

Program Guidelines

2000.1 OVERVIEW/SOCIAL SERVICE PROGRAMS

In order to maintain the physical, social and emotional health of incarcerated individuals, a broad array of programs and services will be provided. Correctional programs will utilize community resources and include at a minimum, religious services, recreational and leisure time activities, library services, educational courses, work programs, social service programs and commissary.

(a) Correctional Programs Employees

1. All correctional programs employees will complete the Custody Orientation for Professional Staff course within (90) days of their assignment/employment start date, with a refresher course completed every two years.
 - i. The Jail Compliance and Training Team (JCATT) will maintain the Custody Orientation for Professional Staff course and disseminate it to correctional programs employees.

2000.2 PROGRAM GUIDELINES

- (a) Equal opportunity for participation in programs and services will be available to both male and female inmates housed within Jail Operations.
- (b) Inmate participation in programs and services shall be strictly voluntary. Refusals will not prejudice an inmate from future participation. However, due to class size limits, arbitrary refusals may impair the maintenance of accurate, active attendance records and may impede other inmates from participating in certain classes if there is a waiting list. In these cases the Education staff will handle the refusals.
- (c) Programs and services will be provided by Correctional Programs Staff and outside community resources.

2000.3 SOCIAL SERVICE PROGRAMS

- (a) Correctional Programs maintains an extensive reference log of social service programs and groups available for inmate referral. Generally, the inmate must contact a member of the Correctional Programs Staff and request help.
- (b) Inmates requesting social service assistance can submit an Inmate Message Slip to Correctional Programs, who will furnish the inmate with the name of the appropriate person or agency to contact.
- (c) Social service programs may be presented within the facility in designated areas, including the Visiting area, Chapel, multi-purpose rooms, and dayrooms within Inmate Program Housing. Correctional Programs staff and volunteers shall not enter occupied cells or facilitate programs in any location not specified within the CCOM.
- (d) Counseling programs for alcoholics (Alcoholics Anonymous) and drug addicts (Narcotics Anonymous) are presented on an on-going basis.

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2000.4 SECURITY CLEARANCE APPLICATION PROCEDURE

(a) Purpose

1. To provide a procedure for screening, selection and requirements of persons who will be volunteering within the Orange County Sheriff's Department's Jail facilities.

(b) Policy

1. All volunteers will be screened and approved by the Deputy assigned to the Inmate Services Division prior to entering or volunteering within any Orange County Sheriff's Department's jail facility.

(c) Procedure

1. The Inmate Services Division's Correctional Programs Supervisor or Deputy will receive names of potential volunteers from the following sources:
 - i. Religious organization
 - ii. Volunteer agency
 - iii. Sheriff's Department employees to fill a specific need within the Orange County jail system.
2. Security Clearance Process:
 - i. All potential volunteers must complete, sign, initial and submit all security forms to the Inmate Services Division's Deputy. All volunteers shall also provide a copy of their California Driver License or California Identification card, and a copy of their Social Security Card or U.S. Federal Passport.
 - ii. A security clearance will be conducted on all security clearance applications submitted.
 - iii. The volunteer security clearance process can take up to 4 to 6 weeks to complete. In certain circumstances it may take longer depending on the completeness of the information provided by the potential volunteer and available staff resources.
 - iv. The security clearance process and any approval will occur prior to when the volunteer begins their services in the Jail System. Except as provided herein, a volunteer's security clearance will remain in effect for one year unless the volunteer is removed from the volunteer program. One to two months prior to the expiration of the volunteer's security clearance, the volunteer will submit all appropriate documentation for renewal.
 - v. All volunteer data collected and results of the security clearance will be maintained in the security clearance database.
3. Acceptance into Volunteer Program:
 - i. The Inmates Services Division Deputy will notify the volunteer or the volunteer's organization of their acceptance into the volunteer program.

