

**PROBATION DEPARTMENT
JUVENILE MANUAL**

Chapter No. 2515	Page 1
Issue Date: 01/14/20 Revised:	

**Notes and
References**

SPECIAL HANDLING

I. Introduction

- A. The IMPACT case management system has a feature that allows a case to be identified for Special Handling under specified circumstances. When utilized, the Special Handling feature flags a case for viewers and conveys specific information or instructions when the case file is accessed and the Overview screen reviewed.
- B. Generally, cases identified for Special Handling require prioritization in terms of office or field contact with the involved youth, and increases the likelihood that an Officer may successfully make contact with a youth. This furthers case management goals and mitigates any youth or public safety risks.
- C. The designation is to be used in cases and circumstances when there are youth or public safety risks, or whenever there exists a need for increased contact and supervision that can be bolstered through the use of the designation.

II. Special Handling designation

- A. The use of the Special Handling designation can be automatic or discretionary, as specified in this policy. Automatic use means the case or circumstances require the designation because of the elevated risk involved. Discretionary use means any use not otherwise mandated by this policy where the Supervising Probation Officer (SPO) and/or assigned Deputy Probation Officer (DPO) have determined that the use of it is warranted.
- B. Automatic uses of the Special Handling designation are:
 - 1. Youth under probation supervision as a California Division of Juvenile Justice Returnee.
 - 2. Youth with a warrant for his or her arrest.

**PROBATION DEPARTMENT
JUVENILE MANUAL**

Chapter No. 2515	Page 2
Issue Date: 01/14/20 Revised:	

Special Handling (continued)

**Notes and
References**

3. Youth placed in a Short-Term Residential Therapeutic Program (STRTP).
 4. Youth who are homeless or transient.
 5. Youth with a sustained disposition for a sex offense that would require registration pursuant to §290 of the Penal Code if committed as an adult.
- C. Discretionary use of the Special Handling designation include:
1. Youth with significant mental health needs or deficits.
 2. Youth with a history of erratic behavior or acting out physically in the office or field setting and who may be disruptive to staff, visitors, or clients.
 3. Youth who are, have been, or may be victimized through sexual exploitation.
 4. Cases with extensive media attention or public interest.
 5. Cases that are sensitive in nature or represent a conflict.
- III. Documentation in IMPACT
- A. All Special Handling designations are to be documented in IMPACT under the Special Handling tab in the Notes section. This is to be updated by the assigned DPO whenever the circumstances necessitating the designation have changed.
 - B. The assigned DPO is to indicate that the designation is an automatic or discretionary one when creating it in IMPACT, and provide sufficient narrative detail to convey to viewers the basis for the designation and any subsequent actions.
 - C. For cases designated because of II, C, 5, above, the supporting narrative will be completed as a Critical Factors Events entry in IMPACT.

