

Juvenile Adult Management System

421.1 PURPOSE AND SCOPE

The purpose of this policy is to set forth guidelines and procedures for maintaining the security of sensitive data and to ensure accurate and consistent information is entered into the Juvenile and Adult Management System (JAMS). This policy applies to all employees of this department, including volunteers.

421.2 AUTHORITY AND REFERENCES

- Executive Committee;
- Penal Code § 1203.10.

421.3 POLICY

All clients and their pertinent information will be entered into the JAMS system in accordance with the procedures established by the Quality Assurance Unit. This will include, but is not limited to, demographics, social history, health, gang, criminal, juvenile and civil court records, and any and all contact between the client, collateral subjects and Probation Officer/Probation Corrections Officer. Additionally, each field office/facility will conduct audits of data entered into JAMS, according to the procedures established by the Quality Assurance Unit, to ensure accurate and consistent information is entered into JAMS.

421.3.1 CONFIDENTIALITY

JAMS shall be used for the benefit of the Riverside County Probation Department and shall not be used for any personal purposes. Users are placed on notice that all queries and/or updates are tracked and can be retrieved at any time for the purpose of auditing and monitoring the user.

421.4 DIVISION JAMS PROCTOR

Division managers shall assign no more than two division employees within each institution, division and/or office to serve as the liaison between the division and the Quality Assurance Unit. These employees will serve as Division JAMS Proctors and have responsibility for conducting JAMS initial training with newly hired employees and volunteers.

421.5 JAMS TRAINING

All department employees and volunteers with data input or data viewing responsibilities will have access to JAMS updates and instructions through the Probation Intranet. Employees are responsible for attending JAMS training, as well as knowing, understanding, and utilizing JAMS procedures as outlined in training and reviewing any updates and procedures distributed by the Quality Assurance Unit.

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421.5.1 INITIAL TRAINING

All newly hired probation employees and volunteers with data input or data viewing responsibilities will complete the JAMS initial training, which is online, through their Division JAMS Proctor within 45 days with the department.

421.5.2 JOB SPECIFIC TRAINING

Job specific training is separated into Juvenile Field Services, Adult Field Services, and Institution courses. These in-person trainings are conducted by the Quality Assurance Unit.

This training is required for all newly hired probation employees and volunteers with data input responsibilities and must be completed within their first 120 days with the department.

All newly transferred or promoted probation employees and volunteers with data input responsibilities will attend job specific training within 120 days of a change of assignment or promotion.

421.5.3 ASSIGNMENT SPECIFIC TRAINING

Assignment specific training provides additional instruction for probation employees and volunteers who require additional access to functions in the Juvenile and Adult Management System. This access will be removed by the Quality Assurance Unit when the assignment no longer requires additional access, or if the employee has started a new assignment.

421.6 DATA INTEGRITY

Whenever action is taken on a client, information will be entered into JAMS as set forth by the Quality Assurance Unit. It is the responsibility of all employees and volunteers utilizing the JAMS system to ensure that information is entered correctly and in accordance with policy and procedure.

Supervising Probation Officers (SPO) and Supervising Office Assistants (SOA) will monitor that employees assigned to them are using the most current data input procedures when using the JAMS system. SPOs and SOAs will safeguard that all employees have received the proper JAMS training as described above and coordinate remedial training when necessary. SPOs and SOAs will ensure that all employees assigned to them have read and understand all JAMS instructions and updates provided by the Quality Assurance Unit that apply to their assignments.

Division managers shall ensure employees at all levels within their division comply with this policy.

421.6.1 ACKNOWLEDGEMENT

All employees of this department and volunteers with data input or data viewing responsibilities shall acknowledge in writing on the JAMS System Policy form (attachment) that they have received and read this policy. Such written acknowledgement will be retained in each employee's personnel file.

421.7 AUDITING OF DATA BY FIELD SERVICES AND INSTITUTIONS

To ensure compliance with the current JAMS data entry instructions, each field office/facility will conduct audits of data entered into JAMS as set forth by the Quality Assurance Unit's Field

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Services and Institutions Audit Instructions. The audit instructions are available on the Probation Intranet [REDACTED] in the “JAMS Instructions and Updates” icon, under “JAMS Instructions & Guides.”

The Quality Assurance unit will conduct audit reviews to ensure auditing is being completed as instructed.

Date(s) revised:

10/23/2018

08/03/2017

Created: 12/20/2010

Attachments:

[1. JAMS System Policy form](#)

RIVERSIDE COUNTY PROBATION DEPARTMENT

Serving Courts • Protecting Our Community • Changing Lives



MARK A. HAKE
CHIEF PROBATION OFFICER

ACKNOWLEDGEMENT OF RIVERSIDE COUNTY PROBATION DEPARTMENT JUVENILE AND ADULT MANAGEMENT SYSTEM POLICY

I have received a copy of and am fully aware of the Riverside County Probation Department's policy on the Juvenile and Adult Management System (JAMS). I am responsible for attending JAMS training and adhering to the directives issued by the Quality Assurance Unit as they become available. I will read and acknowledge all updates and instructions provided by the Quality Assurance Unit.

Employee Name (print)

Employee Signature

Date

*This form shall be retained in the employee's personnel file.