NUMBER:	2.2
SUBJECT:	SCREEN DESK PROCEDURES
CATEGORY:	BOOKING SECTION
DATE:	OCTOBER 2012
DATE REVISED:	JANUARY 31, 2013, MAY 9, 2013, MAY 17, 2013; MAY 22, 2013; MAY 31, 2018
RELATED SECTIONS:	2.1 QUEUE DESK PROCEDURES; 2.3 UPDATE PROCEDURES

PURPOSE:

It is the policy of the Sheriff's Records & ID Division Booking Section to assign a Screen Desk Clerk to screen information entered and/or updated in the Jail Information Management System (JIMS) and the Justice Retrieval and Inquiry System (JURIS). The clerk will retrieve, disseminate and/or enter DOJ, FBI, and Homeland Security (DHS) responses from the designated printer.

The Screen Desk Clerk will also be the designated System Manager who serves as the liaison (contact person) for Data Services Helpdesk and Communications Center.

POLICY:

The Screen Desk Clerk will be responsible for the following: screening the booking information of each arrest to ensure that the CAFIS, CII, FBI numbers as well as all possible AKA's have been entered accurately in both JURIS and JIMS and that each booking has been linked in JIMS. The Screen Desk Clerk is responsible for all responses received over the CLETS printer. The clerk is also responsible for screening, sorting and distributing mail received from the detention facilities. The clerk will report and/or follow up on system and equipment issues by reporting and documenting the issue to the appropriate agency such as the Sheriff's Helpdesk, JIMS team, or DOJ. Refer to the Screen Desk Manuel or the Emergency Binder for the most current contact information.

PROCEDURE:

The oncoming Clerk should relieve the Screen Desk Clerk five (5) minutes prior to shift change to be briefed on any problems that may need to be passed on.

Note: If the oncoming Screen Desk Clerk comes in at the exact or past the time the shift takes over, the outgoing Screen Desk Clerk will relay any information to either: the Queue Clerk, Lead Clerk or incoming Supervisor.

A. **SCREENING**

When responses are received over the CLETS printer, they will be sorted by type of response (i.e. DOJ, FBI, and DHS) and processed by the Screen Desk Clerk as follows:

1. The DOJ/FBI response is compared to the Queue sheet to determine which Queue sheet the booking is listed on.

2. Once the appropriate Queue sheet is confirmed, the Clerk will note the Queue sheet number on the DOB/FBI response and do one of the following:

    a. If the appropriate sheet is still with the Update Clerk, the Clerk will physically give the response to the Update Clerk for processing.

    b. If the appropriate sheet has been worked and physically given back to the Queue desk as being completed, the Screen Desk Clerk will process the DOJ/FBI response and check all systems for accuracy. When changes are made to the systems, the following notations will be added to the DOJ Responses, along with the Clerk's ARJIS #:

        i. checked, no changes √

        ii. CII added   C
            FBI added   F
            Both added   C/F

        iii. Re-entered CII   RC
             Re-entered FBI   RF
             Both Re-entered   RC/F

        iv. Corrected CII   CC
            Corrected FBI   CF
            Both Corrected   CC/F

    c. Update errors will be returned to the Update Clerk for correction after three (3) errors have been noted and if the Update Clerk is still on duty. Wrong demographics will be returned to the Update Clerk for processing.

    d. If a REJECT Notice is received (an FBI response notifying the Department that they are rejecting the livescan for that particular booking – bad image), give the response to the Cal ID Unit to keep in their response file.

    e. When Cal-ID submits an IDN request, the examiner will bring the Screen Desk Clerk a notification. Once the DOJ response has been received, the Screen Desk Clerk will return the notification and response to the Cal-ID examiner. No copies are necessary. .

