

# OFFICE OF THE OMBUDSMAN

ISSUE 1 • OCTOBER 2020



## OMBUDSMAN MESSAGE

Greetings!

It is with great pleasure to share the first Ombudsman Newsletter with our department on National Ombudsman Day, October 8, 2020. For those of you that are not familiar with what our office provides, we hope this newsletter gives you a glimpse of the resources and functions that our operation offers.

The Office of the Ombudsman for the Los Angeles Probation Department was established to ensure that the voices of all probation clients, both juvenile and adult, are heard. Probationers, families of probationers, outside agencies, advocates, department employees, and any other interested party may file a complaint with the Ombudsman (Higa, Probation Department Directive 993, 2004).

The Office of the Ombudsman is a confidential, informal, and neutral resource where probation clients, their families, and community members, can seek assistance with their concerns related to service delivery, policies, and/or procedures. In short, the Ombudsman team receives, and attempts to resolve complaints from our Probation clients/community in an impartial and unbiased manner. In addition to investigating complaints, the Ombudsman office brings value to the department, by providing recommendations on systematic issues within the organization.

Since 2018, the Office of the Ombudsman has expanded its outreach and engagement. Our jurisdiction includes AB109/CORE/DSB/RTSB/Placement and all Bureaus within the Probation Department. In addition to serving as a mediator between the client/community and department, we also are tasked with conducting outreach with youth, parents/guardians, and other internal and external stakeholders. Lastly, our office has provided an arena for our clients and customers to provide an employee recognition compliment for a job well done.

Overall, the Office of Ombudsman for the Los Angeles County Probation Department is on the right path of creating transparency and branding its mark in the law enforcement community. With the recent commitment of expansion, the department has set itself apart by developing an office which can make recommendations for systemic breakdowns and changing the publics and our clients perception that their voices are silent. Our office is hopeful they will find advocacy and a safe outlet to lodge their complaints and concerns.

Individuals can contact the Ombudspersons by writing to Headquarters or emailing us at [Ombudsmanprobation.lacounty.gov](mailto:Ombudsmanprobation.lacounty.gov) or calling the toll-free telephone number (877) 822-3222.

Sincerely,

The Ombudsman Team  
she/her/hers

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# 6 MONTHS AT A GLANCE

## FEBRUARY 2020

- Grievance Directive Review Meeting
- Ombudsman Outreach Visits - Supervisory Districts 1 and 4 (multiple sites)
- Ombudsman Outreach Visits -RTSB and DSB Facilities (multiple sites)
- "Caring For the Whole Child" Committee Meeting
- ICAN Suicide Review Committee Meeting
- ICAN Data Committee Meeting
- STRTP/Probation Collaboration meeting



## APRIL 2020

- RTSB Grievance Analysis
- Professional Development Trainings
- STRTP/Probation Collaboration meeting



## JUNE 2020

- Grievance Directive Review Meeting
- Ombudsman Outreach Televisits- Supervisory District 2
- Ombudsman Outreach Visits - Supervisory District 5
- Ombudsman Outreach Visits - DSB and RTSB Facilities
- LACOE Virtual Parent Townhall Meetings
- USOA Public Safety Chapter Meeting
- COVID-19 Parent Outreach - DSB
- STRTP/Probation Collaboration meeting



**United States  
Ombudsman Association**

## JANUARY 2020

- Vendor 4 MRT Empowerment Conference
- Ombudsman Outreach Visits- Supervisory Districts 1 and 5 (multiple sites)
- Ombudsman Outreach Visits- DSB and RTSB facilities (multiple sites), Out of County STRTPs
- "Caring For the Whole Child" Committee Meeting
- LA County Child & Adolescent Suicide Review Team Meeting
- DHR Signature Dialogue Series-Raising Zoey Film Screening
- ICAN Suicide Review Committee Meeting
- ICAN Data Committee Meeting
- STRTP/Probation Collaboration Meeting



## MARCH 2020

- Victor Treatment Center Youth Council Meeting
- Ombudsman Outreach Visits - Supervisory District 3
- "Caring For the Whole Child" Committee Meeting
- STRTP/Probation Collaboration meeting



## MAY 2020

- Ombudsman Outreach Televisits - Supervisory Districts 1 and 2 (multiple sites)
- Ombudsman Outreach visits - Supervisory District 1
- LACOE Virtual Parent Townhall Meeting
- USOA Public Safety Chapter Meeting
- COVID-19 Parent Outreach - RTSB
- STRTP/Probation Collaboration meeting
- Los Angeles County Drive-Thru Food Drive (City of Azusa) - District 1
- Assistant Ombudsman, Nicole James, joined the team





# COVID-19 PARENT OUTREACH

In March 2020, our nation was impacted by the globally affected COVID-19 (Coronavirus). The pandemic has changed the way we engage in our daily routines and rituals. Many of our external and internal practices have been impacted both at work and in our personal lives.

