



THE COUNTY OF RIVERSIDE



BIENNIAL REPORT

2020-2021

RC | RIVERSIDE COUNTY
P ★ **PROBATION**
D E P A R T M E N T



WHO WE ARE

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.

TABLE OF CONTENTS

4	MESSAGE FROM THE CHIEF
5	EXECUTIVE TEAM
6	DEPARTMENT OVERVIEW
7	PHOTO GALLERY
8	FIELD SERVICES: INTRODUCTION
9	FIELD SERVICES: EMPLOYMENT AND HOUSING
11	FIELD SERVICES: CLIENT SUCCESS STORIES
14	FIELD SERVICES: BRINGING SERVICES TO CLIENTS EXPERIENCING HOMELESSNESS
16	FIELD SERVICES: HELPING CLIENTS GROW THROUGH EDUCATION
17	FIELD SERVICES: STATISTICS
19	INSTITUTIONAL SERVICES: INTRODUCTION
20	INSTITUTIONAL SERVICES: PATHWAYS TO SUCCESS / COLLEGE PREP FOR JUVENILE HALL YOUTH
21	INSTITUTIONAL SERVICES: STATISTICS
22	ADMINISTRATIVE & BUSINESS SERVICES / STRATEGIC DEVELOPEMENT BUREAU: INTRODUCTION
23	ADMINISTRATIVE & BUSINESS SERVICES / STRATEGIC DEVELOPEMENT BUREAU: JUSTICE SYSTEMS CHANGE INITIATIVE
24	ADMINISTRATIVE & BUSINESS SERVICES / STRATEGIC DEVELOPEMENT BUREAU: EXPANDED MANAGEMENT SYSTEM DEVELOPMENT
25	ADMINISTRATIVE & BUSINESS SERVICES: STATISTICS
26	IN MEMORIAM: PROBATION CORRECTIONS OFFICER RYAN SANTANA
27	IN MEMORIAM: DEPUTY PROBATION OFFICER JULIO BELTRAN



MESSAGE FROM THE CHIEF

In a time dominated by COVID-19, our staff demonstrated their resiliency and stepped up their commitment to serve our clients, the Court and our communities. With the many challenges that came their way in an uncertain landscape, members of our department continued to fulfill their responsibilities throughout the County. Institutional staff, both line and support, worked through weekends and varied shifts to ensure that the youth in custody received excellent care and support. Field staff continued their work in the community, helping to build hopefulness and reduce inequities. Our administrative staff ensured resources were available to keep our mission moving forward.

Throughout the years, I have often heard the phrase about the “many hats” we wear. These two years made it clear that Probation is responsible for a broad array of activities, programs, and services. But, we all wear a single hat as members of the Riverside County Probation Department. I am proud of the great work staff accomplished and for the positive impacts made on clients and in our communities.

The department also advanced a number of special projects which will strengthen the foundation of

service delivery for years to come. The Pathways to Success team built a program for the care, custody and supervision of high-needs youth housed in Riverside County juvenile institutions as a result of SB 823. The Justice Systems Change Initiative team expanded to further the department’s commitment to identify more effective, evidence-based decision-making, to support individual behavior change, and promote new justice system practices that better align resources to promote public safety. The Management Support Team continued to host workshops, conduct research and evaluate data to improve the systems by which the department operates.

These two years, 2020 and 2021, were unprecedented in the experiences faced by all of us. Riverside County Probation lost Deputy Probation Officer Julio Beltran, who fell in the line of duty due to complications from COVID-19 on November 14, 2020.

Probation Corrections Officer Ryan Santana passed away in December 2021 after succumbing to COVID-19. Many department staff lost family and friends to this devastating illness. We are hopeful for a brighter future. We will continue to adapt as we strive to build strength and resiliency in those we serve.



EXECUTIVE TEAM



CHIEF PROBATION OFFICER

RONALD L. MILLER II



ASSISTANT CHIEF PROBATION OFFICER

CHRISTOPHER H. WRIGHT



CHIEF DEPUTY PROBATION OFFICER FIELD SERVICES

TARI SPEAR



CHIEF DEPUTY PROBATION OFFICER FIELD SERVICES

NATALIE RIVERA



CHIEF DEPUTY PROBATION OFFICER INSTITUTIONAL SERVICES

ELISA JUDY



CHIEF DEPUTY PROBATION OFFICER STRATEGIC DEVELOPMENT BUREAU

JOSEPH P. DOTY



CHIEF DEPUTY PROBATION ADMINISTRATOR ADMINISTRATIVE & BUSINESS SERVICES

CHERYLYN WILLIAMS

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. 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 integrity, honesty, accountability, commitment, compassion, creativity, excellence, dedication and respect. We constantly strive to uphold the public trust and to provide the best quality service.

Riverside County Probation enjoys an excellent reputation for working in a collaborative manner with law enforcement, public and private social services agencies, mental health, schools and other county departments. Dedicated sworn personnel participate in a wide variety of assignments that range from conducting investigations on adult and juvenile cases; providing intensive supervision and early intervention and treatment services in the community; high profile task force assignments; and providing juvenile institutional detention and treatment programs throughout the county. Support staff, in all specialties, are an integral and valued component of the department.

In 2017, the Riverside County Probation Department launched its management system development efforts. The department has implemented several management support systems to improve operations, which are categorized under the department's three main systems of Strategy, Daily Management and Continuous Improvement. The management system ensures we are keeping true to our Mission, Vision and Values and working

toward strategic goals and the County of Riverside's strategic vision. This is accomplished by setting Key Performance Indicators across service categories and regularly measuring progress toward our breakthrough objectives.

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 Riverside County with the first-rate services for which the Riverside County Probation Department is known.

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



GALLERY



FIELD SERVICES

The Riverside County Probation Department is responsible for the investigation and supervision of adult and juvenile clients throughout the 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. These services are primarily focused on client rehabilitation, accountability and community safety. To achieve these goals, probation officers work collaboratively with the Courts, community-based organizations and fellow county agencies that provide mental health, public health, education, veterans' and social services. In addition, probation officers assist and/or work directly with state and local law enforcement through multi-agency task forces that specialize in accountability and compliance. The department has continued juvenile delinquency prevention and intervention programs such as Wraparound Services, Independent Living Skills and Home Supervision to reduce further entry by youth into the justice system. Additionally, the Victim Restitution and Resources Division provides victim restitution memorandums to the Court on a countywide basis for all adult and

juvenile cases. Individualized restitution services are provided to the Court and approximately 10,000 crime victims each year.

Risk and needs assessments are completed to assign clients under appropriate levels of supervision and to provide assistance targeting individualized case plan goals. Evidence-based caseloads consist of high, moderate and low-risk supervision. In addition to adult clients supervised on formal probation, as a result of the passage of the Public Safety Realignment in 2011 (AB 109), probation officers supervise Post Release Community Supervision and Mandatory Supervision individuals. These clients were either released from state prison onto probation supervision or were sentenced by the Court to a term of imprisonment which was served in a local detention center with subsequent supervision by the probation department. Probation provides pretrial services, assessing risks to public safety, risk to reoffend and likelihood of appearing in court pending trial. Likewise, pretrial monitoring upon release helps provide an individual in these areas with oversight, resources when needed, court reminders and check-ins.



EMPLOYMENT AND HOUSING

It has been recognized that unemployment and homelessness can be high among formerly incarcerated persons and can be barriers to successful probation outcomes. The department's primary role is to provide public safety by assisting clients in the successful reintegration to the community, as well as providing meaningful supervision through accountability, rehabilitative referrals and engagement and support. The department remains committed to working with key partners to deliver a myriad of public safety services and alternative sanctions for the realigned population. Improving employment and housing opportunities are two ways in which the department brings about successful probation outcomes.

EMPLOYMENT

The department's goal to contract with employment vendors to secure long-term employment for disadvantaged and underemployed participants was accomplished. Contracts were secured with Goodwill Industries, Inc., and Desert Best Friends' Closet. From July 1, 2020 to June 30, 2021, 458 clients were referred for employment services through the Day Reporting Centers.

