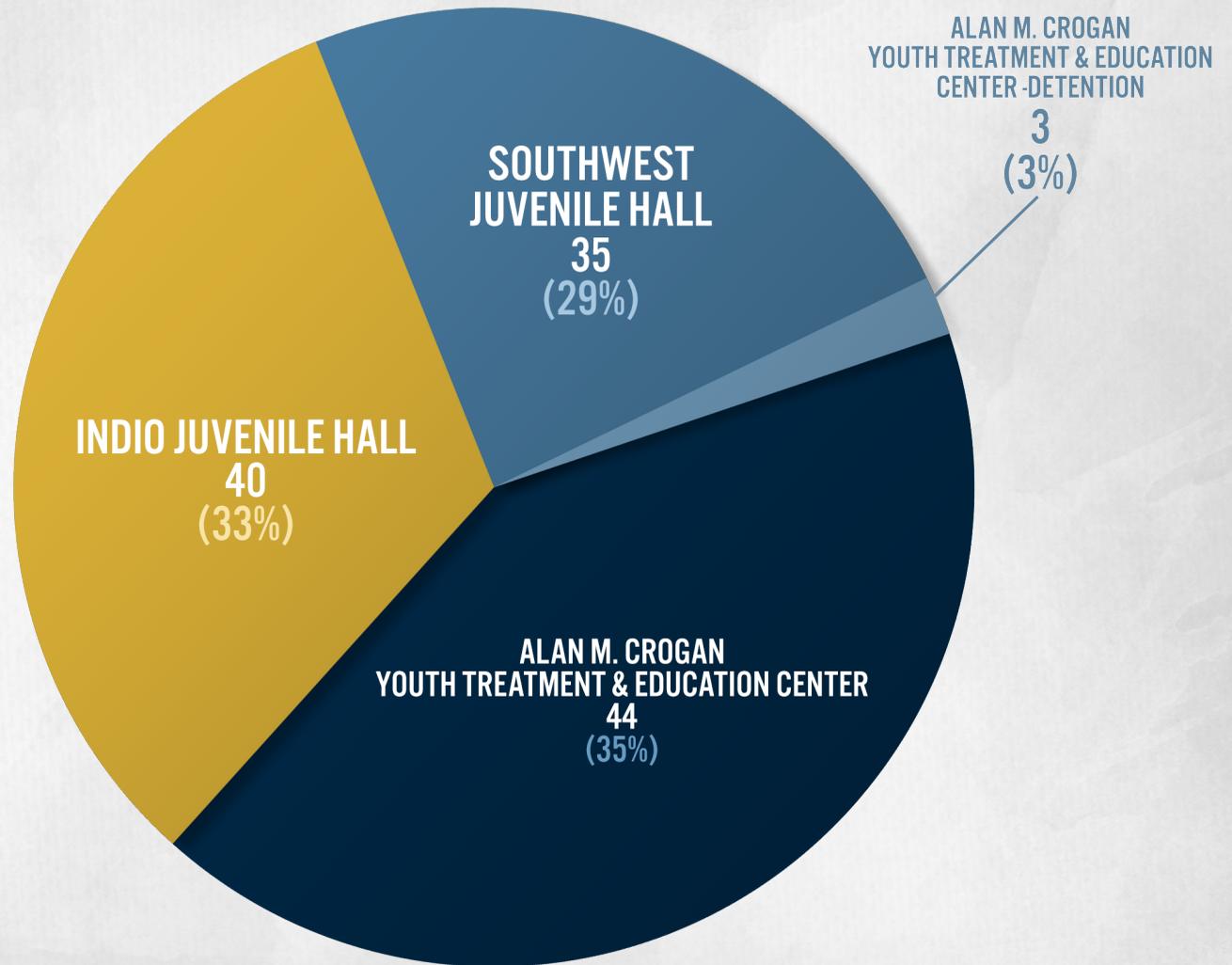
there is a trade-off - video visits have afforded family members more flexibility to connect with the youth. Parents at work have been able to take a break for video visits. Being out of town is no longer a hindrance. Transportation issues do not get in the way. Moreover, parents who once were unable to visit due to childcare issues or physical ailments could see their children utilizing video visits.

In addition to virtual family visits, video systems have been used to facilitate participation of youth with their attorneys, court proceedings and religious services. The adoption of this technology has proven to be highly functional and flexible and will most likely continue to be used when the pandemic subsides.



FISCAL YEAR STATISTICS

INSTITUTION POPULATION AS OF JUNE 30, 2020



TOTAL: 122

2021-2022 CHALLENGES

As we move into the next fiscal year, we will continue to work against the challenges we face as an organization, including the following:

- COVID-19 has created huge challenges in the second half of this fiscal year and appears poised to continue into the future:
 - Potential closure of probation offices to limit employee and client coronavirus exposures.
 - Potential staffing shortages brought on by revenue decreases at the state and local level.
 - Impact on normal operations at juvenile facilities. These include suspended in-person family visitation, onsite educational services, volunteer access, off-campus activities, family furloughs (AMC-YTEC) and meetings of more than 10 persons.
 - State budget cuts could reduce the department's ability to maintain supervision strategies through the dismantling of collaborative partnerships such as task forces, Wraparound Services or the Transition and Reentry Unit.
 - Ability to contract with Community Based Organizations to provide services.
 - Loss of or reduction of state funding programs (JJCPA, CCPIA, AB109, FPRRS, etc.) and department budget allocation.
 - Delays in client processing due to closures or staff reductions at other agencies in the criminal justice system.

- Planning and preparation for the proposed closure of all intakes at the Division of Juvenile Justice effective January 1, 2024, may require significant resources.

- The proposed Elevate Justice Act would bring 18 and 19-year-olds into the juvenile system, putting a strain on an already tight budget.

- An aging client management system that lacks the flexibility to streamline data obtained for management to analyze client information and services provided.

- The lack of advanced technological tools such laptops and updated cell phones could prevent expansion of digital supervision.

- SB 10/Bail Reform: If this bill passes in November 2020, the required resources needed to implement will result in massive staffing increases, for which the department does not have available funding. Projected impact will be in the area of \$10+ million, even with streamlined or redesigned operations.

RIVERSIDE COUNTY PROBATION DEPARTMENT CHANGING LIVES



“GETTING YOUR LIFE BACK AND GETTING YOUR HONOR BACK IS YOUR OWN REWARD. IT IS OKAY TO HAVE PURPOSE AGAIN.”

“IF IT WASN'T FOR THIS PROGRAM, IF IT WASN'T FOR THE ACCOUNTABILITY OF THE PROBATION DEPARTMENT, I WOULDN'T BE WHERE I'M AT TODAY.”





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