During this time, our department has been following CDC guidelines for social distancing. Therefore, canceling all adult and juvenile probationer in-office visits and family engagement visits at our juvenile facilities was deemed necessary to prevent the spread of the virus. The Probation Department provided detained youth with access to virtual visits in order for parents/guardians to maintain face-to-face contact in these uncertain times.

In May 2020, our office began telephonically contacting parents and guardians of currently detained youth at our department's juvenile facilities (DSB and RTSB). We conducted outreach by informing parents/guardians about the Office of the Ombudsman and how to connect to their child's facility. Our office successfully contacted 121 DSB parents/guardians and 90 RTSB parents/guardians. In addition to outreach, we surveyed the parents regarding how their communication has been affected with their child during the pandemic.



## LACOE VIRTUAL PARENT EDUCATION AND CONSULTATION TOWNHALL MEETINGS

Over the course of four years, the Los Angeles County Office of Education (LACOE) has been developing a grassroots, effective, evidence-based, and capacity building parent engagement program called the Parent Education and Consultation Program (PECP). Prior to the pandemic PECP meetings were held in person at the juvenile facilities with the Ombudsman participation. The goal of PECP meetings is for family engagement, providing resources from expert in-house staff, and professional development and training. The LACOE Virtual PECP Townhall meetings have been taking place since May 2020 in response to Executive Order N26-20 issued by California Governor Gavin Newsom.

Through this online platform, Parents/Guardians are afforded the opportunity to communicate directly with their child's school principal, school therapist, teachers, and parent liasons. Many parents are pleased with the collaboration between LACOE and the Probation Department and the "real time" answers they are able to obtain during these meetings. Parents are contacted via telephone by the LACOE Parent Liaisons and provided with their child's facility virtual townhall meeting date, time, and information on how to register for the Zoom call platform.

The Ombudsman Office participates in every facility monthly meeting to provide parents/guardians and school personnel with our resources and contact information.

**"I APPRECIATE VERY MUCH THE CARE AND ATTENTION THAT MY CHILD HAS RECEIVED. THROUGH THESE TOWNHALL MEETINGS I UNDERSTAND BETTER HOW TO HELP MY CHILD AND HOW TO INTERACT WITH ALL THE AGENCIES THAT SUPPORT MY SON".**  
- BJNJH YOUTH'S PARENT

**"BOTH LACOE AND PROBATION ARE RESOLVED TO CONTINUE TO STRENGTHEN THIS EXEMPLARY PARTNERSHIP TO ENSURE THAT EFFORTS TO REACH FAMILIES ARE EFFECTIVE AND THAT COLLABORATION AMONGST BOTH AGENCIES TO ENGAGE FAMILIES IS NOT REDUNDANT BUT RATHER CONCERTED".**  
- JAELE OVALLE, PROGRAM MANAGER, PARENT EDUCATION

# OMBUDSMAN PARTNERSHIP

Since 2014, our office has been working in collaboration with the Ombudsperson for youth in Short-Term Residential Therapeutic Programs (STRTPs). This collaboration includes conducting joint announced and unannounced visits at STRTP's to inform DCFS youth and Probation youth about the existence and purpose of the Ombudsman Program. During these visits, our offices can solicit their candid feedback and concerns, if any, and to ensure that youth have opportunities to utilize its services. The Ombudsman hotline number and e-mail address are included on posters which are displayed in every County-contracted STRTP. Here is brief statement from Ombudsperson Michelle Day about her experience with our collaboration:

"Working with the Probation Ombudsman has enhanced outreach to youth in Short-Term Residential Therapeutic Programs (STRTPs). The collaboration provides different perspectives but a united effort. Most importantly, the partnership is visible to the youths in the STRTPs during in-person outreach visits. They receive double assurances that it only takes one phone call to either office (no matter whether they are placed by Probation or DCFS) to help resolve their issue. Behind the scenes, the Probation Ombudsman and Ombudsperson for Youth in STRTPs discuss and work through recommendations for the youth and/or the agency and come together to share them. The partnership also creates an open line of communication for information-sharing, recommendations, and program enhancements that ultimately benefit the youth we serve."

STRTP Ombudsperson, Michelle Day can be reached by phone at 1-888-445-1234 or via email at: [afriend@auditor.lacounty.gov](mailto:afriend@auditor.lacounty.gov)

teamwork

exchange

support

share

trust



At times, the Office of Ombudsman receives calls from clients and the public that require language translation.

*Did you know?*

The Language Interpreter Services are available for your use

AT&T Language Line Services at (800) 367-9559

Client ID Number:  Access Code: 

\*Please Refer to Probation Directives 767 and 931

The Office of Ombudsman receives correspondence and communication related to claims of damages to person or personal property.

*Did you know?*

You can provide your clients with a Claim for Damages to Person or Property form.