Desert Best Friend's Closet provides 'The Bridge to Employment Program' wherein clients are prepared for job searches through personalized coaching, resume writing, and interview skills in a small group setting. Interview workshops include role-playing, mock interviews and personalized feedback by an experienced job coach meant to increase confidence and decrease anxiety in job searching. Upon completion of the four-day workshop, clients will have a prepared one-page resume with job appropriate keywords. Program goals include economic independence through employment, job interview and resume strategy, as well as preparedness for job searches. This program enjoys

direct connections with employers wherein clients are coached for the job available. As such, their likelihood to be offered job placement is increased.

Goodwill provides employment services through which the client's current skills and experience are refined to translate to new employment or education opportunities over the course of six class sessions. The career service specialist completes a skills assessment, provides one-on-one career counseling and assists in resume building with each client. Clients attend job fairs and the career service specialist is tasked to continuously network with local businesses to identify sustainable employment opportunities. For clients who express interest in furthering their education or training, Goodwill has opportunities to assist in funding. Clients may also receive referrals for expungement and bonding through the Employment Development Department.

ADDRESSING HOMELESSNESS

The Mid County Outreach and Rehabilitation Program for Homeless (MORPH) participated in collaborative operations with Riverside University Health System - Behavioral Health's Justice Outreach Team (JOT) and with San Jacinto New Life Clinic Staff. Participation expanded into a larger group to include the Homeless/Housing Opportunities, Partnership & Education (HHOPE) program and Valley Restart Shelter with bi-weekly community outreach operations. MORPH continues to partner with San Jacinto's Homeless and At-Risk Population (HARP) Team and assists the Riverside County Sheriff's Department with monthly quality of life operations in the San Jacinto Business Corridor.

From November 2020 to February 2021, The Metro West Division was invited to participate in the County of Riverside's Continuum of Care Board of Governance

(Continued on page 10)

(Continued from page 9)

as a subject matter expert to review and evaluate proposals for the Homeless Housing, Assistance, and Prevention Program and the 2020 Emergency Solutions Grants Program. This resulted in the awarding of \$5,090,867.74 to community-based organizations to increase resources and capabilities toward street outreach, rapid rehousing, emergency housing solutions, rental aid and operating subsidies. The Metro West Division joined the ad-hoc committee for probation clients. The committee will utilize a centralized database through Community Connect 211 to enable broader digital accessibility to clients served.

The Metro East Division added a third Probation Officer to supervise clients experiencing homelessness. The probation officers assigned to these caseloads partner with Riverside County JOT. They work closely with the Public Safety Enforcement Team, which is composed of the Riverside Police Department, Code Enforcement and City Net. Together they visit homeless

encampments throughout the city of Riverside where they have been successful in contacting clients, placing them in housing, conducting immediate behavioral health screenings and making direct referrals for those seeking assistance with services. The team can also assist clients with transportation to appointments and connect them to other collaborative agencies such as the Department of Public Social Services, Child Protective Services, local hospitals/medical facilities, community-based organizations and treatment facilities. This collaboration has assisted in reducing violations, improving rehabilitation efforts and providing overall safety to the community. Clients are also referred to local shelters, food banks, housing services (HHOPE, sober living homes, etc.) and Day Reporting Centers.



SUCCESS STORIES

JAMES

James was on PRCS for a stolen vehicle with a strike prior. Immediately upon release from state prison, James enrolled in the Salvation Army Adult Rehabilitation Center in Perris, which is a six-month intensive treatment program aimed at assisting residents with gaining sobriety and stability. While at the Salvation Army, James excelled in the program and graduated on December 2, 2020. Thereafter, James

moved to live with his parents and to attend Deep Creek Construction School where he graduated and found work as a Heavy Equipment Operating Engineer. James maintained his employment and continued to do well on supervision. He was motivated to better himself and set himself up for success, even after his term of supervision. James was discharged from PRCS on June 1, 2021 after one year of sanction-free supervision.

WHAT IS PRCS?

Post Release Community Supervision (PRCS) is a form of supervision provided to a client who has been released from a California Department of Corrections and Rehabilitation (CDCR) institution to the jurisdiction of a county agency, pursuant to the Post Release Community Supervision Act of 2011.

Penal Code (PC) Section 3451 states that all persons released from prison on or after October 1, 2011, after serving a prison term for a felony and, if eligible, upon release from prison shall be subject to supervision provided by a county agency.

Source: California Department of Corrections and Rehabilitation (CDCR)

RAYMOND

Raymond was on PRCS with DPO Kinder at the Palm Springs office. He was a truck driver by trade; however, he was only licensed in Washington. DPO Kinder and Riverside University Health System - Population Health's Whole Person Care nurse assisted Raymond in getting his social security card so that he could apply in California. With that in hand, Raymond scheduled and passed his test. He went on to pass the Commercial Driver's License certification test and became legally licensed to drive trucks in California. With this

opportunity came some challenges. Raymond was now being asked to travel out of state on truck routes. DPO Kinder worked with Raymond and his employer to ensure they had open e-mail communication so that Raymond could stay in compliance while on his routes. In addition, Raymond participated in court-ordered counseling, which he attended by phone or Zoom. DPO Kinder assisted Raymond in joining the California union and secure stable employment for the future. In 2021, Raymond successfully completed his PRCS probation.



"Life is about choices. As humans we will slip up and fall. But our great nation has put together a system with special individuals there to watch and guide us to a fruitful path that if we so choose, we can build a meaningful future. I want to give a special thanks to the men and women of the Riverside County Probation Department."

- Raymond

STEVEN

When Steven was released from prison on PRCS he was referred by his probation officer to the Temecula Day Reporting Center (DRC). During Steven's intake, he spoke with the DRC PO about his goals and what had been an obstacle to achieving those goals in the past. Steven and DRC staff talked about his education and how that would be the first step of many in achieving his dream of starting his own clothing line. Steven had always thought about finishing his high school diploma but had never put those thoughts into action. When Steven was scheduled by DRC staff to begin classes, he had to quickly adapt to a virtual world and a new way of doing things. During his very first Zoom meeting, Steven realized his dreams would require hard work, but they were not out of reach.

Though Steven struggled with finding stable housing, the DRC staff and Steven were in constant communication and the DRC made sure Steven was provided with the tools to be successful. Ultimately, Steven completed enough credits to obtain his high school diploma and can now call himself a graduate! Steven was selected to give a speech about his journey and the obstacles he overcame at his graduation ceremony.

Steven has since obtained a full-time job and an apartment. Steven is doing well and remains in communication with DRC staff.



STEVEN WITH SENIOR PROBATION OFFICER SANCHEZ AND PROBATION OFFICER MCKINLEY

“They gave me the opportunity to better myself and believed in me even when I didn’t believe in myself.”

- Steven

MATTHEW

Matthew was referred to Blythe Recovery Opportunity Center (ROC) in October 2019. He was ordered to complete a residential treatment program at the Gibson House for Men. He embarked on his road to recovery right before the pandemic. This was a very challenging time for everyone, and he was no exception. Resources were even more limited, and most businesses were closed; however, he did not let that stop him from setting goals and accomplishing what he set out to do.

While in the program, Matthew rebuilt relationships with his immediate family, particularly his grandmother, mother and sister. He obtained his driver's license for the very first time and purchased a vehicle. Matthew obtained employment at a Wendy's restaurant, is

currently being considered for a manager position and secured his own residence. Lastly, Matthew is enrolled in the GED program at Palo Verde College and working toward his career goal of becoming a certified substance abuse counselor. His grant of probation was terminated early and his criminal charges in this matter were dismissed. While Matthew has officially completed the ROC program, he remains connected as he has offered to sponsor a new ROC participant and help guide him through the program.



