



DIA Preface

This manual is designed to be a comprehensive reference resource. It covers the most common functions and duties of a Detention Information Assistant (DIA).

The manual is divided into ten (10) sections. It is used in conjunction with all other reference materials, such as Sheriff's Department Policy and Procedure as well as, Sheriff's Detention Policy and Procedure. The goal is to create a reliable resource that serves as a reference to all Detention Information Assistants.

Detentions Processing Division

San Diego County Sheriff's Department



OVERVIEW

Reference: Detention Policy and Procedure; Section P.1; Custody Information Office.

A Detention Information Assistant (DIA) works in the Custody Information Office of a detention facility. Often, the DIA is the only link between the families and the incarcerated individual, as well as the first contact some individuals have with the department. Post Orders outlining the responsibilities and duties for DIA's, at each respective facility, are always followed.

Duties include:

1. Screen and answer public inquiries regarding incarcerated individual via telephone and at the Custody Information Window.
2. Screen and answer professional inquiries from attorneys and bail bond agencies regarding incarcerated individuals, either by telephone or the Custody Information Window.
3. Clear official and professional visitors prior to admittance; Schedule visits by verifying credentials, court orders and/or other documentation.
4. Schedule visitors for incarcerated individual social visits.
5. Sort and distribute incoming mail per facility guidelines.
6. Process incoming and outgoing detentions property form.
7. Process negotiable paper and cash for bail or fine.
8. Accept and process bail bonds.
9. Accept and account for all monies received and/or disbursed to and from an incarcerated individual funds account.
10. Other duties as assigned.



CHAIN OF COMMAND

The purpose of the chain of command is to resolve issues at the lowest level possible. Both sworn and professional staff is required to follow the chain of command. All questions are referred via the chain of command by an on-duty Detention Processing Supervisor (DPS). DIA's shall only go to the watch commander in an emergency, in the absence of a supervisor.

The chain of command for the Inmate Processing Division is as follows:

- 1st level - Detention Processing Supervisor
- 2nd level - Sheriff Operations Supervisor
- 3rd level - Assistant Manager
- 4th level - Manager

A Detentions Processing Division Organizational Chart is included in this manual for your reference.

CHAIN OF COMMAND PROCEDURES

- The employee shall notify their direct supervisor to set up a meeting to discuss the issue(s). Every effort is made to resolve complaints at the first level of supervision.
- If there is no solution at the first level, the employee goes up to the next level in the Detentions Processing Division's chain of command.
- If there is no solution at the second level, the employee continues up the chain of command.

In certain situations, an employee may wish to skip a level in the chain of command. When this occurs, the request to skip a level is evaluated by the next level supervisor. If the request is determined appropriate, the level may be skipped. If not, the employee will be directed back down the chain of command.



Manager	1
Asst. Mgr.	1
Adm. Sec.	1
SOS	5
ADPS	1
DPS	26
DPT	156
DIA	59
SC	33
Total	283

Detentions Processing Division

Organizational Chart

