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| Subsection Description: SAMPLE SOP – Jail Information Model Description: | Section Sub-section. Page # .1 | Revision Date: 07/25/05 |
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Description:

Subsection Page Number:

GENERAL INFORMATION SECTION

- Index 1
- Definitions 2
- General Information 3
- Jail Information Process 4
- Information Gathering Process 6

DEFINITIONS

ADMINISTRATIVE OFFICERS

Personnel referred to as administrative or Command Staff shall include, but not be limited to Sheriff, Undersheriff, Chief, Warden and Captain.

JAIL INFORMATION MODEL

The Jail Information Model is designed to collect jail-based information and disseminate it to appropriate law enforcement agencies in order to solve and/or prevent crimes and improve public safety.

JAIL INFORMATION OFFICER

The Jail Information Officer will be responsible for the receiving, coding and dissemination of all jail information. He will also be the primary liaison between the jail and the other local criminal justice and law enforcement agencies.

SECURITY THREAT GROUP

The Security Threat Group is a unit of corrections officers who receive specialized training and who are specifically responsible for the collection, documentation and reporting of information to the Information Officer.

NORMAL REFERRAL

All referrals that are not Red Level are classified as a Normal Referrals. Normal Referrals may be distributed via fax, phone or e-mail to the appropriate investigative agency.

RED LEVEL REFERRAL

A Red Level referral is when a crime is imminent or when the potential for a violent crime requires immediate attention. Red Level distribution requires personal contact between the Information Officer and the participating law enforcement agency to ensure accuracy and timely notification.

INFORMATION COLLECTION OFFICERS

ALL corrections officers, jail staff, custodians, health care workers and even contractors who work in the food service area or cafeteria are considered Information Collection Officers, and can provide important information.

POLICY

A course of action adopted by and pursued by an agency that guides and determines present and future decisions and actions.

PROCEDURE

The detailed and sequential actions that must be executed to ensure that a policy is implemented. It is the method of performing an operation or a manner of proceeding on a course of action. It differs from a policy in that it directs action required to perform a specific task within the guidelines of the policy.

Description:**.3****07/25/05****GENERAL INFORMATION**

- The Sheriff's Office shall develop a process to cultivate jail-based information and disseminate it to the appropriate offices or agencies in order to solve or prevent crimes and improve public safety
- Information shall be collected regarding:
 - internal jail safety and security issues
 - criminal activity within the jail and
 - criminal activity outside of the jail
- This information shall then be routed to the appropriate internal office or external law enforcement agency or public safety organization for review.
- This Jail Information Collection and Dissemination Model encourages and promotes a paradigm shift from traditional corrections activities to proactive public safety capabilities.
- This shift helps to solve past crimes, reduce or prevent future ones, save lives and property in the jail and the community, and improve community quality of life.

Objectives:

- Develop an innovative jail-based information gathering and sharing model.
- Encourage a paradigm shift from traditional corrections to proactive peace keeper to prevent crimes, save lives and improve quality of life.

JAIL INFORMATION PROCESS

Because of the secure environment of jail facilities and an established culture of jail personnel, in order to maximize success of the Jail Information Model (JIM), a project endorsement and acceptance process must be instituted by management prior to the implementation of the program.

The Jail Information Process is the endorsement and acceptance process, and is designed to ease the transition into the Jail Information Model.

The Jail Information Process is a replicable process that includes:

- program acceptance
- process formation
- specialized training
- program implementation

A. Program Acceptance:

- The Jail administration must be committed to certain fundamental aspects of the program. These include: the establishment of the processes; the commitment to the staffing or assigning of a supervisor to serve as the primary information officer; training for the information officer, jail administration and staff; and awareness or formal training for those inside and outside of the agency who may be utilizing the information provided by the model.
- When there is agency buy-in and a commitment to the process, the opportunities for success are significantly enhanced.

B. Process Formation:

- The first component of the process formation is the designation of an official Information Officer.
 - This shall be a supervisor designated by the Sheriff
 - The Information Officer shall have the responsibility for the flow of information throughout the process, and will serve as a central collection point for all jail-based information received into the Security Threat Group Unit.
 - This officer will receive all raw data from other Security Threat Group Unit personnel or jail staff, will validate the information if possible, and then distribute this information to the appropriate internal or external agencies that may have an interest or be affected by the information. It is also the responsibility of the Jail Information Officer to decide if a priority referral should be made. Priority referrals are ones that contain information that must be relayed to an agency immediately because they involve a potential crime, or a crime in progress.
- The second component of the process formation is the designation of Information Collection Officers.
- In addition to other officers assigned to the Security Threat Group Unit, corrections officers and other staff employees (such as Intake officers, medical/mental health, or other service personnel) may be designated as Information Collection Officers by the Jail administration. This designation means that these individuals will be formal

Description:**.5****07/25/05**

members of this process and receive specialized training to assist them in this assignment

C. Specialized Training:

The third step of the Jail Information Process is training. This training includes internal instruction for the designated Information Collection Officers and external instruction for the investigative units or agencies that will be utilizing the model.