ANNA

Eighteen-year-old Anna has achieved remarkable success through Metro West Division's Juvenile Placement Unit. She had to overcome many obstacles to become the productive young woman she is today. Anna's challenges began when she entered juvenile jurisdiction at the age of twelve through the Department of Public Social Services. In 2016, she was adjudged a ward of the Court as a Dual Status youth, due to having a history of delinquent behavior as well as having been identified as a Commercially Sexually Exploited Child. Her traumatic past and other issues weighed on her. She was initially unwilling to commit to the positive lifestyle changes necessary to remain successful and struggled in her rehabilitative efforts.

By 2019, Anna had run away or been removed from eight separate placement facilities, group homes or foster family homes. However, one foster family had been able to positively connect with Anna. Though she ran away from their care in early 2019, she maintained regular communication with them. In 2020, she had the opportunity to live with them again through the Resource Family Approval (RFA) Program under ankle monitored supervision.

In order to help facilitate her rehabilitative needs while in RFA, probation located and referred Anna to the Olive Charitable Foundation, a nonprofit designed to help

victims of human trafficking overcome their traumatic past. She actively engaged in a multitude of therapeutic settings, as well as a peer mentorship program with a local law enforcement deputy. Deputy Probation Officer (DPO) Mark Kelsey, Anna's assigned probation officer through RFA, maintained regular communication with Olive Charitable to ensure Anna's needs were being met. Further, DPO Kelsey maintained weekly phone contact and monthly face-to-face contact with Anna, and the RFA caregivers. DPO Kelsey also recommended the Court remove the minor's ankle monitor, as she was thriving in her present placement and had ceased all runaway behaviors. The approval bolstered her desire to prove she could remain successful without 24-hour monitoring.

Over the coming months, Anna went on to enroll in a local community college and obtained employment, despite the ongoing COVID-19 pandemic. She also had no instances of negative behaviors throughout her time under RFA placement. By the time she reached the age of majority, she had met all her rehabilitative goals and DPO Kelsey was able to terminate Anna's grant of probation successfully. She went on to voluntarily transition into Non-Minor Dependency and continues to reside with the foster family through a Supervised Independent Living Program.





MORPH

The stories below are made possible by the Mid County Outreach & Rehabilitation Program for Homeless, known as MORPH.

RODNEY

Rodney has faced adversity in his life. From being homeless in the streets to being shot and left for dead, he knows how to get back up and keep fighting. Rodney came to MORPH's attention when he was found to be homeless and a self-admitted alcoholic. Due to past medical trauma, his transient status and continued substance abuse, it was a challenge to get Rodney into treatment. He required several follow-up doctors' visits to obtain a medical clearance for inpatient treatment. Despite these hurdles, Rodney committed to change. His hard work paid off and he completed The Ranch Recovery Center Inpatient Substance Abuse Program. He then took up residence at the ABC Club's sober living facility in Indio. He works in the snack shop at the program and forged great relationships with others around him. He is enjoying sobriety and he has hung his certificates earned from treatment on his wall to remind himself daily that although he has made progress, his goals are not yet complete.

He remains humble and ready to take on all challenges. He continues to work on his familial relationships. He speaks to his mother and children on the phone daily and they appear to be a great source of motivation for him. It seems like he just needed a little help and someone to believe in him.



Photo Credit:
ABC Recovery Center

PAUL

Paul came to our attention after he was found homeless and living in his car. Paul had been in and out of the criminal justice system for the past 40 years. After multiple sessions with MORPH, Paul finally expressed his commitment to sobriety but he didn't know where to start. MORPH worked with the Justice Outreach Team (JOT) to orient Paul's efforts into completing small tasks and build on those accomplishments to achieve his larger goals. This approach mirrors the probation department's case plan-driven process of rehabilitating clients.

MORPH and JOT utilized a needs-based approach for Paul's treatment journey. Paul was taken off the streets and placed into a hotel. The assessment phase was conducted expeditiously and Paul was transported by JOT to an inpatient recovery facility ready to take back his life. Paul completed the program and transitioned to a sober living facility. Unfortunately, he relapsed after six months. He asked for help again and was again placed in a recovery program. Paul completed the program, transitioned to a sober living facility, stayed sober and completed his probation.

Paul was extremely grateful for the second chance he was given. "Success isn't necessarily a straight line," said Senior Probation Officer Jack Hansen. "Sometimes we take a couple of turns along the way."



DAVID

During an operation to assist individuals experiencing homelessness, PRCS client David was found living in a hole in the ground of the San Jacinto Riverbed with only a tarp for protection from the elements. MORPH Senior Probation Officer Jack Hansen convinced David to accept assistance and he was transported to a local motel for emergency/temporary housing. Transitioning David to long-term housing required assistance from community-based organizations, obtaining medical clearances and securing David's commitment to refrain from substance abuse.

MORPH helped David obtain a cell phone for improved communication and provided him with food and hygiene supplies. David moved to a long-term inpatient facility where he received substance abuse treatment services. David accepted additional services upon completing rehabilitation and transitioned to HHOPE Housing. David expressed that he wished to pursue reunification with his family that had moved to Texas, including his girlfriend and their two daughters. MORPH provided David with a local referral from Valley Restart Shelter's "A Way Home" Program, which provides a bus ticket for family reunification. MORPH confirmed David's familial support in Texas and his PRCS supervision was terminated early so that he could move to reunify with his family.

WHAT IS THE HHOPE PROGRAM?

The HHOPE (Homeless/Housing Opportunities, Partnership & Education) Program supports the Department of Mental Health Programs and the consumers they serve. Our goal is also to partner with housing providers across the continuum of housing options to promote housing development, improve access to housing and to ensure effective supportive housing services to persons served in Riverside County.

PLANNED STRATEGIES

- Provide Emergency & transitional housing to individuals and families eligible for services from the Department of Mental Health who are homeless or at risk of homelessness.
- Provide culturally competent housing supports across age groups and specialty needs such as Transition Age Youth, Adults with co-occurring disorders and Older Adults.
- Provide specialized and regionally based housing specialists as a local resource to county operated and contract programs to facilitate timely access to a variety of housing supports.
- Partner with licensed residential care facility operators to support their mission, to coordinate services with all Department programs and to expand capacity.
- Regionally based housing resource specialists to outreach to property managers of independent living housing and provide 24/7 support of landlords working with tenants that receive supportive services from the Department of Mental Health.
- Collaborate with housing developers, development agencies and planning agencies in order to support their efforts and promote the rehabilitation or construction of affordable permanent supportive housing for special needs individuals and their families.

Source: Riverside University Health System





GED

Many clients have to lay the groundwork for bettering their lives. For some, it can start with completing their education. RCP's Day Reporting Centers, located in Riverside, Indio, and Temecula, answer this call by connecting clients to much needed educational personnel and resources.

CAROL

On September 24, 2020, Carol was referred to the Indio Day Reporting Center (DRC). With the assistance of the DRC staff, Riverside County Office of Education teacher Lionel Castro and Behavioral Health Peer Support Specialist Sam Murillo, Carol successfully passed the High School Equivalency Exam. On April 23, 2021, Carol completed her grant of probation and

soon after completed the Peer Employment Workshop. She went on to enroll at Victor Valley College to further her education. Carol stated she is thankful to all the staff at the DRC for their help and support while in the program. She plans to seek employment as a Peer Support Specialist.

GREGORY

RCP client Gregory was accepted into the Mental Health Court program in July 2019. In August 2019, while discussing his treatment plan, Gregory stated one of his personal goals was to obtain his high school diploma. He was referred to the DRC and quickly completed the intake process and started working toward this goal. Throughout the year, Gregory confronted numerous barriers, but stayed on track with his studies at the

DRC. He was able to meet all the demands of his Mental Health Court treatment plan including participation in both group and individual therapy, attending court reviews and maintaining sobriety. Gregory overcame all challenges, kept his focus and reached his goal on October 5, 2020, by obtaining his high school diploma.

