



Quality Assurance Review

The Detentions Processing Division is responsible for ensuring all defendants are processed in accordance with federal, state, and local laws. As custodial record keepers, our goal is to expeditiously process defendants through the judicial system while maintaining the integrity of custody records with 100 percent accuracy. Maintaining custody records is not a secondary duty, it is our primary job.

PART 1 - INITIAL BOOKING QUALITY ASSURANCE

The custody record is initiated when the defendant is brought into custody. The technicians assigned to the following workstations work together as a team, to ensure the custody record is correctly created.

- Pre-intake/Pre-book
- Booking

Each Quality Assurance review requires the technician to review both the computerized and hard copy record, for accuracy. The effectiveness of the process is dependent upon the integrity and accurate application of established procedures, by each technician.

After the custody record has been reviewed, the technician assigned to booking will complete the Quality Assurance/Review sheet (Form J-20).

After the custody record has been reviewed, the assigned technician will complete the Quality Assurance/Review sheet (Form J-20). If missing any court documents, notate it on the J-20, i.e. "No court paper for arrest #1".

REQUIREMENTS

Technicians completing custody record reviews must have written documentation that they have completed Phase I and Phase II training or have demonstrated competency at the court update, and local/state sentences as documented on the task management forms.

PROCEDURES

Each facility will have several QA positions on each shift. At some positions the QA will be a collateral responsibility. Those positions will be at Final, Pre-release and Booking, depending on facility needs. There will also be stand-alone QA positions, again per facility needs. Your Sheriff's Operation Supervisor will elaborate on where your QA positions will be.



The responsibilities of the QA position will include the following:

Booking QA: The technician assigned to the booking QA will verify the accuracy of all information entered at the pre-book and booking position including:

- Arrest Type
- Arrest date and time
- Event/case
- Charges
- Bail
- Dispositions
- Holds
- Warrants
- Court date and location
- Court Interpreter

Incarcerated individual's physical information along with the addresses and emergency contact information.

Pre-release/Final/Update QA: The technician assigned to this QA position will verify the accuracy of all information entered from documents received via the fax, teletypes and courts and depending on the document, will verify:

- Case number
- Bail
- Court date and location
- Sentence information and calculations
- Dispositions

Every document filed must have the update technician and the Quality Assurance Technician ARJIS on the document. No document should be filed without ensuring it has been through the QA verification. All documents updated at the receiving facility will be Quality Assured before sending the document to the housing facility. It is vital to ensure each document, whether it is to be filed or sent to another facility, contains the ARJIS of the updater and the QA technicians.

Currently, with Sentence calculations, we have one technician do the J-18 and another technician entering the information in the JIMS. This will remain the standard. Every sentence computation will also be subjected to a third check by the QA technician.

An error documentation log will be completed during the Quality Assurance Procedure. This log will help measure and identify the types of errors generated. This will assist us in identifying training needs. This log will be placed online for easy access. We are interested in documenting



the serious errors such as court destinations/dates, bails, or anything which could cause over-detentions or erroneous releases.

Every time this procedure is completed the technician will indicate what they have reviewed then date and ARJIS the Quality Assurance/Review Sheet form J-20. This sheet is a permanent part of the incarcerated individual's custody record and is monitored by the Detention Processing Supervisors and Sheriff's Operations Supervisors.

These procedures are a critical part of the technicians' responsibilities. They act as a "Check and Balance" system assuring that no errors are left undetected which could result in an over-detention or erroneous release.

NOTE: IF AN ERROR IS FOUND AT THIS POINT, IT MUST BE BROUGHT TO THE ATTENTION OF A SUPERVISOR WHO WILL TAKE CORRECTIVE ACTION

RESEND WANTS AND WARRANTS

During custody record reviews, a wants and warrants check is to be conducted regardless of when the last check was completed.

INCARCERATED INDIVIDUAL RETURNEES – When these incarcerated individuals are produced, the matter for which they are produced from state prison is normally resolved, including the clearance of any warrant. However, an initial warrant check for the case, which they were produced for, will be conducted. If the active warrant for the case has not been cleared, call for and clear the warrant. No other warrants will be called for.

THOSE NOT COMMITTED/THOSE COMMITTED INCARCERATED INDIVIDUALS – Call for and book all felony, commit, 1209 CP, juvenile court, domestic violence, superior court warrants and **all San Diego County misdemeanor warrants regardless of jurisdiction that does not create a court conflict or cause the incarcerated individual to remain in custody beyond the PC 825 guidelines.**

Once wants and warrants have been completed, a "C" will be placed in the Release Clearance section. The "N" will no longer be used.