1. Specialized Training - Internal:

- Jail Information Process training should include: the overall process; its goals and objectives; information on new policies or procedures that are being utilized in the initiative, or adopted to support the program; and specialized training in communication skills and interviewing techniques.
- The Jail Information Process training shall consist of a four hour block of instruction to be completed by all designated jail information officers.
- All jail staff will participate in this training:
 - Command staff
 - Corrections officers
 - Jail contract services
 - Medical/mental health staff
 - Programs and services personnel

2. Specialized Training - External:

- The specialized training for all external entities involved in the program can be limited to one hour.
- This training needs to appropriately explain the Jail Information Collection and Dissemination Model, the specific process, why it is important, its goals and objectives, and the roles and responsibilities of each of the participants, especially emphasizing the significance of the feedback mechanism to ensure a continual flow of useful information.

D. Program Implementation:

- The flow of information is the most crucial aspect of this program. This action-oriented process of continual information flow throughout the local public safety system drives the entire model.
- The flow comes from the inmates to the staff, from the staff to the supervisor who codes and validates the information, from the supervisor to the internal or external investigative agencies, and back from those agencies.
- If the flow of information is stopped at any point while in transit to the agencies or investigative units that could utilize it to prevent future offenses or solve past offenses, the information may become lost, devalued or totally worthless, thereby negating the positive effects of the entire program.
- If the information flow is stopped between the agencies or units that utilize the information and those who have originally provided it, the feedback mechanism is diminished. When this happens, the jail staff may not feel that their efforts were valuable or worthwhile, and may not continue to actively seek out information that can be beneficial to the community's overall public safety.

Description:**.6****07/25/05**

- Corrections officers rarely play a major role in the solving or preventing of offenses. One of the goals of the Jail Information Model is to elevate the status of the corrections officers by highlighting the important role they can now play in the solving and prevention of offenses. Corrections officers can now become prevention officers and in doing so, can assist with both the solving of past offenses and the prevention of future ones.

INFORMATION GATHERING PROCESS

The Jail Information Model follows a continuous cycle of the information gathering process. Classification, dissemination and evaluation, use and feedback ensure that timely information flows throughout the system and reaches all participating parties.

The initiating step in the Jail Information Model is the information gathering process, which consists of the initial training on what information to collect and how to collect it.

1. What to Collect

- “What information to collect” has been defined as information regarding: internal jail safety and security issues; criminal activity within the jail; and criminal activity outside the jail.
- There are times and locations where inmates will more readily provide the information that may be important.
 - Visitation areas, recreation and dining areas, monitored telephone conversations, and the review of inmate mail have been traditional collection points.
 - Information-gathering experts have also identified transportation and booking areas as likely places where inmates are revealing important information or want to be heard.

2. Data Collection

- The second portion of this step is the actual data collection. The key elements of data collection include:
 - Why - to improve jail safety and security, prevent crimes, reduce victimization, and improve the quality of life in the community
 - Who – all corrections officers and staff
 - When - anytime on or off duty
 - Where - anywhere legal access in the jail is granted
 - How - through utilization of improved communications, interviewing and listening skills

3. Documentation

The final component of this step in the Jail Information Model is the proper documentation of the information. This element of the information-gathering process is critical because inadequate or improper documentation can lead to miscommunication, which could be extremely detrimental to those affected and to the entire Jail Information Model process.

Description:**.7****07/25/05****A. Information vs. Intelligence:**

The Jail Information Model focuses on the gathering of information rather than on the collection, analysis and dissemination of intelligence.

- The corrections officer's duty includes only data collection and not analysis or dissemination.
- While supervisors or staff may review the data, their primary mission is validation based on their knowledge and background within the jail, and not analysis of the information itself. Their role of distribution is to simply pass along the information or raw data to agencies that may have an interest in or be affected by the information. Once distributed, the receiving agency may then analyze, interpret and disseminate the data or intelligence as required by federal statute.

B. Coding:

- The second portion of this level of the Jail Information Model is coding. Coding is performed by the designated Jail Information Officer or Jail Information team.
- The Jail Information Officer will code each referral form "internal" or "external."
- Information that is coded *Internal* will be used to enhance jail operations or solve or prevent crimes from occurring in the jail.
- *External* information refers to significant information that can be utilized outside of the jail. External information may be provided to investigative units or law enforcement agencies investigating offenses including, but not limited to:
 - Crimes against persons
 - Terrorism
 - Property crimes
 - Gang activity or offenses
 - Homicides
 - Sexual assaults
- External information includes data that may be utilized within the Office of the Sheriff by the appropriate investigative division, or information that may be utilized outside of the Office of the Sheriff by any of the participating agencies.

Jail Information Flow:

Information will flow from the corrections officers or jail staff via formal referral form to the designated Information Officer. The Information Officer will appropriately verify and code the information before routing it to an internal office or external agency. The Information Officer will then ensure that the appropriate feedback is provided to the originating corrections officer or staff member.