JAN

In June 2019, Jan was referred to the Riverside DRC by probation to obtain his GED and complete probation successfully. He worked closely with the DRC's teacher from the Riverside County Office of Education, Mr. Patrick Healy, to overcome his struggle with the math portion of the GED exam. While studying for his GED exam, Jan also became CPR certified. Jan attempted to obtain his GED in February of 2020, but was unsuccessful. Unfortunately, his efforts to succeed were hindered when the COVID-19 pandemic hit in March of 2020, and the DRC closed its doors in an effort to slow the spread. However, he did not lose focus of his goals. Jan completed probation successfully in May of 2020 and continued to practice for his GED exam at home.

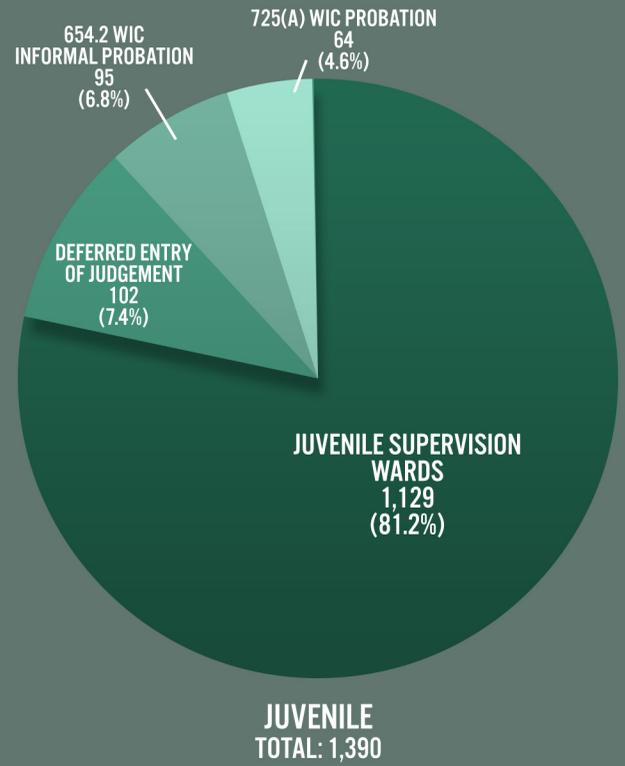
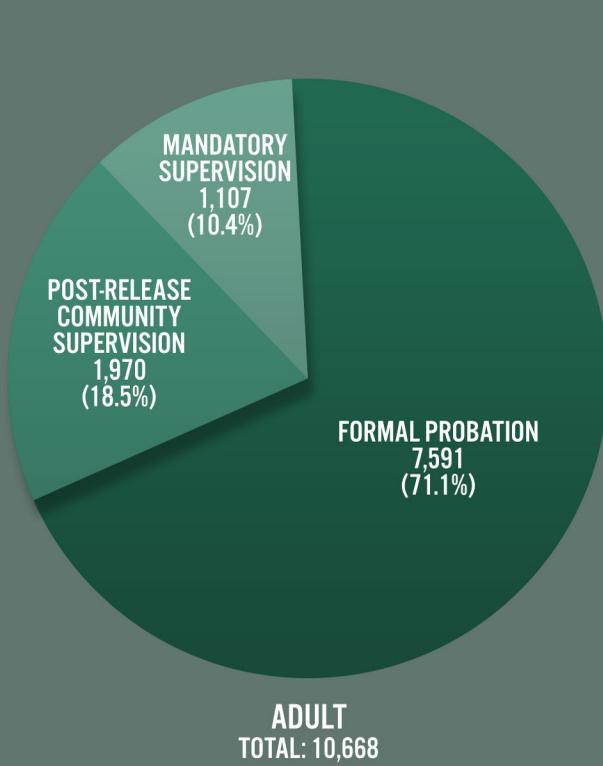
appreciative he was of the DRC staff and how their support helped him believe in himself. Jan consistently came to the DRC to prepare for the GED exam. On May 4, 2021, he successfully passed his GED exam and celebrated his graduation at the DRC, with his father and mother by his side.

Jan expressed gratitude to DRC staff for the support and reported his mother is very proud of him. Additionally, he divulged he enrolled at UEI College in their HVAC program and invited the entire DRC staff to attend his graduation. The DRC staff are changing lives by providing the highest quality of public safety services and helping students to reach their goals.

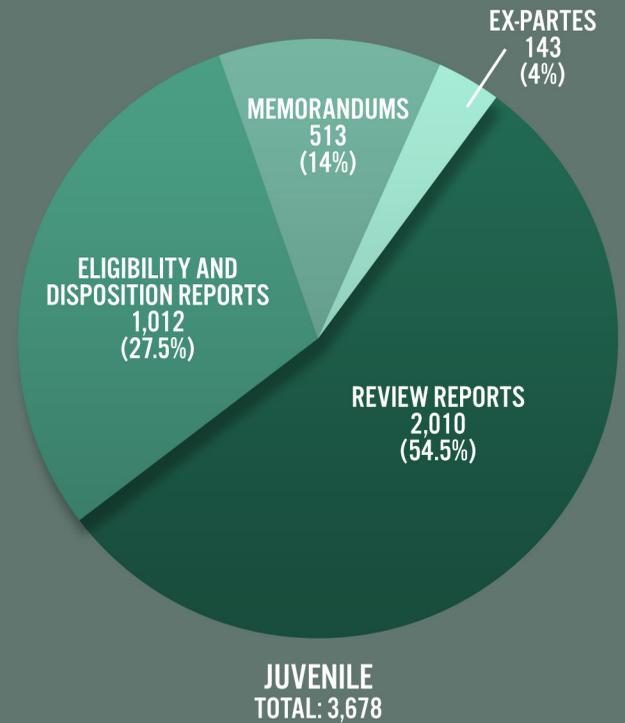
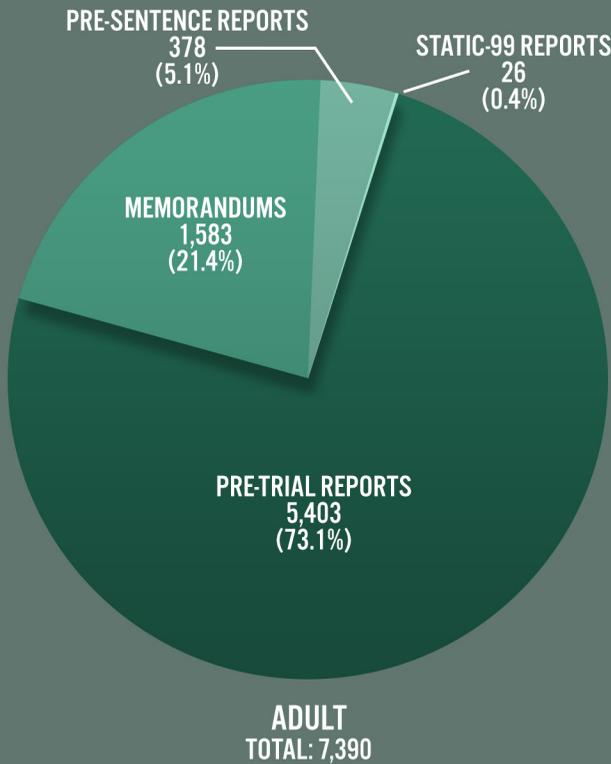
In March of 2021, he was invited back to the DRC to continue his GED courses. He expressed how



