

## 013 - Community Transition Unit / Community Re-Entry And Resource Center (Window 5)

### PURPOSE OF ORDER:

The purpose of this order is to establish procedures for the Community Re-entry and Resource Center (CRRC) Window #5, within the Community Transition Unit (CTU).

### SCOPE OF ORDER:

This order applies to all Community Transition Unit (CTU) personnel assigned to the Population Management Bureau (PMB).

### ORDER:

The CRRC is a coalition between the Los Angeles County Sheriff's Department (LASD) and several agencies and organizations to assist recently released inmates and the public with re-entry resources. It was created with a collective goal of decreasing recidivism and crime by offering numerous resources, services, referrals, and information.

Window #5 within the CRRC is designated to be used and staffed by LASD personnel. These orders shall be followed by staff assigned to this window.

- Window #5 shall be staffed by at least one custody assistant (C/A) between the hours of 7am and 4pm, Monday through Friday (except Holidays).
- Located at window #5 is the CTU and CRRC services and information guide. Staff shall ensure they are familiar with its content. This guide helps staff provide consistent information to the public.
- Staff shall acknowledge all individuals who visit window #5 with a pleasant attitude and caring demeanor.

- Staff shall offer the following services to individuals who seek assistance (Below are just a number of services offered):
  - Transportation (Metropolitan Transportation Authority Tap cards or taxi vouchers)
  - Proof of incarceration
  - Housing or shelter referrals
  - Hygiene Kit
  - Employment Referrals
  - Birth Certificate information
  - Crisis center information
  - Free clothing referral
  - Any other services offered, but not listed
  
- All services offered at window #5 shall be checked off of the “half sheet” service form used within the CRRC. Once completed, the form shall be delivered to the CTU statistical C/A, who shall compile the information for the CTU monthly and yearly reports.
- At least twice per shift, the window #5 C/A shall contact each staff member at windows #1-8 to collect the “half sheet” service forms, which will be delivered to the CTU statistical C/A.
  
- Every ninety (90) minutes the C/A at Window #5 shall report to the Inmate Reception Center (IRC) release area to provide the inmates who are present with a presentation of the services offered by the CRRC. A tri-fold handout of services and referrals shall be offered to each inmate during this presentation.
  
- The window #5 C/A shall ensure all necessary forms and handouts are in sufficient supply. If additional supplies are needed, the C/A shall notify the CTU supervisor, who shall order the necessary amount of items.

- MTA Tap cards and taxi vouchers are supplied to the CRRC by outside vendors to provide to individuals who do not have resources to get to their final destination. Special attention and care must be given when providing these items, as each one shall be inventoried daily. Each individual who requests a Tap card shall supply their name and address (if the individual is homeless, use the closest geographical location or cross street of where they are homeless) to receive one. Each person shall be provided only one (1) Tap card, with four fares loaded on each card.
- If an individual requests a taxi due to mobility issues or other physical impairments that may limit their ability to take public transportation, the window #5 C/A shall start the taxi voucher process and complete the Immediate Needs Transportation Program (INTP) client intake form and Affidavit of INTP Eligibility form.
- If a staff member observes an individual has mobility issues, the window #5 C/A may ask if taxi service is a viable option, rather than using public transportation. If the individual requests a taxi, the window #5 C/A shall start the process and complete the INTP client intake form and Affidavit of INTP Eligibility form. Both of these forms are located at window #5.
- Staff members shall contact a taxi service via the telephone on behalf of the individual. At no time shall the C/A provide information to the taxi service about the individual's state of mind or physical mobility issues.
- Once the taxi service has arrived, the window #5 C/A shall escort the individual to the taxi and make contact with the taxi driver. Only after the taxi driver has agreed to take the individual to their final destination shall the Variable Value Voucher (VVV) be completed.
- All carbon copies of the VVV and other completed INTP forms shall be forwarded to the International Institute of Los Angeles for processing and tracking.

**NOTE: The window #5 C/A shall only use the LASD data base to determine an individual's release date, and money held by the individual for eligibility in the VVV taxi program.**

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