Located at:

<http://probnet.hosted.lac.com/InfoSvc/IIPP/ImportantForms/BOS-ClaimForm.pdf>

or Probnet, Forms, Risk Management Section, Important Forms



# ATTENTION!

LOS ANGELES COUNTY PROBATION DEPARTMENT  
CITIZEN'S COMPLAINT FORM

You have the right to file a complaint with the Los Angeles County Probation Department. Every complaint regardless of its nature, is reviewed for an appropriate level of investigation. Complaint forms may be submitted in person at any Los Angeles County Probation Department office, by mail or e-mail.

SECTION 1: YOUR PERSONAL INFORMATION

First Name: \_\_\_\_\_ L  
Address: \_\_\_\_\_ City: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_  
X# / PD# / Case# or Date of Birth (if relevant): \_\_\_\_\_

SECTION 2: IF COMPLETING FOR SOMEONE OTHER THAN YOU

Full Name of Client: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_  
X# / PD# / Case# or Date of Birth (if relevant): \_\_\_\_\_

SECTION 3: COMPLAINT (ATTACH ADDITIONAL SHEETS, IF NECESSARY)

Date & Time of Occurrence: \_\_\_\_\_ L  
Name of Persons Involved (if known): \_\_\_\_\_  
Describe Complaint: \_\_\_\_\_

Usted tiene derecho a presentar una queja ante el Los Angeles County Probation Department. Cada queja, independientemente de su naturaleza, se revisa para un nivel adecuado de investigación. Los formularios de quejas pueden ser presentados en persona en cualquier oficina Los Angeles County Probation Department, por correo postal o correo electrónico.

SECCION 1: INFORMACION PERSONAL

Nombre: \_\_\_\_\_ Apellido: \_\_\_\_\_  
Dirección: \_\_\_\_\_ Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_  
Número de teléfono: \_\_\_\_\_ Correo electrónico: \_\_\_\_\_  
X# / PD# / Caso# o Fecha de Nacimiento (si Procede): \_\_\_\_\_

SECCION 2: SI COMPLETA PARA ALGUIEN QUE NO SEA USTED

Nombre completo del cliente: \_\_\_\_\_ Relación: \_\_\_\_\_  
Dirección: \_\_\_\_\_ Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_  
Número de teléfono: (\_\_\_\_) \_\_\_\_\_ Correo electrónico: \_\_\_\_\_  
X# / PD# / Caso o fecha de nacimiento (si procede): \_\_\_\_\_

SECCION 3: RECLAMO (ASISTIR EN HOJAS ADICIONALES, SI ES NECESARIO)

Fecha y hora de ocurrencia: \_\_\_\_\_ Ubicación: \_\_\_\_\_  
Nombre de las personas involucradas (si se conocen): \_\_\_\_\_  
Describe la queja: \_\_\_\_\_

Los Angeles County - Office of the Ombudsman - 01 Rev. 06/04/2019

We are pleased to announce our Citizen's Complaint and Staff Recognition forms are now available in English and Spanish online at:  
<https://probation.lacounty.gov/ombudsman/>

# GREAT JOB!



Anyone, internally or the general public, can complete a recognition form which is shared with the recognized individual and their supervisory staff

Los Angeles County Probation Department  
**RECOGNITION FORM**  
*You Were Caught Making A Difference!*

MISSION: Enhance Public Safety, Ensure Victims' Rights and Effect Positive Probationer Behavioral Change (0915-12101)  
VISION: Rebuild Lives and Provide for Healthier and Safer Communities

Who Deserves this Recognition:  
Name of Staff: \_\_\_\_\_  
Work Location: \_\_\_\_\_  
Please provide us with as many details as possible about: \_\_\_\_\_

Please provide your information as applicable:  
Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_  
X#, PD#, Case#: \_\_\_\_\_  
-For Prob  
If received please complete below and forward to office at:  
Received By: \_\_\_\_\_

Los Angeles County - Office of the Ombudsman - Rev. 03/26/2019 08

Los Angeles County Probation Department  
**FORMULARIO DE RECONOCIMIENTO**  
*¡Te atraparon haciendo la diferencia!*

MISSION: Mejorar la seguridad pública, garantizar los derechos y efecto positivo probatorio cambio de comportamiento (0915-12101)  
VISION: Reconstruir vidas y prevenir Comunidades más sanas y seguras

¿Quién merece este reconocimiento:  
Nombre del personal: \_\_\_\_\_ Fecha de hoy: \_\_\_\_\_  
Ubicación del trabajo: \_\_\_\_\_  
Proporcione detalles sobre cómo nuestro personal fue más allá de lo debido para usted: \_\_\_\_\_

Proporcione su información según corresponda:  
Nombre: \_\_\_\_\_ Eres o eras cliente:  Sí  No   
Número de teléfono: \_\_\_\_\_ E-Mail: \_\_\_\_\_  
X#, PD#, Caso#: \_\_\_\_\_

-For Probation Staff Only-  
If received please complete below and forward to office management or e-mail to: Ombudsman@probation.lacounty.gov  
Received By: \_\_\_\_\_ Date: \_\_\_\_\_

Los Angeles County - Office of the Ombudsman - Rev. 10/01/19 02