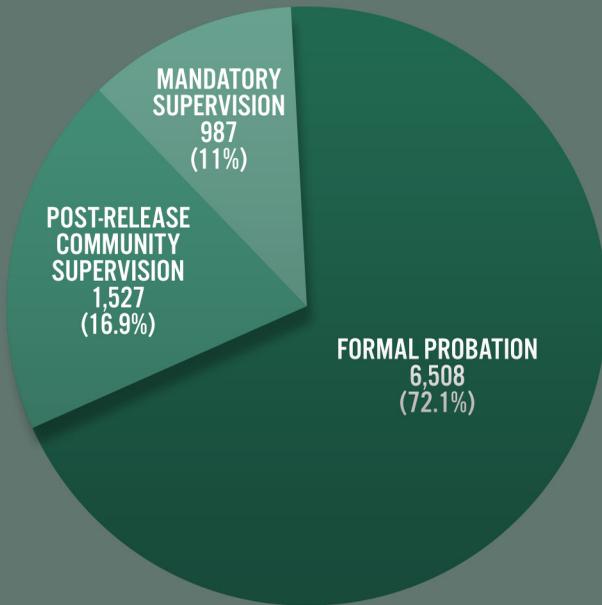
SNAPSHOT CENSUS ON DECEMBER 31, 2020



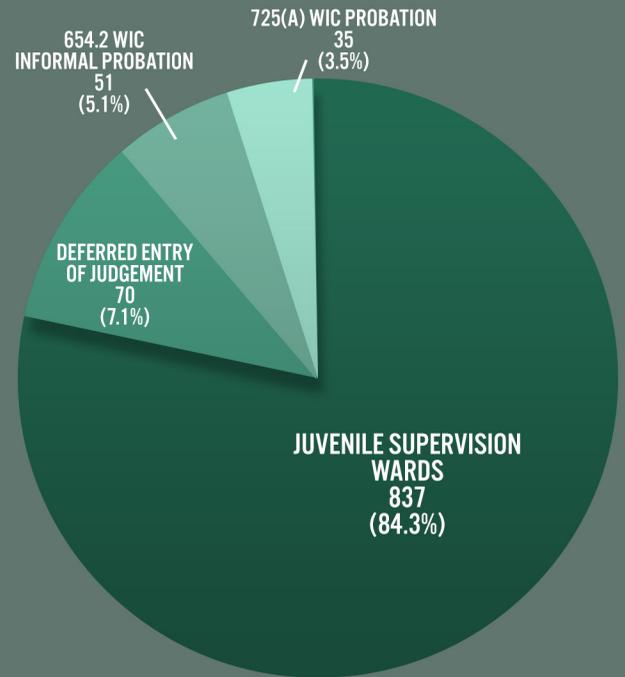
INVESTIGATION REPORTS COMPLETED IN 2020



SNAPSHOT CENSUS ON DECEMBER 31, 2021

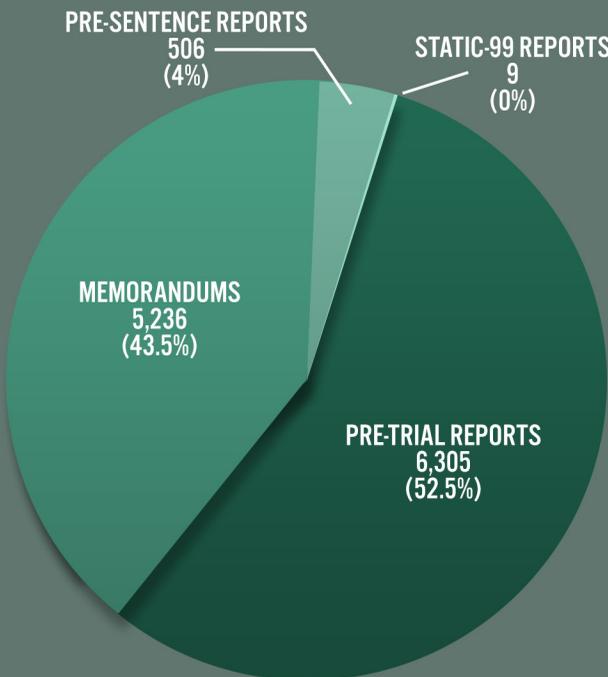


ADULT
TOTAL: 9,022

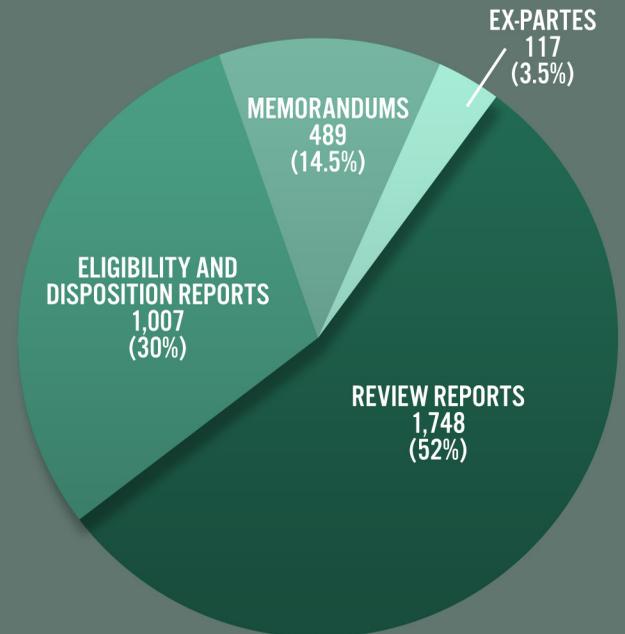


JUVENILE
TOTAL: 993

INVESTIGATION REPORTS COMPLETED IN 2021



ADULT
TOTAL: 12,056



JUVENILE
TOTAL: 3,361



INSTITUTIONAL SERVICES

The Riverside County Probation Department operates three juvenile facilities located in the Riverside, Southwest and Coachella Valley regions. In Riverside, the Alan M. Crogan Youth Treatment and Education Center (AMC-YTEC) is a residential treatment facility where the Pathways to Success and Youth Treatment and Education Center (YTEC) programs are operated. The detention facilities primarily house youth pending court hearings or out-of-home placement. YTEC and Pathways to Success provide residential treatment programs and services to youth who are committed to this program by the Court. This includes re-entry case planning while housed and community supervision upon release.

Daily programs and activities include:

- Ongoing case assessment by a multi-agency treatment team
- Case planning to address each youth's specific needs
- Education (eligible youth can prepare for and take the high school equivalency test or graduate with a diploma)
- College and vocational education for high school graduates
- Recreational and exercise programs
- Faith-based services and counseling
- Medical evaluations and treatment
- Individual and group behavioral health counseling
- Programs with a specific focus (i.e., trauma-informed care, substance use, anger management, sex offender treatment, family engagement, gang awareness, vocational training, parenting, independent living skills, conflict resolution, health, etc.)



PATHWAYS TO SUCCESS

The state-operated Division of Juvenile Justice (DJJ) had historically treated high-needs youth who committed serious or violent crimes. On September 30, 2020, Governor Gavin Newsom signed SB 823 into law, which supports the research reflecting youth experience better outcomes when they remain closer to home. Effective July 1, 2021, California began to phase out DJJ by halting all youth transfers from counties to the state's three remaining custodial facilities. Riverside County Probation (RCP) assumed responsibility of the care, custody and supervision of this population. This opens the door for our county's youth to receive rehabilitative services closer to their families and their communities.

To design a local secure treatment program, Welfare & Institutions Code (WIC) 1995 outlines the creation of a multiagency subcommittee of the Juvenile Justice Coordinating Council (JJCC) comprised of county stakeholders, as well as no fewer than three community members defined as individuals who have experience providing community-based services to youth, youth justice advocates with an expertise and knowledge of the juvenile justice system or justice-involved youth who have experienced or been directly involved in the juvenile justice system.

The JJCC Subcommittee developed the infrastructure of the facility, programs, placement, services, supervision

and reentry strategies that are needed to provide appropriate rehabilitation and supervision services for this population. In addition, 1995 WIC mandates the program includes mental health services, sex offender treatment, trauma-based needs, adolescent needs, family engagement, reentry planning, cultural responsiveness and inclusion of nongovernmental/community-based providers.

In March 2021, The JJCC Subcommittee participated in a multi-day event to design the general framework for the secured treatment track's vision: **Dedicated to creating collaborative reentry pathways alongside youth to promote healing, healthy and resilient lifestyles, as well as strengthen families and restore safety to the community.** This statement, as well as the many innovative ideas formulated at the meeting, guided the creation of Riverside County's secured treatment program to ensure youth are provided the best opportunity for local treatment and services, as well as positive efforts to successfully reintegrate them into the community upon release from custody.

The team of staff selected to oversee the unit received specialized training in trauma-informed care, motivational interviewing and emotional intelligence. Youth entering the Pathways program will experience a safe environment in which they can thrive.