3. When the DOJ/FBI responses are returned from the Update Clerk to the Screen Desk

Clerk, the Screen Desk Clerk will do a QA (Quality Assurance) check on all responses. The Screen Desk copy of the Queue sheet along with the updated DOJ responses will then be double-checked as follows:

a. The Screen Desk Clerk will check both JURIS and JIMS Admin Maintenance SCN details to verify that the booking has been linked and the CAFIS, CII, and FBI numbers have been entered correctly. The Screen Desk Clerk will check the SR31 to make sure there are no error messages or notations regarding the CII and/or FBI numbers. The Screen Desk Clerk will check the RI02 screen to ensure the CAFIS number has been entered correctly. They will also check to make sure that all new bookings with Hispanic (first, middle, last) names are added to the RI04 screen and JIMS AKA screen. If the name was not added by the Update Clerk, the Screen Desk Clerk will add it.

4. At the end of shift, the responses that were received during the shift will be rubber banded together with a cover page containing the following information: DOJ/FBI/DHS, date, shift, and the Screen Desk Clerk's ARJIS #. This bundle will then be placed in the appropriate box kept under the Booking fax machine.

5. If two (2) CII or FBI numbers are found for a subject, check JADE to ensure the CII numbers have not already been consolidated. If they have not been consolidated, complete the form letter (see Booking Desk Reference 2.2) and fax it to DOJ for CII consolidation. For duplicate FBI numbers, complete the attached form letter (see Booking Desk Reference 2.2). Complete a CORI entry. Place the letter in the vertical correspondence box for specialized requests. These letters can be found on the shared drive.

Shared/(V)/Records/Forms/No Letterhead/Booking/CII Consolidation Form.docx
Shared/(V)/Records/Forms/No Letterhead/Booking/FBI Consolidation Form.docx

B. PROCESSING INCOMING MAIL

1. It is the responsibility of all three shifts to process the incoming mail from the various detention facilities.

2. Jail Jackets and Miscellaneous paperwork received from the detention facilities will be separated and placed in bins with "Jail Jackets and Date Received" or "Miscellaneous and Month Received" slip attached to the bin and placed in the appropriate location for prepping. Any County interoffice mail received with the Jail Jackets will be given to the Mail Room.

C. SHIFT CHANGE RELIEF PROCEDURES

Five (5) minutes prior to the end of your assigned time at the Screen Desk, you should coordinate with the on-coming Screen Desk Clerk to relay any pending problems, unfinished work (DOJ/FBI/DHS responses, etc.) If the oncoming Screen Desk Clerk is

not available, update the Queue Clerk, Lead Clerk or oncoming Supervisor with any pending problems or unfinished work.

D. SYSTEM'S MANAGER-UNSCHEDULED SYSTEM OUTAGES

It is the Screen Desk Clerk's responsibility to take on the role of System's manager. In this role he/she will notify the Data Services Helpdesk, JIMS team or DOJ if a problem comes up with any of the computer systems, applications or programs.

Re-boot the PC before calling in for a heat ticket number. Let 15-30 minutes lapse before calling for a heat ticket number. The problem may resolve itself after the re-boot or 15-30 minute wait. After hours, call the Communications Center. They will relay the information to the on call person.

1. On the whiteboard in the copy room area write a summary of the problem with date, time and heat ticket number (if you received one from the Helpdesk).

2. Log all problems in the System's Manager Trouble Log. If problem was resolved, write the date and time in the trouble log stating the problem was resolved.

3. If the problem was not resolved, write as detailed a summary as possible regarding what the problem is, who you notified, and what was said to you. If you were given an ETA make note of the ETA. If the problem is not resolved before your shift ends, update the on-coming Screen Desk Clerk about the problem include who you contacted, their contact information, and the status of the problem. Ask the on-coming Screen Desk Clerk to initial the trouble log for verification that you passed the information on.

4. If it is a problem that will potentially affect the entire Division, check with the other sections of the Division to verify their status and verify that a heat ticket has not already been created. An e-mail should be sent to the Division with information about the problem.

5. If you haven't received a call back regarding the status of the ongoing problem for more than one hour, contact the Helpdesk and verify status of problem. Log in the call (date & time) in the Systems Manager Trouble Log.