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- ii. Prior to entering any jail facility, or visiting in the non-contact visiting booths, volunteers must attend a mandatory Sheriff's Department security orientation. Failure to attend the security orientation training before entering a Sheriff's Department's jail facility will result in removal from the volunteer program. Annual security jail orientation is required for all returning volunteers.
 - iii. Once a volunteer is screened, cleared for jail entry, and has attended the mandatory security orientation, they will be allowed to provide services in custody on their assigned days and times, as coordinated by the organization's volunteer coordinator and Inmate Services Division Correctional Programs facility supervisor.
 - iv. The Inmate Services Division – Correctional Program site Supervisor will coordinate with the volunteer or the volunteer's organization their assigned duties and/or activities.
 - v. All volunteers shall adhere to all Sheriff's Department's rules and regulations regarding volunteers. Furthermore, all volunteers shall adhere to all Federal, State and County laws. Any violations of Sheriff's Department rules and regulations regarding volunteers or any violation of any Federal, State or County laws may result in immediate removal from the volunteer program.
 - vi. All volunteers are required to bring a valid form of government issued identification for entry to the jails on their assigned days and times. For acceptable forms of identification, refer to [CCOM Section 1902.3\(d\) – Regular Visit Procedure](#). Each facility will exchange their identification card for an escort badge to be worn by the volunteer during their time inside the jail. Upon completion of the class or service, the escort badge will be exchanged back for their identification card.
4. Volunteer Clearance Denials:
- i. The applicant who fails the background investigation will be notified in writing/email that they have been denied. Specific information on which the denial was based will be documented and will only be disclosed to the applicant, not the organization, unless the applicant provides written authorization for the disclosure to the applicant's organization.
 - ii. Clearance renewals may be denied based on the needs of the Sheriff's Department, the Inmate Services Division's volunteer program or the applicant's status.
 - iii. If an applicant is denied, the applicant may appeal the denial. All appeals must be in writing and sent to the Inmate Services Division Deputy. The applicant's appeal and the applicant's background packet will be forwarded to the Custody Operations Assistant Sheriff for final adjudication.
 - iv. The Assistant Sheriff will review all pertinent information regarding the clearance denial. The Assistant Sheriff will make a final determination regarding the applicant's clearance status within 90 days of receipt of

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the appeal. The applicant or the applicant's organization, if the applicant has provided written authorization for disclosure to the applicant's organization, will be notified in writing of the Assistant Sheriff's decision. The Assistant Sheriff's decision is final.

5. Removal from Volunteer Program:

- i. The Inmate Services Division may remove a volunteer from the volunteer program if they do not fulfill their obligations or requirements to the volunteer program.
- ii. Any volunteer who jeopardizes the safety or security of the Orange County Jail, its staff or individuals incarcerated within any Orange County Sheriff's Department's Jail facility may be removed from the volunteer program.
- iii. Sheriff's Department's staff has the authority to deny access or remove any volunteer from any facility at any time. Specific information about why the volunteer was denied access or removed from the volunteer program will be documented and will be disclosed to the volunteer, not the organization, unless the volunteer provides written authorization for disclosure to the volunteer's organization.
- iv. If a volunteer is removed from the volunteer program, the volunteer may appeal the removal. All appeals must be in writing and sent to the Inmate Services Division Deputy. The volunteer's appeal and all documentation regarding the removal will be forwarded to the Custody Operations Assistant Sheriff.
- v. The Assistant Sheriff will review all pertinent information regarding the volunteer's removal from the volunteer program. The Assistant Sheriff will make a final determination regarding the volunteer's removal from the volunteer program within 90 days of receipt of the appeal. The volunteer or the volunteer's organization, if the volunteer has provided written authorization for disclosure to the volunteer's organization, will be notified in writing of the Assistant Sheriff's decision. The Assistant Sheriff's decision is final.

6. Records Retention:

- i. The Inmate Services Division will keep all appropriate records, clearances, forms and training documentation of all volunteers. The length of time these documents will be kept according to applicable Federal, State and County laws and Sheriff's Department's Records Control Schedule(s).

(d) Volunteers will complete a security clearance request

1. Volunteers may apply and be approved to enter all OCSD Jail facilities. Approval will be designated by the facility Administrative Sergeant reviewing background clearances in one of the following forms:
 - i. All Facilities jail access with escort
 - ii. Attorney bonds access only

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- (e) Security Requests are processed by policy
 - 1. Programs Deputy – Each applicant's specific information (including criminal history) will be evaluated first by the Programs Deputy. The Programs Deputy will forward all new applications with a recommendation for approval and/or denial of the application to the facility Administrative Sergeant reviewing background clearances. It is not necessary for the Programs Deputy to submit renewal applications to the Sergeant, unless an applicant has been arrested or has violated any jail rule(s) since the previous application was submitted.
 - 2. Facility Administrative Sergeant – The facility Administrative Sergeant will review and evaluate all Security Clearance Requests according to approval criteria for admission to Jail Operations.
- (f) Denials and Questions about Denials
 - 1. The reason for a Security Clearance Request denial will be clearly stated by the facility Administrative Sergeant on the application card. Volunteers who are denied clearance may direct questions to the Inmate Services Deputy.
- (g) Community Volunteers Accessing the Jails
 - 1. Upon completion of security jail orientation, the volunteer's will be inputted into the volunteer data base system by the Inmate Services Deputy so that when they arrive to a jail facility to conduct a service the jail staff can determine their clearance status by logging into the volunteer data base system. Clergy members not in the volunteer database may visit with the Watch Commander's approval.
 - 2. Volunteers approved for admission to Orange County Jail facilities will work with Inmate Services site Supervisors to determine what days and times they will be scheduled to enter the jails.
 - 3. Facility Chaplains are community volunteers. They have been cleared to conduct official visits with inmates in addition to leading in person religious services.