COLLEGE PREP FOR JUVENILE HALL YOUTH

In September 2020, 10 high school graduates at Indio Juvenile Hall joined RCP's inaugural Youth Engagement Program. They made a personal commitment to improve their lives by developing independent living skills in preparation for a meaningful future. These youth agreed to attend a seven-week program offered by Dr. Renford Reese and the Prison Education Project. The classes are taught by volunteers from area colleges as well as professional volunteers from the community.

The program revolves around an introduction to college, career development and soft skills. At the conclusion of the program, the youth completed a Free Application for Federal Student Aid, understood the elements of a resume, as well as the importance of teamwork and emotional intelligence. Perhaps, the most powerful

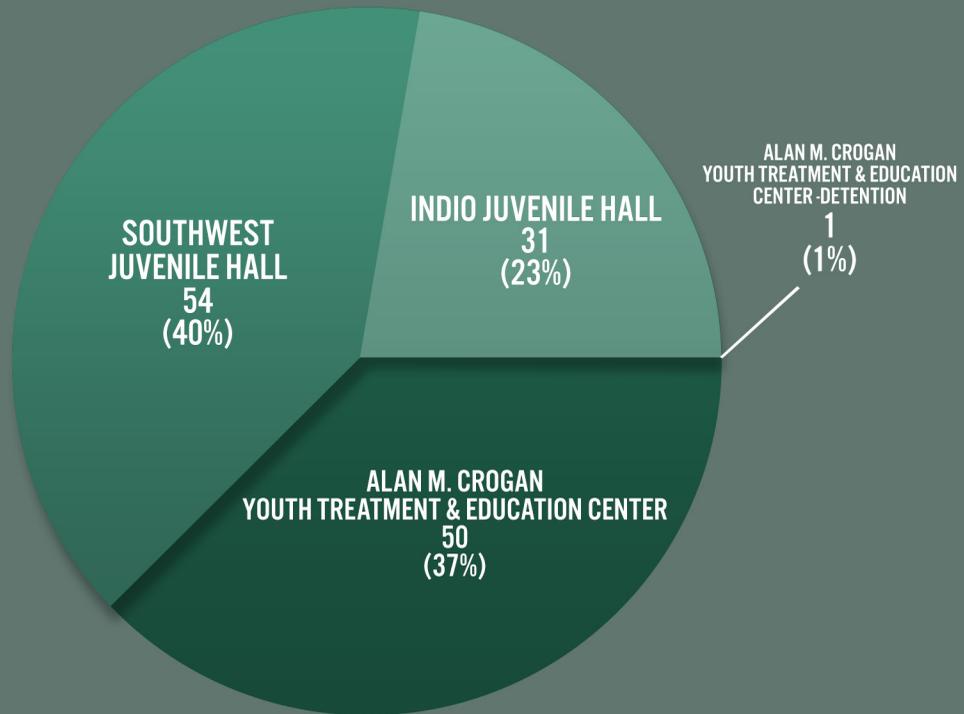
illustration of the effectiveness of the program is hearing from the youth themselves:

"[The program] has provided great opportunities to me and my peers to better ourselves and reshape our futures for the best. I have been inspired to strive for a higher education and follow through with positive goals set for myself during the process."

Another student advised he was grateful to participate in the program because he will have options when he is reintegrated into the community. This young man told his mother about the classes in which he was involved, and she stated she couldn't believe he would be able to receive these opportunities while detained.

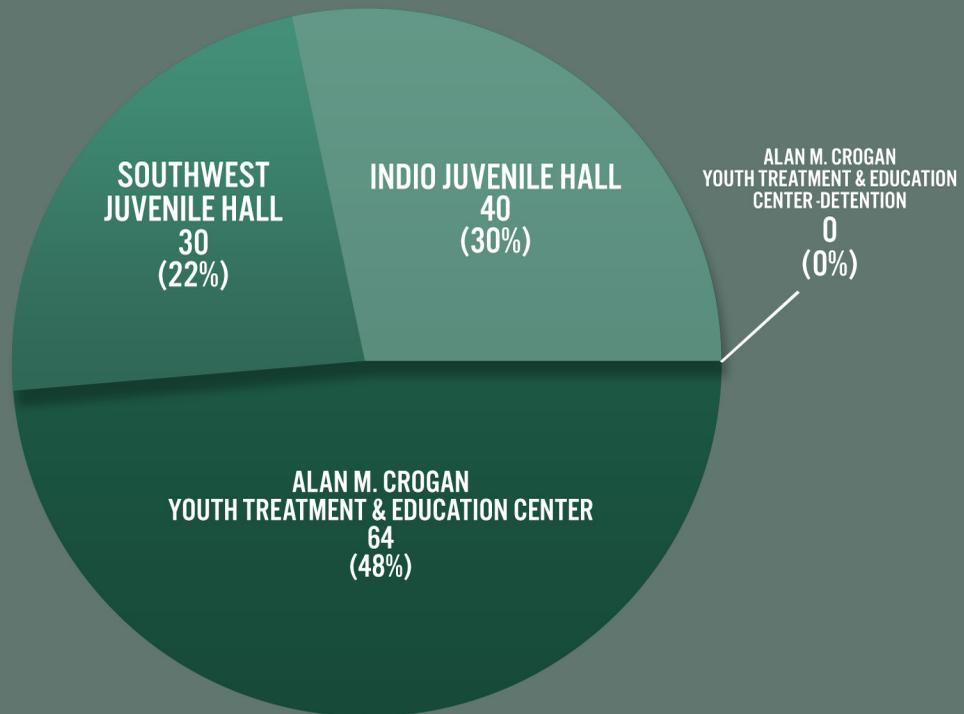


SNAPSHOT CENSUS ON DECEMBER 31, 2020



TOTAL: 136

SNAPSHOT CENSUS ON DECEMBER 31, 2021



TOTAL: 134

ADMINISTRATIVE & BUSINESS SERVICES

Administrative and Business Services is responsible for providing the infrastructure by which the department can achieve its mission. Services include Fiscal Services which provides budget and financial reporting; accounts payable/receivable and procurement; audit compliance; facilities management and capital improvement; contracts and grants management. The branch also oversees Human Resources which includes recruitment; background investigations; professional standards; risk management and safety; personnel services; and public relations.

STRATEGIC DEVELOPMENT BUREAU

The Strategic Development Bureau (SDB) is responsible for the following divisions: Business Intelligence and Operations Services (BIOS), the Justice Systems Change Initiative (JSCI), Management Support Team (MST), and the Staff Development Unit (SDU). In addition, the SDB provides oversight of the Use of Force Committee.

BIOS provides an array of technology-related services to the department. The division designs, implements and supports network and hardware infrastructure; provides network administration and help desk support; conducts quality assurance reviews; implements data exchanges among the courts, law enforcement agencies and third-party organizations; and is the liaison to the Riverside County Information Technology Department.

JSCI is focused on addressing the overarching topic of systemic racism. The division's main priority is to conduct an internal look into the department's processes and systems, utilizing evidence-based data to deduce statistical findings and incorporate applicable tools and methodologies to make improvement recommendations in an effort to promote equitable policies and practices.

MST is responsible for building the department's Management System and supports all department staff in the proper use of these systems. Additionally, MST includes a Legal Affairs Unit and a Projects Unit. The Legal Affairs Unit oversees Public Records Act requests, department Policy and Procedure and the tracking of legislation. The Projects Unit is responsible for various reports on Pretrial, Day Reporting Centers, Firearms Relinquishment, Community Corrections Partnership Executive Committee, Community Corrections Partnership and Riverside County Annual Realignment Plan.

SDU ensures compliance with department, county and state-mandated training. SDU is responsible for providing staff with annual training which include Standards in Training for Corrections courses such as Probation Corrections Officer Core, Deputy Probation Officer Core, Supervisor Core, as well as Peace Officer Standards in Training courses.



JUSTICE SYSTEMS CHANGE INITIATIVE

Riverside County has a history of proudly embracing opportunities and efforts to foster continuous improvement and implement change. In March 2014, with the Board of Supervisors approval of a no-cost agreement with California Forward, Riverside County became the first California County to begin JSCI. As a result, three dedicated positions were ultimately added to Riverside County Probation (RCP) to build the capacity and skills to transform justice systems through data-driven policy and fiscal decisions. These positions serve to identify more effective, evidence-based decision-making that support individual behavior change and promote new justice system practices that better align resources to promote public safety. Our JSCI team currently consists of Division Director, LaToya Thomas; Business Process Analyst, Malia Lolmaugh; and Research Specialist, Kiran Gill.

Over the course of its time, JSCI has been tasked with various projects that focused on internal reviews of RCP systems as well as those of cross-system integration and collaboration. Under the direction of former Deputy Director of Administration, Elizabeth Olson, the JSCI team was assigned projects such as: an analysis of RCP's Juvenile Success Team (JUST) in comparison with Orange County Probation's Juvenile Recovery Court; process and data analyses of the County of Riverside's Work Release Program, Riverside Sheriff's Office High Utilizer Outreach Operations, and RCP's juvenile assessments and evaluation.

JSCI's current focus has shifted as of August 4, 2020, when the Riverside County Board of Supervisors adopted Resolution No. 2020-179 declaring racism and inequity as a public health crisis. On August 18, 2020, Chief Miller and Director of Riverside University Health System-Public Health, Kim Saruwatari, assigned staff

from each respective department to form a collaborative workgroup. In an effort to investigate the possibility of systemic racism occurring within RCP's systems, JSCI selected a sample population of clients who had an active supervision in the year 2020. Workgroup efforts have then allowed for a comparative analysis of the sample population to county demographics and factors influencing health equity as determined by the California Healthy Places Index.

The initial plan was stemmed from the workgroup reading of *The Essentials of Health Justice*, per the recommendation of Riverside University Health System - Public Health Director Kim Saruwatari. The plan was further elaborated with the assistance of the Management Support Team (MST) introducing JSCI to tools such as the Data Stratification Matrix and the Decision Logic Tree, to understand and organize data, process, and decision logic. Utilization of such tools allowed the team to produce a strategy plan that identified areas of interest in need of further investigation. The top five areas of focus were identified using a tool called a Pugh Matrix, which has prompted the team to transition from the phase of "data analysis" to "process analysis" in the summer of 2021. As the team continues to conduct process walks and meet with field divisions to further the efforts of the systemic racism project, be sure to say hello and introduce yourself to the JSCI team members!

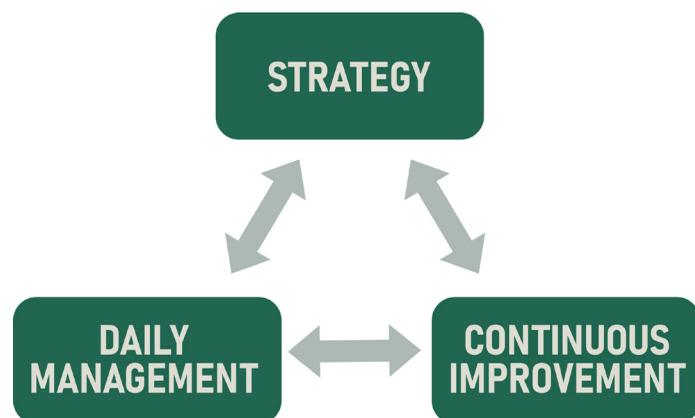
The team of JSCI would like to give special thanks to Chief Deputy Probation Officer Joe Doty, Division Director Olivia Serna, Assistant Director Shannon Crosby, RCP Consultant Ken Flaherty, and the teams of MST and BIOS for their assistance and guidance on the development and ongoing efforts of the Systemic Racism project.



EXPANDED MANAGEMENT SYSTEM DEVELOPMENT

Fiscal year 2020-21 was the third consecutive year of our management system development efforts. Since 2018, the department has implemented several management support systems to improve department operations, including A3 Problem Solving, Improvement Opportunity Cards, Standard Work, Visual Engagement Boards and Net Promoter Scores, to name a few. In April 2021, MST took the opportunity to review those systems implemented with an eye for improvement and to identify new systems that still need to be added. This effort was accomplished by conducting a two-day MST value stream mapping event.

A value stream map displays all the important steps of the work process necessary to deliver value from start to finish. It allows the visualization of every task that a team works on and provides a single glance of an area of responsibility for the department from its Current State to its Target State. By the conclusion of the event, MST mapped out its area of responsibility and provided recommendations to the Executive Team on the continued improvement and development of RCP's Strategy, Daily Management and Continuous Improvement systems. Additionally, MST outlined a project plan to guide the activities to achieve the Target State.



Strategic projects have been emphasized in this year's management system improvements. These projects have been centered around continued improvement and development of our strategy, Daily Management and continuous improvement systems, including the department's Key Performance Indicators (KPIs). The goal is that these projects produce data to assist with making improvements across the department and increase successful outcomes for our clients.

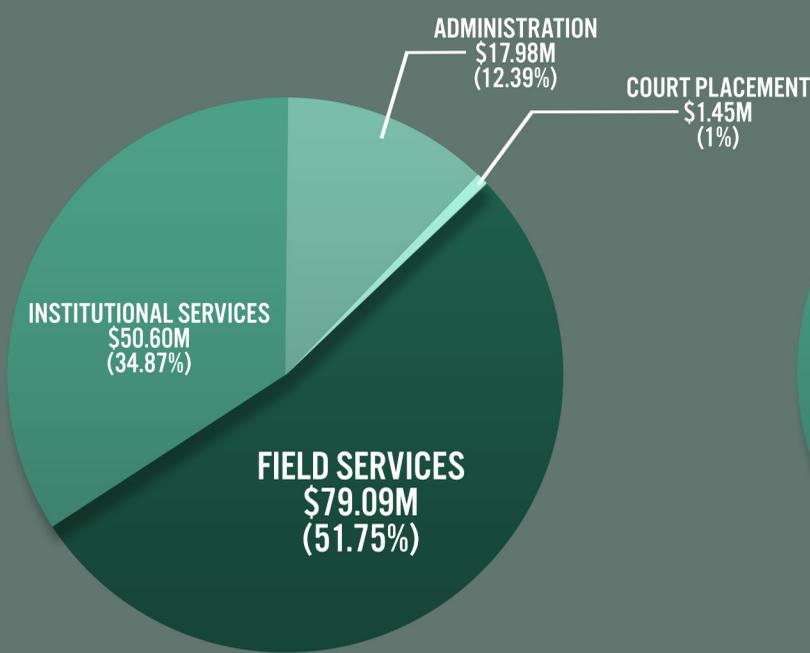
The Desert Division has been a part of the case plan project since its inception. Data collection began in February of 2021. Case plans are tailored to each individual client's needs by using a risk assessment tool and tasks are referred to address their identified needs. The data collection showed steady improvement in both case plan tasks referred and tasks completed. In February case plan tasks were being referred at a rate of 51% and has increased to 77% in June. Of tasks assigned, the completion percentage improved from 37% in February to 56% in June.

The department focused on data produced from KPIs. The top three KPIs related to client success for Fiscal Year 20/21 were housing, education and employment. The goal was to achieve successful completions of probation by using the department's data in these areas for the focus of supporting clients and meeting their needs. The data from the KPIs allows informed decisions to increase the successful outcomes. These efforts also align to the department's strategic goal to increase the successful integration of clients into the community.