2000.5 VOLUNTEER ORGANIZATION REQUIREMENTS

- (a) Purpose
 - 1. To provide policies, procedures and protocols for volunteer organizations who maintains volunteers within the Orange County Sheriff's Department jail facilities.
- (b) Policy
 - 1. All volunteer organizations will adhere to the policy, procedures and protocols described below. Failure to comply may result in the suspension or removal of the organization's participation in the Orange County Sheriff's Department's volunteer program.
 - 2. Each volunteer organization will have a designated "Point of Contact" for handling all clearances, scheduling and other administrative functions and issues pertaining to their organization and volunteers.

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3. Each organization will be allowed a specific number of volunteers that will be permitted to volunteer within the Orange County Sheriff's Department jail facilities. The number of volunteers that will be permitted to volunteer within the jails will be determined by the Orange County Sheriff's Department -Inmate Services Division. The number of volunteers permitted will be determined by the amount of volunteer service hours an organization is providing.
4. The organization and their volunteers will maintain integrity and professionalism while volunteering inside any custody facility.
5. All organizations and their volunteers will adhere to the "volunteer" schedule set forth by the Orange County Sheriff's Department -Inmate Services Division.
6. Each volunteer will be required to strictly adhere to the allotted time frame given for their specific program. All volunteers are required to participate and be active volunteers. Each volunteer will be required to maintain a prescribed number of volunteer hours set forth by the Orange County Sheriff's Department -Inmate Services Division. Failure to adhere to the prescribed number of volunteer hours set forth for the volunteer and their organization may and can result in loss of volunteer status or revocation of their security clearance.
7. Volunteers will comply with all directives from Sheriff's Department staff while inside any Sheriff's Department jail facility.
8. The Orange County Sheriff's Department will only accept volunteers based on the needs of the Department, not the needs of the volunteer organization.
9. The Orange County Sheriff's Department is not required to comply with the volunteer organization's requirements, needs or mandates.
10. Only materials approved and subjected to a search by the Orange County Sheriff's Department will be authorized for entrance to any jail facility. The below outlines approved course materials and procedures for volunteers entering a jail facility:
 - i. Religious Volunteers
 - A. All religious materials to be used for their service will be delivered to an Inmate Services Deputy one week prior to the service. The Inmate Services Deputy will search and place the material in the classroom where the service is being held.
 - B. Religious volunteers may bring a personal Bible or lecture notes to the service.
 - ii. Classroom Instructors
 - A. Personal lesson plans or an instructor workbook, along with no more than three (3) handouts per enrolled inmate.
 - B. Official college testing material for enrolled inmates to complete their HiSet testing or Serve Safe testing.

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11. Inmate Services will be responsible for updating the volunteer database system to reflect a list of approved materials a volunteer may bring for a class or service. For Lobby/Visiting staff procedures, refer to CCOM Section 1700 – Security and Control and your facility specific CCOM sections.

2000.6 CALAIM JUSTICE- INVOLVED INITIATIVE

The purpose of the CalAIM Initiative is to improve the quality of life and health outcomes for inmates by establishing pre-release Medi-Cal insurance enrollment strategies to ensure eligible individuals have continued medical coverage and benefits upon their release, as well as access to key medical/mental health services to help them successfully return to their communities.

(a) Procedures:

1. Sheriff's IT will electronically transmit daily arrest lists to the Social Services Agency (SSA) for the purpose of cross-referencing inmates with active Medi-Cal (MC) cases.
2. SSA shares with Correctional Programs personnel the list of individuals who do not have active MC and have 90 days or less remaining on their sentence. Inmate Services will provide a flyer with MC request information to those individuals identified as not having active MC.
3. Inmates who wish to apply for MC, CalFresh, or other social services benefits can submit a message slip request to Correctional Programs requesting to apply for services and to be seen by SSA or their Community Based Organization (CBO) partner. An interview will then be scheduled with the individual to complete the application for requested services.
4. Once the interview is conducted and the application for benefits is completed, the application is delivered to SSA offices by SSA or their CBO partner and processed by SSA staff.
5. Individuals who are released with active MC will receive a Benefits Identification Card (BIC) stapled to their property bags at the time of release.
6. For individuals who do not have the opportunity to go through the referral process prior to release, SSA has eligibility staff located in the lobbies of the Intake Release Center and Theo Lacy Monday through Friday from 7am - 4:30pm. Staff can then complete on-site applications for MC, CalFresh, and General Relief and issue a temporary BIC card for individuals at the time of release.