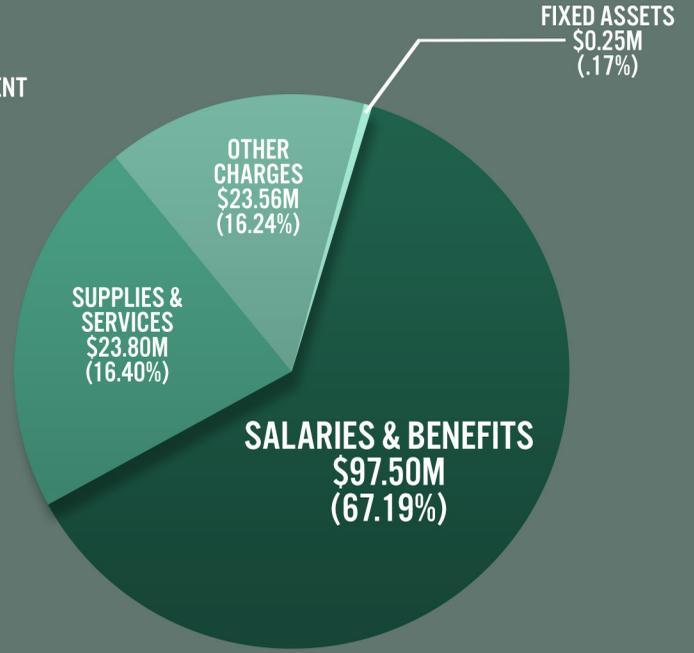
The MST is responsible for supporting all department staff in the proper use of these subsystems and tools which are pillars of our complete management system. Our management system will ensure we are keeping true to our Mission, Vision and Values.



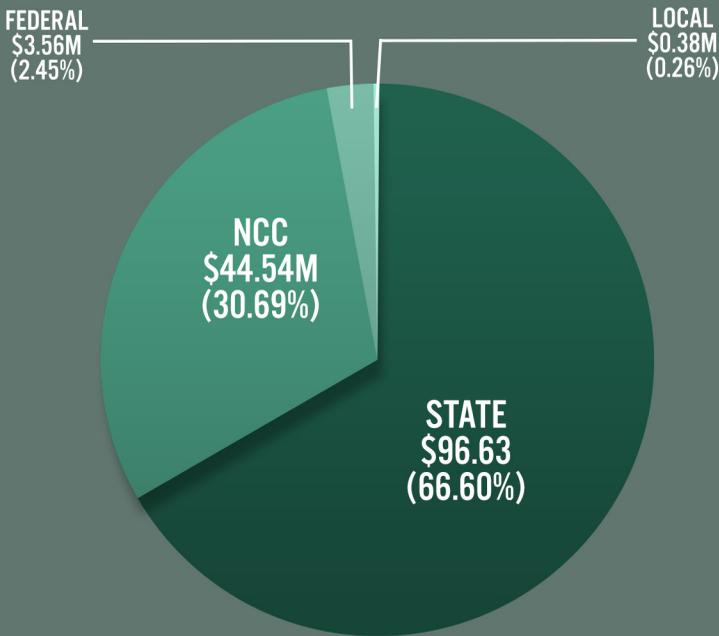
FINAL BUDGET FOR FISCAL YEAR 2020-21



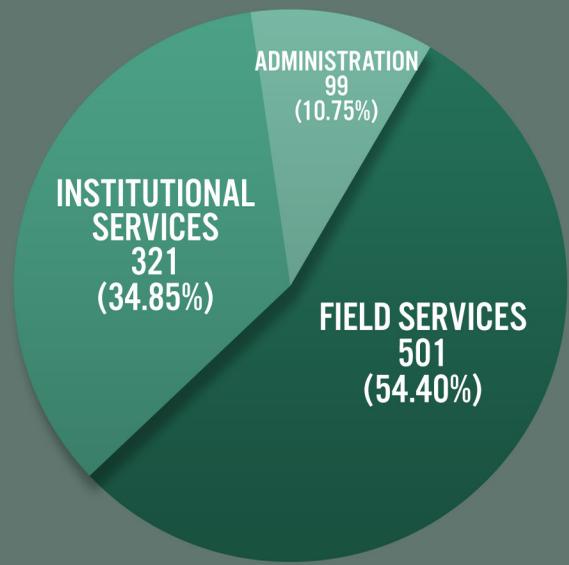
FINAL BUDGET BY PROGRAM
TOTAL EXPENSES: \$145,109,853



FINAL BUDGET BY APPROPRIATION
TOTAL EXPENSES: \$145,109,853



FINAL BUDGET BY FUNDING SOURCE
TOTAL EXPENSES: \$145,109,853



FINAL AUTHORIZED REGULAR POSITIONS
REGULAR POSITIONS: 921

IN MEMORIAM



RYAN SANTANA

On December 23, 2021, the Riverside County Probation family was deeply saddened by the passing of Probation Corrections Officer (PCO) Ryan Santana. Ryan was beloved by his colleagues. He had a positive mindset and his presence alone allowed for his partners to feel a sense of safety with him. Upon entering the facility and looking at the posted lineup for the shift, staff recall feeling happiness to see they were partnered with Ryan, as they knew it would be a good day. "Even though 6 a.m. is early to be up and working, he was always there with a smile on his face and a positive attitude to start off the day," Senior Probation Corrections Officer Heather Tinoco said. "Having our morning talks always helped me have a better outlook on the day."

Ryan was able to build a good rapport with even the most difficult of youth, and at times, prevented issues from intensifying simply by speaking to a youth. He always maintained a positive outlook and made sure his partners knew they would all make it through the shift safely. Ryan exhibited a warmth and humbleness about him that allowed the youth and his peers to gravitate toward him. Ryan's genuine character allowed for him to build great friendships among his coworkers. Many delighted in his jokester personality and how it brightened the mood of the unit.

While Ryan made his mark as a PCO at work, his greatest treasure was at home in his family. He was so proud of them and spoke of them in great detail, to the extent everyone felt they knew them personally. Everyone was very much aware of his 20+ years long relationship with his wife Hayley and how much genuine love and admiration he had for her and the family they built. He was so very proud of all three of his children, Aiden, Annabelle and Troy. He regularly shared family stories and his face always lit up when he spoke of them.

Ryan was a good man with a pure heart. He made a difference. He made a difference with youth, his colleagues and especially his family. Ryan is a true loss to all who knew him.



IN MEMORIAM



JULIO BELTRAN

On November 14, 2020, family, friends, the community and Riverside County Probation were devastated by the line-of-duty loss of Deputy Probation Officer Julio Beltran. Julio was a devoted husband, father and son, a faithful Christian, proud J.W. North Husky, die-hard Raider fan, loyal friend, committed member of the RCP family and overall extraordinary person. He touched our lives in so many ways and has left a lasting impression on all those he encountered.

The beauty of life is found in moments. Moments that are captured and created by the abundance of joy, laughter, love, compassion and friendship. Julio commenced his career with RCP on August 22, 2013, and began to create lasting moments from day one. Never without a smile, Julio enjoyed joking around, sports banter, debating why he got into trouble with his wife, Ke'Shae, again, and often made those around him laugh. Although his smile and adorable dimples are unforgettable, it was his engaging personality and vibrant nature that made interactions with Julio memorable. Colleagues described him as compassionate, funny and with an infectious laugh, humble, genuine, but most often "like family" because he created a family atmosphere everywhere; and sharing his mother's delicious home cooked meals didn't hurt either. At the remembrance walk and candlelight vigil, held on what would have been Julio's 35th birthday, family, friends, loved ones and colleagues shared memorable moments with Julio that will forever be in our hearts. SPO Ida Marin stated, "Words cannot express how much we miss him. He was an exceptional human being. Even after his passing, Julio continues to join us together. His memory will live on in our hearts and the inspiration he brought will always be remembered... He left us with so many good memories and he lived a life his family can be proud of and his son, Papi, can look up to."

Although many of us still grapple with the reality that Julio was called from us too early, the joyous memories that he has left behind bring our hearts great solace and we know he continues to be with us in spirit. Thank you, Julio Beltran, for gracing all of us with your divine presence. Fallen but not forgotten, join us in celebrating the life of Deputy Probation Officer Julio Beltran and never forget the joy, laughter and commitment to the community that he exhibited every day.



SERVING COURTS · PROTECTING OUR COMMUNITY · CHANGING LIVES

RIVERSIDE COUNTY
PROBATION
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